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PeopleSoft Enterprise Order Management 9.0 PeopleBook

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About This PeopleBook Preface

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

This preface discusses:

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

Note. PeopleBooks document only elements, such as fields and check boxes, that require additional explanation. If an element is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line. Elements that are common to all PeopleSoft Enterprise applications are defined in this preface.

PeopleSoft Enterprise Application Prerequisites

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

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

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

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

Application Fundamentals

Each application PeopleBook provides implementation and processing information for your PeopleSoft Enterprise applications.

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

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The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft Enterprise applications. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of the appropriate application fundamentals PeopleBooks. They provide the starting points for fundamental implementation tasks.

Documentation Updates and Printed Documentation

This section discusses how to:

- Obtain documentation updates.
- Download and order printed documentation.

Obtaining Documentation Updates

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

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

See Also

Oracle's PeopleSoft Customer Connection, http://www.oracle.com/support/support_peoplesoft.html

Downloading and Ordering Printed Documentation

In addition to the complete line of documentation that is delivered on your PeopleBook CD-ROM, Oracle makes PeopleSoft Enterprise documentation available to you via Oracle's website. You can:

- Download PDF files.
- Order printed, bound volumes.

Downloading PDF Files

You can download PDF versions of PeopleSoft Enterprise documentation online via the Oracle Technology Network. Oracle makes these PDF files available online for each major release shortly after the software is shipped.

See Oracle Technology Network, http://www.oracle.com/technology/documentation/psftent.html.

Ordering Printed, Bound Volumes

You can order printed, bound volumes of selected documentation via the Oracle Store.

See Oracle Store, http://oraclestore.oracle.com/OA_HTML/ibeCCtpSctDspRte.jsp?section=14021

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Additional Resources

The following resources are located on Oracle's PeopleSoft Customer Connection website:

Resource	Navigation
Application maintenance information	Updates + Fixes
Business process diagrams	Support, Documentation, Business Process Maps
Interactive Services Repository	Support, Documentation, Interactive Services Repository
Hardware and software requirements	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Hardware and Software Requirements
Installation guides	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Installation Guides and Notes
Integration information	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Pre-Built Integrations for PeopleSoft Enterprise and JD Edwards EnterpriseOne Applications
Minimum technical requirements (MTRs)	Implement, Optimize + Upgrade; Implementation Guide; Supported Platforms
Documentation updates	Support, Documentation, Documentation Updates
PeopleBooks support policy	Support, Support Policy
Prerelease notes	Support, Documentation, Documentation Updates, Category, Release Notes
Product release roadmap	Support, Roadmaps + Schedules
Release notes	Support, Documentation, Documentation Updates, Category, Release Notes
Release value proposition	Support, Documentation, Documentation Updates, Category, Release Value Proposition
Statement of direction	Support, Documentation, Documentation Updates, Category, Statement of Direction
Troubleshooting information	Support, Troubleshooting
Upgrade documentation	Support, Documentation, Upgrade Documentation and Scripts

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Typographical Conventions and Visual Cues

This section discusses:

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

Typographical Conventions

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

Typographical Convention or Visual Cue	Description
Bold	Indicates PeopleCode function names, business function names, event names, system function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
Italics	Indicates field values, emphasis, and PeopleSoft Enterprise or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply. We also use italics when we refer to words as words or letters as letters, as in the following: Enter the letter *O*.
KEY+KEY	Indicates a key combination action. For example, a plus sign (+) between keys means that you must hold down the first key while you press the second key. For ALT+W, hold down the ALT key while you press the W key.
`Monospace font`	Indicates a PeopleCode program or other code example.
“ ” (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meanings.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (|).

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Typographical Convention or Visual Cue	Description
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.

Visual Cues

PeopleBooks contain the following visual cues.

Notes

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

Note. Example of a note.

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

Important! Example of an important note.

Warnings

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

Warning! Example of a warning.

Cross-References

PeopleBooks provide cross-references either under the heading "See Also" or on a separate line preceded by the word *See.* Cross-references lead to other documentation that is pertinent to the immediately preceding documentation.

Country, Region, and Industry Identifiers

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

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

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

Country Identifiers

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

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Region Identifiers

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

- Asia Pacific
- Europe
- Latin America
- North America

Industry Identifiers

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

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

Currency Codes

Monetary amounts are identified by the ISO currency code.

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other Oracle reference and training materials. Please send your suggestions to your product line documentation manager at Oracle Corporation, 500 Oracle Parkway, Redwood Shores, CA 94065, U.S.A. Or email us at appsdoc@us.oracle.com.

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

Common Elements Used in PeopleBooks

As of Date	The last date for which a report or process includes data.
Business Unit	An ID that represents a high-level organization of business information. You can use a business unit to define regional or departmental units within a larger organization.
Description	Enter up to 30 characters of text.
Effective Date	The date on which a table row becomes effective; the date that an action begins. For example, to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.

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Once, Always, and **Don't Run**	Select Once to run the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to Don't Run. Select Always to run the request every time the batch process runs. Select Don't Run to ignore the request when the batch process runs.
Process Monitor	Click to access the Process List page, where you can view the status of submitted process requests.
Report Manager	Click to access the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).
Request ID	An ID that represents a set of selection criteria for a report or process.
Run	Click to access the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
SetID	An ID that represents a set of control table information, or TableSets. TableSets enable you to share control table information and processing options among business units. The goal is to minimize redundant data and system maintenance tasks. When you assign a setID to a record group in a business unit, you indicate that all of the tables in the record group are shared between that business unit and any other business unit that also assigns that setID to that record group. For example, you can define a group of common job codes that are shared between several business units. Each business unit that shares the job codes is assigned the same setID for that record group.
Short Description	Enter up to 15 characters of text.
User ID	An ID that represents the person who generates a transaction.

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PeopleSoft Enterprise Order Management Preface

This preface discusses:

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

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

PeopleSoft Application Fundamentals

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

The companion PeopleBooks contain information that applies specifically to Oracle's PeopleSoft Enterprise Order Management.

- *PeopleSoft Enterprise Application Fundamentals PeopleBook*
- *PeopleSoft Setting Up Global Options and Reports*
- *PeopleSoft Order to Cash Common Information PeopleBook*
- *PeopleSoft Managing Items PeopleBook*
- *PeopleSoft Supply Chain Management Integration PeopleBook*

  PeopleSoft Supply Chain Management Common Information PeopleBook
- *PeopleSoft Enterprise Pricer PeopleBook*
- *PeopleSoft Enterprise Source-to-Settle Common Information PeopleBook*

Pages With Deferred Processing

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

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Common Elements Used in This PeopleBook

As of Date	The last date for which a report or process includes data.
Business Unit	An identification code that represents a high-level organization of business information. You can use a business unit to define regional or departmental units within a larger organization.
Description	Free flow text up to 30 characters.
Effective Date	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.
EmplID (employee ID)	Unique identification code for an individual associated with your organization.
Language or Language Code	The language in which you want the field labels and report headings of your reports to print. The field values appear as you enter them. Language also refers to the language spoken by an employee, applicant, or non-employee.
Process Frequency group box	Designates the appropriate frequency in the Process Frequency group box: *Once* executes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to *Don't Run.* *Always* executes the request every time the batch process runs. *Don't Run* ignores the request when the batch process runs.
Process Monitor	This link takes you to the Process List page, where you can view the status of submitted process requests.
Report ID	The report identifier.
Report Manager	This link takes you to the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).
Request ID	A request identification that represents a set of selection criteria for a report or process.
Run	This button takes you to the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
SetID	An identification code that represents a set of control table information or TableSets. A TableSet is a group of tables (records) necessary to define your company's structure and processing options.
Short Description	Free flow text up to 15 characters.
Status	Your options in this field are *Active* or *Inactive.* By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use instead of deleting it.

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

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PART 1

Implementing PeopleSoft Order Management

Chapter 1
Getting Started with PeopleSoft Order Management

Chapter 2
Navigating in PeopleSoft Order Management

Chapter 3
Setting Up PeopleSoft Order Management Business Units

Chapter 4
Implementing PeopleSoft Order Management Options

Chapter 5
Establishing Feature Function Security

Chapter 6
Setting Up CTI

Chapter 7
Modifying Mass Change in PeopleSoft Order Management

Chapter 8
Setting Up Transportation Lead Times and Freight Charges

Chapter 9
Setting Up Alternate Sources of Supply

Chapter 10
Working with the Verity Search Engine in PeopleSoft Order Management

CHAPTER 1

Getting Started with PeopleSoft Order Management

This chapter provides an overview of PeopleSoft Order Management business processes and discusses:

- PeopleSoft Order Management integrations.
- PeopleSoft Order Management implementation.

PeopleSoft Order Management Business Processes

The PeopleSoft Order Management provides these business processes:

- Sales orders (regular and counter sales)
- Quotations
- Buying agreements
- Claimback contracts
- Returned material authorizations
- Rebate and penalties
- Direct shipments from vendors
- Order tracking
- Price availability

We discuss these business processes in the business process chapters in this PeopleBook.

PeopleSoft Order Management Integrations

PeopleSoft Promotions Management integrates with the these PeopleSoft applications and third-party applications:

- PeopleSoft Enterprise Pricer
- PeopleSoft Promotions Management
- PeopleSoft Costing
- PeopleSoft Supply Planning
- PeopleSoft Product Configurator

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- PeopleSoft Inventory
- PeopleSoft Billing
- PeopleSoft Manufacturing
- PeopleSoft Purchasing and PeopleSoft Payables
- PeopleSoft Receivables
- PeopleSoft Contracts
- PeopleSoft Project Costing
- PeopleSoft General Ledger
- PeopleSoft Treasury
- PeopleSoft Analytics Warehouse
- PeopleSoft Collaborative Selling Self-Service
- PeopleSoft Third-Party Applications

We cover integration considerations in the implementation chapters in this PeopleBook.

Supplemental information about third-party application integrations is located on the PeopleSoft Customer Connection website.

PeopleSoft Enterprise Pricer

Complex pricing functionality such as price rules, price lists, and arbitration plans are created in PeopleSoft Enterprise Pricer. The pricing information defines the pricing adjustments that are applied to an order during sales order entry. PeopleSoft Enterprise Pricer also enables you to test the pricing criteria by using a simulator.

PeopleSoft Promotions Management

The price adjustments for promotions are either taken on the sales order at the time that the order is taken, or the promotion is assigned to the sales order through pricing and the adjustments are accrued and paid at a later date. Promotions can be tracked on the sales order at either the line or the schedule level. You can access the promotion information from the price adjustment page on the sales order. You can also manually assign a promotion to an order line.

PeopleSoft Cost Management

PeopleSoft Order Management displays unit cost information using the various costing methods that Cost Management supports.

PeopleSoft Supply Planning

PeopleSoft Supply Planning uses PeopleSoft Order Management to determine how much demand to forecast. The information is used to plan production, process the production plan, and establish options for demand.

PeopleSoft Product Configurator

PeopleSoft Product Configurator enables you to configure items from lists of available options or features. It also enables the system to dynamically bundle products when kits of components from a list of choices are assembled. It can also be used as a product advisor or product selector. In that case, the system prompts the user with a series of questions and, based on the answers, it presents a list of matching items from which to choose.

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PeopleSoft Inventory

PeopleSoft Order Management passes demand information to PeopleSoft Inventory and displays quantity available information. PeopleSoft Order Management processes the shipment of non-inventory (non-stock) items and passes shipping information to the inventory shipping history tables. Shipments of stocked items are processed in PeopleSoft Inventory. Order Management retrieves the inventory shipping information that appears on reports. In addition to handling fulfilment processing, integration with PeopleSoft Inventory offers:

- Soft allocation for critical orders, lot selection, and ATP processing.
- MSRs (interunit transfers) can be created in real-time to move goods from one warehouse to another from within the sales order.
- Load management.
- Estimated shipments and freight calculation at order entry time or at shipping time in both PeopleSoft Order Management and Inventory.
- Automatic creation of replacement sales orders upon receipt of returned material.
- Sophisticated order change processing to ensure that changes to orders are make in a timely manner.

VMI orders are staged in the Electronic Commerce staging tables for validation processing and loading into the order tables. Order completion runs to complete the order before you can view the order in PeopleSoft Order Management.

PeopleSoft Billing

By using direct invoicing, you can meet the needs of customers that require time-sensitive invoicing based on shipment ID. Traditional cycle billing is also available. Because you can change the invoicing option by order as well as by customer, you can match variations in the customer's billing requirements. PeopleSoft Billing also enables you to:

- Group sales activity and invoice by buying agreement, PO number, sales order, or shipment ID.
- Trigger automatic credit memo creation for returned material.
- Bill customers based on shipments or orders.

PeopleSoft Manufacturing

You can peg existing production ids to the sales order. When goods are received into the warehouse and putaway has been completed, your order is reserved with the incoming supply.

PeopleSoft Purchasing and PeopleSoft Payables

Purchase orders can be created in real-time from the sales order. You can also peg existing supply from purchase orders and requisitions to your sales order. When the goods are received and putaway has been completed, your order is reserved with the incoming supply. PeopleSoft Purchasing also handles shipments for those products that you routinely ship to customers directly from another vendor.

When PeopleSoft Payables receives the vendor's invoice, Order Management is able to invoice the customer for the goods that are received. You can elect to control the billing of direct shipped items by using the matching feature in the Mark Lines for Billing Process.

PeopleSoft Receivables

You can easily determine if a customer's order matches their current credit position with the company by assessing the credit information that is maintained in PeopleSoft Receivables. You can elect to check credit at order entry or at a later date with a background credit process.

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PeopleSoft Contracts

Orders from PeopleSoft Contracts are staged in the Electronic Commerce staging tables for validation processing and loading into the order tables. Order completion runs to complete the order before you can view the order in PeopleSoft Order Management. PeopleSoft Contracts handles billing, pricing, VAT, and taxes for the orders. PeopleSoft Order Management and Contracts share the product definition component.

PeopleSoft Project Costing

Project-related information can be tied directly to a sales order or a sales order schedule. Enter the projects business unit, source type, category, and subcategory.

PeopleSoft General Ledger

No direct integration exists between PeopleSoft Order Management and General Ledger. PeopleSoft Inventory passes the cost details to PeopleSoft General Ledger; PeopleSoft Billing and PeopleSoft Receivables pass the revenue to General Ledger.

PeopleSoft Treasury

You can view the treasury export letter of credit from the sales order. You can assign the export letter of credit to the sales order in the order header bill-to information. You must first define the letter of credit in PeopleSoft Treasury.

PeopleSoft Analytics Warehouse

PeopleSoft EPM is providing a number of sales order analytics so that you can perform various sales, shipment, and revenue queries on the EPM data warehouse. The source of the data is from PeopleSoft Order Management.

PeopleSoft Collaborative Selling Self-Service

PeopleSoft Collaborative Selling and Order Management are integrated in a number of ways. PeopleSoft Order Management shares carrier, customer, customer group, contact, product, product group, pricing, and availability information with CRM. CRM Order Capture also sends Order Management its sales orders (new and changed) to process through the fulfillment process. Here are the integration points with PeopleSoft CRM:

- CRM Request for Quotation
- CRM Sales Order
- CRM Sales Order Change
- Sales Order Acknowledgement
- Sales Order Change Notice
- Sales Order/Quote Status

Third-Party Applications

PeopleSoft Order Management uses a number of third-party applications to compliment the business processes:

- Taxware and Vertex are used for domestic sales tax processing.
- CyberSource handles credit card processing.

  Other third-party credit card applications can also be used to handle credit card processing.

PeopleSoft Order Management uses these Enterprise Integration Points (EIPs) to process sales order data:

- Request for quotation

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- Sales order
- Sales order acknowledgement
- Sales order change
- Sales order change notice
- Sales order/quote status
- Sales quote notice

Additional EIPs that are used by PeopleSoft Order Management for customers, contacts, products, and pricing are discussed in other PeopleBooks.

See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Adding General Customer Information; *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining Additional Customer Information," Setting Up Standard Notes; *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining Contacts," Setting Up Contacts; *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Setting Up Products," Working with Product Load EIPs and *PeopleSoft Enterprise Pricer 9.0 PeopleBook*, "Using Pricing Data Enterprise Integration Points".

PeopleSoft Order Management Implementation

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

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

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

Component	Component Interface	Reference
Competitor Codes	COMPETITOR_CD_CI	See Chapter 4, "Implementing PeopleSoft Order Management Options," page 47.
Team Member	MEMBER_COMM_CI	See Chapter 4, "Implementing PeopleSoft Order Management Options," page 47.
Member Quotas	MEMBER_QUOTAS_CI	See Chapter 4, "Implementing PeopleSoft Order Management Options," page 47.

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Component	Component Interface	Reference
Classification Setup	PM_CLASSIFICATE_CI	See Chapter 4, "Implementing PeopleSoft Order Management Options," page 47.
PM Territory Set Up	PM_TERRITORY_CI	See Chapter 4, "Implementing PeopleSoft Order Management Options," page 47.

Additional component interfaces that are used by PeopleSoft Order Management for common definitions, customers, contacts, and products are discussed in other PeopleBooks.

Other Sources of Information

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

See Also

Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Setup Manager

Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Component Interfaces

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CHAPTER 2

Navigating in PeopleSoft Order Management

This chapter discusses how to navigate in PeopleSoft Order Management.

Navigating in PeopleSoft Order Management

PeopleSoft Order Management provides custom functional area navigation pages that contain groupings of folders that support a specific business process, task, or user role.

Note. In addition to the PeopleSoft Order Management custom navigation pages, PeopleSoft provides menu navigation, standard navigation pages, and PeopleSoft Navigator.

See Also

Enterprise PeopleTools 8.48 PeopleBook: Using PeopleSoft Applications

Pages Used to Navigate in PeopleSoft Order Management

This table lists the custom navigation pages that are used to navigate in PeopleSoft Order Management.

Customer Activities Center

The Customer Activities Center custom navigation pages are geared to the person in the organization who is focused on the customer business process.

Page Name	Navigation	Usage
Customer Activities Center	Main Menu, Order Management	Access primary Customer Center menus and activities.
CSR Desktop	Click CSR Desktop on the Customer Activities Center page.	Access the CSR Desktop subpage.
Quote Processing	Click Quote Processing on the Customer Activities Center page.	Access the Print Quote and Quote Register report request pages.
Order Processing	Click Order Processing on the Customer Activities Center page.	Access the Express Order Add/Edit, Create Order From Buying Agreement, Create Order from Quote, Processing Staged Orders/RFQs, Track Order, Print Sales Order, Sales Order Register, and Order Hold Workbench functions.

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Page Name	Navigation	Usage
Customer Returns	Click Customer Returns on the Customer Activities Center page.	Access the Create/Update RMA, Print RMA, RMA Register, Overdue RMAs, and Create RMA Adjustment Invoices functions.
Analyze Order Activity	Click Analyze Order Activity on the Customer Activities Center page.	Access the Orders on Hold, Overdue Shipment, Order Changes, and Order Backlog report request pages.

Order Management Center

The Order Management Center custom navigation pages are geared to the person in the organization who is focused on all aspects of the order management, including business processes and data setup:

Page Name	Navigation	Usage
Order Management Center	Main Menu, Order Management	Access primary Order Management Center menu menus and activities.
CSR Desktop	Click CSR Desktop on the Order Management Center page.	Access the CSR Desktop subpage.
Customers	Click Customers on the Order Management Center page.	Access the Contact Information, Customer Information, Conversations, Review Customer Information, and Reports functions.
Customer Information	Click Customer Information on the Customers page.	Access the Quick Customer Create, General Information, Dun & Bradstreet, Dun & Bradstreet Lookup/Order, MICR Information, Corporate Customer Tree, Corporate Tree Messages, Vendor Information, Electronic File Transfer Name, and Reimbursable Agreements functions.
Conversations	Click Conversations on the Customers page.	Access the Update Conversions, Associate Keywords, Define Follow-Up Action, Select Conversations to Review, and Need Supervisor Review functions.
Review Customer Information	Click Review Customer Information on the Customers page.	Access the Attachments, Messages, Notes, and Credit Available functions.
Reports	Click Reports on the Customers page.	Access the Customers by Unit, Customers by SetID, Contacts by Unit, Contacts by SetID, Sold To Customer Master, Sold to Cust Relationships, Ship to Customer Master, Ship to Cust Relationships, and Ship Date Exceptions reports.

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Page Name	Navigation	Usage
Products	Click Products on the Order Management Center page.	Access the Advanced Product Search Ext, Product Search Pagelet Ext, Identify Product Details, Review Product Information, Request Processes, and Reports functions.
Identify Product Details	Click Identify Product Details on the Products page.	Access the Definition, Attributes by UOM, Assign List Price, Kit Setup, Price Kit Component, Assign Product Group, Catalogs, Alternates, Attachments, Messages, Notes, Specifications, and Error Summary Queue functions.
Review Product Information	Click Review Product Information on the Products page.	Access the Definition, Product Kit, Aliases, Attachments, Messages, Notes, Specifications, and Where Used Product Component functions.
Request Processes	Click Request Processes on the Products page.	Access the Validate Product Load, Refresh Catalog Prompt Table, Update Kit Component Pricing, and Product Price Extract functions.
Reports	Click Reports on the Products page.	Access the Product Master, Product Catalogs, and Product Price List functions.
Pricing Configuration	Click Pricing Configuration on the Order Management Center page.	Access the Price List Reports, Create Pricing Information, Pricing Data Exchange, and Mass Updates functions.
Create Pricing Information	Click Create Pricing Information on the Pricing Configuration page.	Access the Price List Maintenance, Price List Advanced Search, Price Rules Maintenance, Price Rule Advanced Search, Arbitration Plan, Price Rounding Rule, Simulator, and Promotion Codes functions.
Pricing Data Exchange	Click Pricing Data Exchange on the Pricing Configuration page.	Access the Publish Pricing Data, Load Pricing Data, and Correct Staging Errors functions.
Correct Staging Errors	Click Correct Staging Errors on the Pricing Data Exchange page.	Access the Arbitration Plan, Price Rules, and Price List functions.
Mass Update	Click Mass Updates on the Pricing Configuration page.	Access the Price List Extract function.
Buying Agreements	Click Buying Agreements on the Customer Activities Center page.	Access the Create/Update Buying Agreement, Refresh Prompt Table, Rebates and Penalties, Review Buying Agreement Info, Convert and Close Agreements, and Reports functions.

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Page Name	Navigation	Usage
Rebates and Penalties	Click Rebates and Penalties on the Buying Agreements page.	Access the Verify Rebates/Penalties, Calculate Rebates/Penalties, and Load Rebates/Penalties Intrfc (Interface) functions.
Review Buying Agreement Info	Click Review Buying Agreement Info on the Buying Agreements page.	Access Customer Buying Agreement, Customer Quotes, Buying Agreement Usage, Line Summary, and Line Usage functions.
Convert and Close Agreements	Click Convert and Close Agreements on the Buying Agreements page.	Access the Convert Agreement by Customer, Convert Agreements to Orders, and Close Buying Agreement functions.
Reports	Click Reports on the Buying Agreements page.	Access the Agreement Renewal and Agreement Status reports.
Electronic Commerce	Click Electronic Commerce on the Customer Activities Center page.	Access the Source Code Exclusions, Identify Order Changes, Process Staged Orders/RFQs, Delete Staging Tables, Correct Staging Errors, and Review Staging Details functions.
Correct Staging Errors	Click Correct Staging Errors on the Electronic Commerce page.	Access the Header, Line, Schedule, Address, Note, User Defined Reference, Option Header, Option Detail, and Correct Order/RFQ Errors functions.
Review Staging Details	Click Review Staging Details on the Electronic Commerce page.	Access the Header, Line, Schedule, Address, Note, User Defined Reference, Option Header, and Option Detail functions.
Quotes and Orders	Click Quotes and Orders on the Order Management Center page.	Access the Create/Update Quote, Create/Update Order, Express Order Add/Edit, Create/Update Counter Sale, Update Price, Process Orders, Track Sales Rebates, Create OM Billing Entries, Create Credit Card Trans, Review Order Information Review Customer Information, Review Product Information, Order Hold Workbench, Lot Allocation, and Reports functions.
Update Price	Click Update Price on the Quotes and Orders page.	Access the Update Price Discrepancies, Request Price Check-EDI/XML, Reprice Order, and Margin Adjustments functions.

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Page Name	Navigation	Usage
Process Orders	Click Process Orders on the Quotes and Orders page.	Access the Order Completion, Apply/Release Order Hold, Apply/Release Credit Hold, Release Demand to Inventory, Update Schedules, View Schedule Change Results, Delete Schedule Change Results, Close Order, Update Commission Information, Sales Order/Quote Copy, and Screen for Denied Parties functions.
Track Sales Rebates	Click Track Sales Rebates on the Quotes and Orders page.	Access the Identify Sales Rebate Info, Request Sales Rebates, and Request Sales Rebate Interface functions.
Create OM Billing Entries	Click Create OM Billing Entries on the Quotes and Orders page.	Access the Mark Lines for Billing, Process Mark Lines for Billing, and Process OM Billing functions.
Create Credit Card Trans	Click Create Credit Card Trans on the Quotes and Orders page.	Access the Identify Pending Transactions, Request Credit Card Process, and Load Credit Card Interface functions.
Review Order Information	Click Review Order Information on the Quotes and Orders page.	Access the Track Order, Summary, Summary by Bill-To/PO, Summary by Sold To, Shipments by Header, Shipments by Line, Shipments by Schedule, and Financial Sanctions functions.
Review Customer Information	Click Review Customer Informationon the Quotes and Orders page.	Access the Addresses, Attachments, Credit Available, Messages, Notes, Review Credit Card History, Purchase History, and Customer Deposits functions.
Review Product Information	Click Review Product Information on the Quotes and Orders page.	Access the Alternates, Attachments, Messages, Notes, Product Kits, Kit Availability, Price Availability, and Item/Product Availability functions.
Reports	Click Reports on the Quotes and Orders page.	Access the Print Quote, Quote Register, Print Sales Order, Sales Order Register, Order Changes, Orders on Hold, Order Backlog, and Overdue Shipments functions.
Customer Returns	Click Customer Returns on the Order Management Center page.	Access the Create/Update RMA, Review RMA Information, and Reports functions.

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Page Name	Navigation	Usage
Review RMA Information	Click Review RMA Information on the Customer Returns page.	Access the Customer Addresses, Customer Shipment History, OM Shipment History-Header, OM Shipment History-Line, and OM Shipment History-Schedule functions.
Reports	Click Reports on the Customer Returns page.	Access the RMA, RMA Register, and Overdue RMAs functions.
Claimbacks	Click Claimbacks on the Order Management Center page.	Access the Claimback Contract, Generate Claims/Accrue Revenue, Product Profitability Report, Default Claimback ID, Claimback Claims, and Review Claimback Information functions.
Claimback Claims	Click Claimback Claims on the Claimbacks page.	Access the Claimback Mgr Notification, Claimback Claims Print, Settlement Mgr Notification, Incoming Payment Reconcile, Claims Management Workbench, Claim Details, Claim Reconciliation, Claim Settlement Inquiry, and Claim Incoming Payment functions.
Review Claimback Information	Click Review Claimback Information on the Claimbacks page.	Access the Claimback Accrual Inquiry and GL Accrued Revenue functions.
Analyze Sales	Click Analyze Sales on the Order Management Center page.	Access the Forecast Sales Bookings, Forecast Products, Build Analysis Cube, and Product Profitability Report functions.
Order Management Definitions	Click Order Management Definitions on the Order Management Center page.	Access the Order Management Foundation, Order Management Business Unit, and Common Definitions functions.
Order Management Foundation	Click Order Management Foundation on the Order Management Definitions page.	Access the Brand, Buying Agreement Type, Channel, Claimback SetID Options, Claimback OMBU Groups, Classification, Competitor Codes, Contact Type Codes, Division, Hold Codes, Holds Setup, Image Location, Messages, Mass Change Definition, Order Groups, Order Source Codes, PTD Pricing Calendar, Product Category, Rebate and Penalty Definition, Rebate and Penalty Table, Restock Fees by Reason, Return Type Codes, Sales Rebate Setup, Shipping Priority Codes, Syndicated Data Type, Team Mbr Commission Schedules, Team Member Sales Quotas, Territory, and Template Role functions.

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Page Name	Navigation	Usage
Order Management Business Unit	Click Order Management Business Unit on the Order Management Definitions page.	Access the Order Management Definition functions.
Common Definitions	Click Common Definitions on the Order Management Definitions page.	Access the Codes and Auto Numbering, Currency, Customers, Distribution Accounting, File Locations and Images, Location, Market Rates, Notes, Products, Sales and Use Tax, Shipping and Receiving, Team Members, Units of Measure, User Preferences, VAT and Intrastat, and Excise and Sales Tax functions.
Codes and Auto Numbering	Click Codes and Auto Numbering on the Common Definitions page.	Access the Reason Codes, Auto Numbering, Auto Numbering by BU, and Auto Numbering By Installation functions.
Currency	Click Currency on the Common Definitions page.	Access the Currency Code, Currency Codes (Euro), Currency Code Report, Currency Exchange Calculator, Currency Quotation Method, and Currency Denominations functions.
Customers	Click Customers on the Common Definitions page.	Access the Conversation Subjects, Conversation Subject Topics, Conversation Follow-Up Actions, Conversation Keywords, Standard Industry Codes, Dun and Bradstreet, Customer Group Table, and Salutation Table functions.
Distribution Accounting	Click Distribution Accounting on the Common Definitions page.	Access the Distribution Code, Distribution Rules, and Distribution Sets functions.
File Locations and Images	Click File Locations and Images on the Common Definitions page.	Access the File Locations and Image Location functions.
Fulfillment Definitions	Click Fulfillment Definitions on the Common Definitions page.	Access the Reservation/Backorder Defaults and Sources of Supply functions.
Reservation/Backorder Defaults	Click Reservation/Backorder Defaults on the Fulfillment Definitions page.	Access the Arbitration Plan and Rule Defaults functions.
Sources of Supply	Click Sources of Supply on the Fulfillment Definitions page.	Access the Arbitration Plan and Rule Entry functions.
Location	Click Location on the Common Definitions page.	Access the Country, Country Statistics, Division Area Code, Fax Location, Location, Region Codes, Region Type Codes, and State functions.

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Page Name	Navigation	Usage
Market Rates	Click Market Rates on the Common Definitions page.	Access the Cross/Reciprocal Rate Calc, Market Rate Definition, Market Rate Index, Market Rate Type, and Market Rates functions.
Notes	Click Notes on the Common Definitions page.	Access the Note Types and Standard Notes functions.
Products	Click Products on the Common Definitions page.	Access the Product Group Table functions.
Sales and Use Tax	Click Sales and Use Tax on the Common Definitions page.	Access the Authorities, Authorities Report, Codes, Codes Report, Ultimate Use Code, and Tax Vendor Geo Code Update functions.
Shipping and Receiving	Click Shipping and Receiving on the Common Definitions page.	Access the Carrier Table, Class of Trade Code, Commodity Code, Distribution Network, Freight Terms, Harmonized Tariff Code, Ship Via Codes, and Freight and Transportation functions.
Freight and Transportation	Click Freight and Transportation on the Shipping and Receiving page.	Access the Arbitration Plan and Rule Entry functions.
Team Members	Click Team Members on the Common Definitions page.	Access the Support Team Members, Team Members Personal Data, and Team Member Types functions.
Units of Measure	Click Units of Measure on the Common Definitions page.	Access the Units of Measure and Units of Measure Report.
User Preferences	Click User Preferences on the Common Definitions page.	Access the AP User Preferences Report, Define User Preferences, and User Preferences Report functions.
VAT and Instrastat	Click VAT and Instrastat on the Common Definitions page.	Access the Intrastat and Value Added Tax functions.
Intrastat	Click Instrastat on the VAT and Instrastat page.	Access the Country Characteristics, European Commodity Code, Fiscal Regime/Statistic Proc, Nature of Transaction Code, and Port and Airport Definition functions.

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Page Name	Navigation	Usage
Value Added Tax	Click Value Added Tax on the VAT and Instrastat page.	Access the VAT Transaction Type, Express VAT Code, VAT Authority, VAT Code, VAT Accounts by Business Unit, VAT Country Options, VAT Entity, VAT Use Type, VAT Apportionment, VAT Defaults, Service VAT Treatment Defaults, Business Unit Interunit Option, Business Unit Interunit Pairs, VAT Report Definition, VAT Return XML Tags, and VAT Setup Validation Report functions.
Excise and Sales Tax	Click Excise and Sales Tax on the Common Definitions page.	Access the Tax Component, Tax Dependency Code, Tax Calculation Code, Tax Determination, Tax Category, Excise Chapter, Tax Authority, Form Name, Form Code, Customs Item SION, Customs Benefit Scheme, Registration Details, Organization details, Excise Document Number Series, Tax Location, BU Tax Applicability, Vendor Tax Applicability, Customer Tax Applicability, Item Tax Applicability, Item BU Tax Applicability, and Product Tax Applicability functions.

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CHAPTER 3

Setting Up PeopleSoft Order Management Business Units

This chapter provides an overview of the Order Management business unit definition, lists common elements, and discusses how to set up Order Management business units.

Understanding the Order Management Business Unit Definition

PeopleSoft Order Management doesn't directly post entries to general ledger ChartFields. Instead, PeopleSoft Inventory manages the account distribution for the shipping transactions that are involved with a sale, and PeopleSoft Billing handles the distribution for invoice transactions. You can elect to invoice by Order Management business unit, in which case invoice transactions are handled through Order Management business unit links to Billing business units. Or, you can choose to invoice from shipment history through Inventory business unit links to Billing business units.

In either case, distribution codes determine the accounts to debit and credit for invoice transactions and the system passes the information to PeopleSoft General Ledger by using PeopleSoft Billing and Receivables. Distribution codes are defined in PeopleSoft Billing or PeopleSoft Receivables and reflect detailed account distribution by ChartField.

Shipping Transactions

The PeopleSoft Inventory business unit always determines the ChartFields for shipping transactions. For inventory items, that is products that are stocked in a warehouse, the cost element for the item, and the distribution type determine ChartField distribution. For nonstock products, or products that are ordered directly from the vendor, the ChartFields are determined by the cost element that you define for the product that is on the Product Definition, Product Definition - Options2 page and by the distribution type that you define for the product that is on the Mark Lines for Billing Process page. Distribution types are optional.

Warning! If you are invoicing by Order Management business unit, the General Ledger business unit that is associated with the Inventory business unit must be the same as the General Ledger business unit that is linked with the Order Management business unit through the Billing business unit which is on the Order Management Definition - Order Management Setup page. If this is not the case, cost of goods sold accounting (generated by the Inventory business unit) is not accurately reflected against revenue.

Invoice Transactions

Two options exist for invoice transactions. Either invoice by:

- Order Management business unit.

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Associate a Billing business unit with an Order Management business unit on the Order Management Definition - Order Management Setup page.

- Inventory business unit.

  Associate a Billing business unit with an Inventory business unit on the Inventory Definition - Business Unit Definition page.

Warning! You must always associate a Billing business unit with Order Management business units to perform return material authorization (RMA) processing. If you enter a Billing business unit on the Inventory Definition - Business Unit Definition page and the Order Management business unit Order Management Definition - Order Management Setup page, the Inventory business unit takes precedence for invoice transactions.

Distribution Codes for Invoice Transactions

If invoicing by Order Management business unit, the system determines which distribution codes to pass to PeopleSoft Billing in the this order of priority:

1. When a price adjustment has distribution codes defined on the price rule.
2. The distribution codes that you enter manually for order schedules on the Order Schedule - Distribution page or the Revenue Distribution Accounts page for RMAs.

   Note. This option is for revenue distribution only.

3. The distribution codes that are established on the Distribution Sets and Rules pages.

   The code is determined by the distribution rule from the Order Management business unit for sales orders and RMAs.

   See *PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook*, "Defining Financials and Supply Chain Management Common Definitions," Establishing Distribution Rules and Sets.
4. The default distribution codes that you enter on the Order Management business unit Accounting and Billing page for sales orders and RMAs.

If you are invoicing by Inventory business unit, the system determines which distribution codes to pass to PeopleSoft Billing in the same sequence. But instead of using the default distribution codes that are on the Accounting and Billing page for sales orders and the RMA Defaults page for RMAs, the system uses the distribution codes that are on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page for the Inventory business unit.

Setting Up Order Management Business Units

To define Order Management business units, use the Order Management Definition component.

After you map the business structure for your organization, add Order Management business units on the Order Management Definition - Order Management Setup page. You are prompted to enter a business unit ID. You can navigate through the business unit pages by clicking the appropriate link. After defining the business unit, you can print an Order Management Business Unit Options Report showing the settings and attributes that you select.

This section discusses how to establish:

- Order Management definition

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- Hold processing
- Claimback settings
- Accounting and billing
- Shipping and returns
- Taxes and currency
- Order entry features

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Pages Used to Set Up Order Management Business Units

Page Name	Object Name	Navigation	Usage
Order Management Definition - Order Management Setup,	BUS_UNIT_TBL_OM1	Set Up Financials/Supply Chain, Business Unit Related, Order Management, Order Management Definition, Order Management Setup	Establish the general processing structure for an Order Management business unit, such as the link with a Billing business unit, the purchase history that is available for sales order inquiries, the defaults for pricing sales orders, and assigning a commission level.
Hold Processing	BUS_UNIT_TBL_OM2	Click the Hold Processing link on the Order Management Setup page.	Enter automatic hold parameters and hold codes for fulfillment processing.
Claimback Settings	BUS_UNIT_TBL_OM8	Click the Claimback Settings link on the Order Management Setup page.	Enter accounting information for claimbacks.
Accounting and Billing	BUS_UNIT_TBL_OM5	Click the Accounting and Billing link on the Order Management Setup page.	Enter distribution defaults, billing options, VAT, counter sale options, RMA restocking information, and rebate and penalty codes.
Shipping and Returns	BUS_UNIT_TBL_OM6	Click the Shipping and Returns link on the Order Management Setup page.	Enter business unit information relating to returned material, transportation lead time, sourcing, and export options.
Taxes and Currency	BUS_UNIT_TBL_OM7	Click the Taxes and Currency link on the Order Management Setup page.	Enter currency information, sales tax setup information that Taxware, Vertex and VAT defaults.
Order Entry Features	BUS_UNIT_TBL_OM9	Click the Order Entry Features link on the Order Management Setup page.	Enter order processing options.
Order Management Options report	RUN_OMC1000	Set Up Financials/Supply Chain, Business Unit Related, Reports, Order Management Options	Establish report request parameters to display the settings and attributes for the business unit as specified on the PeopleSoft Order Management Definition Business Unit pages, such as credit check and automatic hold processing options, and distribution defaults.

Establishing the Order Management Definition

Access the Order Management Setup page.

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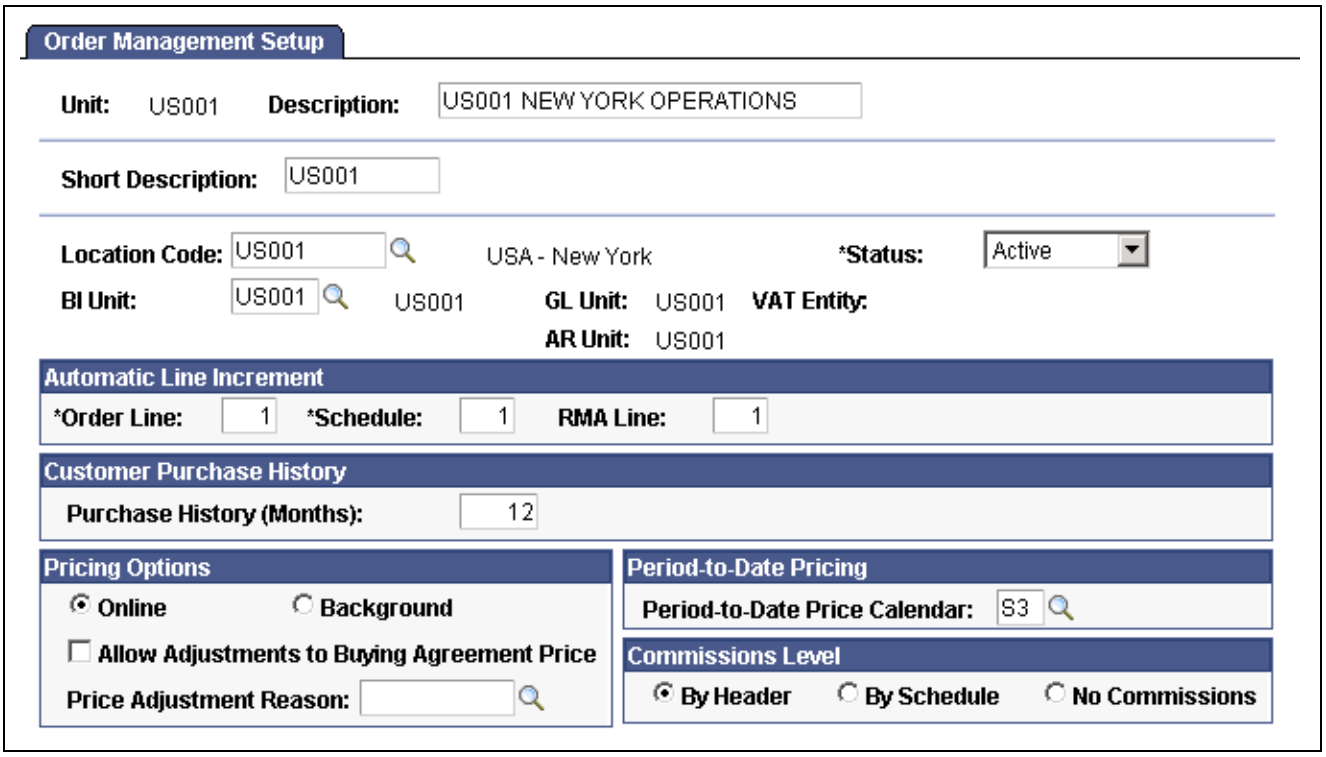

Order Management Setup page

Default SetID In Add mode, the field appears. The unit determines the preliminary tableset sharing setup by determining the setIDs that are assigned to each record group for the new business unit. The setID that is assigned to a record group determines which tableset is used as values for that specific business unit.

Create BU (business unit) When you enter a new unit, click the button to establish the setID controls for the Order Management business unit.

Note. Create setIDs or business units that are five characters long. A performance degradation occurs if the setIDs or business units have fewer than five characters.

Note. You must click the Create BU button before you can select a Location Code and BI Unit (Billing business unit) on this page and enter information on the other business unit pages.

Location Code Use to identify the location of the business unit.

BI Unit (Billing business unit) Used to link with an Order Management business. You can create invoices by Order Management business unit or by Inventory business unit. If you also link a Billing business unit with an Inventory business unit, the Inventory business unit takes precedence. Order schedules that have been shipped, including nonstock items, are pulled into the Billing system for creation of invoices. The process of invoicing is governed by rules associated with the Billing business unit that you enter on this page. These rules determine billing frequency, billing method, and so on.

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Important! If you choose to invoice by Inventory business unit, you must enter a Billing business unit on the Inventory Definition - Business Unit Definition page.

GL Unit, AR Unit, VAT Entity (General Ledger business unit), (Receivables business unit), (value-added tax entity)

Appears after a BI Unit is selected. Although Order Management may interface with PeopleSoft Billing for invoicing, it does not post to PeopleSoft Receivables or PeopleSoft General Ledger directly. Instead, the PeopleSoft Order Management system is tied to a Receivables and General Ledger business unit by virtue of the Billing business unit that is entered here. The Receivables business unit determines which receivable aging periods are included in the credit checking calculations during order entry. The General Ledger business unit determines the VAT entity.

Automatic Line Increment

In the group box, enter the number that determines the next line, schedule, and returned material authorization (RMA) line number. For example, if you want order line numbers to increment by one, enter *1* in the Order Line field.

Note. The demonstration database is delivered with the line increment set to 2.

Customer Purchase History

Purchase History (Months) Enter the number of months of purchase history that you want accessible during order entry. This option enables you to view all previous purchases that the customer makes within a time window and select previously entered order lines to copy.

Pricing Options

Online Selecting this option prices each schedule and line when the pricing calculator button is clicked. Select the Price Protected option on the Line Pricing Data and Schedule Pricing Data pages to prevent the order from being repriced.

Background Selecting this option prices the order in the background instead of online. The Order Repricing process prices order lines and schedules according to the timetable that is established by using the Process Scheduler. This process also reprices lines and schedules to reflect any quantity changes or price changes that are made after the order is entered.

Note. If Background is selected, the system moves the list price to the sales order by default. Price adjustments are not applied until the Order Repricing process runs.

Allow Adjustments to Buying Agreement Price Indicate whether adjusting the buying agreement price is allowed. If the option is selected, only the list price protect flag is turned on and the buying agreement price will be used as the base for the adjustment calculation. If the option is not selected, the list price and price protect flags will be turned on and the price cannot be adjusted.

Price Adjustment Reason Select to default a reason code when adjusting the price on the order or quote. This option is useful if you are using margin adjustments and frequently changing prices on the sales order.

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Period-to-Date Pricing

Period-To-Date Price Calendar

Select a calendar if you're using period-to-date price adjustments. Calendars are established on the Sales Calendar page.

After the Order Management business unit is created by clicking the Create BU button, any subsequent saves check to see if PeopleSoft Promotions Management is installed and this field is blank. If these two conditions are met, the system prompts you to see if you want to use period-to-pricing and have the Calendar Id field appear by default from Promotions Management. If you choose *yes,* the system retrieves the Calendar ID that is defined by Promotions Management. Calendar IDs are established on the Sales Calendar page in PeopleSoft Promotions Management. If you select *No,* the field remains blank.

Commissions Level

Select to determine whether commissions are tracked and, if they are, at which level, either header or schedule. This value serves as the default on orders and quotes during order entry.

See Also

Chapter 29, "Order Processing in a VAT Environment," page 493

Chapter 11, "Structuring Commissions," page 123

Establishing Hold Processing

Access the Hold Processing page.

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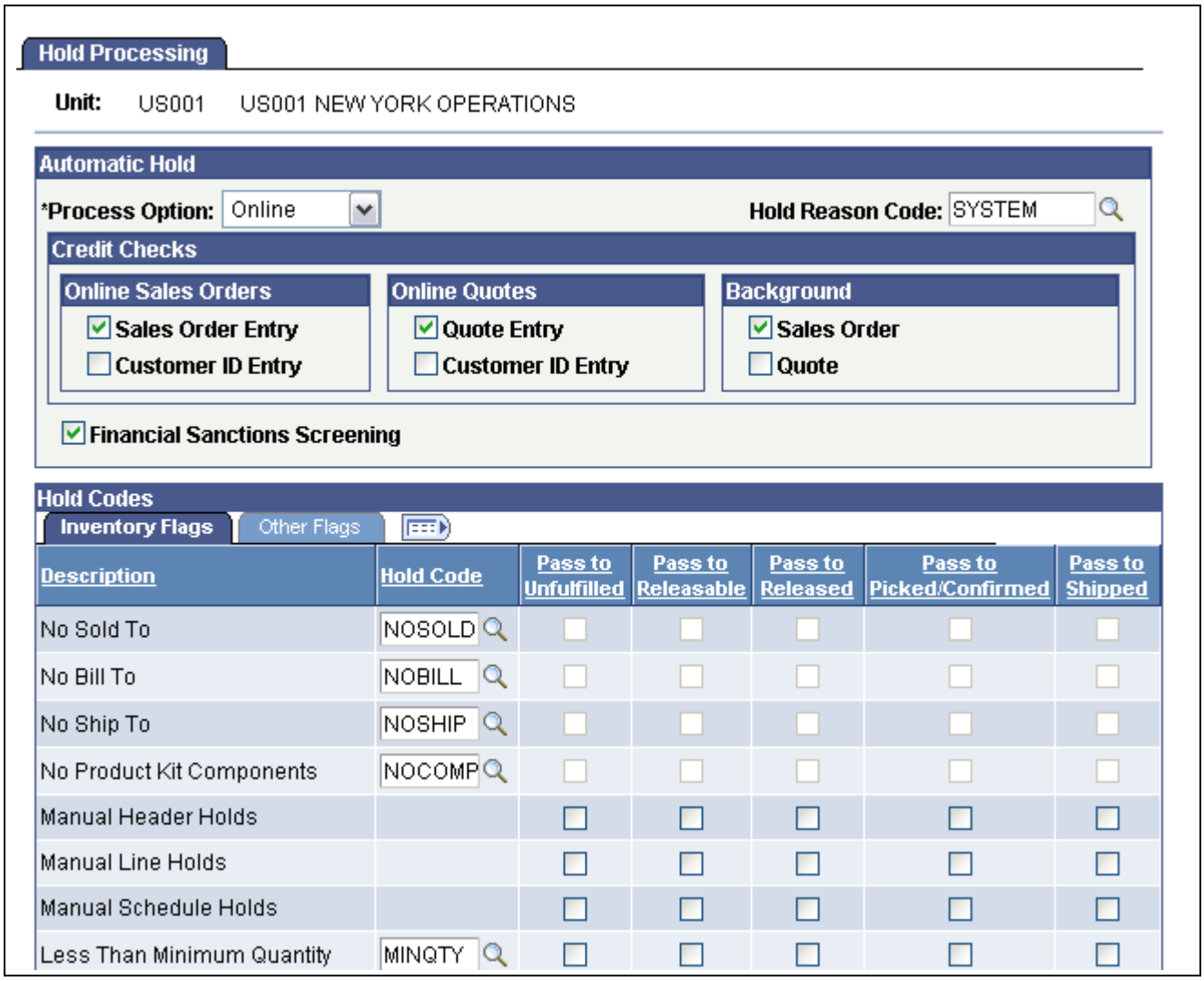

Hold Processing page (1 of 2)

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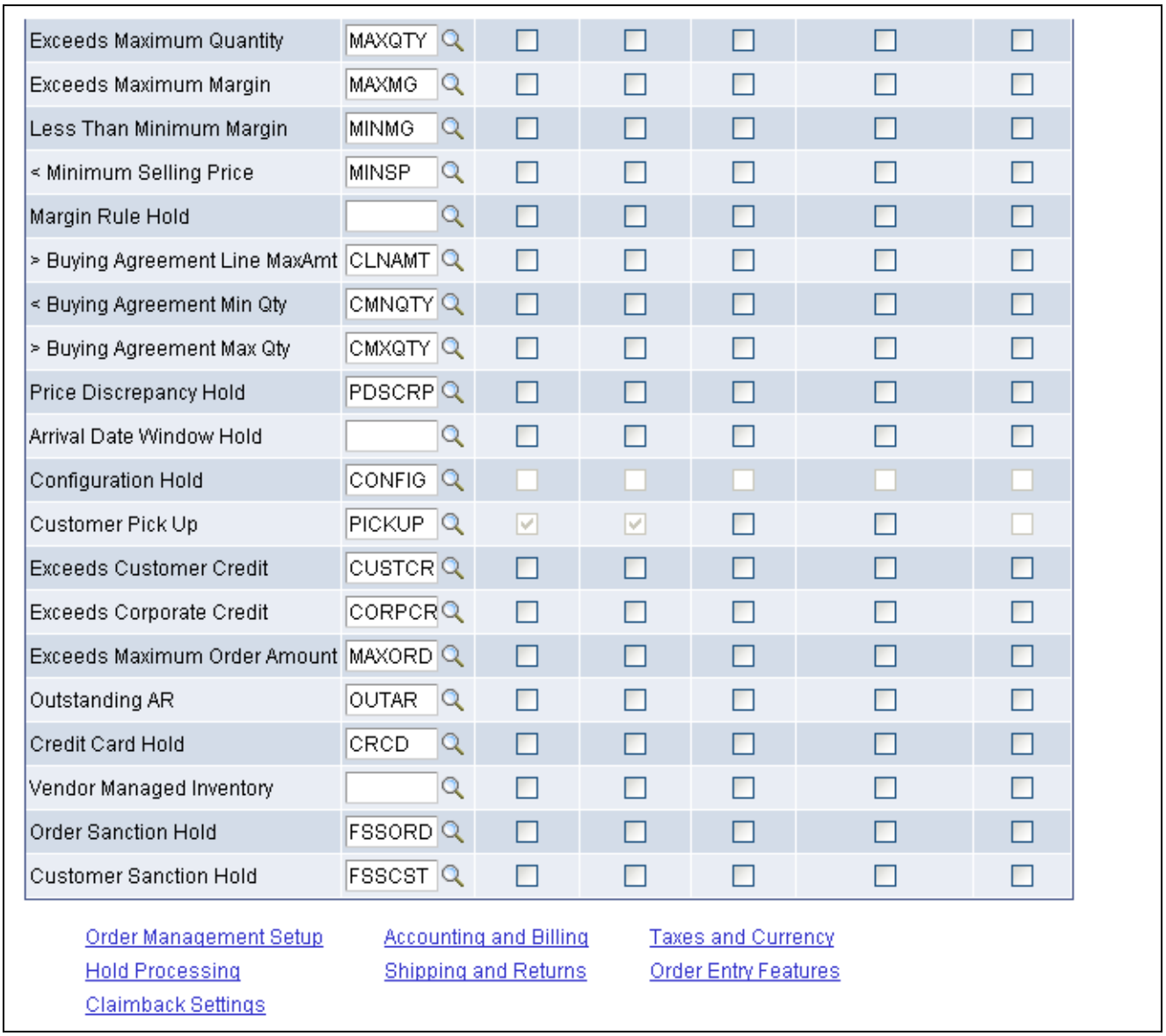

Hold Processing page (2 of 2)

Process Option Select a processing option from the available options.

Online: Orders are placed on hold as they are entered when a hold condition exists.

Background: Running the Automatic Hold Check Process (OM_HOLD) applies holds.

None: No hold processing is performed.

Important! A blank field is equivalent to no hold.

Hold Reason Code Select the default reason code for the business unit to use when placing a hold. Establish the codes on the Reason Code page.

Select a default reason code for the hold. Values are:

Cust Apply (Manually apply customer hold.)

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Cust Rel (Manually release customer hold.)

Prod Apply (Manually apply product line schedule hold.)

Prod Rel (Manually release product line schedule hold.)

System (Holds processed by the system.)

Financial Sanctions Screening Select to process Financial Sanctions Screening (FSS). Financial sanctions screening is defined at the Installation level on the Financial Sanctions Options page where you determine if you are going to perform financial sanctions screening at the install level or business unit level. Financial sanctions screening validates customer information with a variety of national and security lists. Hold codes can be established for the order or customer.

Credit Checks

Online Sales Orders Select an option to check credit during online entry.

Sales Order Entry: Credit is checked every time the order is saved. The system warns you immediately when the order exceeds the credit limit.

Customer ID Entry: Credit is checked only when you enter the customer ID for the order.

Note. If you enter the orders in pending status, credit is not reevaluated when you change the status to open if you are using the customer entry option. You must run Automatic Credit Check (OM_CREDIT). If you are using the sales order entry option and change the status to open, credit checking is done when the order is saved.

Note. Online credit checks use PeopleCode, not the background Automatic Credit Check process.

Online Quotes The same options apply as for sales orders.

Background Select Sales Order or Quote and schedule the Automatic Credit Check Process (OM_CREDIT) to run at intervals that make sense in the environment with the Process Scheduler.

Note. If you don't enable the Automatic Credit Check process, credit holds must be manually removed.

Hold Codes

Select the Inventory Flags tab establish options to prevent processing of demand to PeopleSoft Inventory fulfillment states.

Note. Depending on the type of hold code, some levels in PeopleSoft Inventory may not be available.

Note. Price-related holds will not be placed on the order if the order is from a buying agreement. The price-related holds are Minimum Selling Price, Less Than Minimum Margin, and Exceeds Maximum Margin.

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Pass to Unfulfilled The system passes demand data with this hold condition to the unfulfilled state in PeopleSoft Inventory.

Pass to Releasable The system passes demand data with this hold condition to the releasable state in PeopleSoft Inventory.

Pass to Released The system passes demand data with this hold condition to the released state in PeopleSoft Inventory.

Pass to Picked/Confirmed The system passes demand data with this hold condition to the picked/confirmed state in PeopleSoft Inventory.

Pass to Shipped The system passes demand data with this hold condition to the shipped state in PeopleSoft Inventory.

Select the Other Flags tab to establish options to prevent processing to PeopleSoft Planning, Purchasing, and Billing

Pass to Planning Enables the PeopleSoft Supply Planning system to see order demand for consideration in the planning algorithms even though the order is on hold.

Pass to Purchasing Holds that are placed on direct ship order schedules don't affect processing of the order in PeopleSoft Purchasing.

Pass to Billing Use to define which holds should prevent non-stocked and direct shipped order lines from being billed in PeopleSoft Billing.

Note. Hold codes must first be established on the Hold Codes page.

Note. Not all options are available for all Hold Codes.

No Sold To, No Bill To, No Ship To, No Product Kit Components These fields define missing information holds. The options are set up on the Hold Codes page. Data from orders with these hold conditions can't be passed to the states in PeopleSoft Inventory until you remove the hold and supply the missing information.

Manual Header Holds, Manual Line Holds, Manual Schedule Holds Determine if the holds applied manually prevent or enable order data transfer to states in PeopleSoft Inventory

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Note. Keep in mind that the choices that you make on this page determine the effect of all manual holds.

Less Than Minimum Quantity A hold condition occurs at the line level when the quantity is less than the minimum order limit for the product, established on the Product Attributes by UOM page.

Exceeds Maximum Quantity A hold condition occurs at the line level when the quantity exceeds the maximum order limit for the product that is established on the Product Attributes by UOM page.

Exceeds Maximum Margin A hold condition occurs at the schedule level when the margin exceeds the maximum margin that is allowed for the product, established on the Product Definition - Options page.

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Less Than Minimum Margin	A hold condition occurs at the schedule level when the margin is below the minimum margin for the product, established on the Product Definition - Options page.
< Minimum Selling Price	A hold condition occurs at the schedule level when the price is less then the minimum selling price by unit of measure (UOM), established on the Product Attributes by UOM page.
Margin Rule Hold	A hold occurs if the margin price rule is violated when performing pricing during sales order entry.
> Buying Agreement Line MaxAmt (buying agreement line maximum amount	A hold condition occurs at the header level when the line maximum amount plus the percent over the maximum exceeds the line maximum that is established on the buying agreement Line page.
< Buying Agreement Min Qty (buying agreement minimum quantity)	A hold condition occurs at the header level when the buying agreement line minimum is less then the quantity minimum that is established on the buying agreement Line page.
< Buying Agreement Max Qty (buying agreement maximum quantity)	A hold condition occurs at the header level when the buying agreement line maximum quantity plus the percent over the maximum exceeds the maximum quantity that is established on the buying agreement Line page.
Price Discrepancy Hold	A hold condition occurs at the header level when the customer's purchase order price differs from the price that is calculated by the system for orders that come through EDI/XML.
Arrival Date Window Hold	Enter a hold code to place the schedule on hold if the scheduled arrival date is outside of the window that the customer wanted to receive the goods. The system looks at the ship early and ship late days on the Ship to Options page along with the carrier, warehouse, and customer exception calendars and transportation lead times to determine if the scheduled arrival date is unacceptable. **Note.** If the schedule is marked as a customer pickup, the arrival date window hold will not be applied.
Configuration Hold	A hold condition occurs at the header level when the configuration contains errors for orders that come through EDI/XML.
Customer Pickup	The order is placed on hold until the customer picks up the order. Fulfillment can only be passed to released and picked/confirmed states in PeopleSoft Inventory. The hold code prevents PeopleSoft Inventory from fulfilling the order. The hold is managed by the system when the pickup option is selected on the line or schedule. When the order is picked up by the customer and the order is completed (the CSR clicks the Complete Order button), the hold is removed.
Exceeds Customer Credit	The order or quote is placed on hold when the bill to customer's credit limit is exceeded. In situations where some orders are on hold because the credit limit is reached and others are not, the system applies and releases the credit holds by order date.
Exceeds Corporate Credit	The order or quote is placed on hold when the corporate customer's credit is exceeded. In situations where some orders are on hold because the credit limit is reached and others are not, the system applies and releases the credit holds by order date.

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Exceeds Maximum Order Amount The order or quote is placed on hold when the bill to customer's maximum order amount is exceeded.

Outstanding AR The order is placed on hold when the bill to customer has any outstanding accounts receivable balance in the specified aging category or beyond.

Credit Card Hold The order is placed on hold at the Header level until the credit card provider authorizes the credit card amount for the order.

Note. No further processing with PeopleSoft Inventory, Supply Planning or Purchasing can occur until the credit card is authorized.

Vendor Managed Inventory This hold is used with the order verification option from the sold to customer to indicate that the order generated by VMI must be reviewed.

Order Sanction Hold Enter a hold code for FSS screening during sales order entry. On the sale order, the customer information would be screened if there is an address override or a payment is entered for a counter sale.

Customer Sanction Hold Enter a hold code for FSS screening that occurs for the customer. The hold code appears on the sales order if the customer is a match with the list used for FSS.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information," Performing Financial Sanctions Validation

Chapter 26, "Placing Sales Orders on Hold," page 439

Chapter 15, "Introduction to Sales Order Entry," Direct Shipping Products, page 207

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Utilizing the Fulfillment Engine," Setting Up the Fulfillment Engine Processing Options

Establish Claimback Settings

Access the Claimback Settings page.

AP Business Unit Specify the PeopleSoft Payables Business Unit used to process the payments for claimbacks.

Note. Make sure that the General Ledger Unit is the same as the General Ledger Unit for the Receivables Unit defined for the Order Management Business Unit.

Claimback Dist Rule (distribution) Identifies the distribution rule to use in determining the distribution accounts for claimbacks.

Accrued Rev Dist Rule (revenue distribution) Identifies the distribution rule to use in determining the distribution accounts for accrued revenue.

Template ID Identifies the Journal template ID to be used in claimback processing.

Claimback Revenue Identifies the revenue account used in claimback processing.

Accrued Revenue Identifies the accrued revenue account used in claimback processing.

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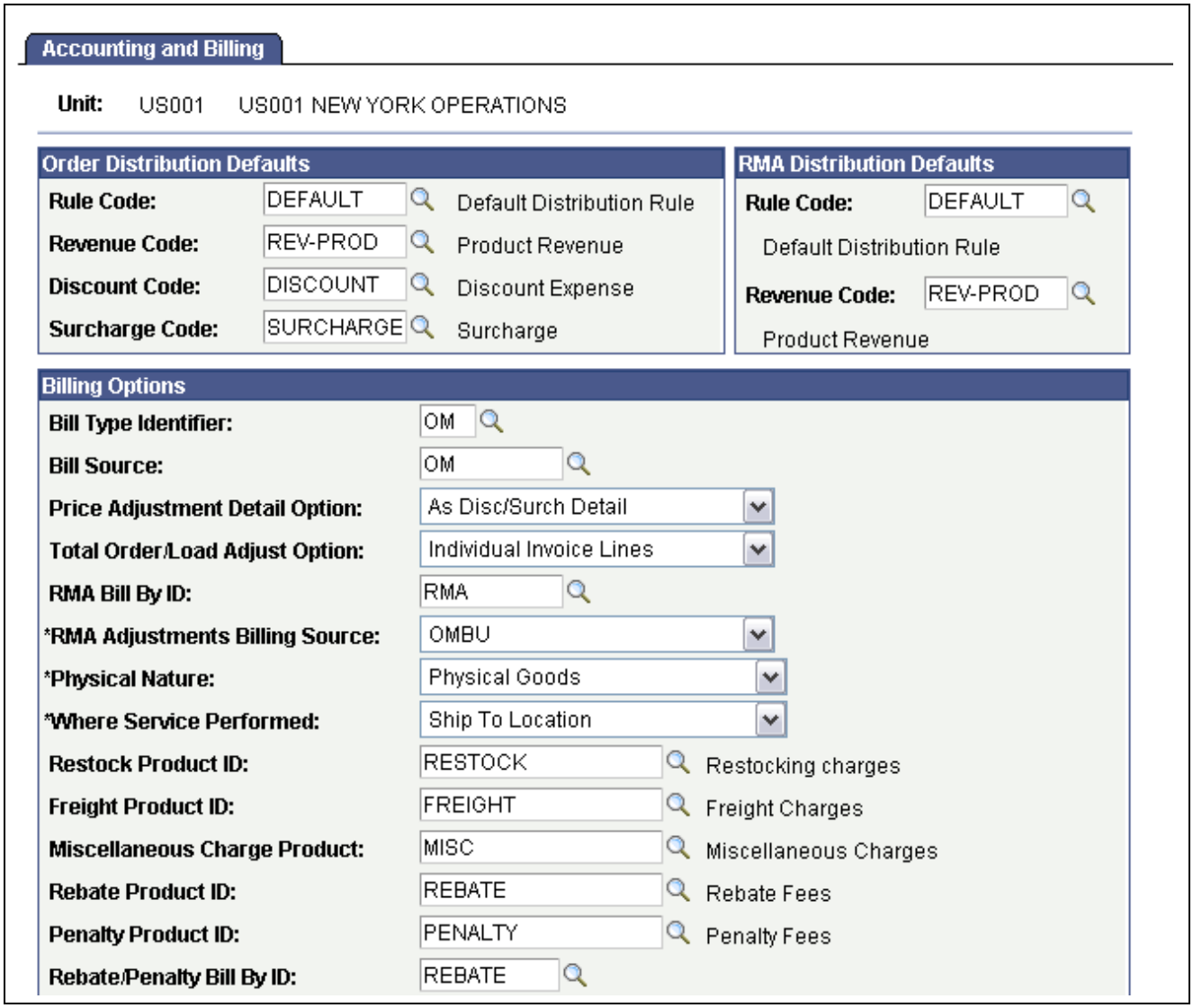
See Also

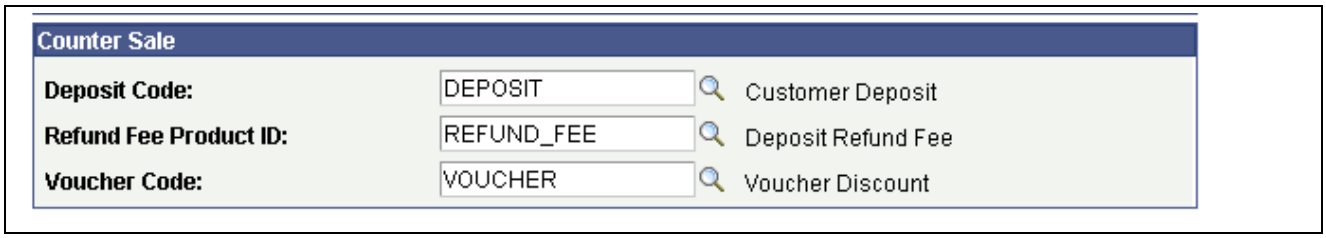
Chapter 13, "Working with Claimbacks," page 155

Establishing Accounting and Billing Options

Access the Accounting and Billing page.



Accounting and Billing page (1 of 2)



Accounting and Billing page (2 of 2)

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Order Distribution Defaults

Rule Code Elect to have all orders entered for the business unit use the option that is set up on the Distribution Rules page to determine default distribution codes on sales orders. If the distribution rule fails to find a distribution set match for the sales order, the values that are entered in Revenue Code, Discount Code, and Surcharge Code are used. Use the Distribution Accounts page to override default distribution codes.

RMA Distribution Defaults

RMA Rule Code and **RMA Revenue Code** Elect to have all returned material authorizations that are entered for the business unit use the RMA distribution sets that are set up on the Distribution Sets page to determine default distribution codes on RMAs. If the system fails to find a distribution set match for the document type of RMA on the Distribution Sets page, the values that are entered here are used. Override default distribution codes during RMA entry on the Revenue Distribution Accounts page.

Billing Options

Bill Type Identifier and **Bill Source** The values for these fields are defined in PeopleSoft Billing.

Typically, a bill source is not required for billing interface operations. However, if you're generating invoice numbers by bill source that is defined on the Installation Options − Billing - GL/AR Options page and no bill source is recorded for the Order Management business unit, the system is not able to generate invoice numbers when adding new bills to PeopleSoft Billing.

The Bill Type Identifier and Bill Source fields are setID controlled and must match the values that are selected for the Billing business unit that is linked to the Order Management business unit on the Order Management Definition - Order Management Setup page.

Price Adjustment Detail Option Use to determine whether discounts and surcharges pass to PeopleSoft Billing and appear on invoices. Valid options are:

As Account Distribution: The net unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information appears on the Accounting page of the online invoice. No discount or surcharge information appears on the printed invoice.

As Dis/Surch Detail (as discount or surcharge detail): The gross unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information is detailed on the Discount/Surcharge page and the Line-Info 1 page of the online invoice and appears on the printed invoice.

Also select this option in order for promotion activity to be recognized by the Promotion Activity Inquiry pages in that are PeopleSoft Promotions Management.

Netted with Revenue: The net unit price from the sales order is passed as the unit price to PeopleSoft Billing. Discount and surcharge information does not appear on the online invoice or on the printed invoice.

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Note. Regardless of whether you have the Price Adjustment Detail Option set to *As Account Dist* (as account distribution) or *As Disc/Surch Detail:*

- Bill back discounts are accrued on the invoice as a separate accounting entry.
- If the adjustment's price rule is applicable to cost base or applicable to alternate cost base (options on the price rule), it will always be sent to billing as account distribution. This prevents customers from seeing what the cost was before adjustments were applied and simply shows them the final net price.
- If an order schedule is subject to India Excise tax and it has multiple pricing schedules, it will be processed as if this option was set to Netted with Revenue.

Total Order/Load Adjust Option

This option controls how total order and weight and volume pricing discounts and surcharges are sent to PeopleSoft Billing, and how they appear on invoices.

Note. Your setting will be ignored under two circumstances.

For any activity that is fully paid for on a counter sale order, all total order or weight and volume-based pricing will be sent to PeopleSoft Billing as adjustments to lines so that Billing will not recalculate taxes.

The second scenario is for any activity that is subject to India Excise taxes. When this is the case, all total order or load-based pricing will be sent to PeopleSoft Billing as individual lines because Billing will calculate the excise taxes for these lines.

The options are:

Adjustments to Invoice Lines: The adjustments are included in the line on the invoice.

Individual Invoice Lines: The adjustments will appear as individual lines on the invoice.

RMA Bill By ID

Identifier that is used to group RMA lines in billing.

RMA Adjustment Billing Source

Use to indicate the source for retrieving the bill type ID for grouping RMA lines on a bill. Valid options are:

No RMAs: Use normal defaults for grouping bill type ID.

OMBU (Order Management business unit): Use the RMA bill type ID that is defined for the Order Management business unit.

INBU (Inventory business unit): Use the RMA bill type ID that is defined for the Inventory business unit.

Physical Nature

Select the default physical nature for transactions. Options are *Physical Goods*or *Intangible/Services.*

Where Service Performed

Select the default location for where a service is most often physically performed. Options are: *Buyer's Location, Ship From Location, Ship To Location,* or *Supplier's Location.*

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Restock Product ID Select the identifier for the restocking charges that appear on the credit memo line. When the customer returns material, you may charge restocking fees. You can also have a credit memo generated when the RMA is saved or when the returned material is received. Fees, such as restocking fees, are added to the credit memo as an adjustment to the total credit amount.

Note. The system uses the restock product ID that is defined here whether you're billing by Order Management business unit or by Inventory business unit.

Freight Product ID When an order is shipped, you can enter freight charges and miscellaneous charges in addition to the freight charges, pallet charges or packing charges for example, on the Shipping/Issues - Order Summary page in PeopleSoft Inventory. Enter an identifier for freight charges that appear as bill lines on an invoice in the field.

Note. You can also calculate freight charges during order entry.

Miscellaneous Charge Product The identifier that is entered in the field appears on the invoice as a bill line along with a description of the charge that is entered at shipment.

Rebate Product ID, Penalty Product ID Enter for rebates and penalties that are associated with buying agreements and independent sales rebates.

Rebate/Penalty Bill By ID Identifier that is used to group rebate and penalties in billing.

Note. Rebate information is always passed to billing on a new bill.

Counter Sale

Use to set parameters for receiving and managing cash in the counter sale environment.

Deposit Code The Distribution code that represents the chart of accounts for deposits taken against an order, deposits applied to an order and deposit refunds. These deposit transactions will appear as lines on an invoice.

Refund Fee Product ID Product Id that will be sent to PeopleSoft Billing for any fees associated with a deposit refund. These refund fees will appear as lines on an invoice.

Voucher Code Distribution code that represent the chart of accounts for gift vouchers (payment) taken against an order. This will usually be for an expense or reserve account. These voucher payments will appear as lines on an invoice.

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See Also

Chapter 15, “Introduction to Sales Order Entry,” Distribution Codes, page 206

Chapter 8, “Setting Up Transportation Lead Times and Freight Charges,” Understanding Freight Calculations, page 79

Chapter 12, “Creating Buying Agreements,” Using Buying Agreement Rebates and Penalties, page 145

Chapter 14, “Creating Independent Sales Rebates and Penalties,” page 181

Chapter 29, “Order Processing in a VAT Environment,” page 493

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, “Managing Returned Material,” Establishing Return Type Codes and Restocking Fees

Chapter 21, “Entering Counter Sales,” page 357

Establishing Shipping and Returns Options

Access the Shipping and Returns page.

The information that you enter in the Returned Material group box appears by default in all the RMAs that you enter for this business unit.

Return Type Code Select an option that applies to the majority of returned material for the Order Management business unit.

Return To Inventory Unit Select an option if you use a central inventory business unit for receiving and inspecting returned material.

Order Group Select an option to use as the default order group for all replacement sales orders that are generated by RMAs.

Ship History (Months) The value that is entered in the field determines the date range for the customer’s shipment history that is available for populating RMA lines.

Transportation Arbitration Plan Select an option as the default for orders that are entered in the business unit for transportation lead times. You must have previously defined a transportation arbitration plan.

Sourcing Arbitration Plan Select an option as the default for determining alternate sourcing alternatives. You must have previously defined a sourcing arbitration plan.

Allow PO Changes Until Use to select when the PO can be changed that is created when using alternative sourcing. Options are *Dispatched* or *Due Date.*

General Destination License Enter a value that applies to orders for products that are not export controlled. The value appears by default on the export bills of lading in PeopleSoft Inventory.

Exporter’s EIN Number Enter a value for the number. The value appears by default on the export bills of lading in PeopleSoft Inventory.

Inventory Business Unit, Distribution Network Code Enter a value for one of the options. You cannot select both. The system uses the distribution network code default when you enter order lines for a customer who doesn’t have a permanent ship to customer ID and, as a result, isn’t linked to a distribution network code that determines the Ship From business unit. In

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situations where you always have products ship from one Inventory business unit, select an Inventory business unit that moves by default to all order lines.

Reason Code Select a reason code to describe the goods that are shipped as well as their nature and quality. This code is included on orders and shipping documents to meet government requirements. You can only enter reason codes with the reason type of shipments. The code appears by default on the Ship Options tab in the Order Lines section of the Order Entry Form.

See Also

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Order Groups, page 55

Chapter 8, "Setting Up Transportation Lead Times and Freight Charges," Understanding Transportation Lead Times, page 84

Chapter 15, "Introduction to Sales Order Entry," Default Ship From Values, page 190

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Managing Returned Material," Establishing Return Type Codes and Restocking Fees

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Managing Returned Material," Populating RMA Lines From the Shipment History

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Receiving and Putting Away Stock," Staging Interunit Transfer and RMA Receipts

Chapter 9, "Setting Up Alternate Sources of Supply," page 91

Establishing Taxes and Currency Options

Access the Taxes and Currency page.

Tax Setup

Different fields appear depending on the selection in the Tax Vendor field. If you have a VAT entity tied to the Billing Business Unit on the Order Management Setup page, links for the VAT default and VAT service treatment setup also appear on the page.

Note. If you have a VAT entity tied to the Billing Business Unit, but are also using a tax vendor for the Order Management Business Unit, the links for the VAT defaults do not appear because you cannot have a tax vendor and use VAT processing for the same Order Management business unit.

Tax Vendor Select *Taxware, Vertex,* or *None.* Other fields appear based on the selection.

Company, Division Enter codes that are used in Taxware and Vertex for reporting purposes.

Order Origin Enter the business unit location in the field where sales orders originate and the location where orders are accepted in the Order Acceptance field. Taxware references these locations to calculate sales taxes in jurisdictions that use this information in their taxing practices.

Note. This option is only used with third-party tax vendors.

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Order Acceptance Indicates the business unit location where Taxware and Vertex reference these locations to calculate sales taxes in jurisdictions that use this information in their taxing practices.

VAT Default Click to access the VAT Defaults Setup page.

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

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

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

Note. If you are using Taxware, use Order Acceptance and Order Origin to ensure taxes are calculated accurately. Vertex only requires Order Acceptance.

Currency Exchange Defaults

Base Currency Select the default.

Important! Even if you are not transacting in foreign currencies, you must identify a base currency for the business unit.

Rate Type Select an option to determine the method that the system uses to set the exchange rate between currencies for Order Management transactions.

See Also

Chapter 29, "Order Processing in a VAT Environment," page 493

PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook, "Integrating with Sales and Use Tax Applications"

Establishing Order Entry Features

Access the Order Entry Features page.

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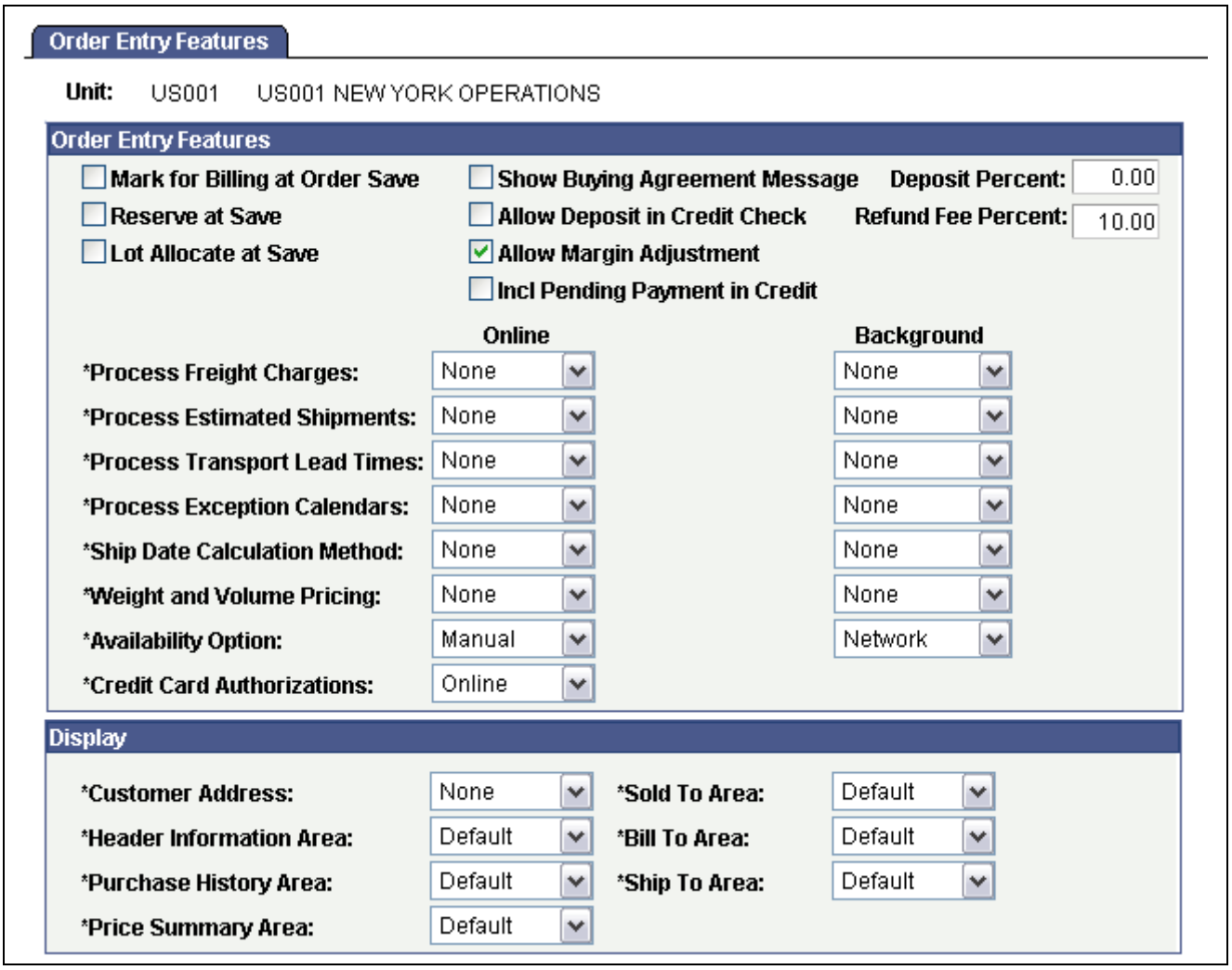
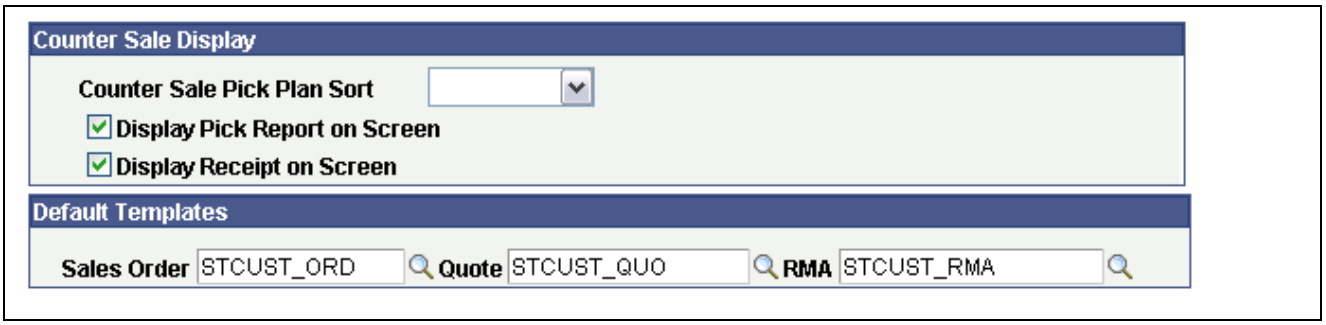


Order Entry Features page (1 of 2)



Order Entry Features page (2 of 2)

The table displays a list of invalid setup combinations for the online and background processing options. You won't receive an error message if you choose an invalid combination, however the valid combination is automatically selected:

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Option	Invalid Combination
Process Freight Charges, Online, Online	• Process Estimated Shipments, Online, Field Chg • Process Estimated Shipments, Online, Order Save
Process Freight Charges, Online, Manual	• Process Estimated Shipments, Online, Field Chg • Process Estimated Shipments, Online, Order Save
Process Freight Charges, Background, Background	Process Estimated Shipments, Background, None
Process Transport Lead Times, Online, Field Change	• Process Exception Calendars, Online, None • Process Exception Calendars, Online, Order Save • Ship Date Calculation Method, None
Process Transport Lead Times, Online, Order Save	• Process Exception Calendars, Online, None • Process Exception Calendars, Online, Field Change • Ship Date Calculation Method, Online, None
Process Transport Lead Times, Background, Background	• Process Exception Calendars, Background, None • Ship Date Calculation Method, None
Process Exception Calendars, Online, Field Change	Ship Date Calculation Method, Online, None
Process Exception Calendars , Online, Order Save	Ship Date Calculation Method, Online, None
Process Exception Calendars , Background, Background	Ship Date Calculation Method, Background, None
Ship Date Calculation Method, Online, Forward or Backward	Process Exception Calendars, Online, None **Note.** If Process Exception Calendars is used, the online and backround calculation methods will always match.
Ship Date Calculation Method, Background, Forward or Backward	Process Exception Calendars, Background, None **Note.** If Process Exception Calendars is used, the online and backround calculation methods will always match.
Process Weight and Volume Pricing, Online, Manual	• Process Estimated Shipments, Online, Field Chg • Process Estimated Shipments, Online, Order Save

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Option	Invalid Combination
Process Weight and Volume Pricing, Online, At Save	• Process Estimated Shipments, Online, Field Chg • Process Estimated Shipments, Online, Order Save
Process Weight and Volume Pricing, Background, Background	Process Estimated Shipments, Background, None

Order Entry Features

Mark for Billing at Order Save Select check box to automatically record a shipped line for each nonstock order schedule when you save it with a status of open. Otherwise, the Populate Billing (OM_BILL) process populates the interface tables that are in PeopleSoft Billing with shipment history. PeopleSoft Billing runs Billing Interface process and then finalizes and prints invoices. Shipment history for nonstock products is recorded by using the Mark Lines for Billing process page. Run the Mark Lines for Billing process as a background process or manually record shipment lines for nonstock schedules by using the Mark Lines for Billing page.

Reserve at Save Select the check box to automatically invoke the reservation process every time that you save the sales order. If you add new lines and save, it only reserves the new lines. The order status must be open for the reservations process to automatically reserve orders by using this option.

Lot Allocate at Save Select if you want the system perform lot allocation when you save the order. If you don't select this option, the CSR can select lot allocation from the Header menu on the Order Entry Form page.

Show Buying Agreement Message Select the check box to display a warning message that states that the product is not found for the buying agreement that is defined on the order line.

Allow Deposit in Credit Check Select to include deposits in the credit checking algorithms.

Allow Margin Adjustment Select to enable the CSR to manipulate the margin on the sale order or quote.

Incl Pending Payment in Credit (include) Select to include payments that have not yet been processed by PeopleSoft Receivables in the credit checking algorithms.

Deposit Percent Enter the percentage that is collected for special or backordered goods on a sales order. Deposit percent is defaulted from the customer onto the order. If there is none, then the Deposit percent is used from the business unit specified here.

Refund Fee Percent Enter the percentage that is charged for refunding a deposit.

Select from the order options to determine how each is processed:

Process Freight Charges Enter freight charges for sales orders and quotes. Manually enter freight charges on the Freight Charges page. You can also calculate freight charges by using transportation and freight rules and sets that are set up in PeopleSoft Order Management. The freight charges can be processed online by using the

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Freight Charges page, or they can be calculated in the background. If you don't select *Online* or *Manual* for the Online option, the Freight Charges page is unavailable for entry.

Note. If you are calculating freight charges by using transportation and freight arbitration plans and rules, you must also use the Process Estimated Shipments option.

Note. If you select the calculate freight charges option, but the freight terms designate that the shipper pays the freight costs, the freight amount will not be sent to billing for inclusion on the invoice. However, for information purposes, freight charges may still be estimated at order entry time.

Process Estimated Shipments Group order schedules into estimated shipments in order to calculate freight charges, use weight and volume pricing, and manage shipping information.

Process Transport Lead Times Calculate scheduled arrival and ship dates by using transportation lead times.

Process Exception Calendars Calculate the scheduled arrival and ship dates based on the ship to customer, ship from inventory business unit and carrier exception calendars. Exception calendars for customers are set up on the General Information - Ship Exception Dates page and for Inventory business unit on the Closure Calendar page. Carrier exception dates are established on the Carrier Exception Calendar page. If you don't select the exception calendar processing option, the system calculates the scheduled dates based on today's date

Ship Date Calculation Method Use to determine how to calculate the reguested delivery dates. the system uses the customer, warehouse and carrier calendars to determine the dates. If the requested delivery dates cannot be met, choose from the available options:

Forward: The system will use the first available date after the requested delivery dates. Prior to this release, the system calculated the dates only using this method.

Backward: The system will use the first available date before the requested delivery dates.

Weight and Volume Pricing Calculate the price of the products in the order based on weight or volume. Also establish pricing for a unit of measure that is different than the ordering unit of measure.

Note. If you are using weight and volume pricing, you must also select the Process Estimated Shipments option.

Availability Option Availability options are:

Automatic: Defaults the highest priority PeopleSoft Inventory Business Unit from alternate sources of supply. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply again and display other sources that are available based on the arbitration plans and rules that are defined.

Manual: Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity

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scheduled on the sales order. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply and display other sources that are available based on the arbitration plan and rules that are defined.

Network: Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. This option corresponds to having the Availability Check Flag selected in prior releases.

None: If you are using a distribution network on the customer or PeopleSoft Order Management Business Unit, the highest priority PeopleSoft Inventory Business Unit from the distribution network defaults to the sales order schedule regardless of item availability. If you are not using distribution networks, the Inventory Business Unit that is defined on the Order Management Business Unit defaults to the sales order schedule. This option corresponds to having the Availability Check Flag cleared in prior releases.

Credit Card Authorizations Elect to authorize credit cards during sales order entry.

When you are selecting online and background processing, you can choose these options:

Option	Online	Background
Process Freight Charges	Freight is calculated when you: • Select the Calculate Freight link *(Manual)*. • Select the Calculate Freight link or at field change when the order is saved *(Online)*. • Freight is not calculated *(None)*.	*None, Background*
Process Estimated Shipments	*Field Chg* (change), *None, Order Save*	*None, Background*
Process Transport Lead Times	*Field Chg* (change), *None, Order Save*	*None, Background*
Process Exception Calendars	*Field Chg* (change), *None, Order Save*	*None, Background*
Ship Date Calculation Method	*None, Backward, Forward*	*None, Backward, Forward*
Process Weight and Volume Pricing	*None, Manually, Order Save*	*None, Background*
Availability Option	*Automatic, Manual, Network, None*	*Automatic, Network, None*
Credit Card Authorizations	*Online, None*	

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Note. For Estimated Shipments, Transport Lead Times, and Exception Calendars, online processing can occur at *Field Chg* (change), when any of the fields that make up the option are modified, or at *Order Save,* when the order is saved.

Display

This section discusses how information is initially displayed during sales order entry based on the default that is for the business unit.

Note. The display for sales orders and quotes can also be defined for each user from the User Preferences page.

Customer Address Display the customer address on the Order Header Page only when entering a new order header or displaying an existing order header from the add/search page.

Header Information Area, Purchase History Area, Price Summary Area, Sold To Area, Bill To Area, Ship To Area Select to move by default the display of information in the designated areas of the Order Entry Form page. During order entry, you can open or close the area as needed. Options are:

Collapsed: The section appears in a collapsed mode.

Default: The Header Information Area, Purchase History Area, Price Summary Area, and Sold To Area appear in the open mode. The Bill To Area and Ship To Area appear in the collapsed mode.

Open: The section appears in an open mode.

Counter Sale Display

Counter Sale Pick Plan Sort Select how to sort the pick plan.

IBU/Line: Sort by the Inventory Business Unit line.

IBU/Loc (location): Sort by the Inventory Business Unit location.

Display Pick Report on Screen Select if you want the pick report to display for the clerk on the computer screen. If you don't select the option, the report will only be available in print format.

Display Receipt on Screen Select if you want the receipt to display for the clerk on the computer screen. If you don't select the option, the receipt will only be available in print format.

Default Template

Use to specify the customer template used to enter customers who are not already in the system. The customer template must be saved with a status of Template in order to be selected for use with sales orders, quotes, or RMAs.

Sales Order, Quote, RMA Select the template to be used for each transaction.

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See Also

Chapter 15, “Introduction to Sales Order Entry,” Default Ship From Values, page 190

Chapter 8, “Setting Up Transportation Lead Times and Freight Charges,” page 79

Chapter 15, “Introduction to Sales Order Entry,” Estimated Shipments, page 200

PeopleSoft Enterprise Pricer 9.0 PeopleBook, “Understanding Enterprise Pricer,” Weight and Volume Pricing

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, “Maintaining Additional Customer Information,” Using Short-Term Customers

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, “Setting Up and Maintaining a Cash Drawer”

Chapter 21, “Entering Counter Sales,” page 357

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CHAPTER 4

Implementing PeopleSoft Order Management Options

This section discusses how to:

- Set up order processing options for sales orders, quotes, and buying agreements.
- Establish FTP servers for attachments.
- Define hold code security by role.
- Set the URL location for notifications.

Setting Up Order Processing Options

To define channels, classifications, competitor codes, contact type codes, divisions, member quotas, order groups, order source codes, product brands, product categories, shipping priority codes, syndicated data, team members, and territories, use the Channel, Classification, Competitor Codes, Contact Type Code, Division, Member Quotas, Order Group, Order Source Code, Product Brand, Product Category, Shipping Priority, Syndicated Data Type Setup, Team Member, and PM Territory Set Up components.

Use the COMPETITOR_CD_CI, MEMBER_COMM_CI, MEMBER_TYPE_TBL_CI, PM_CLASSIFICATE_CI, PM_TERRITORY_CI, and PROD_CATEGORY_CI component interfaces to load data into the tables for these components.

Although pages in the Order Management Foundation menu are listed in alphabetical order, set them up in the order that appears in the next section, because some tables use information that is defined on other pages. Many of the pages are discussed in other chapters.

Most of the order processing pages are straightforward. These options are discussed in more detail in this chapter:

- Freight terms.
- Holds Setup.
- Shipping priority codes.
- Messages.
- Order groups.
- Order group terms.
- Team Member commission schedules.
- Period-to-date pricing calendar.

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Pages Used to Define Order Processing

Page Name	Object Name	Navigation	Usage
Competitor Codes	COMPETITOR_CD	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Competitor Codes	Set up competitor codes to cross-reference products with competitors and to track competition on buying agreements, orders, and quotes.
Division	PM_DIVISION	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Division	Enter divisions for sales operations. Divisions aren't used by any PeopleSoft standard processing at this time.
Product Brand	PROD_BRAND	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Brand, Product Brand	Establish brands for product sales. Product brands aren't used by any PeopleSoft standard processing at this time.
Product Category	PROD_CATEGORY	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Product Category	Enter product categories. Product categories aren't used by any PeopleSoft standard processing at this time.
Channel	PM_CHANNEL	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Channel	Enter sales channels. Channels aren't used by any PeopleSoft standard processing at this time.
Classification	PM_CLASSIFICATE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Classification	Enter classifications for customers. Classifications aren't used by any PeopleSoft standard processing at this time.
Syndicated	PM_SYNDICATED	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Syndicated Data Type	Enter syndicated data network types. Syndicated data types aren't used by any PeopleSoft standard processing at this time.
Territory	PM_TERRITORY	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Territory	Establish to divide customer base into logical territory assignments. The territory designation is not currently used for pricing, reporting, calculations, and processing.

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Page Name	Object Name	Navigation	Usage
Buying Agreement Type	CONTRACT_TYPE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Buying Agreement Type	Define buying agreement types. Buying agreement types categorize buying agreements for reporting purposes or flag buying agreements with similar renewal characteristics, for example, annual purchase agreements.
Contact Type Codes	CONTACT_TYPE_CODE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Contact Type Codes	Establish different types of customer contacts who deal with various aspects of the business. Multiple contacts may exist, such as someone who deals with shipping issues, another for accounting problems, and so on.
Image Location	IMAGE_LOCATION	Set Up Financials/Supply Chain, Common Definitions, File Locations and Images, Image Location Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Image Location	Use to enter the paths to the directories in which you store the image files.
Order Source Codes	ORD_SOURCE_CD	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Source Codes	Set up order source codes to indicate where orders and quotes originate, such as internet, telephone, email, facsimile, electronic data interchange (EDI), mail, and so on. They can also be associated with users on the User Preferences - Orders - Sales page, or with order groups. For PeopleSoft CRM and Contracts integration, the order source code determines the processing of the sales order in Order Management. In other cases, these codes are informational and can be used for reporting purposes.
Restock Fees	RMA_RSTK_SET	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Restock Fees by Reason	Define restocking fees.

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Page Name	Object Name	Navigation	Usage
Hold Codes	HOLD_CD	Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Hold Codes Set Up Financials/Supply Chain, Product Related, Inventory, Hold Codes Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Hold Codes	Establish hold codes to flag an order or stop an order's further processing. Each hold code must be unique.
Holds Setup	OM_BU_HOLD_SETUP	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Holds Setup	Manage the meta data values that display on the Hold Processing page for the Order Management Business Unit.
Mass Change Definition - Description	MC_DEFN_00	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Description	Enter a description for the mass change definition. See Chapter 7, "Modifying Mass Change in PeopleSoft Order Management," page 75.
Rebate Penalty Definition - Definition	RBT_PNLTY_DEFN	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition	Define formulas that the system uses to calculate rebates and penalties.
Rebate Penalty Definition - Definition Step	RBT_PNLTY_DEFN_STP	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition	Define the points at which the penalty or rebate amount or percentage changes.
Rebate Penalty Table	RBT_PNLTY_TABLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Table	Define parameters for applying rebates or penalties.
Sales Rebate - Definition	SRBT_TABLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup	Define sales rebates or penalties.
Sales Rebate - Customer/Product	SRBT_CUSTPROD_TBL	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup	Define which customers or customer groups and product or product groups to apply to the sales rebate.

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Page Name	Object Name	Navigation	Usage
Options & Defaults	CB_SETUP_OPT	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options	Use to set up defaults values and contacts for claimback contracts, claimback contract and claim prefixes, and claimback claim over and under tolerances. See Chapter 13, "Working with Claimbacks," page 155.
OM Business Unit Groups	CB_OMBU_GRP	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback OMBU Groups	Use to define which Order Management Business Units belong to each user-defined group. These groups will be used for defaulting the list of Order Management Business Units to the claimback contract line.
Shipping Priority Codes	SHIP_PRIORITY	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Shipping Priority Codes	Define shipping priority codes that can be used as the final sort option for fulfilling orders on the Fulfillment Setup - Fulfillment Setup Page in PeopleSoft Inventory.
Messages	MESSAGE_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Options, Messages Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Messages	Define message codes and optional related actions.
Order Groups	ORD_GROUP	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Groups	Define order groups.
Order Group Shipping Terms	ORD_GROUP_TERMS	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Order Groups	Define additional attributes for the order group, such as shipping defaults and include online credit checking as a default value, if necessary.
Return Type Codes	RMA_RETURN_TYPE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Return Type Codes Set Up Financials/Supply Chain, Product Related, Inventory, Return Type Codes	Define default shipping options and the actions that returned goods initiate.

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Page Name	Object Name	Navigation	Usage
Member's Commission Schedule	MEMBER_COMM_QUO	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Team Mbr Commission Schedules	Define a commission schedule for team members. Indicate amount ranges for either bookings or shipments depending on the basis that is selected on the Team Member Personal Data - Member Commissions page, and define a commission percentage for each range.
Team Member Sales Quotas	MEMBER_QUOTAS	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Team Member Sales Quotas	Establish sales quotas for team members that are used for analysis purposes only. They are not part of structuring commissions. Base quotas on individual products, product groups, or all sales for the member.
Sales Calendar	CALENDAR_BLDR_TD	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, PTD Pricing Calendar, Sales Calendar Set Up Financials/Supply Chain, Product Related, Promotions Management, Sales Calendar	Establish a calendar that is to be used with period-to-date pricing.
Template Role	TEMPLATE_ROLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Template Role	Use to assign the role to be able to access additional short-term customer templates that the template specified on the PeopleSoft Order Management Business Unit when entering sales orders, quotes, or RMAs.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Managing Returned Material," Establishing Return Type Codes and Restocking Fees

Chapter 14, "Creating Independent Sales Rebates and Penalties," page 181

Chapter 12, "Creating Buying Agreements," Using Buying Agreement Rebates and Penalties, page 145

Chapter 7, "Modifying Mass Change in PeopleSoft Order Management," page 75

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Hold Processing, page 25

Establishing Hold Processing Options

Access the Holds Setup page.

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Hold Field Input the name of an individual hold field which requires hold processing configuration.

Note. If you add a field to the Holds Setup page you must also add the field to the Order Management Business Unit table (BUS_UNIT_TBL_OM).

Sequence Enter a sequence for the newly added field. The sequence number affects the order in which the hold fields are displayed on the Hold Processing page.

Display Fields Check this option if you want the to be able to enter a Hold Code on the Hold Processing page.

Display Checkbox Check this option if you want the hold processing check boxes to be active on the Hold Processing page. If the Display Checkbox option is unchecked, all of the hold processing options on the Hold Processing page for the selected hold field will be unavailable for editing.

Hold Code Level Specify the hold code level for the selected hold field. The options are: *Customer Hold*, *Header Hold*, *Line Hold*, *Product Hold*, *Schedule Hold*, *Systems Hold*.

Hold Type Specify the Hold Type for the selected hold field. The hold type is used to group holds together for reporting purposes.

The options are: *Automatic Holds*, *Configurator Holds*, *Credit Card Holds*, *Credit Holds*, *Other Holds*.

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Hold Processing Options, page 52

Establishing Shipping Priority Codes

Access the Shipping Priority Codes page.

Priority The highest priority is 1. The larger the number, the lower the priority.

Establishing Messages

Access the Messages page.

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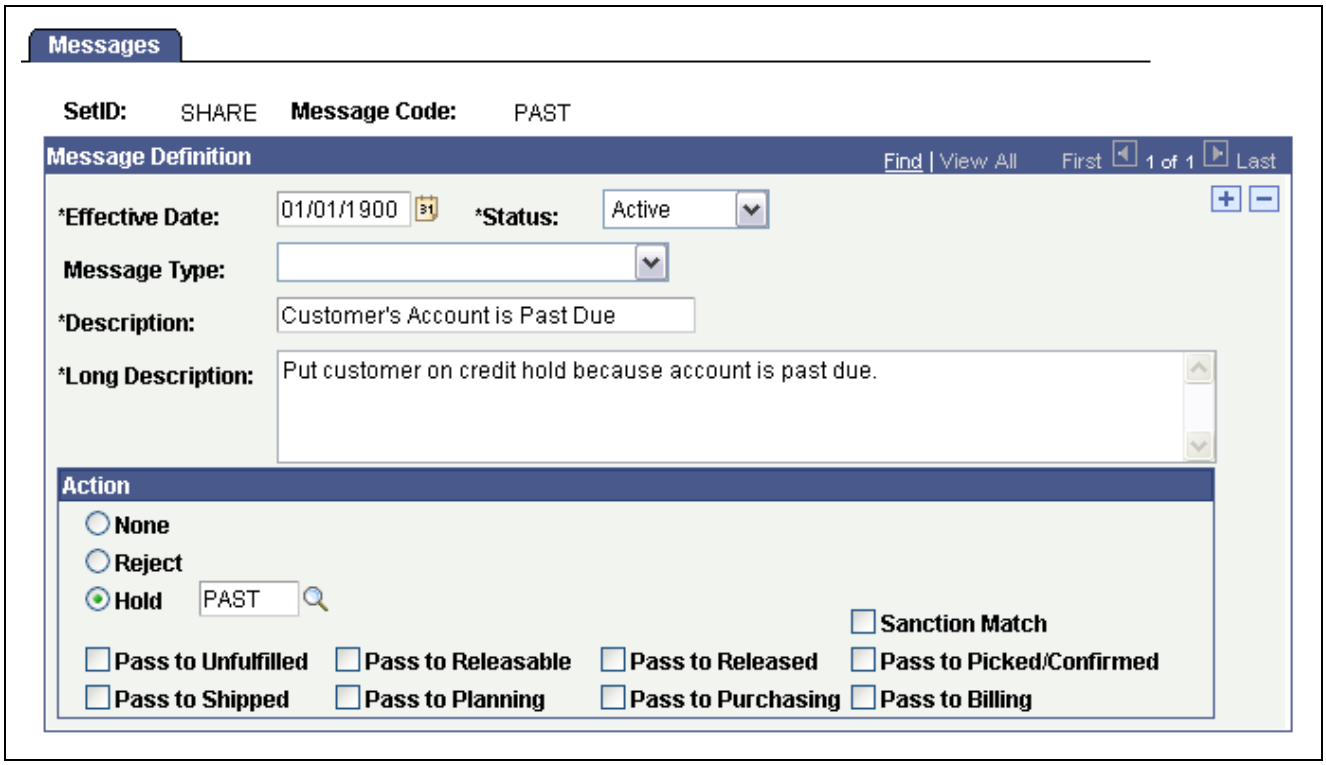

Messages page

You may find messages useful for identifying customers with chronic credit problems or for flagging new or discontinued products. Define message codes and link them with customers on the General Information - Messages Page and with products on the Messages Page.

Here are some example of what you can do with messages:

- Place an order or order line on hold.
- Prevent a customer from placing an order.
- Prevent a product from being entered on an order.
- Convey information.

Message Definition

Message Type The message type categorizes messages into a group type. This field is informational only and you can select from these options: *Credit Related Message, Internal Warning Message, Product Related Message, Promotion Related Message.*

Action

Select options for the message.

None Indicates no action. The message is informational only.

Reject Prevents the customer or product from being entered on a sales order or quotation.

Hold Puts the sales order or order line on hold if it references a customer or product with this attached message. Click the button that is next to the Hold field to

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search for available hold codes. When you select an option, the system returns you to the main page.

Note. Message codes with an action of reject apply only to the sold to customer.

Note. The hold codes that can be added are controlled by role security from the Hold Code Security by Role page. You won't be able to add or delete a hold code if it is not specified at the role security level.

Sanction Match Select to identify messages associated with Financial Sanctions Screening. If you select this option, set the Message Type to *Internal Warning Message* and the Action to *None*.

Note. Only one message can be selected with the Sanction Match.

Pass to Unfulfilled, Pass to Releasable, Pass to Released, Passed to Picked/Confirmed, Passed to Shipped Select the fulfillment status in PeopleSoft Inventory to pass demand data from order schedules referencing the customer or product with the message even though the order is on hold.

Pass to Planning Enables PeopleSoft Supply Planning to see order demand for consideration in the planning algorithms.

Pass to Purchasing Holds placed on direct ship order schedules don't effect processing of the order in PeopleSoft Purchasing.

Pass to Billing Use to define which holds should prevent non-stocked and direct shipped order lines from being billed in PeopleSoft Billing.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information," Performing Financial Sanctions Validation

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 58

Establishing Order Groups

Access the Order Group page

Order groups enable you to move by default order terms such as standard discounts (discount percentage) into sales orders and quotes when you select an order group code. If you enter an order without using a customer ID, the system uses the order group values to populate the fields that are on the header that normally appear by default from the customer or buying agreement. If you enter a customer ID and select an order group code on an order or quote, the system uses order group values to populate any fields that are missing from the customer or buying agreement information.

You can assign a default order group code on the User Preferences - Orders - Sales Page. This default code appears on all sales orders and quotations that the user enters.

Bill Type Identifier Select from the available options to categorize activity grouped on a particular bill

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Exclusive Pricing ID Use to tie pricing to a sales order. The exclusive pricing ID is a special pricing arbitration plan with specific price rules associated with it. If the system prices the sales order by using an exclusive pricing ID, only its related price rules are considered. The value can be changed on the Line Pricing Data page or the Schedule Pricing Data page.

Note. If no price adjustments are found by using the exclusive pricing ID, the system performs pricing again by using the standard arbitration plan that is assigned to the sales order header.

Freight Charge Method Select an option if you use PeopleSoft Order Management to calculate freight charges.

Terms and **Payment Method** Select terms and payment method to default to the sales order.

Discount Percentage Used to define a standard discount for the order. The system applies the discount percentage to the net price for products on order lines that reference the order group. Because the standard discount is in addition to other adjustments to the product's price, it is applied after all other price adjustments. You can change the order group at the line level , enabling different standard discounts for each line of the order.

Source Code Select the source for the order from the available options.

Credit Check Select *yes* if you want the system to check credit online for orders referencing this order group. The system uses the online credit checking default you defined on the Credit Processing page.

Important! If you select *no* for this option, the system does not perform credit checking for orders referencing this order group.

See Also

PeopleSoft Enterprise Pricer 9.0 PeopleBook, "Using the Arbitration Plan," Defining How Price Rules Apply to Transactions

Establishing Order Group Shipping Terms

Access the Order Group Shipping Terms page.

Carrier ID Defined on the Carrier Table page. This identifies the preferred carrier for this order group.

Partial Order Select *Yes* to enable shipment of an order when all the lines are not filled. PeopleSoft Inventory automatically creates a backorder for the schedules that cannot be shipped. If you do not select *Yes,* the order is not picked until all order schedules can be shipped complete.

Partial Schedules Enable shipment of partial schedule quantities.

Ship Prior Select *Yes* to enable shipments before the customer's scheduled shipment or arrival date. On the General Information - Ship To Options, specify how many days early the customer accepts shipments.

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Cancel Backorder If you want a backorder created for anything not available for shipment, select *No*. When you select *Yes,* no backorder processing is done in PeopleSoft Inventory, and the order line is considered complete after the first shipment, even if the shipment quantity is less than the order quantity.

Single Ship Flag If you want the order to be shipped in one shipment , select *Yes*. The entire order is shipped together when quantity is available for all of the order lines. The system will restrict data entry at the order schedule level. All schedule shipping information is kept in sync.

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

Establishing Team Member Commission Schedules

Access the Member's Commission Schedule page.

Basis The *Bookings* or *Shipments* that appear on the page are determined by the selection that you make on the Team Member Personal Data - Member Commissions page for this person.

Currency Code Appears from the Team Member Personal Data page.

Commission % (commission percent) Applies to each date range and amount range. The Update Order Commission Data process uses these criteria to determine the appropriate commission percent to assign to each team member who is associated with sales order headers or schedules.

Note. The date range and amount combinations cannot overlap.

See Also

Chapter 11, "Structuring Commissions," Understanding Commissions, page 123

Creating a Period-To-Date Pricing Calendar

Access the Sales Calendar page.

Monthly Allocation Type If you use a monthly calendar period, select a monthly allocation type:

12 period Calendar: Monthly.

13 period Calendar: 13 periods of 4 weeks each.

445 Calendar: 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 4, 4, and 5 weeks.

454 Calendar: 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 4, 5, and 4 weeks.

544 Calendar: 12 non-monthly periods divided into four sets of three periods each, with the three periods in each set made up, respectively, of 5, 4, and 4 weeks.

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Generate Click the button to generate the periods in the sales calendar. Verify the sales periods and make changes to period names as required. The system displays a row for each period that is in the range that you indicate, with the appropriate information automatically inserted in the Sales Period, Begin Date, End Date, and Period Name fields. You can then change the Period Name for each period.

Begin Date and **End Date** The system uses these dates to create a range of periods for the calendar that you generate.

See Also

PeopleSoft Enterprise Pricer 9.0 PeopleBook, "Understanding Enterprise Pricer," Period-To-Date Pricing

Defining Hold Code Security by Role

This section describes how to establish hold codes by role.

To define hold code security, use the Hold Security by Role component.

Pages Used to Establish Hold Code Security by Role

Page Name	Object Name	Navigation	Usage
Hold Code Security by Role	HOLD_ROLE_LNK	Setup Financials/Supply Chain, Security,	Use the page to control the hold codes that the each role can manage. For instance, your credit manager may be responsible for the credit related hold codes and your product manager for any product related hold codes. Specify whether the role can add, release authority or delete the hold code for Order Management.

Controlling Hold Codes by Roles

Access the Hold Code Security by Role page.

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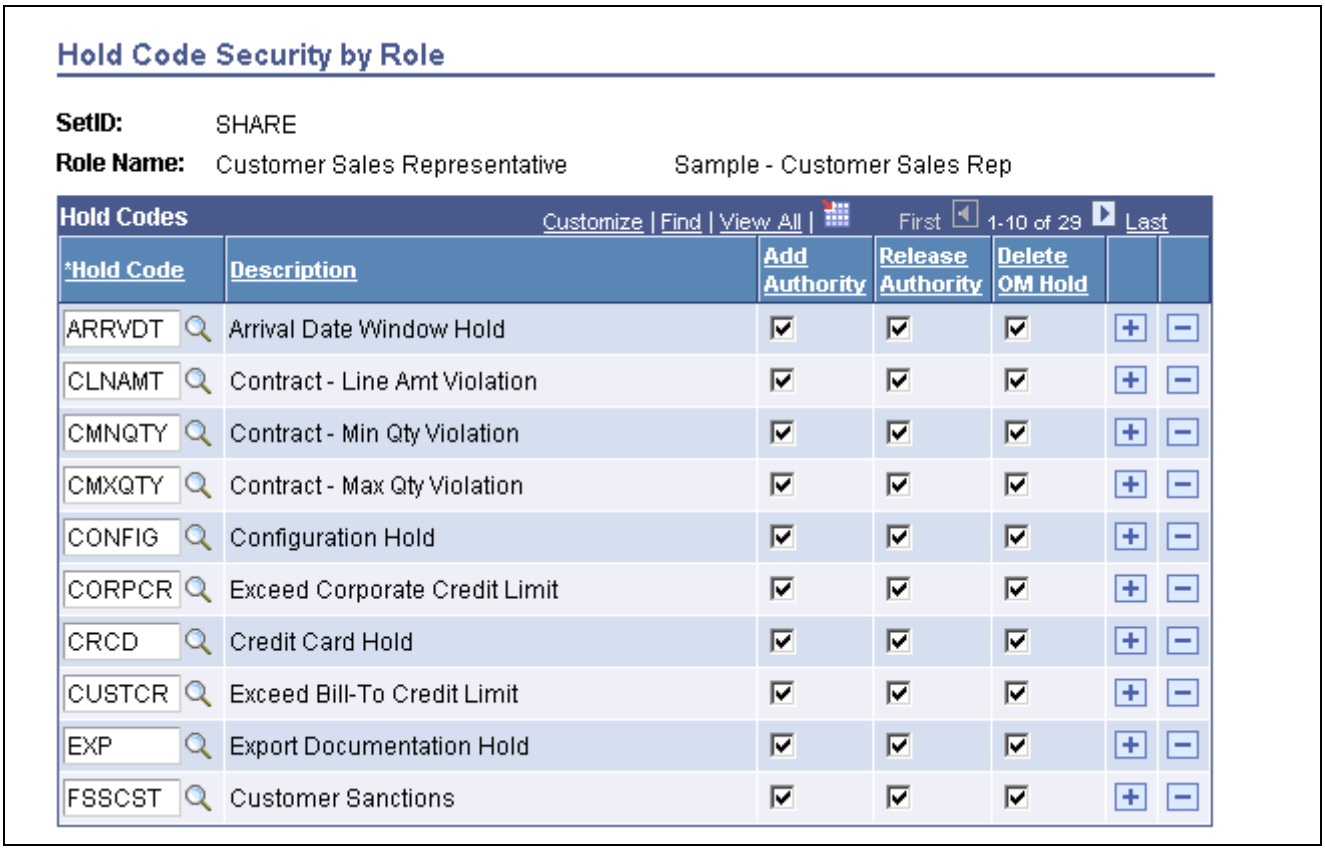

Hold Code Security by Role

SetID: SHARE

Role Name: Customer Sales Representative Sample - Customer Sales Rep

Hold Codes Customize | Find | View All | First 1-10 of 29 Last

*Hold Code	Description	Add Authority	Release Authority	Delete OM Hold
ARRVDT	Arrival Date Window Hold	☑	☑	☑
CLNAMT	Contract - Line Amt Violation	☑	☑	☑
CMNQTY	Contract - Min Qty Violation	☑	☑	☑
CMXQTY	Contract - Max Qty Violation	☑	☑	☑
CONFIG	Configuration Hold	☑	☑	☑
CORPCR	Exceed Corporate Credit Limit	☑	☑	☑
CRCD	Credit Card Hold	☑	☑	☑
CUSTCR	Exceed Bill-To Credit Limit	☑	☑	☑
EXP	Export Documentation Hold	☑	☑	☑
FSSCST	Customer Sanctions	☑	☑	☑

Hold Code Security by Role

Note. If a user has multiple roles assigned, the role with the specific authority to change a hold will take precedence in determining a user's security for that hold.

Hold Code Add the hold codes that you want each role to manage. Hold Codes are first established on the Hold Code page.

Note. If a hold code in the system is not present in the Hold Code Security by Role page it has the same effect as if the user's role did not have any authority to act upon that hold code. As a result, it is not mandatory that all user roles be assigned hold security.

Add Authority Select to enable the role to add a Hold Code.

Release Authority Select to enable the role to release a Hold Code.

Delete OM Hold Select to enable the role to delete a Hold Code from the ORD_HOLD table

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining General Customer Information," Attaching Messages to Customers

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products," Establishing Product Messages

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Establishing FTP Servers for Attachments

To set up attachments to use with customers, products, buying agreements, sales orders, quotes, and RMAs, use the File att. admin (file attachments administration) component.

This section discusses how to set up file attachment servers.

Pages Used to Set Up Attachments for Transactions

Page Name	Object Name	Navigation	Usage
Administer File Attachments	SAC_ATT_ADMIN	Set Up Financials/Supply Chain, Common Definitions, File Attachments, Administer File Attachments	Identify servers on which to store attachments and define component names and paths where the attachments are stored.

Setting Up File Attachments

Access the Administer File Attachments page.

Attachments to PeopleSoft Order Management transactions are stored and retrieved from the locations defined here. System administrators can configure one or more servers to store attachments. These servers can be FTP servers or database servers, but Order Management only uses FTP servers.

Using this page, system administrators can set up new servers and identify the active server. Administrators can add or modify the FTP root folder and the component specific subfolder for FTP servers.

File Attachment Servers

Pick Active Server Select the server ID of the active (or default) server where all newly created attachments are stored. You can switch the active server at any time. All previously created attachments are still retrieved from the server where they originally were stored. The attachments keep a reference to the original server. This field is required.

Add FTP Server (add file transfer protocol server) Click to insert a new row in the grid to define a new FTP server for attachments.

Add Database Server Click to insert a new row in the grid to define a new database server for attachments.

ID Displays the system-assigned ID number for each server on this page. When an attachment is stored to the server, the server ID is inserted into the attachment record. When you request to download (view) this attachment, the system retrieves it from the original server based on the server ID.

Attachment Server Type Identifies the type of server based on whether you click the Add FTP Server button or the Add Database Server button. Once you have saved the row and exited the component, you cannot change the server type. Values are:

- *FTP* (file transfer protocol server).
- *DB* (database server).

Login Enter or change the login name. This is required for FTP servers only.

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Password Enter or change the password corresponding to the Login Name. The password is required for FTP servers only.

Server Name/Record Name Enter the machine name for the FTP server.

Once you save the information, change the machine name only if the same FTP server is renamed. To add a different FTP server, click the Add FTP Server button to insert a new row into the grid and define the new server. You cannot delete servers because attachments could already be stored on them.

Path Enter the subdirectory path under the server's FTP root where all attachments are to be stored. This is required for FTP servers only.

Note. You cannot delete a server after you save the row and exit from the component. After you exit the component, the system assumes that attachments could already be stored on this server location.

Component Subdirectories

System administrators can use this page to specify a subdirectory under the FTP root for any component. When uploading files, the system looks to this record and uses any subdirectory defined. The component subdirectory can be modified at any time. Define the component (in the installed applications) with a subdirectory under the FTP root (FTP servers only.)

Component Enter the component for the installed application.

Subdirectory Enter the subdirectory path.

Setting the URL Location for Notifications

This section discusses how to set up URL locations.

Pages Used to Set Up URL Notifications

Page Name	Object Name	Navigation	Usage
URL Maintenance	URL_TABLE	PeopleTools, Utilities, Administration, URLs	Enter the URL, pertinent description, and comments.

Setting the URL Location

Access the URL Maintenance page.

These processes should be setup for use are:

- Electronic Commerce (OM_EC)
- Order Change (OM_ORDCHG)
- Populate Billing (OM_BILL)

URL Identifier Select *EMP_SERVLET.*

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URL Enter the URL for your application server. Here is an example: http://ple-dscantla/psp/ps/EMPLOYEE/.

See Also

Enterprise PeopleTools 8.48 PeopleBook: PeopleCode Developer's Guide

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CHAPTER 5

Establishing Feature Function Security

This chapter provides an overview of feature function security and discusses how to set up feature function security:

Understanding Feature Function Security

Feature function security enables you to define user/role security down to the feature and field level to control access to entire features or individual fields within certain Order Management features. .

This security feature is used only for online processing and can be used with the this functionality:

- Counter sales.
- Multiple payment methods.
- Alternate sources of supply.
- Margin adjustment.
- Short-term customers.
- Claimbacks.
- Sales order entry.
- Quote entry.
- Customer returns.

The system searches in this order for feature security definition:

- Users (operator)
- Roles
- Business units
- Installation Options (default)

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When defining feature function security, you tell the system whether you want the entire feature or only certain functions within the feature defined at that security level (user, role, business unit, or installation). The lookup for feature security definitions considers each security definition independently. For example, you may define short-term customer security for your entire business unit, but define order entry for each user (operator ID). The system fetches each feature by first fetching the definition for the user. If the user is not found, it fetches the definition for the role. If the role is not found, it fetches the feature definition for the business unit. If the businesses unit is not found, it fetches the feature definition for the installation option. In another example, you may choose to define that only certain users have visibility to customer credit information on the sales order. You can define business unit level access for the sales order that does not display (hides) customer credit information fields on the sales order. You can then define specific sales order access down to the customer credit function for specific users that includes the display of customer credit information. At runtime, the system determines how to display those credit fields by first searching for the specific user level definitions. It finds a definition that is active for the customer credit function within the order entry feature and uses that for the individual user definitions. For all other functions and features, the system uses the business unit level definition.

Note. PeopleTools security controls access for the components. Feature function security enables you to control access to pages and fields within the component.

See Also

Enterprise PeopleTools 8.48 PeopleBook: Security Administration

Defining Feature Function Security

To set up feature function security, use the Feature Security User Setup component.

This section provides an overview of feature function security setup and discusses how to establish feature function security at the:

- Feature level
- Function level
- Field level

Understanding Feature Function Security Setup

At the Installation Options level for Order Management, you establish whether to use feature function security.

The pages that you use to set up the security are the same whether you are establishing feature function security by installation, business unit, role, or user ID. They are each in separate components. Feature function security at the installation level is required and is used as the default. The hierarchy of the security from bottom to top is installation, business unit, role, and user ID.

It's important that you carefully consider how you are going to use the levels of security that you establish and that you reexamine your choices if you are encountering problems with the system. For example, you may have two CSRs who can update different fields based on their user ID or role security.

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Pages Used to Set up Feature Function Security

Page Name	Object Name	Navigation	Usage
Order Management	INSTALLATION_OM	Setup Financials/Supply Chain, Install, Installation Options Click the Order Management link on the Product Options page.	Use to turn on or off feature function security.
Features	FFS_USERFTR	• Setup Financials/Supply Chain, Security, Feature Security by User • Setup Financials/Supply Chain, Security, Feature Security by Role • Setup Financials/Supply Chain, Security, Feature Security by Business Unit • Setup Financials/Supply Chain, Security, Feature Security for INST	Set up feature function security for features at the installation, business unit, role, and user level. **Note.** The installation level is the default and is required.
Functions	FFS_USERFUNC	Click the Select Functions link from the Features page.	Set up feature function security for functions at the installation, business unit, role, and user level.
Fields	FFS_USERFIELDS	Click the Select Fields link from the Functions page.	Set up feature function security for fields at the installation, business unit, role, and user level.
Valid Values	FFS_FLDVAL_DTL	Click the Valid Values button on the Fields page.	Use to establish additional options for each field.

Establishing Feature Function Security at the Feature Level

Access the Features page.

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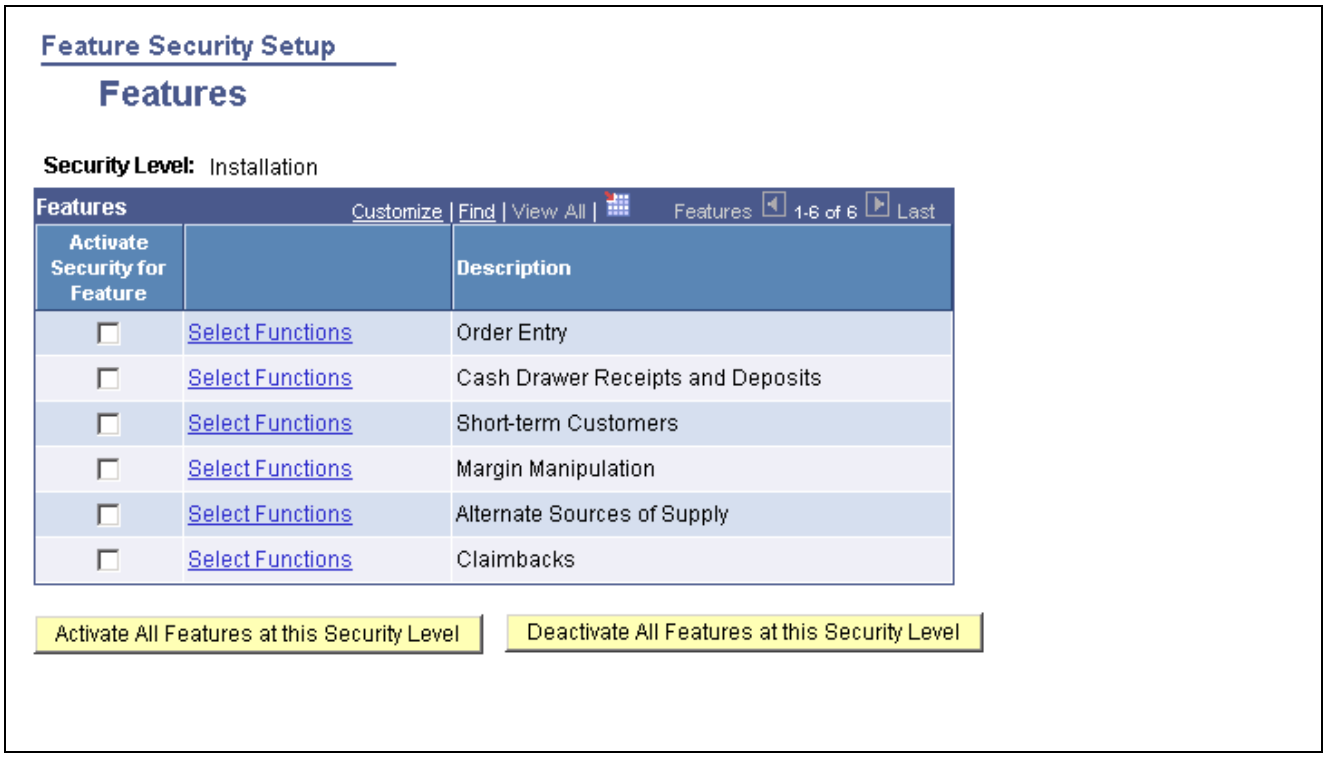

Features page

Business Unit Type If you are establishing security at the business unit level, select *Accounts Receivable, Inventory, Order Management, Purchasing,* or *Work Order.*

Activate Security for Feature Select to activate security for each feature. Clicking this check box activates the security for the feature at this level (user, role, business unit, or installation). Leaving this check box unchecked tells the system that security for this feature is not defined at this security level.

Activate All Features at this Security Level Click the button to activate security for all features at this security level.

Deactivate All Features at this Security Level Click the button to deactivate feature security for security this level.

Establishing Feature Function Security at the Function Level

Access the Functions page.

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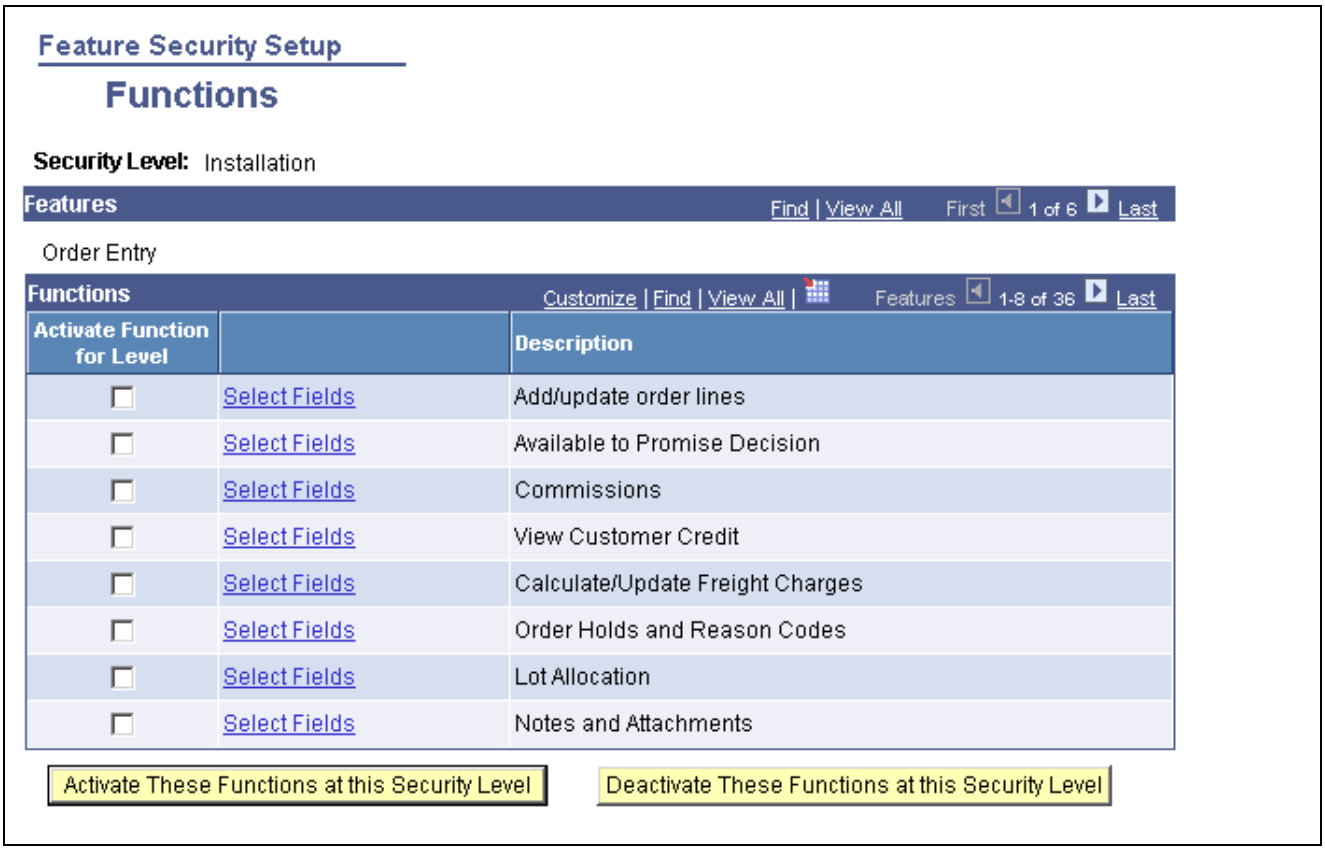

Functions page

Activate Function for Level Select to activate security for the function at this level. Clicking this check box activates the security for the function at this level (user, role, business unit, or installation). Leaving this check box unchecked tells the system that security for this function is not defined at this security level

Select Fields Click this link to access the Fields page.

Note. The link is unavailable for entry if there are no associated fields with the function.

Activate These Functions at this Security Level Click the button to activate security for all functions in the feature at this security level.

Deactivate These Functions at this Security Level Click the button deactivate all security for functions in the feature at this security level.

Establishing Feature Function Security at the Field Level

Access the Fields page.

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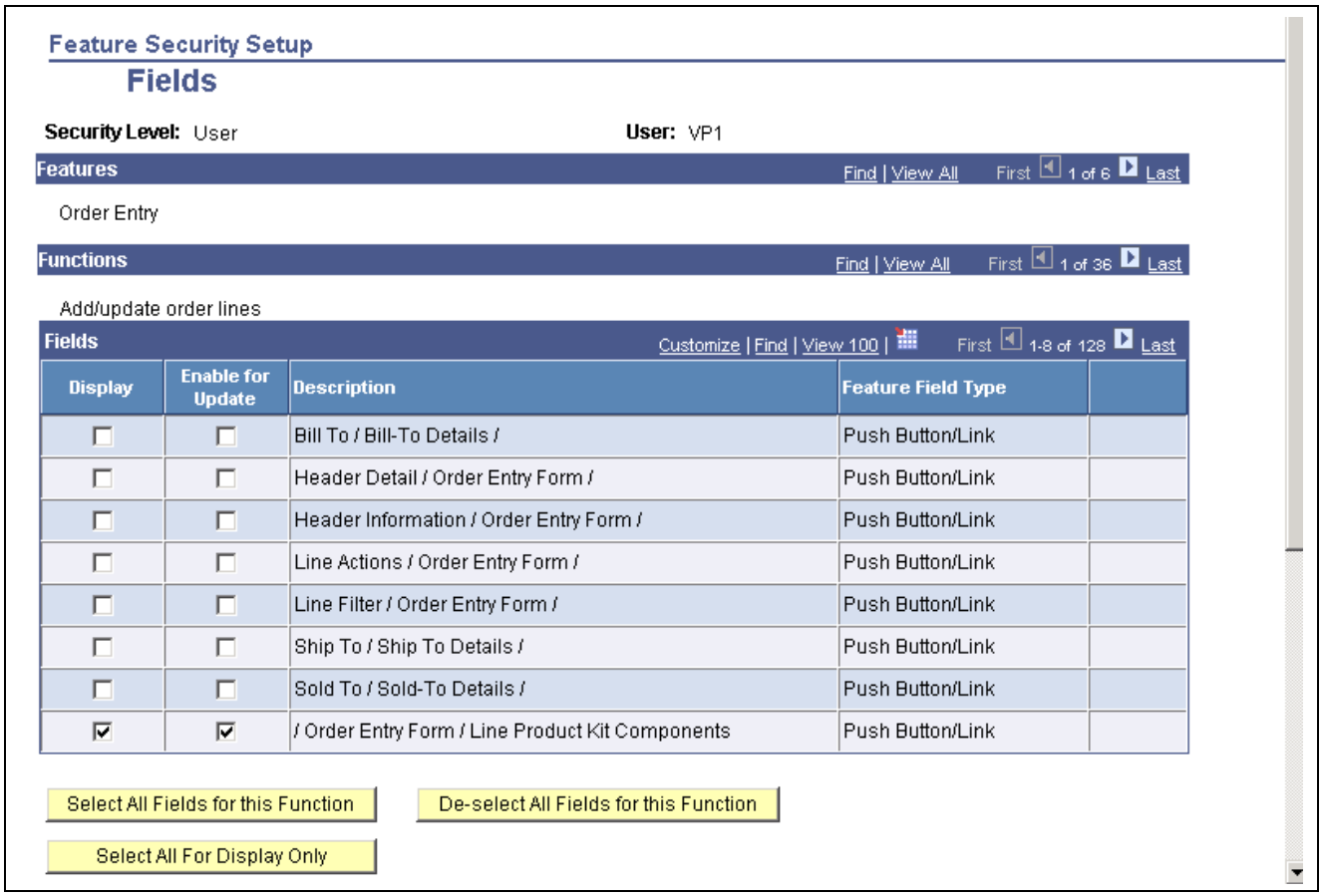

Fields page

Display Select if you want the field to display. If not selected, the field will be hidden.

Enable for Update Select if you want the field to be available for update. Some fields are unavailable for entry. For example, the Total Order field is calculated by the system and is not available to be updated.

Description This field describes the field or option by label, page title, and helpful additional information for fields that might seem redundant otherwise. Description and Feature Field Type should be considered together to determine which field on the page is being controlled. For example, Go to / Order Entry Form / Line Page Navigation is for the line level page navigation on the Order Entry Form page accessed from the Line menu. The feature field type also tells you this field is a push button or link.

Feature Field Type Describes the type of field. Use this field to help determine which field on the page is being controlled.

Valid Values Click this link to define valid values for certain drop-down fields. . Use this feature to restrict navigation within certain components. For example, if the field is for page navigation, you can add the links that you want to be accessible.

Select All Fields for this Function Use to select all of the fields for display and update.

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De-select All Fields for this Function	Use to clear all of the fields for display and update.
Select All Fields For Display Only	Use to select all of the fields to display.

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CHAPTER 6

Setting Up CTI

This chapter provides an overview of CTI integration and describes how to use CTI integration in PeopleSoft Order Management.

Understanding CTI Integration

When a customer contacts you and is routed to the call routing system, the call can be put through the PeopleSoft CTI Integration to either the PeopleSoft CSR Desktop or the PeopleSoft Supply Chain Management databases so the Customer Service Representative (CSR) can answer it. In order to make the connection and have the system list the options for transacting that are available to the caller, you must set up the CTI configuration and mapping.

Defining the CTI Configuration

Because PeopleSoft CTI Integration can cross multiple applications, you might need to set up the configuration to assign each transaction to the correct target database. The configuration defines the exact location of the target transaction information, based on the content provider.

The content provider refers to a source of HTML content and specifies whether the transaction is located in the PeopleSoft Supply Chain Management or PeopleSoft Customer Relationship Management database. Some content providers already exist in the system, and you can add content providers when necessary.

Targeting a Transaction

If the PeopleSoft CTI Integration parameters identify a single record for a customer inquiry, the page containing that information appears. However, because customers don't know the setIDs and business units for transactions, or not enough data is provided by the customer, more than one record based on the customer's search parameters might exist.

Instead of navigating to the page containing the target transaction, an intermediate selection page appears to help the CSR select the target transaction.

In most cases, these pages are accessed automatically through PeopleSoft CTI Integration when the customer inquiry is made; however, you can manually search for transactions on the CTI Transaction Search page.

See Also

Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft MultiChannel Framework

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Setting Up CTI

Perform these tasks to set up CTI integration.

1. Define the configuration for customer request transactions to access a specific database.

   This is especially important if the integration crosses multiple applications.

2. Map the CTI transactions to specific pages containing the requested customer information.

   When the transactions are configured, map them to a specific page containing the information that is needed and then define the required parameters. This mapping information leads the CSR to the specific page to find the information that the customer requests.

   After you set up PeopleSoft CTI Integration, customers are recognized when they enter information in the call routing system. The inquiry results are populated in various pages that are within PeopleSoft applications.

3. Search to manually find the correct transaction.

   Because there are some elements for a transaction that a customer might not know, such as a business unit or setID, use searching to manually target a transaction.

Pages Used to Set Up CTI

Page Name	Object Name	Navigation	Usage
CTI Configuration	CTI_CONFIG	Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Configuration	Assign each CTI transaction to a target database.
CTI Mapping	CTI_PS_MAPPING	Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Mapping	Set the parameters for mapping CTI target transactions.
CTI Transaction Search	CTI_XCTN_SRCH	Set Up Financials/Supply Chain, Common Definitions, Integration Rules, CTI Target Page, CTI Transaction Search	Use to select a specific target transaction based on the parameters that are given by a customer if that parameter has more than one transaction attached to it.

Assigning CTI Configuration

Access the CTI Configuration page.

Target Portal URL Must be specified to define the target location of the page on which the transaction is found.

Menu Name, Market, Menu Bar Name, Component, Page Enter to define the exact page location for the transaction database.

Unassigned Transactions, Assigned Transactions The tables display the lists from which you can select transactions to route to the database.

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Mapping CTI Transactions

Access the CTI Mapping page.

Menu Name, Menu Bar Name Defines the page location for the transaction information.

Component ID, Page Name, Edit Table Defines which fields to use for the Interactive Voice Response (IVR) system.

The radio buttons are active only if the target component allows both types of actions:

Update/Inquiry Select the radio button to indicate that this transaction will place you in Update/Display mode in the target component.

Add Select radio button to indicate that this transaction will place you in Add mode in the target component.

Foreign Transaction Used to indicate that the transaction being defined belongs to a database other then the one for which you are entering the transaction.

Search Record Field Based on the edit table that you enter, the column displays the fields defined as search keys, alternate search keys, and list box items for the CTI transaction type.

URL Parameter Select the check box to indicate which fields are passed from the IVR for the transaction.

Note. The URL Parameter check box and any fields that are defined as list box items are unavailable for entry, as well as the business unit and SetID fields, because they are only used to display results on an intermediate selection page.

Use Panel Label Select the check box to display the label on the page that is defined for the transaction, or clear this check box to display the default label on the field.

Searching for CTI Transactions

Access the CTI Transaction Search page.

Fields that are marked by selecting the URL Parameters check box on the CTI Mapping page are used as parameters and search keys on this page. From here, you can select the transaction that you want to display on the appropriate page.

Search Results The columns that are displayed in the group box are defined on the CTI Mapping page as list box items on the Edit Table that is defined for the transaction.

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CHAPTER 7

Modifying Mass Change in PeopleSoft Order Management

This section provides an overview of how mass change is used in PeopleSoft Order Management and describes how to:

- Add mass change definitions.
- Regenerate mass change definitions.

Understanding How Mass Change Is Used in People Soft Order Management

PeopleSoft Order Management uses mass change functionality in the these processes:

- Create Sales Orders (OMCNTRCT).
- Sales Rebate Interface (OMSRBTIN).

Create Sales Orders (OMCNTRCT)

The table contains the mass change definitions that are included in this Order Management process:

Step	Mass Change Definition	Description
1	OMSCN-1	Insert sales buying agreement data into PS_OMSCN_TMP, selecting fields from PS_RUN_OM_SCON, PS_SCON_HDR, PS_SCON_LINE, and PS_SCON_RELEASE.
2	OMSCN-2	Insert single order with multiple buying agreements into PS_OMSCN_DISTINCT, selecting distinct fields from PS_OMSCN_TMP.
3	OMSCN-3	Insert single order buying agreements into PS_OMSCN_ DISTINCT, selecting distinct fields from PS_OMSCN_TMP.

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Step	Mass Change Definition	Description
4	OMSCN-4	Insert sales order header data into PS_ORD_HEADER, selecting fields from PS_OMSCN_DISTINCT and PS_RUN_OM_SCON.
5	OMSCN-5	Insert sales line data into PS_ORD_LINE selecting fields from OMSCN_TMP, PS_SCON_LINE, PS_SCON_RELEASE, and RUN_OM_SCON.

Sales Rebate Interface (OMSRBTIN)

The table contains the mass change definitions that are included in this Order Management process:

Step	Mass Change Definition	Description
1	OMRBT-INTFC	Insert into INTFC_BI from RBTOM_INTFC_TMP, where TRANS_TYPE_BI in (‘Line’, NOTE’, ‘AHDR’).
2	OMRBT-INTFC-AE	Insert into INTFC_BI_AEDS from RBTOM_INTFC_TMP where TRANS_TYPE_BI in (‘AE’, ‘DS’).

Adding Mass Change Definitions in PeopleSoft Order Management

Use the Mass Change pages to add or modify the processes that use mass change in PeopleSoft Order Management.

The section discusses how to:

- Add mass change definitions.
- Generate mass change SQL.

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Pages Used to Add Mass Change Definitions

Page Name	Object Name	Navigation	Usage
Mass Change Definition - Description	MC_DEFN_00	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Description	Enter a description for the mass change definition.
Mass Change Definition - Criteria and Defaults	MC_DEFN_01	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Criteria and Defaults	Create a default value to appear in a field without user intervention.
Mass Change Definition - OM Specific Fields page	MC_DEFN_OM	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, OM Specific Fields	View additional parameters for the Mass Change Definition.
Mass Change Definition - Generate SQL	MC_DEFN_02	Set Up Financials /Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Generate SQL	Synchronize the mass change SQL with any new table changes that are in the PeopleSoft Order Management system. This may be needed when modifications are made or if fields are added for bug fixes or product upgrades.
Mass Change Definition - Execution History	MC_DEFN_03	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Mass Change Definition, Execution History	Displays history for the Mass Change Definition.

Adding Mass Change Definition Criteria and Defaults

Access the Mass Change Definition - Criteria and Defaults page.

Field Select values from the available options. Select any filtering or qualifying symbol (that is, *between, =, >,* or <); depending on the selection, enter the value (that is, between 1 and 100, or > 100).

Generating Mass Change Definition SQL

Access the Mass Change Definition - Generate SQL page.

Count The button runs against the database and determines the total number of rows that are to be processed with the SQL component.

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Regenerating Mass Change Definitions

If the record structures that are used by the PeopleSoft Order Management processes that include Mass Change are modified, the mass change definitions need to be regenerated. This is required because the mass change creates SQL statements from tables by matching field names field by field. If, for example, you add a column to a table that is used in an insert select statement in the Mass Change process, you must rebuild the statement to include this column. Execution of the old statement fails because the number of columns that are specified in the statement does not match the number of columns that is in the database.

For example, you add a field to the intermediate table OM_SCN_TMP to pass buying agreement information to the sales order. The modification requires changes to the mass change definitions because it affects information that is passed from the Buying Agreement to the order tables by the Create Sales Order process (OM_CNTRCT).

To Regenerate Mass Change Definitions:

1. Review the Mass Change Types that are defined for the process to determine which of them reference the altered record on the Records and Join Fields page.

   You need to generate new SQL statements for any Mass Change Definitions that are built on these types. In this example, you must generate new SQL statements for any mass change definitions in Create Sales Order (OMCNTRCT) that use OM_SCN_TMP - OMSCN-1, for instance.

   Note. Review the Mass Change Types for other Order Management processes to make sure they do not contain the altered records−if they do, you need to regenerate the Mass Change Definitions based on those types as well.

2. Determine the Mass Change Definitions that use the Mass Change Type by using the Generate SQL page in Update/Display mode. If you do not specify the selection criteria, a list box appears showing all the Order Management Mass Change Definitions.

   Note. Currently, the Mass Change Definitions and Mass Change Types in Order Management match exactly; this may not always be the case.

3. Select the first one that uses the Mass Change Type containing the altered record.
4. Click the Clear SQL button.
5. Click the Generate SQL button.

   Note. Generating the SQL takes some time. Be patient!

6. Click Save.
7. Repeat Steps 3 through 6 for each of the mass change definitions containing altered records.

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CHAPTER 8

Setting Up Transportation Lead Times and Freight Charges

This chapter provides overviews of freight calculations and transportation lead times and discusses how to create transportation lead times and freight charges.

Understanding Freight Calculations

This section discusses:

- Using estimated shipments with freight charges.
- Freight charge methods, freight arbitration plans, and units of measure calculations.
- Viewing and calculating freight charges.
- Billing freight charges.

You can calculate freight during order entry by setting up arbitration plans and rules by:

- Basing the freight charge calculations on four different freight methods: weight, volume, order quantity, or the value of the order.
- Setting up and assigning a default value to the freight method for the order from the buying agreement, sold to customer, or order group.

  The freight method can also appear by default from the selection on the Inventory business unit Shipping Options page.

Using Estimated Shipments with Freight Charges

To calculate freight charges at order entry, estimated shipments must be created. Estimated shipments enable you to group order schedules logically with the same shipping information so that freight charges can be calculated accurately. You can have multiple freight methods—such as weight, volume, value, and quantity—for each sales order, but each estimated shipment can have only one freight method. The system automatically manages the estimated shipments for you on the sales order.

Note. In PeopleSoft Order Management, you must have one freight charge method for each estimated shipment, but you can have multiple estimated shipments for each sales order. At shipment in PeopleSoft Inventory, there can be only one freight charge method per sales order within a single shipment.

If a schedule qualifies to become part of an existing estimated shipment, the system verifies that the freight charge method on the new schedule matches the default value from the buying agreement, sold to customer, or order group:

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- If the freight charge method matches, the system adds the schedule to the estimated shipment.
- If the freight charge method doesn't match, the system automatically creates a new estimated shipment for the schedule.

  The freight charge method determines which value the system uses to find the appropriate freight breaks.

To calculate freight, the system evaluates the estimated shipment as it is added to the order and determines the freight sets and resulting charges that apply to the estimated shipment. To get the total freight charges for the estimated shipment, the system adds up the freight charges on all freight breaks applied to the estimated shipment. The system then adds up the sums of the estimated shipment freight charges, to get the total freight charge for the order.

After calculating the freight charges, the estimated shipment, estimated shipment freight charges, and total order freight charges appear for the entire order. To change or override the total freight charge for the order or to not charge the customer freight for the order, you enter a different amount or zero for the freight charges on each estimated shipment of the order on the Freight Charges page.

If you are using the single shipment option, freight can only be changed at the order header level. When the Populate Billing process (OM_BILL) is run, the freight amount is picked up and passed to PeopleSoft Billing on the first shipment of the order. In the case of multiple shipments for an order, the total freight amount is charged and billed on the first invoice. A flag is set on the Estimated Shipment table to indicate that freight has already been billed, so it won't be billed again with subsequent shipments for the order. If the seller pays for freight, no freight charges are passed to PeopleSoft Billing; however, the estimate for freight charges at order entry is still calculated and can be used for your own analysis.

Freight charges are passed to Vertex or Taxware. Vertex and Taxware determine if any tax is applicable to the freight charges.

If you are using credit card processing, the Order Repricing process reprices orders and includes the freight amount and the new price in the credit card amount stored at the order header level.

See Also

Chapter 15, "Introduction to Sales Order Entry," Estimated Shipments, page 200

PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook, "Integrating with Sales and Use Tax Applications"

Freight Charge Methods, Freight Arbitration Plans, and Units of Measure Calculations

Freight calculations are based on four freight charge methods: order quantity, order value, shipping volume, and shipping weight. The method must take into account units of measure. When you select a method, the system performs the unit of measure conversion if the schedules in the estimated shipment need to be converted to a common unit of measure.

Note. To ship certain items together on a single estimated shipment, verify that you have a common unit of measure. If the system doesn't find a common unit of measure to convert to, it creates another estimated shipment.

The same units of measure conversion for freight calculations applies to weight and volume pricing.

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The freight arbitration plan defaults from the Inventory business unit to the estimated shipment. The freight arbitration plan flags tell the system which estimated shipment total values must be maintained in order to properly calculate freight. You can select one or more of these flags on the arbitration plan. These freight arbitration plan flags are:

- Freight by Order Quantity

  The system manages the total quantity of the estimated shipment in the ordering unit of measure of the first line added to the estimated shipment. If subsequent order schedules do not have conversion rates defined for the current estimated shipment unit of measure, the system forces the new order schedule to a new estimated shipment.

- Freight by Order Value

  The system manages the total value of the estimated shipment in transaction currency.

- Freight by Shipping Weight

  The system manages the total weight of the estimated shipment in the shipping weight unit of measure defined for the first item added to the estimated shipment. If subsequent order schedules do not have conversion rates defined for the shipping weight unit of measure, the system forces the new order schedule to a new estimated shipment.

- Freight by Shipping Volume

  The system manages the total volume of the estimated shipment in the shipping volume unit of measure defined for the first item added to the estimated shipment. If subsequent order schedules do not have conversion rates defined for the shipping volume unit of measure, the system forces the new order schedule to a new estimated shipment.

Note. The freight arbitration plan freight-by flags should complement the freight charge method that defaults from the buying agreement, customer, or order group.

The freight arbitration plan freight-by flags can affect the number of estimated shipments created for the sales order if you have not defined all the required conversion rates.

Order Value

If you use order value as the freight charge method, the system calculates freight by summing the extended net prices of the order schedules for each estimated shipment and checking against the order value freight breaks to see what freight charges to add to the order. The total order freight charge is the sum of the freight charges calculated for the order values of each estimated shipment.

Order Quantity

If you use order quantity as the freight charge method, the system calculates freight by summing the quantities of the order schedules for each estimated shipment and checking against the order quantity freight breaks to see what surcharges to add to the order. The total order freight charge is the sum of the freight calculated for each of the estimated shipments.

If the schedules have different units of measure, the order quantity freight charge method converts the units of measure on each schedule of the estimated shipment to a common unit of measure. The common unit of measure is the default from the first schedule in the estimated shipment.

If there is no conversion for the different ordering units of measure, a new estimated shipment is created by the system. Set up unit of measure conversions on the Units of Measure page.

The example illustrates how the total order quantity is determined using a unit of measure conversion. In the example, six eaches makes up one case:

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- The estimated shipment contains schedule 1 and schedule 2.
- The schedule 1 quantity is one each.
- The estimated shipment quantity unit of measure is each.
- The schedule 2 quantity is one case.
- The ordering unit of measure for the item is eaches.

  This each is converted to the standard unit of measure for the item, which is eaches. The schedule 2 case is converted to the standard unit of measure, which is six eaches. Total quantity is maintained on the estimated shipment in the eaches' unit of measure.

  The total order quantity for the estimated shipment is seven eaches.

The example illustrates how the total order quantity is determined without using a unit of measure conversion:

- The estimated shipment contains schedule 1 and schedule 2.
- The schedule 1 quantity is one each.
- The estimated shipment 1 quantity unit of measure is each.
- The schedule 2 quantity is one case.
- The estimated shipment 2 quantity unit of measure is case.

  Because there isn't a converted unit of measure, there are two estimated shipments.

Volume or Weight

If you use shipping weight or volume as the freight charge method, the system calculates freight by assigning a shipping unit of measure to the estimated shipment. The first schedule assigned to the estimated shipment determines the shipping unit of measure for the estimated shipment. The system finds the shipping unit of measure assigned to the inventory item for the inventory business unit.

If there are multiple shipping units of measure defined for the item or inventory business unit, the system selects the shipping unit of measure that is the same as the ordering unit of measure.

If there is no shipping unit of measure to match the ordering unit of measure, the system selects the first shipping unit of measure. Each shipping unit of measure is assigned a weight and volume unit of measure. These are the weight and volume units of measure assigned to the estimated shipment.

The system then converts the order schedule quantity in the ordering unit of measure to the quantity in the shipping unit of measure on the estimated shipment. Then the shipping weight and shipping volume of the order schedule are determined in the correct units of measure and are used to maintain the total shipping weight and volume for the estimated shipment.

To meet PeopleSoft Inventory packing requirements, the system attempts to find the shipping weight and volume units of measure defined for the inventory business unit pick plan options. If these exist, the system assigns these weight and volume units of measure to the estimated shipment.

If the PeopleSoft Inventory business unit weight or volume unit of measure is different from the estimated shipment weight or volume unit of measure, the system checks to see if a conversion factor has been defined between the units of measure. If no conversion factor is defined, the weight or volume units of measure defined for the picking and packing options for the inventory business unit aren't used.

When new schedules are added to the estimated shipment, the system verifies that a conversion factor is defined for the weight and volume units of measure if the weight or volume units of measure are different between the new order schedule and the existing estimated shipment. If no conversion rate is defined, the system forces the new order schedule to a new estimated shipment with new weight and volume units of measure.

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The shipping unit of measure, the shipping weight unit of measure, and the shipping volume unit of measure appear on the Inventory Definition - Business Unit Options: Estimated Shipment Definition page.

The example illustrates how the shipping weight is determined. Make sure that all of the schedules in the estimated shipment can be converted to the same weight unit of measure that you want to use to calculate freight:

- Four lines and schedules all with the same shipping information.
- The products on the first three schedules have weight measured in pounds.
- The weight of the product on the last schedule is in ounces.

  If there is a conversion rate to convert ounces to pounds, all four schedules can be on the same estimated shipment for the freight calculation. If a schedule can't be converted to a common unit of measure, a new estimated shipment is created for the last schedule.

See Also

PeopleSoft Enterprise Pricer 9.0 PeopleBook, "Understanding Enterprise Pricer," Weight and Volume Pricing

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Packing Orders for Shipment"

Viewing and Calculating Freight Charges

Use the Carrier Table page to indicate whether or not you want freight charges calculated externally by a third-party freight interface. If you select external, you'll need to set up third-party information on the Carrier URL page.

At the order header level, access the Freight Charges page to calculate freight charges for the estimated shipments on the sales order. The selection on the Order Entry Features page determines when and how the freight charges are calculated:

- If you elected to have freight charges calculated online, they are calculated automatically at order save or when you click the Freight Charges link on the Order Entry Form page.
- If you elected to have freight charges calculated manually, they are calculated only when you click the Freight Charges link on the Order Entry Form page.
- If you elected to have freight charges calculated in the background, they are calculated when the Order Completion process (OM_BACKGRND) is run.

Click the Freight Detail link on the Freight Charges page to access the Freight Detail page, where you can view the audit details for how each freight charge was calculated for each estimated shipment.

At the order header level, access the Estimated Shipments page to view the details of each estimated shipment of the order. You can also change or add the freight charge method on the Estimated Shipments page.

In PeopleSoft Order Management, freight charges appear in the Price Summary section of the Order Entry Form page and are printed on the Sales Order report.

Billing Freight Charges

The freight charges that are passed to billing are either the amount estimated at order entry or at shipping time based on your selection on the customer Bill To Options page, which accesses the Bill To Details section of the Order Entry Form page by default. Freight charges can be calculated at order entry time and again at shipping time.

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If you're using the order value freight charge method, you must select bill at order entry. Then the freight charges can be recalculated or overridden up until the time when the first line of the schedule has been shipped.

When calculating freight at shipping time, freight charges are captured in the base currency of the inventory business unit that is established on the Inventory Definition - Business Unit Definition page.

The freight terms designate who pays for the freight, either the buyer or seller. The default freight terms appear in the Ship To section of the Shipment Schedules page, but they can be overridden at the order header or schedule level.

Understanding Transportation Lead Times

The transportation lead time is the in-transit interval from the date and time that a shipment leaves your warehouse (inventory business unit) to the date and time that it arrives at your customer's receiving dock. Time in transit is affected by such factors as the warehouse location, the freight carrier, and the customer location. Additional factors such as the days of the week that the warehouse, customer and carrier are closed also affect the lead time. You establish the transportation lead time that results from a particular combination of these factors and determine how the system should search the combinations to arrive at a transportation lead time for a particular order schedule.

Note. If the schedule is marked for customer pickup, the system will only look at the calendar for the Inventory Business Unit. Any rules will not be used.

The transportation lead time is used in calculating the scheduled shipment and scheduled arrival dates on the order when you enter either a requested arrival date or a requested shipment date.

The transportation lead times are calculated using arbitration plans and rules. The system searches for all matching transportation lead time rules and sorts them based on the arbitration plan using the longest lead time, shortest lead time, or the arbitration plan sequence. If the arbitration plan sequence is used, the system then looks to see if you want to sort the rules alphabetically, or by the longest or shortest lead time. The system then uses the first lead time rule in the list that produces a valid shipment and arrival date.

At the PeopleSoft Order Management business unit level, the system can process adjustments to the shipment and arrival dates by calculating the dates going forward or backward. Previously the dates were only calculated forward.

If the date is too early or late relative to the requested arrival date, hold processing can be used to further control the shipment. However, if the order is for a customer pickup, the Arrival Date Window hold does not apply.

In previous releases, the system did not consider exception dates for the carrier and the dates were only calculated looking ahead. The table illustrates the previous new methods to calculate the dates for an order date placed on Wednesday, 12/07/2006 with a requested arrival dates of Tuesday, 12/13/2006 and a three-day transportation lead time.

	Previous Ship Date Calculation Method	New Ship Date Calculation Method
Ship Date Calculation Method	Not available. The systems calculated the dates going forward.	Backward
Carrier Calendar Exceptions	Not available.	No pickup on Saturday or Sunday

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	Previous Ship Date Calculation Method	New Ship Date Calculation Method
Scheduled Ship Date	12/10/2005	12/10/2005
Customer Calendar Exception	Closed on Saturday and Sunday	Closed on Saturday and Sunday
Warehouse Calendar Exception	Closed on Saturday and Sunday	Closed on Saturday and Sunday
Scheduled Arrival Date	12/15/2005 The next available shipment dates is 12/12/2005. The Scheduled Arrival Date is 12/15/2005 after adding the three day transportation lead time.	12/12/2005 The system looks backward to find another shipment date of 12/09/2005. The Scheduled Arrival Date is 12/12/2005 after adding the three day transportation lead time.

Creating Transportation Lead Times and Freight Charges

This section discusses how to:

- Establish transportation and freight arbitration plans.
- Identify transportation and freight key fields.
- Create freight and transportation rules.
- Select transportation and freight rule keys.
- Establish transportation breaks.
- Establish freight breaks.

To define freight and transportation arbitration plans and rules, use the Trft Rule and Trft Sets components.

Take these steps to set up transportation lead times and freight charge arbitration plans and rules to calculate freight charges internally:

Note. The same pages are used to set up transportation lead times and freight charges. However, you set up the breaks for transportation lead times and freight charges on different pages.

1. Establish arbitration plans that govern how transportation lead times and freight charges are calculated on the Arbitration Plan page.
2. Use the Key Fields page to select the values of the freight and transportation rule keys that the system searches for when selecting transportation lead times and freight charges.
3. Select the key fields from the arbitration plan to use for the rule.
4. Establish the rules for the freight and transportation on the Freight and Transportation Rule Entry page and add values for the key fields.

   Set up the actual breaks for transportation lead times on the Transportation Breaks page and the breaks for freight charges on the Freight Breaks page.

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Pages Used to Create Transportation Lead Times and Freight Charges

Page Name	Object Name	Navigation	Usage
Arbitration Plan	TRFT_RULE_CD	Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Arbitration Plan	Establish arbitration plans for transportation lead times and freight charges. The transportation and freight arbitration plan determines the sequence in which the system searches for and applies transportation and freight arbitration plans that match the order to establish transportation lead times and freight calculations. Use the same arbitration plan for both transportation and freight charges. At order entry time, the system retrieves the transportation arbitration plan from the order management business unit. It retrieves the freight charge arbitration plan from the inventory business unit.
Transportation/Freight Key Fields	TRFT_KEY_FLD_SEC	Click the Rule Keys link on the Arbitration Plan page.	Identify transportation and freight key fields. Enter the combination of elements that determines a match on a sales order line for transportation lead time and freight calculations.
Freight and Transportation Rule Entry	TRFT_SET	Set Up Financials/Supply Chain, Common Definitions, Shipping and Receiving, Freight and Transportation, Rule Entry	Set up values for the fields that you selected on the Arbitration Plan page.
Select Key Fields	TRFT_RL_SEQ_SEC	Click the Rules Keys link on the Freight and Transportation Rule Entry page.	Select a rule sequence for transportation lead time and freight rules.
Transportation Breaks	TRFT_TR_BREAK	Click the Define Transportation Lead link on the Freight and Transportation Rule Entry page.	Establish transportation breaks by entering breaks for transportation lead times.
Freight Breaks	TRFT_FRT_BREAK	Click the Define Freight link on the Freight and Transportation Rule Entry page.	Establish freight breaks by entering breaks for freight calculations.

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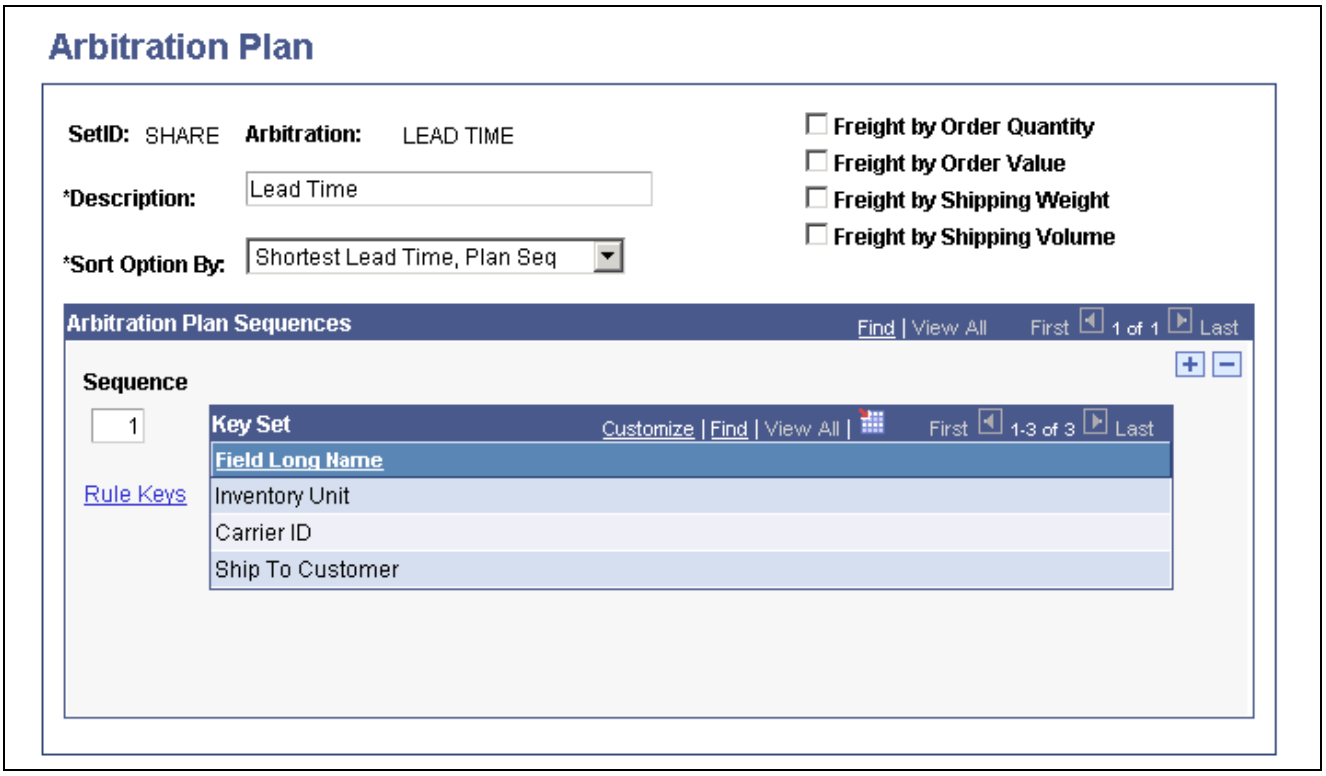
Establishing Freight and Transportation Arbitration Plans

Access the Arbitration Plan page.



Arbitration Plan page

Freight by Order Quantity, Freight by Order Value, Freight by Shipping Weight, and **Freight by Shipping Volume**

Select an option if you are creating an arbitration plan for freight calculation. By selecting only the freight charge methods that you will be using, you can limit the number of additional estimated shipments that are created if there isn't a conversion for the unit of measure.

Before assigning a schedule to an estimated shipment for the freight charge, the system checks to see if the units of measure of the schedule match the units of measure on the existing estimated shipment. If the estimated shipment is a new estimated shipment, the shipment inherits the units of measure of the schedule. If the new schedule units of measure do not match the existing estimated shipment, the system creates a new estimated shipment.

Default

To establish a default arbitration plan, select the check box. After selecting this option and saving the default arbitration plan, the check box no longer appears on this page. This default it used if an arbitration plan is not specified for the PeopleSoft Order Management Business Unit on the Shipping and Returns page.

Sort Option By

Use to determine how the system will sort the arbitration rules. Select:

Arbitration Plan Sequence: The system will select the rule based on the arbitration plan sequence.

If you select this option, you will also select the Arbitration Decision.

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Note. This option is used for simple transportation lead time calculations.

Longest Lead Time, Plan Seq: The system will select the rule based on the longest lead time. This option is not used for freight charges.

Shortest Lead Time, Plan Seq: The system will select the rule based on the shortest lead time. This option is not used for freight charges.

Sequence Displays the sequence number which is automatically generated by the system. You can change this number as long as you do not select a number that has already been used. The sequence number indicates the order in which the system searches the transportation and freight arbitration plans.

Arbitration Decision Determine how to sort the arbitration rules. This option is only visible if you selected the *Arbitration Plan Sequence* in the Sort By Option field.

Options are:

Alphabetically

Longest Lead Time, Alpha

Shortest Lead Time, Alpha

Rule Keys Click to access the Key Fields page where you can select the combination of elements that determines a match on a sales order line. The keys that you select display in the Key Set group box.

Identifying Transportation and Freight Key Fields

Access the Key Fields page.

Select any number of fields from the available options. The system searches the transportation and freight arbitration plans and applies the plans that match the combination of values that you select for your transportation lead time and freight calculations.

Note. The Location Code field is used only for interunit transfers. The Vendor ID, Vendor Location, Third-Party Vendor ID, Third-Party Vendor Location, Item Category, Ship To location, and Vendor Freight Group fields are used only by PeopleSoft Purchasing.

Do not use a route code for rule keys that will be used for transportation lead time calculations because the route code interferes with the transportation lead time calculations. You can use a route code for freight charge calculations.

Creating Freight and Transportation Rules

Access the Freight and Transportation Rule Entry page.

Copy Rule Use to copy from an existing rule to create a new rule. In Add mode, click the button after adding a rule sequence and Rule ID. The field is no longer available for entry after you copy a rule,

Stop Freight Search Here Select the option to prevent the system from adding any more freight charges to the estimated shipment. The Stop Freight Search Here option isn't used for transportation lead times.

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Value After selecting the rule key on the Select Key Fields pages, select a valid option.

Selecting Transportation and Freight Rule Keys

Access the Select Key Fields page.

Select Use the check box to select the sequence that contains the database elements that you want to define for the rule.

Establishing Transportation Breaks

Access the Transportation Breaks page.

Fill in the values to enter breaks for the transportation lead times.

Establishing Freight Breaks

Access the Freight Breaks page.

Charge Method Select to calculate freight charges for each estimated shipment. You can calculate freight charges based on:

Order Quantity: The total order quantity for the estimated shipment.

Order Value: The total adjusted net price for the estimated shipment.

Volume: The total shipping volume for the estimated shipment. Volume information for each item is stored by shipping unit of measure on the Business Unit Item Definition - Inventory: Weight/Volume page.

Weight: The total shipping weight for the estimated shipment. Weight information for each item is stored by shipping unit of measure on the Business Unit Item Definition - Inventory: Weight/Volume page.

Unit of Measure Displays the unit of measure for the order quantity, weight, and volume freight charge methods. It is required for these types of freight breaks.

End Date Enter the end date for the break.

Note. Freight break rows cannot be deleted. Set the end date to a date in the past to deactivate a freight break.

Low Quantity/Amount and **Upper Quantity/Amount)** Specify the limits. The system enters the next lower quantity limit, and new freight break entries are inserted on the page. An upper limit of *999999* enables the freight break to be applied regardless of the quantity entered on the order line. For example, if you entered a freight break of *1−200* and didn't create any other freight breaks, an order with a quantity of 201 would not have a freight charge applied. The system populates the Upper Quantity/Amount field with *999999* for the last freight break that you enter if you leave the field blank.

Note. Your last freight break must end with *999999*. If it does not, the system will not find a match for anything greater than the last number that you entered.

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Adjustment Type Choose either *Amount* or *Percent* for the freight charge. Percentages can only be used with the Order Value Charge Method.

Freight Amount or **Freight Percent** Enter either an amount or percent based on your option in the Adjustment Type field.

Note. If using a percent, the system calculates the freight charges based on the order amount of the estimated shipment.

If there are order level price adjustments, the adjustments are prorated for the estimated shipments and include the prorated adjustment in each estimated shipment.

Currency Enter the currency. When freight charges are calculated, the system matches the freight breaks, based on the transaction currency of the sales order. If you have not set up the freight break in the correct transaction currency, the system will not match the freight break. For example, if you take sales orders in U.S. dollars, you must define the freight breaks in USD currency. If you also take sales orders in EURO, you must also define freight breaks in EUR currency.

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CHAPTER 9

Setting Up Alternate Sources of Supply

This chapter provides overviews of alternate sources of supply and discusses how to create alternate sources of supply arbitration plans and rules.

See Also

Chapter 15, "Introduction to Sales Order Entry," Using Alternate Sourcing and Pegging, page 238

PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook, "Pegging Supply and Demand"

Understanding Alternate Sources of Supply

In addition to using our standard distribution network or default inventory business unit for fulfillment, you can go outside the network for supply and even create new supply documents such as requisitions, purchase orders, or interunit transfers.

Note. You create requisitions using the Requisition Loader Process. In order to create requisitions and purchase orders, PeopleSoft Purchasing must be installed.

On the Order Management Business Unit, select the availability option (previously named Availability Check Flag) for sourcing. Values are:

- *None:* If you are using a distribution network on the customer or PeopleSoft Order Management Business Unit, the highest priority PeopleSoft Inventory Business Unit from the distribution network defaults to the sales order schedule regardless of item availability. If you are not using distribution networks, the Inventory Business Unit that is defined on the Order Management Business Unit defaults to the sales order schedule. This option corresponds to having the Availability Check Flag cleared in prior releases.
- *Network:* Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. This option corresponds to having the Availability Check Flag selected in prior releases.
- *Manual:* Defaults the highest priority PeopleSoft Inventory Business Unit in the distribution network that has the quantity available to satisfy the quantity scheduled on the sales order. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply and display other sources that are available based on the arbitration plan and rules that are defined.
- *Automatic:* Defaults the highest priority PeopleSoft Inventory Business Unit from alternate sources of supply. You can override the default by using the Alternate Sources of Supply page on the sales order. This will search alternate sources of supply again and display other sources that are available based on the arbitration plans and rules that are defined.

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The PeopleSoft Inventory Business Unit or Distribution Network defaults to the Source Type field on the sales order based on the Availability Option. If the setting is Manual or Automatic, the CSR can use the alternate sources of supply page.

Alternate Sourcing Example

In this example, you are shipping to a customer in Northern California. You define the arbitration plan so that the system will first fetch from distribution networks in the United States northwestern states and then from your West coast warehouses. These warehouses are sorted by the priority you define for each inventory business unit on the sourcing formula. If the item is not available in any of these warehouses, you expand the search for the item to your major warehouses in the continental United States. These warehouses are sorted by the quantity available in each warehouse from the highest quantity available to the lowest.

Before you set up the arbitration plan and rules, set up a global region code “USAREGION” and product group “ALLPROD.”

1. Create an arbitration plan “WEST” to define which fields of the sales order should be considered when searching for sources of supply and to define the order in which the sources of supply should be displayed to the CSR.
    a. The first arbitration plan sequence is defined by ship-to customer ID. Select ship-to customer ID from the list of Rule Keys on the Key Fields page.
    b. Select “Arbitration Plan Sequence” as the arbitration plan sort option on the Arbitration Plan page. The system will sort all matching sourcing rules first by arbitration plan sequence (the keys by which you chose to search for supply sources).
    c. In this example, we will have two sequences. Select “Top Priority Break First” as the arbitration decision for sequence one. The system will sort all the sourcing rules that match the ship-to customer by the priority defined on the sourcing rule formula.
    d. Create a second arbitration plan sequence. Select “Region Code” and “Product Group” from the rule keys link to define the second sequence. The system will match the sales order ship-to customer ID and the sales order product ID to the alternate sourcing regions and product groups you have defined and match against the new sourcing rules you define.
    e. Select “Quantity Available Descending” as the arbitration decision on the Arbitration Plan page. The system will sort all the sourcing rules that match these key fields by the quantity available with the highest quantity displayed first.
    f. Save the arbitration plan.
2. Create a sourcing rule “WESTRULE.”
    a. Select the sequence with Ship to Customer from the Rule Keys page.
    b. Select “1006” as the value for the Ship To Customer.
    c. Click the Define Sources of Supply Formulas button and add distribution networks “USA-1” and “USA-2” for the Northwest region.
    d. Save the rule.
3. Create a second sourcing rule “USARULE” defined for the continental United States containing your largest warehouses that have the resources to ship products to anywhere in the world.
    a. Select the sequence with Product Group and Region Code from the Rule Keys page.
    b. Select “ALLPROD” as the value for the Product Group and “USAREGION” as the value for the Region Code.
    c. Click the Define Sources of Supply Formulas button and add inventory business units “US010, US008,” and “US005” for the United States warehouses.

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d. Save the rule.

The alternate sourcing results during order entry for sales orders created with ship-to customer ID 1006 will be:

- Inventory Business Units from the distribution networks defined for "WESTRULE" sorted by priority.
- Then Inventory Business Units defined for "USARULE" sorted by the quantity available for the item with the highest quantity available getting higher priority.

Note. If the item you are sourcing is not stocked in an Inventory Business Unit (either in the distribution network or defined on directly on the sourcing formula), the Inventory Business Unit will not display in the sales order Alternate Sourcing page.

Alternate Sources of Supply Prerequisites

Before the system can consider alternate sources of supply arbitration plans and rules, you must complete these steps:

1. If you are planning to use customer group, product group, or region code as keys, establish these groups with the alternate sources of supply type.
2. (Optional) Add the Sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page.

   Note. If this option is not set up, the default arbitration plan is used.

3. Select the Availability Option on the Order Management Business Unit Order Entry Features page (Manual or Automatic).
4. Establish feature function security to enable the user access to the alternate sources of supply page.
5. Set up user security from the Order Pegging menu in Inventory to view supply for purchase orders, requisitions, interunit transfers, and production orders.
6. If you are planning to allow the CSR to perform interunit transfers within the sales order, set the:
   a. (Required) Establish Interunit Transfer Accounting from the Cost Accounting menu to establish ownership of material in-transit between the source business unit in the grid on the Alternate Sources of Supply page and destination business unit which is the ship from business unit on the schedule. Without this setup, the interunit transfer source of supply in the arbitration plan formulas won't be displayed in the alternate sources of supply results grid. If the user changes the result and causes a source to become interunit transfer, the same validation would occur on Accept.
   b. (Optional) Establish Transfer Attributes or Transfer Attribute Defaults from the Define Items and Attributes menu. The system first checks the transfer attributes on the business unit item setup. If they aren't found, it checks the Transfer Attributes Defaults for the business unit.
   c. Authorize the CSR to run the OM_ITEM_COPY_INV Component Interface to create an item at the business unit level if it does not exist in the destination business unit when a purchase order, requisition, and MSR with a Direct Receipt Disposition is created. The Business Unit/Item copy is established on the Inventory Definition Business Unit Options page. There are two options: Copy from source item and Copy from IBU template.
7. If you plan to use the sourcing option to create a new purchase order or new requisition:
   a. Set up the PO Loader Defaults and the Requisition Loader Defaults in Purchasing.
   b. Establish a default buyer ID on the Overrides and Options page of the Po Loader Defaults and Requisition Loader Defaults page in the Procurement Options menu.

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c. Purchase Order Authorizations must be set up for the CSR on the Purchase Order Authorizations page for the Procurement user preferences. The CSR can be associated with one or more buyers. If a buyer is added to the Purchase Order Authorizations page, they must also have the ability to add and update purchase orders.

d. Authorize the CSR to run the PO_EXPRESS Component Interface so that the CSR has the permission to add or update purchase orders.

8. (Optional) Establish chunking parameters on the installation options Order Management page to improve performance.

See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Shipping and Returns Options, page 36

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 38

Chapter 5, "Establishing Feature Function Security," page 63

PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook, "Pegging Supply and Demand," Defining User Security

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Order Management Installation Options

PeopleSoft Enterprise Source to Settle Common Information 9.0 PeopleBook, "Defining Procurement Options"

PeopleSoft Enterprise Cost Management 9.0 PeopleBook, "Managing Transfers"

Creating Alternate Sources of Supply Arbitration Plans and Rules

This section provides an overview discusses how to:

- Establish arbitration plans for alternate sources of supply.
- Identify key fields for alternate sources of supply.
- Create alternate sources of supply rules.
- Select alternate sources of supply rule keys.
- Establish alternate sources of supply details.

Understanding Setting Up Alternate Sources of Supply Arbitration Plans and Rules

To define alternate sources of supply arbitration plans and rules, use the Sources of Supply components.

Perform these steps to set up the arbitration plans, rules, and formulas for the alternate sources of supply:

1. Establish the arbitration plans on the Arbitration Plan page. The arbitration plan defines which sourcing rules will be considered and the order in which they will be applied when determining valid sources of supply.

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a. Use the Arbitration Plan page to define the arbitration plan.

b. Select the key fields of the sales order that will be used to match the sourcing rules.

c. Define the sort order of the alternate sources of supply result set.

2. Define the rules. The sourcing rules define the values of the sales order that must match in order for the sourcing formulas to be considered.

    a. Select the key fields of the sales order that you defined on the arbitration plan and define the values of the sales order that must match

    b. Set up the formulas for alternate sources of supply on the Sources of Supply Formulas page. The formulas are the supply source options defined with priorities and effective and obsolete dates.

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Pages Used to Create Alternate Sources of Supply Arbitration Plans and Rules

Page Name	Object Name	Navigation	Usage
Arbitration Plan	TRFT_RULE_CD	Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply	Establish arbitration plans for alternate sources of supply. The arbitration plan determines which sales order fields to consider and determines the sequence in which the system searches for and applies sourcing rules that match the sales order to establish alternate sources of supply.
Key Fields	TRFT_KEY_FLD_SEC	Click the Rule Keys link on the Arbitration Plan page.	Identify the key fields of the sales order that are to be considered when determining a match for the arbitration rule.
Alternate Sources of Supply Rule Entry	TRFT_SET	Set Up Financials/Supply Chain, Common Definitions, Fulfillment Definitions, Sources of Supply, Rule Entry	Set up values for the fields that you selected on the Arbitration Plan page. Define the values of the key fields which you defined on the arbitration plan sequence that must match the transaction in order for the sourcing formulas to be considered alternate sources of supply.
Select Key Fields	TRFT_RL_SEQ_SEC	Click the Select Rules Keys link on the Alternate Sources of Supply Rule Entry page.	Select an arbitration plan rule sequence to set up the values for each key field.
Sources of Supply Formulas	TRFT_SRC_BREAK	Click the Define Sources of Supply link on the Alternate Sources of Supply Rule Entry page.	Establish formulas for alternate sources of supply. The sourcing formula is the supply source option returned by alternate sources of supply processing.

Establishing Arbitration Plans for Alternate Sources of Supply

Access the Arbitration Plan page.

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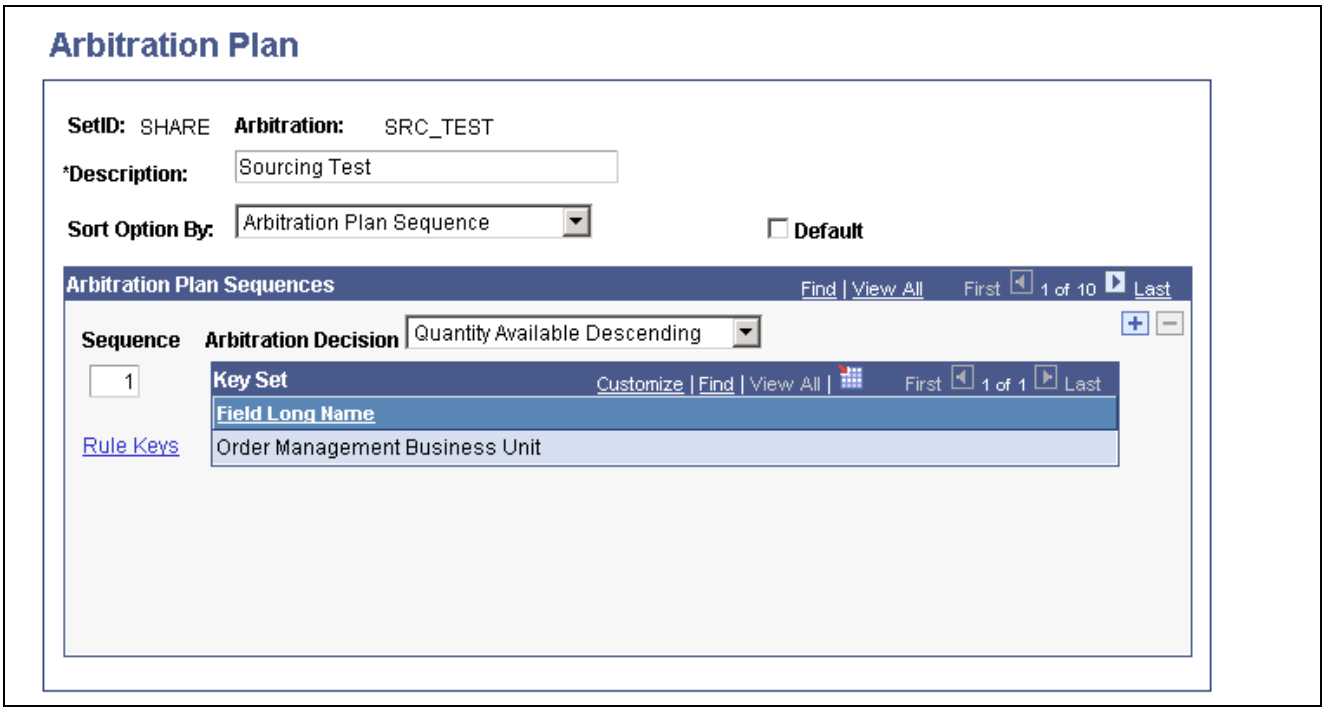

Arbitration Plan page

Sort Option By Select from the available options to sort the supply source options during order entry:

By Arbitration Plan Sequence: This option is the default.

By Quantity Available Ascending:

By Quantity Available Descending:

Default Select to establish a default arbitration plan. After you select this check box and save the default arbitration plan, the check box no longer appears on this page for other arbitration plans. The system uses the default plan when a sourcing arbitration plan isn't defined on the People Order Management Business Unit.

Sequence Displays the sequence number that is automatically generated by the system. You can change this number provided that you do not select a number that has already been used. The sequence number is used to determine the order in which the system searches the supply source rules.

Arbitration Decision Select from the options to identify a way to break a tie if multiple supply source rules are a match for the same arbitration plan sequence. This situation could happen, for example, if the arbitration plan sequence is defined for the key field product group, and a product belongs to multiple product groups. The system could return multiple supply source rule "hits" for the same arbitration plan sequence. Values are:

Quantity Available Ascending: This option gives a higher priority to the supply source rule with supply source formulas that have quantity available greater then zero. It is sorted in ascending order.

Quantity Available Descending: This option gives a higher priority to the supply source rule with supply source formulas that have quantity available greater then zero. It is sorted in descending order. This option is the default if none other is selected.

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Top Priority Break First: This option gives a higher priority to the supply source rule that has the highest priority formula defined on the Sources of Supply page.

Rule Keys Click to access the Select Key Fields page, where you can select the combination of elements that determines a match between the sales order schedule and a supply source rule. The keys that you select appear in the Key Set group box.

Note. The link is active until you add key fields to the arbitration plan.

Identifying Key Fields for Alternate Sources of Supply

Access the Key Fields page.

Select any number of fields from the available options. These key fields define which fields of the sales order will be used to match the supply source rules. Each group of key fields on each arbitration plan sequence is considered as a unit or group when matching the supply source rules to the order schedule.

The key fields available for selection on the arbitration plan are:

- Customer group
- Item Id
- Order Management Business Unit
- Product Id
- Product group
- Region code
- Shipping priority code
- Ship to customer
- Sold to customer
- Source code

Creating Alternate Sources of Supply Rules

Access the Alternate Sources of Supply Rule Entry page.

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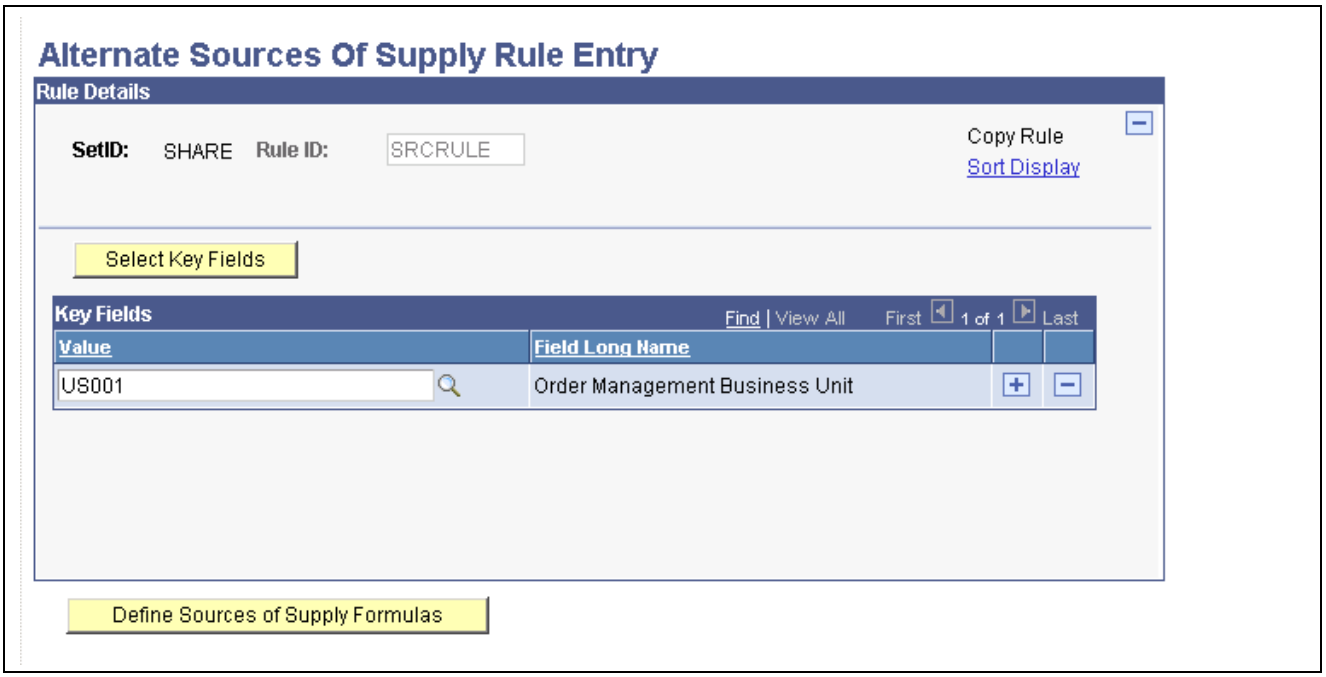

Alternate Sources of Supply Rule Entry page

The alternate sources of supply rule is used to define the values of the sales order key fields that must match in order for the supply source formulas to be considered during order entry.

Note. At least one arbitration plan must be set up before you can create a rule.

Note. If you are adding a new rule, you will first be directed to the Select Key Fields page to select the key field or group of key fields that will be used to define the rule.

Copy Rule Use to copy from an existing rule to create a new rule. In Add mode, click the button after adding a rule sequence and Rule ID. The field is no longer available for entry after you copy a rule,

Select Key Fields Click to access the Select Key Fields page. Then, select an arbitration plan sequence (a key field or group of key fields) in order to establish the supply source rule to define the values for each key field. Once the key field or group of key fields is selected, you can add the value for the each key field in the *Key Fields* group box.

Value Assign values for the fields that you selected on the Select Key Fields page. These values are used by the sourcing engine during order entry time to compare the source rule to the sales order values. If the fields match, the supply source formulas attached to the source rule are considered valid supply source options for the sales order.

Define Sources of Supply Formulas Click to access the Sources of Supply Formulas page.

See Also

Chapter 9, "Setting Up Alternate Sources of Supply," Establishing Alternate Sources of Supply Details, page 100

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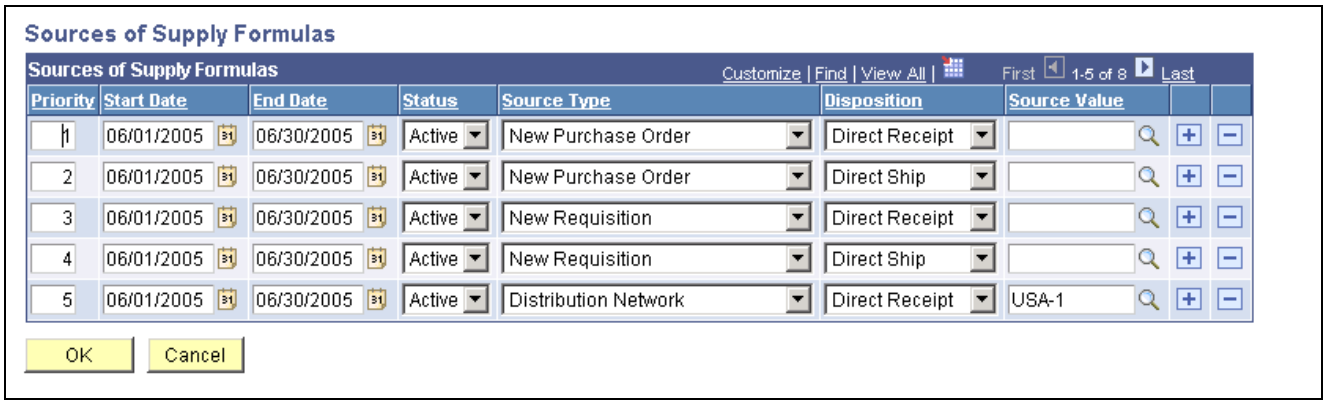
Selecting Alternate Sources of Supply Rule Keys

Access the Select Key Fields page.

Select Select the sequence that contains the database elements that you want to use to define the rule. The system brings the fields you selected fields back to the main page in preparation for you to enter a value for each field.

Establishing Alternate Sources of Supply Details

Access the Sources of Supply Formula page.



Source of Supply Formulas page

Priority Use to sort results in the order of the priority on the order entry Alternate Sources of Supply page.

Start Date, End Date The beginning and end dates for when this supply source is valid. Enter the dates for the details. You can enter overlapping dates.

Status Select either an *Active* or *Inactive* status. Only active formulas are considered valid supply source options during order entry.

Source Type Select the sources of supply that you want to be considered during order entry. You can have multiple values of each source type for different dispositions. For example, you may decide to have New Purchase Order for a Direct Ship and a Direct Receipt. Values are:

Inventory Business Unit: Source from within a single Inventory Business Unit.

Distribution Network: Inventory Business Unit sources from within the distribution network. This entry will result in all valid inventory business units in the distribution network being displayed on the alternate sources of supply page at order entry time.

New Purchase Order: Source from a new purchase order.

New Requisition: Source from a new requisition.

Disposition Select where you want the goods shipped.

Direct Receipt: Ship from the vendor or warehouse to a warehouse.

Direct Ship: Ship from the vendor or warehouse to a customer.

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Source Value

The available options depend on your selection in the Source Type field. This field is required for Inventory Business Unit and Distribution Network source types.

For the Inventory Business Unit source, this is the business unit that is defined as the source. For distribution networks, this is the distribution network where all the Inventory Business Units are valid sources. For New Purchase Order or New Requisition, the value refers to the vendor ID. If this field has a value, it defaults to the Alternate Sources of Supply page on the sales order. The user is allowed to select other valid vendors there if Feature Security is defined to allow the field to be changed.

Note. For either direct receipt distribution network or inventory business unit source type, if there is no valid interunit transfer accounting option between the inventory source business unit (defined as "Source Value") and the destination business unit (the Ship From Business Unit on Sales Order Schedule), then this supply is skipped.

Note. If you want to create an interunit transfer (MSR), select either *Inventory Business Unit* or *Distribution Network* in the Source Type field and *Direct Receipt* in the Disposition field.

If you want to create something that is shipped directly to your customer from the vendor (drop ship), select either *New Requisition* or *New Purchase Order* in the Source Type field and *Direct Ship* in the Disposition field.

If you create an interunit transfer for a item that is not currently defined in the destination business unit, the system will automatically create an item definition in the destination business unit prior to creating the interunit transfer. The system will use either the source business unit item definition as the item template to copy or it will use a pre-defined item template. This item source definition is defined on the Inventory business unit transfer item copy options.

If you need to be able to create a direct receipt requisition or purchase order for an item. That item must be defined as a stocked item, even if you typically do not stock that item, and it is not currently defined in any Inventory warehouse. If the item is defined as a stocked item, the system can automatically create the Inventory business unit item definition based on the template item ID defined on the Inventory business unit transfer item copy options. This prepares the destination business unit to receive the item.

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CHAPTER 10

Working with the Verity Search Engine in PeopleSoft Order Management

This chapter provides an overview of the Verity search engine and discusses how to:

- Enable the Verity search engine.
- Implement the Verity search engine.
- Configure Verity search indexing options.

Understanding the Verity Search Engine

CSR's often need to locate products or customers. The Verity search engine offers the CSR's a flexible search mechanism. The Verity search engine looks to records and fields to locate the requested information. For instance, if a CSR wanted to find all items with a specific description, they identify the description on the search page and the search engine looks up the information from data contained in the specified records and fields.

PeopleSoft Order Management is delivered with Verity search capability. The Verity search collection is predefined but can be expanded if necessary.

There are three possible ways to use Verity Search capability provided with PeopleSoft Order Management.

- Use the predefined search collection and do not add fields to the search or the search results page.
- Add additional fields as searchable criteria but don't add these fields to the search results page.
- Add additional fields to the search and the result pages.

Using the Predefined Order Management Verity Search Collection

PeopleSoft Order Management is shipped with a predefined Verity collection, which is a grouping of fields that are used by the Verity search engine to index and assist users in their search for products. To use the base Verity Search Collection you only need to enable the Verity Search option on the Order Management Installation Options page.

Adding Fields as Searchable Criteria

You can add fields to the verity collection if you want to expand the list of fields that can be used to perform a verity search.

When you add fields to the collection, you can use either batch updates and rebuild or incremental updates to build Verity index collections. Searches are then performed against this collection.

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The Verity collection is built using the PeopleSoft Application Engine process (SAC_IDX_DATA), which is accessible from the Build Verity Collection page. This process extracts data from the database and writes a few intermediate text files: the BIF files and the DAT files. These files are indexed into the Verity collection, which comprises multiple file folders.

See Chapter 10, "Working with the Verity Search Engine in PeopleSoft Order Management," Defining New Search Index Fields, page 114.

Adding Fields as Searchable Criteria and to the Results Page

Adding a field to the results page of the verity search is slightly more complicated. You need to add the field to the verity search and rebuild the index but you also need to use the Application Designer to add the new search fields to the Order Entry Verity Search page (ORDENT_VERITY_SEC).

See Chapter 10, "Working with the Verity Search Engine in PeopleSoft Order Management," Defining a New Search Query, page 116.

Predefined Order Management Data Object Sets

There are several predefined data object sets shipped with Order Management. The tables will include all system data:

Record Name	Description	Sample Where Clause
SAC_IDX_DOS_HDR	Data Object Set Header	DOSET_NAME = 'OM_CUST_ SOLDTO'
SAC_IDX_DOS_LN	Data Object Set Line	DOSET_NAME = 'OM_CUST_ SOLDTO'
SAC_IDX_TBL	Search Index Table	INDEXNAME = 'OM_CUST_ SOLDTO'
SAC_IDX_FIELDS	Search Index Fields	INDEXNAME = 'OM_CUST_ SOLDTO'
SAC_IDX_DOS_XRF	Search Index and DO Set Cross Reference	INDEXNAME = 'OM_CUST_ SOLDTO'

Predefined Order Management Search Queries

There are several predefined search queries shipped with Order Management. The tables will include all system data:

Record Name	Description	Sample Where Clause
SAC_SRCH_QRY	Search Query	SRCH_QRY_ID = 'OM_CUST_ SOLDTO'
SAC_SRCH_QRYFLDS	Search Query Fields	SRCH_QRY_ID = 'OM_CUST_ SOLDTO'

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Predefined Search Query Data

There are several predefined search query data sets shipped with Order Management. The tables will include all system data:

Record Name	Description	Sample Where Clause
SAC_SRCH_RSLT	Search Result	SRCH_RSLT_ID = 'OM_CUST_ SOLDTO'
SAC_SRCH_RSLTFDS	Search Result Fields	SRCH_RSLT_ID = 'OM_CUST_ SOLDTO'
SAC_SRCH_RLTQRY	Search Result Query Association	SRCH_RSLT_ID = 'OM_CUST_ SOLDTO'

Enabling the Verity Search Engine

This section details how to enable the Verity search engine for use with Order Management.

Pages Used to Enable the Verity Search Engine

Page Name	Object Name	Navigation	Usage
Order Management Installation Options	INSTALLATION_OM	Setup Financials/Supply Chain, Install, Installation Options. Click the Order Management link.	Enable Verity search for the sales order.

Enabling the Verity Search Engine

Access the Order Management tab of the Installation Options page.

Verity Search Select to enable Verity search for Order Management.

Note. When this option in enabled Verity search is enabled in addition to the PeopleTools standard search. If Verity Search is not selected, only the PeopleTools standard search is used.

Implementing Verity Search

This section discussed how to:

- Define subject areas.
- Define source data objects.
- Identify fields.
- Define expressions.
- Define customer filters.

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Verity search can be implemented for Sold To Customer, Ship To Customer, Bill To Customer, and Product. The implementation for each is similar to the product implementation. Only the product implementation is illustrated here.

Pages Used to Implement the Verity Search Engine

Page Name	Object Name	Navigation	Usage
Subject Areas	EOEW_OBJ_OWNER	Enterprise Components, Data Transformation, Setup Subject Areas, Subject Areas	Use to create subject areas, which are grouping mechanisms on translation sets, transformations, map rules and map definitions.
Source Data Object	EOEW_SRCDO	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects	Identify a source data object.
Fields	EOEW_SRCFIELD	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Fields	Identify fields needed from the source record tables.
Expressions	EOEW_SRCFIELDEXPR	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Expressions	Define custom expressions to run against the source record.
Filters	EOEW_SRCFILTER	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Filters	Define a custom filter for the source record.
Preview	EOEW_SRCPREVIEW	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, Preview	Preview the results of the SQL query. Click the Preview button to view a listing of the search criteria applied to the current data set.
View Query	EOEW_SRCQUERY	Enterprise Components, Data Transformation, Define Source Data Objects, Source Data Objects, View Query	View the SQL query. Click the Generate SQL button to view the SQL statement being built for this data source object.

Defining Subject Areas

Access the Subject Areas page.

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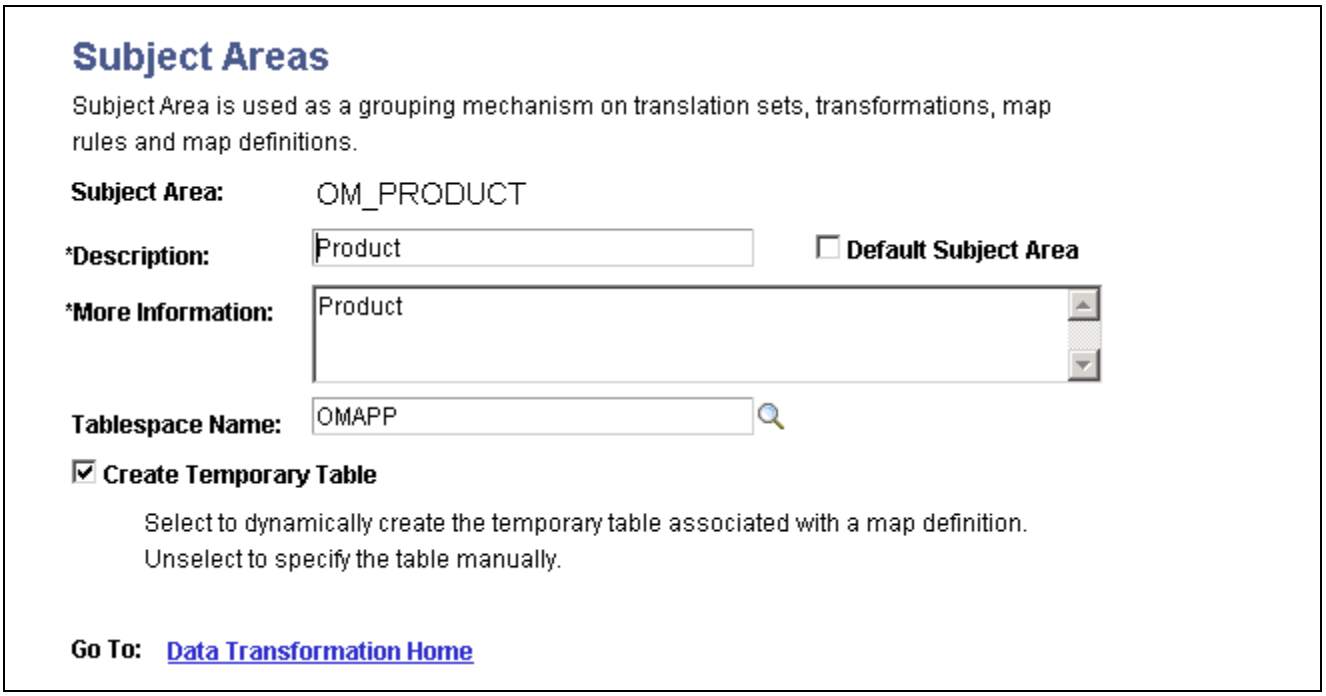

Subject Areas page

Subject Area Used to group translations sets, transformations, map rules, and map definitions.

Description The description you use to identify the specific source data object.

Default Subject Area Check this option if you want this subject area to be a default subject area.

When this option is checked the subject area will be defaulted when you created the source data object. If there is no default subject area, then when you create the source data object you must select a subject area.

Tablespace Name Select the tablespace name associated with this subject area.

Create Temporary Table Enable this option if you want a temporary table to be created during the index process.

Defining Source Data Objects

Access the Source Data Object page.

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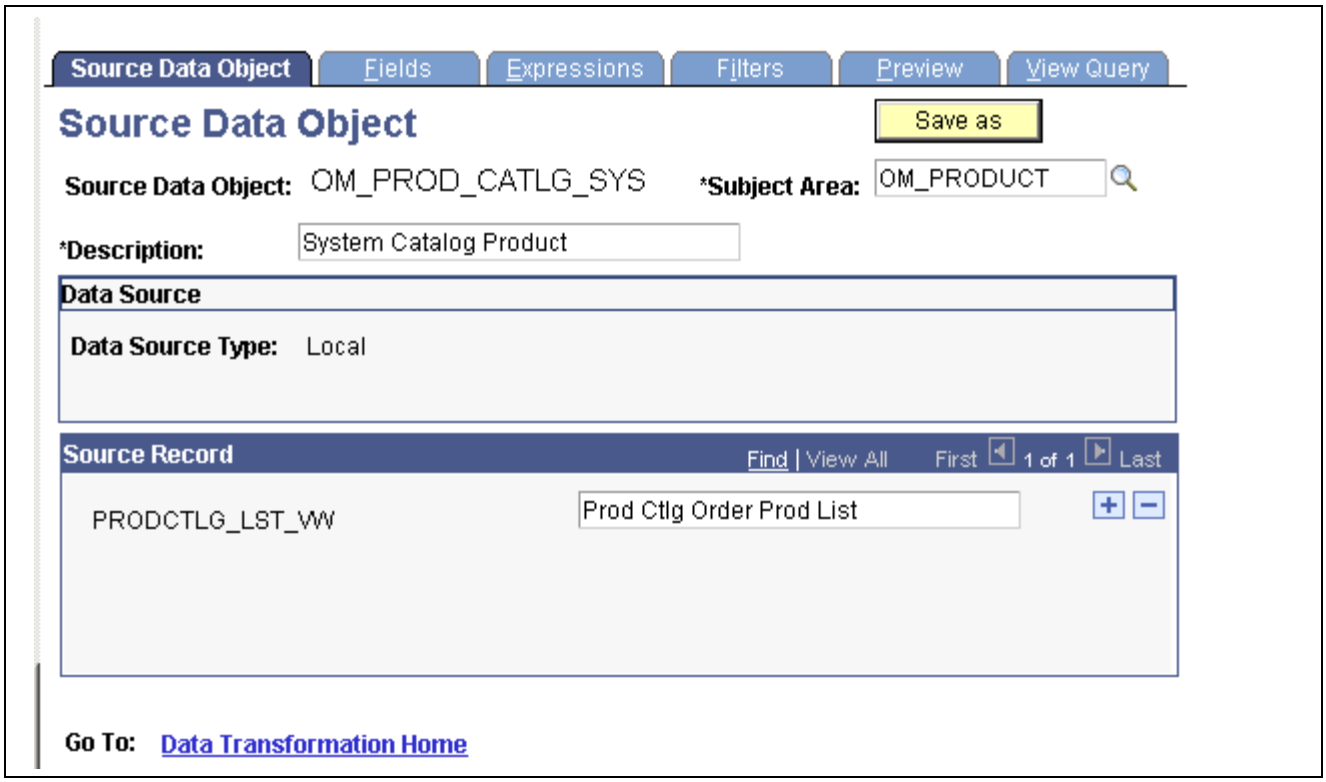

Source Data Object page

Source Data Object

Identify a grouping of source records.

Subject Area Used to group translations sets, transformations, map rules, and map definitions.

Description The description you use to identify the specific source data object.

Source Record Tables where you store fields within the PeopleSoft system, and where you wish to define a relationship. For example, you may want to identify a relationship between the ship to customer and the sold to customers.

Identify Fields

Access the Fields page.

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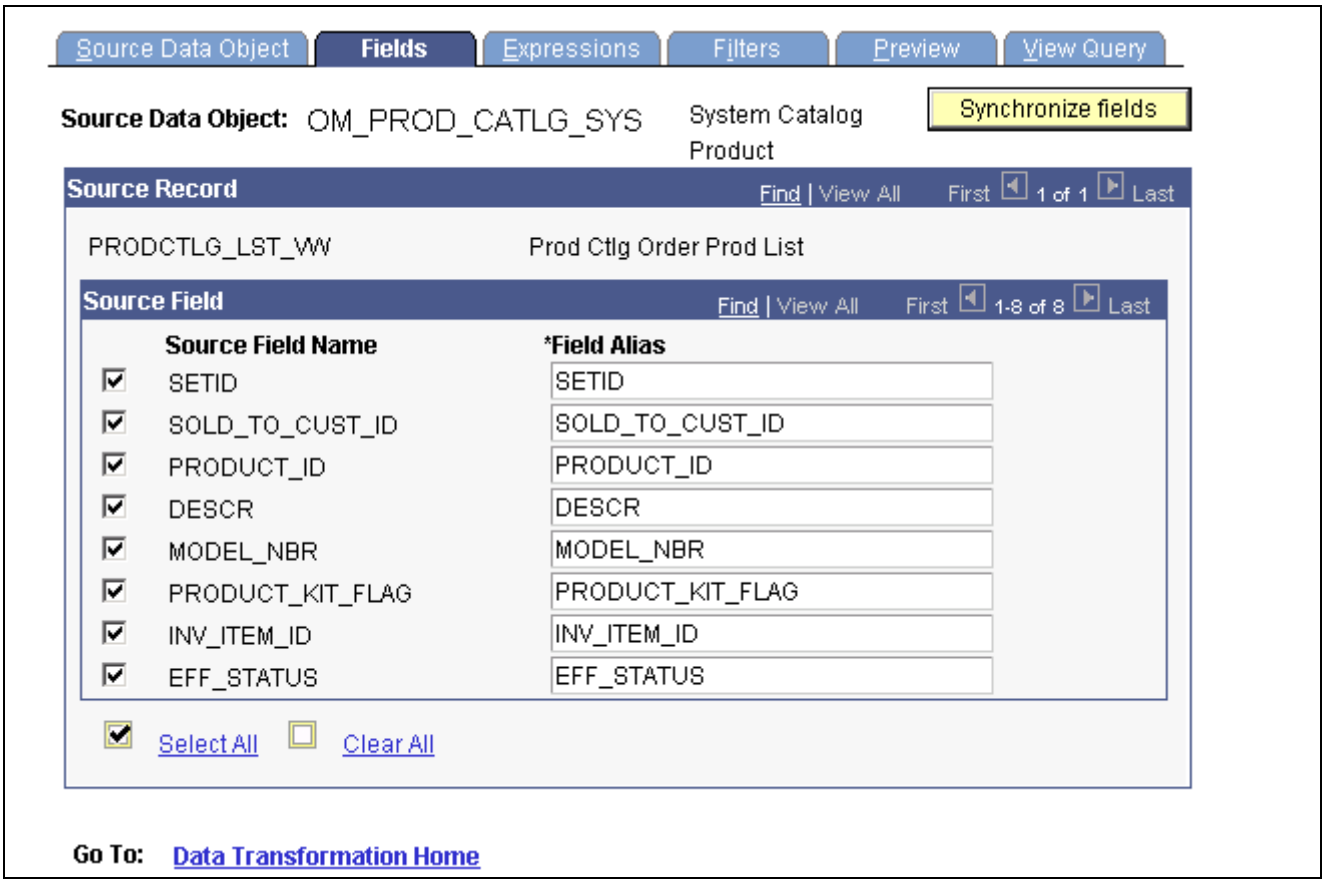

Fields page

Source Data Object The internal ID for the source data object.

Source Record The source record for the source data object.

Source Fields The source fields for the source in the source record for the source data object.

Defining Expressions

Access the Expressions page.

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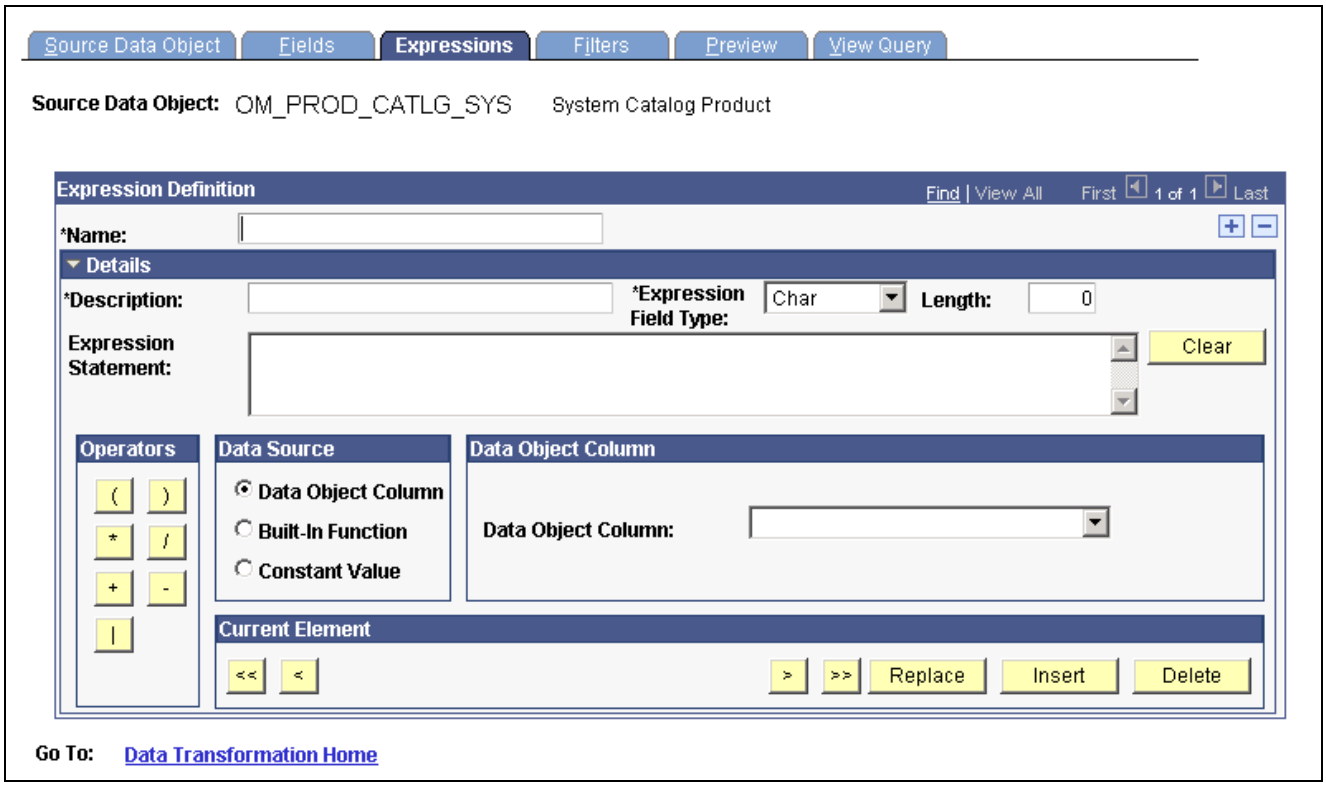

Expressions page

Name The field name being referenced.

Field Type The type of field being referenced.

Length The length of the field being referenced.

Expression Statement The search expression you want performed when this data object is referenced.

Clear Click to clear the Expression Statement currently displayed in the Expression Statement field.

Operators Select one or more operators to use to build your expression statement.

Data Source Select a Data Source, the options are:

Data Object Column: If you select the data object column option you must also select a data object column from the menu provided. This column will be used as a building block for your query.

Built in Function: If you select the built in function option you must also select a built in function from the menu provided. This function will be used as a building block for your query.

Constant Value: If you select the constant value option you must also select a constant value from the menu provided. This value will be used as a building block for your query.

Defining Custom Filters

Access the Filters page.

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Record Name	Select the record name you want to filter data on.
Field Name	Select the field you want to filter values on.
Operator	Select an operator to use to build your filter.
Value	Enter a specific value you want to filter on.
Save Filters	Use the Save Filters button to reflect changes made on this page. This action captures the changes made to the Filters fields listed above.

Configuring Verity Search Indexing Options

The section provides an overview and discusses how to:

- Define a new search.
- Define new search index fields.
- Define a new search query.
- Define field labels for custom search.
- Define the display for new search results.
- Define a new search option.
- Create and updating the verity search collection.

Understanding Verity Search Index Options

PeopleSoft supports the ability for you to dynamically add or remove records and fields from the Verity search engine. The process to making changes is as follows:

1. Determine if an existing data object contains the field you need to add or remove.
2. If you do not have an existing data object, you need to create one.
3. Select the field from the data object and index as a field or a zone.
4. Either map the Verity field/zone to the database field, or define processing logic.
5. Build the Verity Collection.

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Pages Used to Configure Verity Search Indexing Options

Page Name	Object Name	Navigation	Usage
Define Search Index	SAC_IDX_DEFINE	Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Index	Identify the data object set, which contains the data source object, records, and fields. The data identified here become the search details on the sales order.
Define Search Index Fields	SAC_IDX_FIELDS	Setup Financials/Supply Chain, Common Definitions, Search Indexes. Click the Define Search Index Fields tab.	Select fields from source records that will be used in the search index.
Define Search Query	SAC_SRCH_QRY	Development Utilities, Search Indexes, Define Search Query	Identify how the system searches the index and use messages to define field labels when the work grid is dynamically populated.
Defining Search Results	SAC_SRCH_RSLT	Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Results	Identify how the system displays the results of the search.
Defining Search Options	SAC_SRCH_OPTIONS	Setup Financials/Supply Chain, Common Definitions, Search Indexes, Define Search Options	Identify how the system reads the search request. For example case sensitivity, exact wording, or using a thesaurus.
Build Search Index	SAC_IDX_RUN_CTRL	Setup Financials/Supply Chain, Common Definitions, Search Indexes, Build Search Index	If you create your own search index, you need to use this process to build the index.

Defining a New Search

Access the Search Index page.

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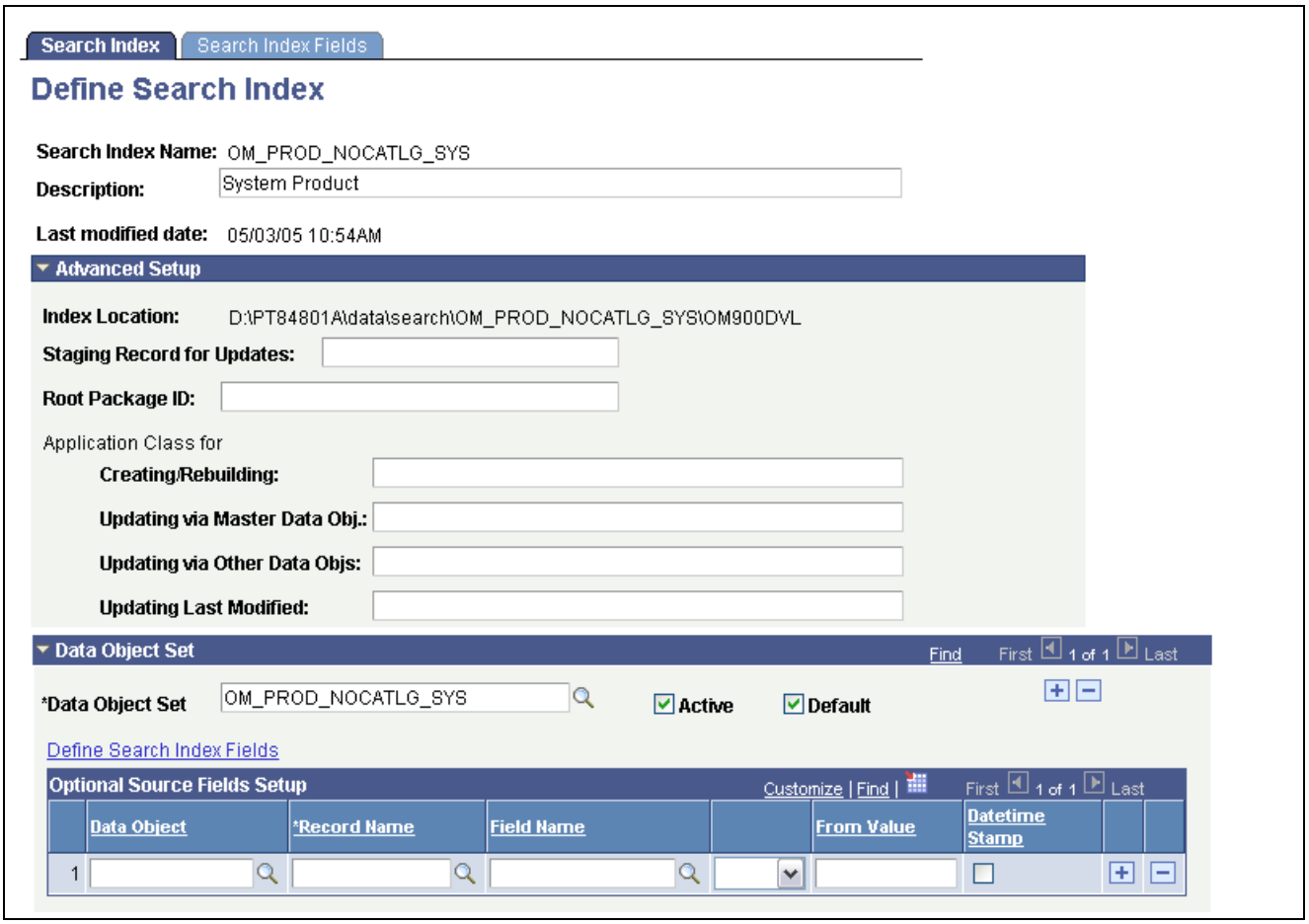

Search Index page

Search Index Name Name of the search index.

Description Description of the search index.

Staging Records for Update The record that stores the keys for incremental updates.

Note. This table must share the same key structure as the master table.

Root Package ID Identifies the application package used for indexing.

Create/Rebuilding The application class extending the AppSearchIndex class that handles creating/rebuilding a new search index.

Update via Master Data Object The application class extending the AppSearchIndex class that handles updating the search index based on selection criteria on the master table.

Update via Other Data Objects The application class extending the AppSearchIndex class that handles updating the search index based on selection criteria on other tables.

Data Object Sets Select a registered data object set to limit data retrieval.

Active Select *Active* for all source data object sets that the system can use for this index.

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Default	Select *Default* to tell the system which data object set should be used to display by default when the user goes to the Build Search Index page.
Datetime Stamp	Identifies the field as a date/time stamp filed. This is used to compare date/time when updating last modified.

For each source data object set, you created a grouping of source data objects. In the Optional Source Field Setup section of the Search Index page, you can limit the amount of data that is retrieved from each source data object by creating criterion. The process is:

1. Identify the record fields.
2. Define the search criterion, narrowing the set of data returned by the search using:

<	Less than.
<=	Less than or equal to.
<>	Less or greater than.
=	Equal to
>	Greater than.
>=	Greater than or equal to
Between	Between two entries
LIKE	Similar to

3. State the values of the specific field search criterion.

Defining New Search Index Fields

Access the Search Index Fields page.

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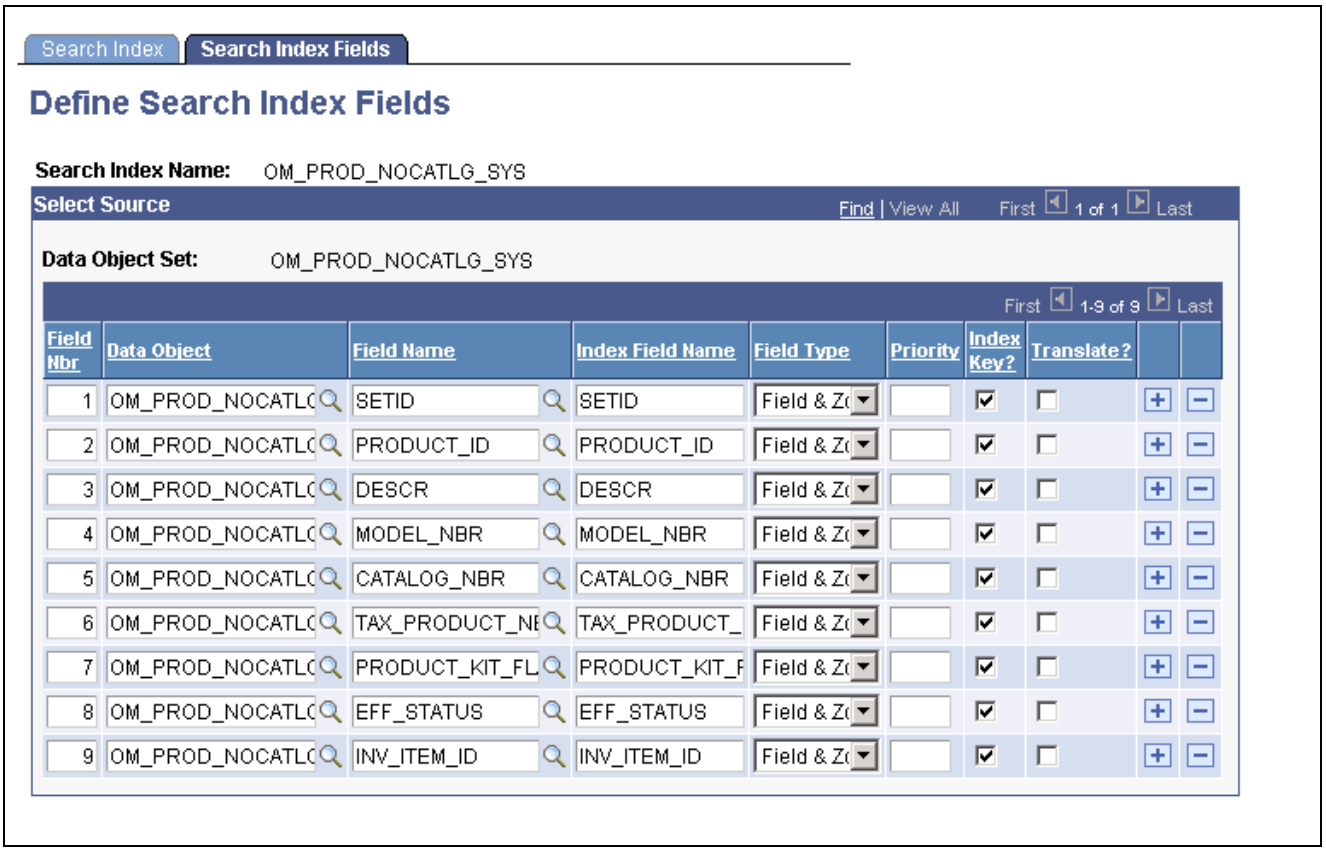

Search Index Fields page

From the Define Search Index Fields page, you define specific fields that are stored in the search index file.

Data Object Name of the source data object as defined in the data object set assigned to this search index.

Field Name Name of the data object field.

Index Field Name Name of the search index field to be indexed into the collection. This name is defaulted to be the same as the record field name.

Field Type Indexed as a Verity field and zone.

Priority Identifies how the system determines which field values to utilize when two or more records contain the same field.

Index Key Indicates fields to drive the indexing process.

Translate Select translate if the field needs related language processing.

Example of tasks required for adding a new simple field:

1. Insert a new field to the source data object used by the search index.
2. Identify the new field to be used for Verity indexing on the Search Index Field page.
3. This new field will be picked up in the Verity indexing engine for direct mapping.

Example of tasks required for adding a new field that requires customized processing:

1. Insert a new field to the source data object used by the search index.

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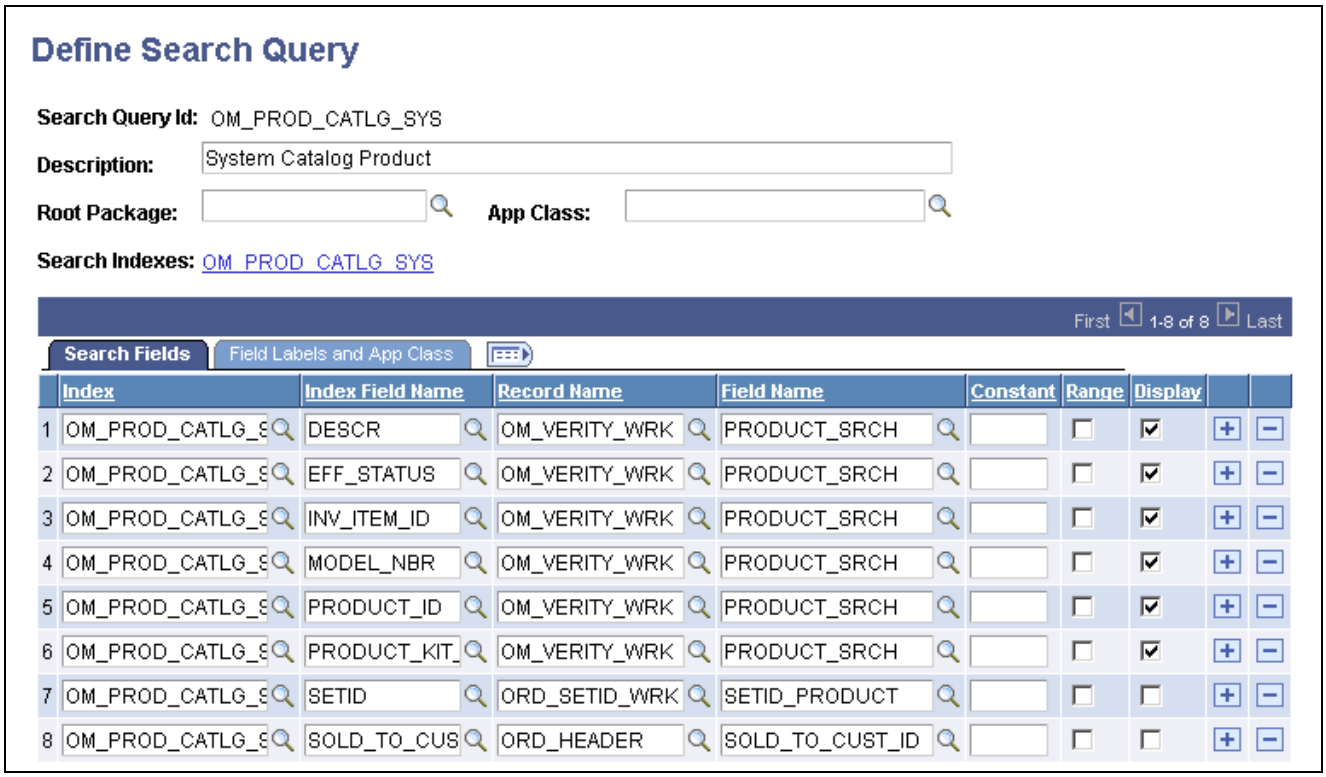
2. Identify the new field to be used for Verity indexing on the Search Index Field page.
3. Extend the appropriate source data object class to include special processing.

Example of tasks required for adding a new field from a new record:

1. Add a new record to the appropriate source data object used by the search index.
2. Identify and insert the new fields from this record in the Data Object Definition page.
3. In the Define Data Object Set page, use the *AnyDataObject* application class to provide default direct mapping from the data object fields to Verity fields.
4. Identify the new field to be used for Verity indexing on the Search Index Field page.
5. Extend the appropriate source data object class to include special processing.

Defining a New Search Query

Access the Search Query page.



Define Search Query page

Creating a Search Query

Use the Define Search Query page to define a group of fields that display as users search fields on the transaction search page.

Search Query Id ID for this search query definition.

Description Description for this search query definition.

Root Package The application package that handles the search query mapping.

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App Class application class	The application class extending the Format class that controls the formatting logic for the field.
Search Indexes	Use the link to define which search indexes to associate with the result set of this query. You can select more than one index.

Search Fields tab

Select the Search Fields tab.

Index	Defines the specific index the query utilizes for the search.
Index Field Name	Fields available for the search indexes associate with the selected search indexes.
Record Name	Record names for the work record used in the transaction search scroll.
Field Name	Work record fields that are used to enter search criteria when requesters are performing a search. This can also be fields that the system uses to populate search criterion in the background, for example SetID.
Constant	Search criteria that must always equal a specific, non-changing, value.
Range	Identifies that the search can be given a range. For example, *Price* can equal any where from $20.00 USD to $25.00 USD.
Display	Defines if the field is a background search criterion or a user defined search criterion.

Fields Labels and App Class Tab

Select the Fields Labels and App Class tab.

If you are creating a new query, you have two options to display search fields on the Search Query page. You can either hard code each field using Application Designer, or you can dynamically populate the searchable fields. The Field Labels and App Class tab is where you use messages to define field labels when the work grid is dynamically populated.

Msg Set (message set)	Message set displayed as the search field label.
Msg # (message number)	Message number displayed as the search field label.
Root Package ID	Application package ID for the specific field label.
App Class Path (application class path)	Application class for the specific field label.

When the transaction search page is displayed, the information is populated on the page:

1. Work record used for the search fields. For example, the user sees description.
2. Work record used for the search fields by range, if any. For example, the user can enter a price range.
3. Work record used for the search options grid. For example, the user can elect to use exact words or synonyms.

Note. Other fields, such as *Currency* in the case or price range, need to be manually created.

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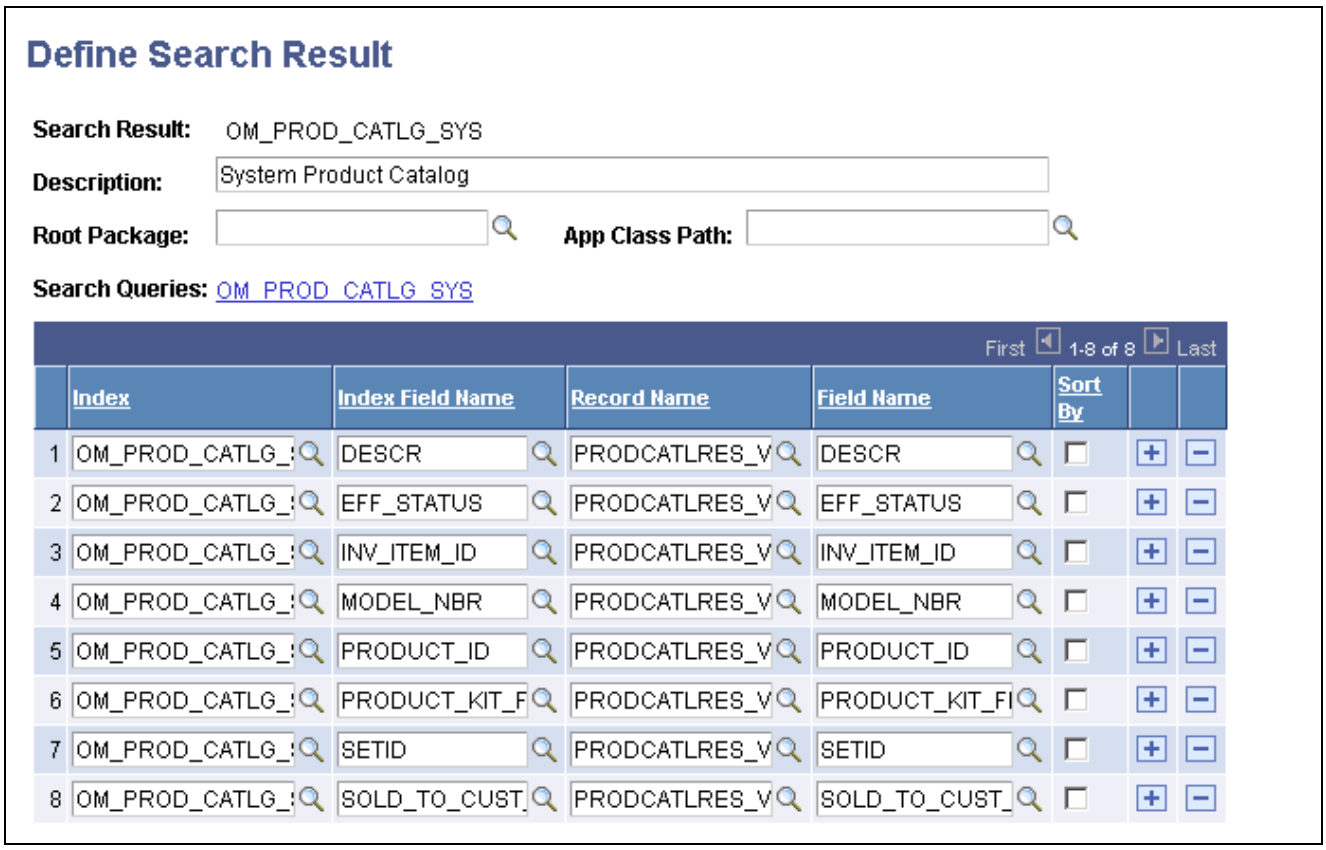
Defining the Display for New Search Results

Access the Define Search Results page.



Define Search Result page

Based on how you elect to display your search results, the values returned from the Verity search index are mapped to the appropriate component record fields.

Search Result ID for this search result definition.

Description Description for this search result definition.

Root Package The application package that handles the search result mapping.

App Class The application class that handles the search result mapping.

Search Queries Identifies the search queried that are associated with this result set.

Index Defines the specific index the query utilizes for the search.

Index Field Name Fields available for the search indexes associate with the selected search indexes.

Record Name Record names for the work record used in the transaction search result scroll.

Field Name Work record fields that are used to store values of an index field returned after executing a search.

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Defining a New Search Option

Access the Define Search page.

Use the Define Search Options page to enable users to search using the options:

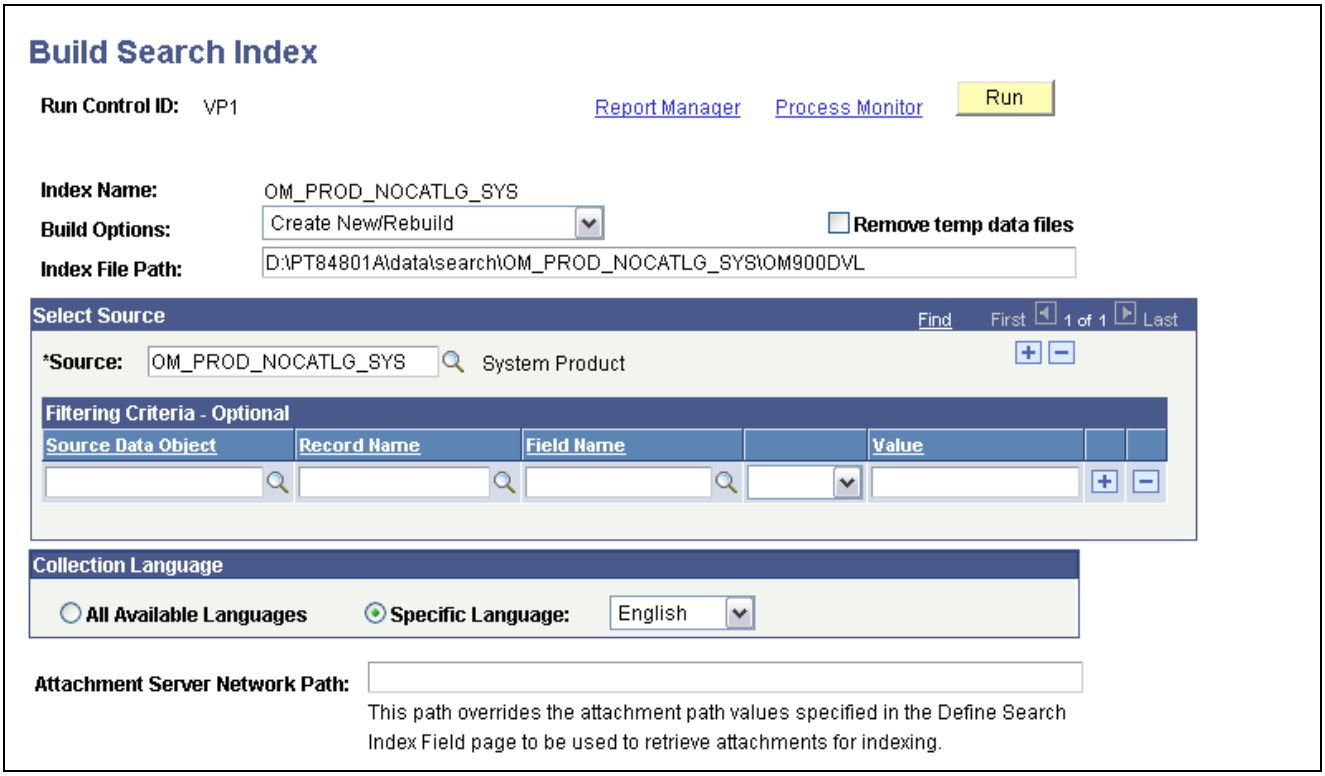
CASE Activate *CASE* if you require the search to be case sensitive.

EXACT Activate *EXACT* if you require the user to have the exact word match.

THES Activate *THES* if using the thesaurus.

Creating and Updating the Verity Search Collection

Access the Build Search Engine page.



Build Search Index page

Use this page to define parameters for Order Management customer and product searches. If you will not be configuring the index, you need only to complete these steps:

1. Build a search index.
2. Run the Daemon process.

Note. If you will be configuring the index there are additional tasks that you need to complete prior to running these processes.

Index Name If you are configuring your own index, you will create a new index and name it what you desire. If you are using the delivered index, the index name is *FDM_PV_ITEMCATALOG.*

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Build Options Select the method in which you want to build your search index. The filtering criteria changes based on the method you select. The values are:

Create New/Rebuild indicates that you are creating or rebuilding an index, and you can limit the data retrieval by specifying a *SetID*.

Process Last Modified runs the process based on last modified incremental updates.

Update All Items for a Vendor enables you to limit the update to a specific *Vendor SetID* and or*Vendor ID*.

Update Specific SetID or Items enables you to limit the update to a specific *SetID* and or range of *Item IDs*.

Update by Other Criteria enables you to limit the update by giving value to any or all of the criteria:

- *Source Data Object*
- *Record Name*
- *Field Name*

Source If further data filtering is required, you can select the Source Data Object Set to assign to this search index.

Collection Language Select a language code. You can index Verity for each language, for example English, Spanish, or Dutch. This makes it possible to support multiple languages in one system.

Index File Path This is populated from the Application Configuration file. This field is display only.

Note. Make sure that the collection is accessible to all applications servers and the process scheduler server running this process.

Chunk Size Enter the number of rows to retrieve at one time when using the Verity Each Engine.

Select Run to run the process.

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PART 2

Structuring Commissions, Buying Agreements, Claimbacks, and Rebates and Penalties

Chapter 11
Structuring Commissions

Chapter 12
Creating Buying Agreements

Chapter 13
Working with Claimbacks

Chapter 14
Creating Independent Sales Rebates and Penalties

CHAPTER 11

Structuring Commissions

This chapter provides an overview of commissions and discusses how to calculate commissions.

Understanding Commissions

PeopleSoft Order Management enables you to determine commission rates in a variety of ways. Commission rates can be defined by employee or by product and can be earned by individuals or shared by teams. They can be granted at the order level or at the scheduled shipment level for quotes in addition to sales orders.

This section lists common elements and discusses:

- Team members.
- Methods for calculating commission rates.
- Commission application levels.

Common Elements Used in This Section

Basis	Time at which commission rates are determined, either at booking or at shipping.
Support team	Group of people working together to sell to or support a customer. You can assemble support teams and associate them with customers, quotes, sales orders, and sales buying agreements.
Team member	Individual who is part of a support team. Each team member has either a *commissionable* or a *non-commissionable* role.
Commission schedule	Sale amount, date ranges, and corresponding commission rates for support team members, also known as commission plans.
Pro rata commission method	Calculation method by which products determine commission rates, which are then distributed among team members. Available at the schedule level only.

Team Members

PeopleSoft Order Management refers to your customer sales and support staff as *team members.*

Define groups of team members by employee role, such as account manager, sales manager, or customer support; such team member groupings are called *team member types.* Refine team member types further by associating them with customers, quotes, and sales orders.

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Note. Support teams (groups of team members) do not have commissionable statuses. You cannot declare a support team eligible or ineligible for commissions as a team. Support teams are distinct from team member types.

Each team member type and each individual team member has a status of either commissionable or non-commissionable. That status determines whether the system calculates commission rates for team members. Determine commission statuses for team member types on the Team Member Types page, and commission statuses for team members on the Team Member Personal Data - Member Commissions page. The Member Commissions page takes precedence over the Team Member Types page. If the settings on the two pages conflict, the system uses the settings from the Member Commissions page.

Methods for Calculating Commission Rates

PeopleSoft Order Management provides three methods for determining commission rates:

- Team member: A flat percent applied to every sales order for a particular team member.

  For example, a team member might receive a 10 percent commission rate on every sales order completed.

- Commission schedule: A varied range for sales date and sales amount applied to every sales order for a particular team member.

  The commission schedule method depends on the date and the minimum and maximum sales amount. You cannot use a date range only. For example, a team member might receive a 6 percent commission on sales orders completed in the first quarter of the year, and 8 percent on sales orders completed in the second quarter of the year, as the commission sales amount increases.

- Pro rata: Based on the ordered product, divided among team members.

  For example, set the commission rate for a product at 10 percent. Two team members are eligible to receive commissions for that product. To split the commission from that schedule evenly between the two team members, each team member receives a 5 percent commission for that schedule.

When you select a commission rate calculation method, some commission options are available and other options become unavailable. The table shows the options available for each of the three commission rate calculation methods:

Commission Rate Calculation Method	Available at Header Level	Available at Schedule Level	Rate Determinant	Rate Flat or Variable by Sales Amount	Time of Sales Amount Calculation
Team Member	Yes	Yes	Team Member	Flat	Booking
Commission Schedule	Yes	Yes	Team Member, Sale Price, Date	Variable	Booking or Shipping
Pro Rata	No	Yes	Product	Flat	Booking

Commission Application Levels

PeopleSoft Order Management can determine commission rates at either the header level or the schedule level:

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- Header level: Rates are established for the entire order or quote.

  Use one of the two calculation methods that are based on team member criteria: the team member method or the commission schedule method.

- Schedule level: Rates are established for individual schedules, where the team might vary or the commission rate might vary, based on the products sold.

  Use any of the three calculation methods: team member, commission schedule, or pro rata.

Note. Enter commission information at the header level even if you have chosen to calculate commissions at the schedule level. If you're calculating commissions by schedule, the system uses the commission information that you enter at the header level to create a commission template that changes by default to every schedule for the order; you can override that template.

Prerequisites

Before you can calculate commission rates, set commission variables for your business units and products, and set up team members:

1. Establish whether or not commissions are calculated, and if they are, whether they are calculated at the header or schedule level on the Order Management Definition - Order Management Setup page.
2. Define products as commissionable on the Product Definition - Options page.
3. Establish commission settings on the Team Member Types page.
4. Establish commission settings for team members on the Team Member Personal Data - Member Commission page.
5. Set up a commission schedule on the Member's Commission Schedule page.

See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing the Order Management Definition, page 22

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing Team Member Commission Schedules, page 57

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information," Setting Up Customer Support Personnel

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products," Establishing Product Definition Options

Calculating Commissions

Because the algorithms used to calculate commissions vary greatly, PeopleSoft provides you with the ability to calculate commission rates, but leaves the computation of commission amounts to you. For example, the system informs you that a team member has earned a commission equivalent to 10 percent of a 1,000 USD shipment, but it does not calculate the actual amount—100 USD.

The system calculates commission rates on the Header Commissions page and the Schedule Commissions page.

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Note. PeopleSoft Order Management does not calculate commission amounts; rather, it calculates commission rates by percentage. You can then calculate commission amounts in another application. For example, you could download commission rate information to a financial spreadsheet application and perform calculations there.

Calculating Commissions on Quotes

The critical difference between sales orders and quotes commissions is that the system does not consider quotes when calculating a team members total bookings and shipments to determine that team members commission schedule level for a calendar period.

This section discusses how to:

- Calculate commissions at the header level.
- Calculate commissions at the schedule level.
- Run the Update Order Commission Data process.

Pages Used to Calculate Commissions

Page Name	Object Name	Navigation	Usage
Header Commissions	ORDENT_HDR_COMM	Select Commissions from the Header Menu on the Order Entry Form page.	View or modify commission information for a sales order at the header level.
Schedule Commissions	ORDENT_SCH_COMM1	Select Commissions from the Schedule Menu on the Shipment Schedules page.	View or modify commission information at the schedule level.
Update Order Commission Data	RUN_OMS5300	Order Management, Quotes and Orders, Process Orders, Update Commission Information	Establish request parameters to calculate commission schedule percentages and create the commission Structured Query Report.

Calculating Commissions at the Header Level

Access the Header Commissions page.

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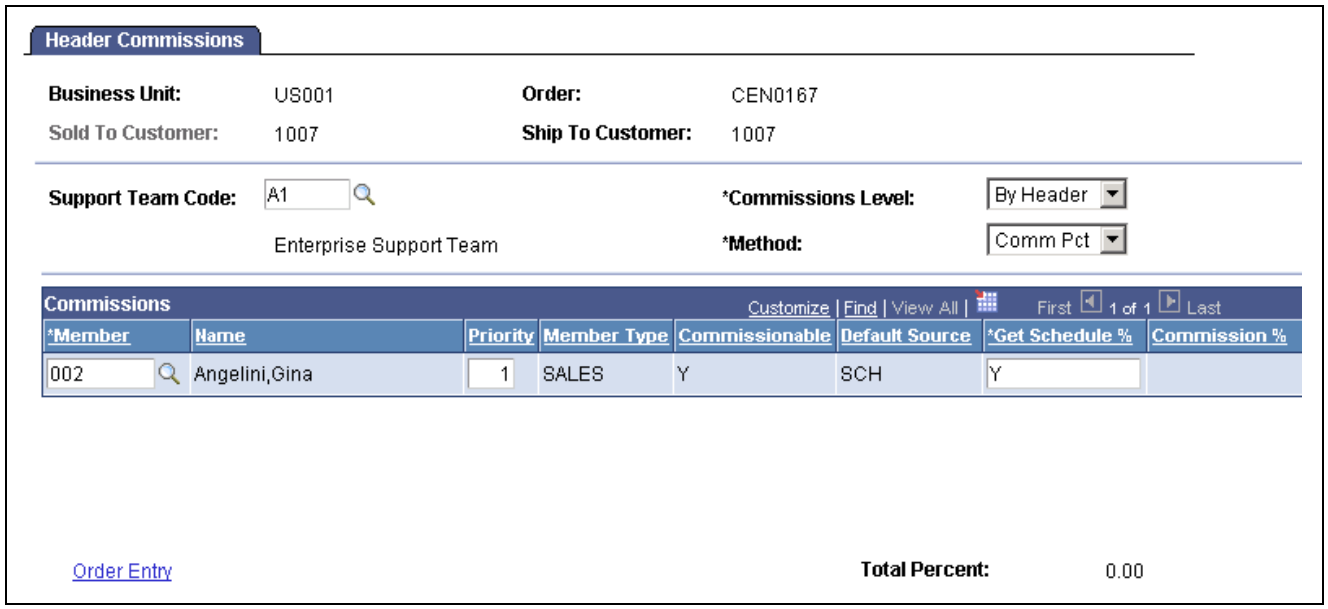

Header Commissions page

Support Team Code Displays the support team code, which appears by default from the General Miscellaneous Info (general miscellaneous information) page, associating the commission with the default team for orders shipped to this customer.

Note. You can maintain support team information for an order regardless of whether any support team members are eligible to receive commissions.

Commissions Level Select the commission level, which appears by default from your selection on the Order Management Setup page. Values are:

By Header: The Method field can only be *Comm Pct* (commission percentage).

By Sched (by schedule): The Method field can be either *Comm Pct* or *Pro-Rata.*

Member The system populates the member lines with members of the selected support team, thereby making those team members eligible to share this commission. You can change the default support team code or opt for no support team at all. You can also add or delete team members from the commission.

Priority Appears by default from the Support Team Members page. Confirm that the person selected as the *001* priority member is actually a member that has been identified as a salesperson on the Team Member Types page. If not, then you might have the wrong salesperson referenced on PeopleSoft Billing and Receivables documents.

Member Type Appears by default from the Member Commission page for the team member along with the Commissionable option. The default source can be either *SCH* (schedule), if the commission is based on a schedule, or *MBR* (member), if the commission is based on a flat rate.

Get Schedule % (get schedule percentage) Applies to commission schedule percentages only.

Commission % (commission percentage) Displays the commission percentage. Values are based on the Default Source field. If the default source is:

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MBR: Percentage changes by default from the selection on the Members Commission page for the team member.

SCH: Percentage is updated after the Update Order Commissions Data process is run. The process determines the correct percentages from the commission schedule set up on the Member's Commission Schedule page, and populates the Comm Pct field with that value.

SCH: when you are using the Pro-Rata method: Enter a portion of 100 percent for each team member who shares the commission for the product. The commission percentage for the product is established on the Product Definition - Options page. The total of the values entered for Comm Pct can be any amount from 0 to 100. The split between the commission points of the various team members must equal 100 percent.

Note. Commissions are not calculated or paid on orders. The information is optional and is not currently used for any calculations.

Calculating Commissions at the Schedule Level

Access the Schedule Commissions page.

Schedule commission information appears by default from the Header Commissions page. You can override the commission percent and commission rate calculation method settings here at the schedule level. You can also add or delete team members from the commission.

See Also

Chapter 11, "Structuring Commissions," Calculating Commissions at the Header Level, page 126

Running the Update Order Commission Data Process

Access the Update Order Commission Data page.

The Update Order Commission Data process is the final step in commission rate calculation. The process:

- Populates orders from electronic data interchange with commission information under these circumstances:
  - The Support Team field on the order header is blank.
  - The Commission Level field on the order header is blank, or the value in it matches the default commission level for the business unit.
- Calculates commission rates for schedules by searching tables to determine what each team member has sold in the past and the team members' schedule levels.

  The process then calculates the commission rate for the order under these circumstances:
  - The order has a commission method of commission percentage.
  - There are team members whose default source for commission percentage is commission schedules.
- Generates the Update Order Commission Data report.

Update Options

Default Commissions Data Displays the default commissions data. The system populates commission for orders entered by EDI/XML. The system enters the default support team data

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for the ship to customer and commission information for each member of the team.

Schedule Percentage Commission Displays the schedule percentage commission. The system calculates the team members total bookings or shipments for the period in which the order falls (defined by the Date From and Date To fields on the team members commission schedule), and calculates the commission rate. The process enters commission percentages for both sales orders and quotes, but quotes are not considered in calculating the total bookings or shipments for a team member.

Both Populates commission data for orders entered by EDI/XML to calculate commission percentage for commission schedules.

Order Selection Option

By Get Percent Flag Uses commission lines when the Get Pct flag is selected on the Header Commissions page or the Schedule Commissions page.

Note. If you select this option and you want the process to consider all orders, select Schedule Percentage Commission, not Both, in the Update Options group box.

By Order Date Range Uses all commission lines for orders within the specified date range for the team members whose commission percent source is *SCH,* and ignores the Get Pct flag value.

Note. If you select this option, the system overrides any values manually entered in the percent field where a schedule is the default source, even if you have not selected the Get Pct flag.

From Date and **Through Date** Enter the from date and the through date for the orders that you want the process to consider.

Bookings/Shipments Calculation Option

Commissionable Lines Only All sales order lines or only commissionable lines can be included when calculating the total bookings or shipments for a team member. This affects calculations when you are processing sales orders for commissions calculated at the header level. If the option is not selected, the process includes all of the lines on the sales order. When the option is selected, the process includes only those lines whose products are commissionable. When calculating commissions at the schedule level, only commissionable lines have commission records, so there are no non-commissionable lines for the system to consider.

Note. If non-commissionable lines are included in the process, the system uses them only to determine which level of the commission schedule applies to order headers or schedules. Commission percentages are applied only to headers and schedules that include commissionable products.

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CHAPTER 12

Creating Buying Agreements

This chapter provides an overview for buying agreements and discusses how to:

- Set up buying agreements.
- Maintain additional buying agreement information.
- Maintaining additional buying agreement line information.
- Copy quotes or existing buying agreements.
- Create sales orders from buying agreements.
- Create sales orders from buying agreements.
- Use buying agreement rebates and penalties.
- Inquire about buying agreements.

Understanding Buying Agreements

Through the use of buying agreements, structure flexible and easy-to-use buying arrangements for customers or groups of customers. A buying agreement is a schedule between you and the customer defining terms and conditions. Buying agreements enable you to:

- Define a beginning and ending date and a maximum amount.
- Specify the minimum dollar value per order placed.
- Define certain shipping defaults for all sales orders.
- Define all products and product groups that are to be included.
- Define special pricing terms for a customer or customer group.
- Maximum and minimum line item ordering quantities for each line item.
- Generate sales orders automatically when the customers know in advance when products are needed.
- Create sales orders in situations where shipment scheduling is unknown.
- Create rebates and penalties.

Common Elements Used in This Chapter

Product Source Appears by default from the General Information - Sold To Options page.

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System: Use the product IDs that are in the system. If the buying agreement applies to a customer group, this option is the default and cannot be changed.

Customer: Use the customer's part numbers.

Setting Up Buying Agreements

To define buying agreements, use the Buying Agreement component.

This section discusses how to enter buying agreement header information.

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Pages Used to Set Up Buying Agreements

Page Name	Object Name	Navigation	Usage
Buying Agreement Type	CONTRACT_TYPE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Buying Agreement Type	Define codes that can categorize buying agreements. Buying Agreement Types categorize buying agreements for reporting purposes or mark buying agreements with similar renewal characteristics, such as annual purchase agreements.
Buying Agreement Form	SCON_FORM	Order Management, Buying Agreements, Create Buying Agreement	Enter buying agreement header information. Define to whom the buying agreement applies (this can be a customer or customer group) and the effective dates of the buying agreement. Enter buying agreement line information including associated product groups or product IDs and establish pricing for those products.
Refresh Buying Agreement Prompt Table	PRCSRUNCNTL	Order Management, Buying Agreements, Create Buying Agreement, Refresh Prompt Table	Establish parameters to initiate the process to update the active buying agreement table if you make changes by using electronic data interchange (EDI) or a conversion program to buying agreements, sold to customers, customer groups, products, or product groups. The system automatically updates this table whenever changes are made online.
Close Agreement	RUN_OM_CLOSE_SCON	Order Management, Buying Agreements, Convert and Close Agreements, Close Buying Agreement	Establish process parameters to close buying agreements that reach their expiration dates, the buying agreement ending date plus grace days. Once closed, the buying agreement cannot be referenced on sales orders or quotations.

Entering Buying Agreement Header Information

Access the Buying Agreement Form Page.

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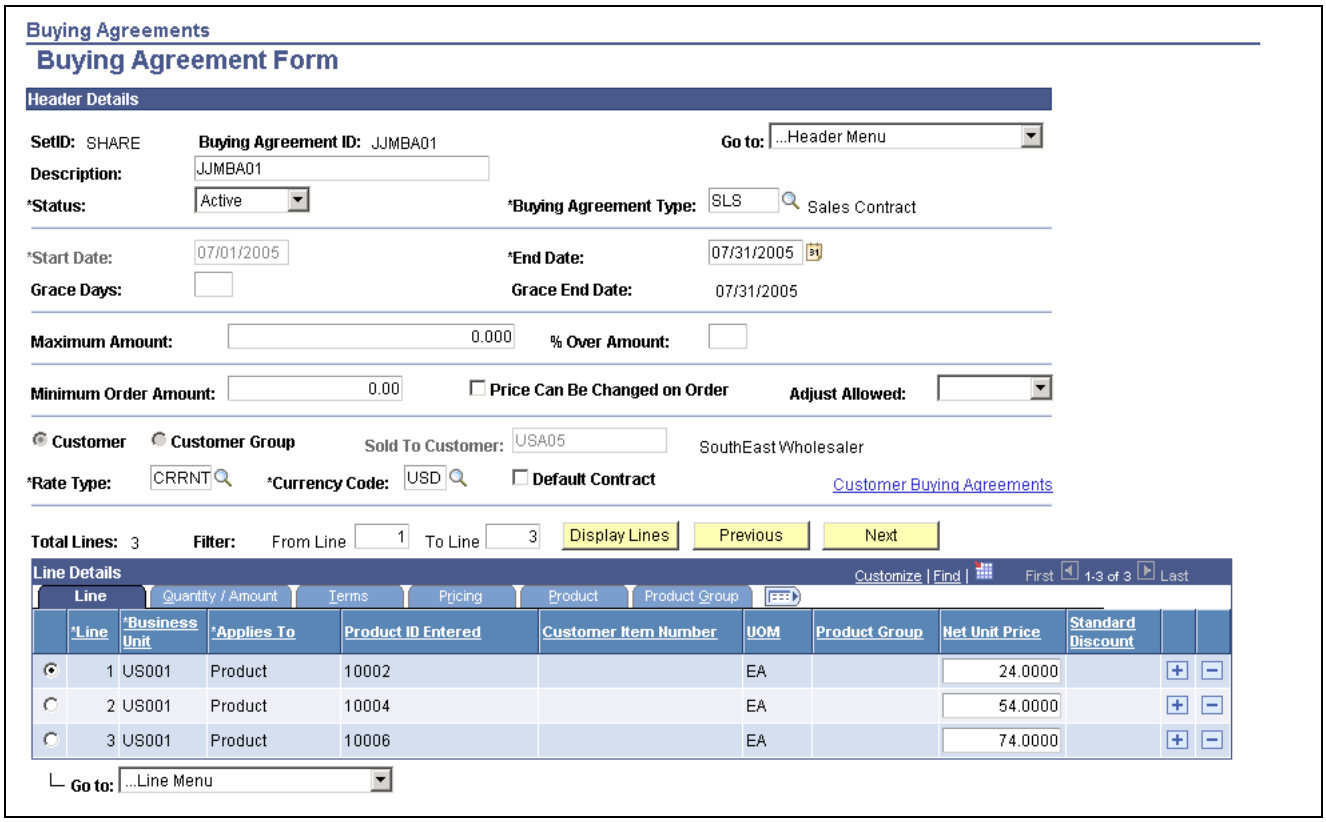

Buying Agreement Form page

Note. If you enter orders against a buying agreement or if orders are automatically created from releases, the only changes that you can make on the buying agreement line are in the Maximum Quantity (or Amount) and % Over fields.

Copy — In Add mode, click to copy data from an existing buying agreement or from a quote.

Status — Values are:

Active: Can be referenced on orders and copied to another buying agreement.

Canceled: Is not valid and cannot be referenced on orders. Canceled buying agreements can be copied.

Hold: Is on hold for an indefinite period of time and cannot be referenced on orders. Buying agreements that are on hold can be copied.

Closed: All terms are fulfilled or the buying agreement is expired. Closed buying agreements cannot be referenced on orders but can be copied.

Buying Agreement Type — Established on the Buying Agreement Type page.

Start Date and **End Date** — Enter for the buying agreement. The system date is used as a default for the start date. The term of the buying agreement can span multiple fiscal years.

Grace Days — The grace days are added to the end date to obtain the grace end date (in Display mode). If you do not want to provide an extension, enter *0.*

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Maximum Amount and **% Over Amount** (percentage over amount)
Use to permit buying agreement orders to exceed the maximum amount by that tolerance percentage. These fields are for information only.

Minimum Order Amount
Enter the smallest dollar value for which the buying agreement pricing applies. This field is for information only.

Price Can Be Changed on Order
Use to enable the price to be changed on the quote or order. Otherwise, you cannot adjust the price manually and repricing the sales order does not change the price for lines that are associated with this buying agreement.

Adjustment Allowed
Set to *Yes* if you want to allow this Buying Agreement to be eligible for adjustments. Set to *No* if you do not want this buying agreement to be eligible for additional pricing adjustments.

Note. Allowing buying agreements to be adjusted can also be controlled at the Customer, Group, and Order Management Business Unit level.

Customer or **Customer Group**
Select either, then select a value from the available options.

Important! You can apply a buying agreement to a customer group only if you designate the group as a sales buying agreement group type on the Customer Group Table page.

Currency Code
Identifies the customer's currency for the buying agreement.

Rate Type
Identifies the market rate type that is associated with the currency code that is on the buying agreement.

Default Contract
Indicates that this is the primary buying agreement for the customer or customer group. This buying agreement is selected by default on any sales orders that are entered for the sold to customer or a sold to customer in the specified customer group.

Customer Buying Agreement
Click to copy data from quotes or buying agreements for a designated sold to customer or customer group.

Line

Applies To
Select whether the Buying Agreement line applies to a *Product* or a *Product Group*.

Product Source
Select the product source, the available options are *Customer* and *System*.

Product ID Entered
Enter a product ID. The products that are available are determined by the catalogs, if any, that are associated with the sold to customer on the General Information - Product Catalog page.

Note. If the buying agreement is for a customer group, all the products that are in the system are available.

Customer Item Number
The customer's part number, or product alias, appears in the Customer Item Number field, if you define an alias on the General Information - Product Aliases page and the Product Source is *Customer.* The system product ID appears in the Product ID field.

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Note. You can configured the maximum number of lines displayed on buying agreements on the Installation Options — Order Management page (Setup Financials/Supply Chain, Install, Install Options, Order Management).

Quantity/Amount

The Quantity/Amount fields vary depending on the selection of Product or Product Group in the Applies To group box and the selection of Quantity and Amount.

Maximum Quantity (or Amount) Defines the maximum ordering limit for the product during the buying agreement period. This field places a lower limit on the quantity that you can enter on an order line that references the buying agreement line. Orders that violate these limits can be placed on hold, depending on the parameters for business unit holds that you establish on the Holds Processing page.

You can define a maximum for a buying agreement line by quantity or amount for products, but only by amount for product groups.

Note. You can only generate releases for buying agreement lines that specify a quantity. You cannot generate sales orders from buying agreement lines that specify an amount.

Unit of Measure (UOM) Enter separate buying agreement line products in different UOMs.

% Over (percentage over) If the business unit parameters that are established on the Holds Processing page define a hold on sales orders that surpass a maximum quantity or amount for a buying agreement, enter a tolerance to override that hold.

Terms

Rebate ID and Penalty ID Select an ID if you're implementing rebates and penalties to track whether the customer meets or does not meet the buying agreement quantity.

Payment Terms ID and Payment Method Use to select different options for the line than those from the Buying Agreement Header - Terms page.

Pricing

Exclusive Pricing ID Use to link pricing with the buying agreement line if the buying agreement applies to a single customer and the buying agreement line identifies a single product. Exclusive pricing is established on the Arbitration Plan page by tying a price rule to an arbitration plan. The exclusive pricing ID is used to derive the net unit price for the buying agreement line.

Ship To Customer The field is linked to the sold to customer that is selected on the buying agreement header. Choose a different ship to customer for the buying agreement line. This field is unavailable for entry if the buying agreement applies to a customer group.

Ship From INV BU (ship from inventory business unit) The highest-priority Inventory business unit, the one with the highest priority assigned number in the ship to customer's distribution network, is used as the default in the field. This field is unavailable for entry if you define the buying agreement for a customer group or if the line references a product group.

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Net Unit Price If you enter this field, you cannot enter an exclusive pricing ID. If the buying agreement applies to a product group, enter a single net unit price, which the system uses for all products in the group.

List Price From the Inventory business unit if the product can be stocked.

Extended Net Price and Extended List Price The net unit price or list price multiplied by the maximum quantity.

Standard Discount Use to apply a standard discount to the buying agreement. The discount is applied to the net unit price on the sales order if this buying agreement line is assigned. It is not applied to the net unit price of the buying agreement.

Product

Product Enter a product ID. The products that are available are determined by the catalogs, if any, that are associated with the sold to customer on the General Information - Product Catalog page.

The customer's part number, or product alias, appears in the Customer Item Number field, if you define an alias on the General Information - Product Aliases page and the Product Source is *Customer*. The system product ID appears in the Product ID field.

Note. If the buying agreement is for a customer group, all the products that are in the system are available.

Product Group

Product Groups Available options differ, depending on whether catalogs are associated with the sold to customer.

- If the customer does not use catalogs, the product groups that are available must be defined as a *Buy Agrmnt* (buying agreement) product group type on the Product Groups page.
- If you attach catalogs to the customer, the available product groups must be included in the customer's catalog. The product groups that are available if the buying agreement applies to a customer group must be defined as a buying agreement product group type on the Product Group Table page

Note. If you define a buying agreement for a customer group and a product group, it is possible that customers with attached catalogs might be included in a buying agreement for products that they are not authorized to buy. If this occurs, the system notifies you at order entry.

Maintaining Additional Buying Agreement Information

This section provides information about entering or modifying additional information for the options available under the Header menu section of the Buying Agreements form.

This section discusses how to:

- Enter additional information about the buying agreement.

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- Associate attachments with the buying agreement header information.
- Associate notes with the buying agreement header information.

Pages Used to Maintain Additional Buying Agreement Header Information

Page Name	Object Name	Navigation	Usage
Header Additional Information	SCON_HDR2	Select *Additional Info* in the Header menu field on the Buying Agreement Form page.	Enter information about buying agreements, negotiators, contacts, and record reason codes for changes to the buying agreement.
Header Attachments	SCON_HDR_ATT	Select *Attachments* in the Header menu field on the Buying Agreement Form page.	Attach various media to a buying agreement at the header level.
Buying Agreement Usage	SCON_HDR_USAGE	Select *Buying Agreement Usage* in the Header menu field on the Buying Agreement Form page.	Review sales order buying agreement lines by line, order, or product.
Header Competitors	SCON_HDR_CMPT	Select *Competitor Information* in the Header menu field on the Buying Agreement Form page.	Enter information about the competition for a buying agreement.
Customer Conversations	FS_CONVERSATIONS	Select *Customer Conversation* in the Header menu field on the Buying Agreement Form page.	Use to view or add conversations about or with a customer. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Managing Conversations".
Line Summary	SCON_HDR_ORDER	Select *Line Summary* in the Header menu field on the Buying Agreement Form page.	Review buying agreement line information.
Header Notes	SCON_HDR_NOTE	Select *Notes* in the Header menu field on the Buying Agreement Form page.	Use to add notes to the header buying agreement.
Header Terms	SCON_HDR_TRMS	Select *Terms* in the Header menu field on the Buying Agreement Form page.	Define payment and shipping options.

Entering Additional Information About the Buying Agreement

Access the Header Additional Information page.

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Contact Sequence Number The primary contact that is established for the sold to customer on the Contact Customer page in the Maintain Contact menu.

Product Source Select type of product ID for the buying agreement to identify the ordering product preference for the sold to customer. Options are: *Customer, System, UPC, or Universal.*

Team Member Enter any number of people who are responsible for negotiating the buying agreement. Associate team members with a buying agreement ID in order to populate the Buying Agreement Renewal letter and the Buying Agreement Status report. You can also define a workflow to route buying agreement renewal notices to those individuals.

Reason Code Enter a reason code if you make any changes to the buying agreement or if you change the status of the buying agreement to *Hold.* The description of the reason code appears. Reason codes with a reason type of sales buying agreement must already be defined in the Establish Order Processing menu.

Associating Attachments with Buying Agreement Header Information

Access Header Attachments page.

Add Click this button to browse for and add an attachment.

View After you upload an attachment, click this button to view it.

Attached File After you upload an attachment, its name displays here.

Attachment Type Enter the file type and add a Description of the multimedia item that you're attaching.

Note. Attachment type is not a file extension, but a categorization of the attachment defined through system configuration on the Attachment Types page (Setup Financials/Supply Chain, Common Definitions, Attachments, Attachment Types).

Associating Notes with Buying Agreement Header Information

Access the Header Notes page.

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

Classification Select a value:

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

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

Use Predefined Standard Note Select this option to use a predefined note for your customer note.

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Note Code	Enter the note code for this note. If you are using predefined standard notes, select the standard note to assign to this page or type in the note code. The note type, note text, key words, and print on documents are displayed.
Note Type	For custom notes, select the note type for the note.
Documents To Print The Note On	For custom notes, select *Buying Agreement Renewal* or *Buying Agreement Status.*

Maintaining Additional Buying Agreement Line Information

This section provides information about entering or modifying additional information for the options available under the Line menu section of the Buying Agreements form.

Pages Used to Maintain Additional Buying Agreement Line Information

Page Name	Object Name	Navigation	Usage
Line Attachments	SCON_LINE_ATT	Select *Attachments* in the Line menu field on the Buying Agreement Form page.	Attach various media to a buying agreement at the line level. See Chapter 12, "Creating Buying Agreements," Associating Attachments with Buying Agreement Header Information, page 139.
Line Competitors	SCON_LINE_CMPT	Select *Competitor Information* in the Line menu field on the Buying Agreement Form page.	Use to view and add information about competitors.
Line Usage	SCON_LINE_ATT	Select *Line Usage* in the Line menu field on the Buying Agreement Form page.	Review buying agreement line usage.
Line Notes	SCON_LINE_NOTE	Select *Notes* in the Line menu field on the Buying Agreement Form page.	Associate standard or custom notes with a buying agreement at the line level. See Chapter 12, "Creating Buying Agreements," Associating Notes with Buying Agreement Header Information, page 139.

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Copying Quotes or Existing Buying Agreements

You can copy quotes or existing buying agreements to new buying agreement.

1. In Add mode, click the Copy link on the Buying Agreement Form page to copy from an existing buying agreement or from a quote.

   Choose Quotes or Buying Agreements.

2. Select the quote on the Quotes by Customer page or buying agreement on the Buying Agreements by Customer page from which you want to copy information.

   Select whether to copy the header, all or some on the lines for the quote or buying agreement.

3. Use the Quote Lines page or Buying Agreement Lines page to copy the individual lines to the buying agreement.

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Pages Used to Copy Quotes or Existing Buying Agreements

Page Name	Object Name	Navigation	Usage
Buying Agreement Form	SCON_HDR1	Order Management, Buying Agreements, Create Buying Agreement, Buying Agreement Form	Use the Buying Agreement Form page to begin entering buying agreement header information.
Quotes by Customer	SCON_QUOTE_SEC	Click the Customer Buying Agreements link on the Buying Agreement Form page, and select Quotes on the Selection Criteria page.	Copy quotes to a new buying agreement.
Quote Lines	SCON_QUOTE_LINE	Select a quote to copy from the Quotes by Customer page and select Selective in the dialog box that appears. Select a quote and click the Show Detail Entry link on the Quotes by Customer page.	Copy quote lines from an existing buying agreement to a new one or view the quote lines.
Buying Agreements by Customer	SCON_CUST_SEC	Click the Customer Buying Agreements link on the Buying Agreement Form page, and select Buying Agreements on the Selection Criteria page.	Copy an existing buying agreement to a new buying agreement.
Buying Agreements Lines	SCON_CUST_LINE	Select a buying agreement, and click the Show Detail Entry link on the Buying Agreements by Customer page.	Copy lines from an existing buying agreement to a new one or view line information. Select a buying agreement to copy from the Buying Agreements by Customer page, and select Selective in the dialog box that appears.

Creating Sales Orders from Buying Agreements

This section discusses how to:

- Create buying agreement line releases.
- Process sales orders that are created from buying agreements.
- Generate ad hoc sales orders for buying agreements.

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Common Elements Used in This Section

Order Creation Values are: *Single Ord for Each Contract* (single order for each contract) or *Single Ord for Multi Buying Contracts* (single order for multiple buying contracts).

Release Quantity This quantity must be equal to or greater than the minimum order quantity that you define on the Buying Agreement - Line page and must be in the valid increment for the product. Establish valid product-ordering increments by UOM on the Product Attributes by UOM page.

Ship To Customer Displays information from the Buying Agreement - Line page. Change the ID if you want the release to go to a different ship to customer.

Pages Used to Create Sales Orders from Buying Agreements

Page Name	Object Name	Navigation	Usage
Line Release	SCON_LINE_RELEASE	Click the Release Information link from the buying agreement header or line level.	Set up buying agreement releases when you know the customer's scheduling requirements.
Create Sales Orders	RUN_OM_SCON	Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreements to Orders, Create Sales Orders	Set up the parameters for the Create Sales Orders process (OMCNTRCT). The Create Sales Orders process automatically generates sales orders from the buying agreement releases that are defined on the Line Release page.
Generate Order By Customer	SCON_CREATE_SO	Order Management, Buying Agreements, Convert and Close Agreements, Convert Agreement by Customer, Generate Order by Customer	Create sales orders online for sold to customers.

Creating Buying Agreement Line Releases

Access the Line Release page.

Start Date Enter the date and optionally the start time from which all releases are to be built.

Copy Line Release Click the link to populate the bottom of the page with the number of releases that are entered.

Order To Date Quantity Displays the total quantity that is already entered on sales orders that reference the buying agreement line. The quantity is calculated by taking all the order lines that reference the buying agreement line, unless they are canceled, and subtracting the RMA Quantities (returned material authorization quantities), if they are returned in the same unit of measure.

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Interval Values are: *Each Month, Every Day, Every Hour, Every Week,* and *Quarterly.* In the For field, enter the number of releases to create for the interval that you select.

Note. The Release Quantity value multiplied by the value in the For field cannot exceed the value in the Order To Date Quantity field for the line.

Change Planning Flags Use to *Select All* or *Clear All* buying agreement lines for PeopleSoft Supply Planning.

Schedule, Requested Arrival Date, Requested Arrival Time, and **Release Quantity** The system automatically populates the fields based on the interval and the number of releases that are selected.

Include in Planning Select to enable PeopleSoft Supply Planning to consider release quantities in the planning algorithms.

Order Appears along with the Line field when a sales order is automatically created for the buying agreement line release.

Note. You can define buying agreement releases only for single-customer buying agreements in which the buying agreement lines specify a quantity.

Processing Sales Orders Created from Buying Agreements

Access the Create Sales Order process page.

Sold To Customer If this customer has open buying agreements with established buying agreement releases, the orders are created from the releases. If you leave this field blank, the process creates orders for all sold to customers with open buying agreement releases.

Request Arrival Thru Date/Time The system creates order lines for buying agreement releases, starting with the current date and ending with the date and time that you enter here. The time must be entered manually in the field to the right of the calendar button.

Note. After you run the Create Sales Orders process, run the Order Completion process (OM_BACKGRND) to access the orders in the standard order entry pages. After running the Order Completion process against the orders, run the Hold Checking (OM_HOLD), Credit Checking (OM_CREDIT), and Populate Demand (OM_DEMAND) processes to move the orders into inventory fulfillment.

Generating Ad Hoc Sales Orders for Buying Agreements

Access the Generate Order by Customer page.

Order Status The selection becomes the default on the sales order that is created from the buying agreement.

Order Group Appears by default along with Source from user preferences, or select values that appear by default on the sales orders that are created from the buying agreement.

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PO Number Enter the field and a PO Line if the customer requires this information on the sales order.

When you save your work and the system creates a sales order, order information appears in the group box.

Note. After you create these orders, run the Order Completion process to access the orders on the standard order entry pages. After running the Order Completion process against the orders, run the Hold Checking, Credit Checking, and Populate Demand processes to move the orders into inventory fulfillment.

Using Buying Agreement Rebates and Penalties

To define rebate penalty definitions and rebate penalties, use the Rebate Penalty Definition and Rebate Penalty components.

To enhance control of the buying agreement relationships that you have with customers, you can implement rebate and penalty calculations for sales buying agreements.

This section discusses how to:

- Set up formulas to calculate rebates and penalties.
- Set up the points to calculate rebates and penalties.
- Set up the parameters for applying the rebate or penalty.
- Establish the parameters for the rebate and penalty calculation process.
- View and alter the rebate or penalty information.
- Populate the Billing interface tables.

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Pages Used to Set Up Buying Agreement Rebates and Penalties

Page Name	Object Name	Navigation	Usage
Accounting and Billing	BUS_UNIT_TBL_OM5	Click the Accounting and Billing link on the Order Management Definition - Order Management Setup page.	Specify a Rebate Product, Penalty Product ID, and Rebate/Penalty Bill By ID.
Rebate Penalty - Definition	RBT_PNLTY_DEFN	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition	Set up the formulas that the system uses to calculate rebates and penalties.
Rebate Penalty - Definition Step	RBT_PNLTY_DEFN_STP	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition Step	Define the points at which the penalty or rebate amount or percentage changes.
Rebate Penalty Table	RBT_PNLTY_TABLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Table	Select the parameters for applying the rebate or penalty. Before you select a rebate and penalty definition, establish rebate and penalty definitions on the Rebate Penalty - Definition page.
Calculate Rebates/Penalties	RUN_OM_REBATES	Order Management, Buying Agreements, Rebates and Penalties, Calculate Rebate and Penalties	Establish the parameters for the Calculate Rebates/Penalties process.
Rebates and Penalties	SCON_REBATES	Order Management, Buying Agreements, Rebates and Penalties, Verify Rebates and Penalties	View the results of the Calculate Rebates/Penalties process. View or alter penalty and rebate information on this page.
Rebate Interface	RUN_OM_RBTINTFC	Order Management, Buying Agreements, Rebates and Penalties, Load Penalty and Rebate Intrfc	Populate the interface tables in PeopleSoft Billing with penalty invoice and rebate payment information.

Setting Up Formulas to Calculate Rebates and Penalties

Access the Rebate Penalty - Definition page.

Status Changes by default to *Active.*

Basis Parameters Select from the options to set the type of comparison that the system uses to determine whether rebate or penalties are applicable:

Amount: Buying agreement amounts are compared to order amounts.

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Percent: The rebate or penalty is based on the percent difference between the ordered amount and the buying agreement amount.

Quantity: Buying agreement quantities are compared to order quantities.

None: The penalty or rebate calculation is based on whether the customer meets the buying agreement terms.

Amount or **Percent**

Define as either. The values in the Amount Type and Percent Type fields vary according to the basis parameter that you select. The table lists the possible combinations:

Basis Parameter	Rebate and Penalty Amount Type	Rebate and Penalty Percent Type
Amount, Percent, None	*Flat Amount*	*% of Amount* (percent of amount).
Quantity	*Flat Amount* *Flat Amount per Unit* *Net Price* *(List-Net) Price*	*% of Amount.* *% of Net Price* (percent of net price). *% of (List-Net) Price* (percent of list net price).

Note. The *Amount* that is referred to in *% of Amount* for rebate percent type is the qualified base that is selected on the Rebate Penalty Table page.

Maximum Amount

The system caps the rebate or penalty at this amount, even if the calculation for the rebate or penalty is a higher figure.

Setting Up the Points to Calculate Rebates and Penalties

Access the Rebate Penalty - Definition Step page.

Break ID

Enter the field and the percent or the basis amount of the rebate or penalty. Where applicable, enter the low and high amounts. The available fields on this page are determined by the selections on the Rebate Penalty - Definition page.

The table lists the combinations of basis parameter types, rebate penalty parameter types, and amount or percentage types, which determine whether you must define steps. It also includes examples of sample rules.

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Basis Parameter	Rebate Penalty Parameters	Amount or Percent	Step Required?	Definition Steps	Example
None	Percent	*% of Amount*	No (1 step allowed to enter percent).	Break ID 1. Percent 3.	3 percent of the buying agreement. 5 percent of amount that exceeds the buying agreement.
None	Amount	*Flat Amount*	One step to identify the *Flat Amount*.	Break ID 1 Amount 20,000 USD.	Rebate is 20,000 USD if the buying agreement terms are met. The penalty is 20,000 USD if the buying agreement terms are not met.
Quantity	Amount	*Flat Amount per Unit*	At least 1 step.	Break ID 1 Amount 20 USD.	Rebate is 20 USD for each unit that exceeds the buying agreement amount.
Quantity	Amount	*Flat Amount*	At least 1 step.	Break ID 1 Amount 10,000 USD. Low 1. High 100. Break ID 2, Amount 25,000 USD. Low 101. High 200.	The rebate is 10,000 USD if the quantity difference between the buying agreement terms and the orders is between 1 and 100. It is 25,000 USD if the difference is between 101 and 200.

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Basis Parameter	Rebate Penalty Parameters	Amount or Percent	Step Required?	Definition Steps	Example
Quantity	Amount	*(List-Net) Price*	Only 1 step allowed.	Break ID 1. Low 15. High 99999.	The rebate does not start until the customer orders 15 units more than the buying agreement amount. If there is no upper limit, enter 99999 as the high amount.
Quantity	Amount	*Net Price*	Only 1 step allowed.	Break ID 1. Low 15. High 99999.	The rebate does not start until the customer orders 15 units more than the buying agreement amount. If there is no upper limit, enter 99999 as the high amount.

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Basis Parameter	Rebate Penalty Parameters	Amount or Percent	Step Required?	Definition Steps	Example
Quantity	Percent	*% of Amount*	At least 1 step.	Break ID 1 Percent 3. Low 1. High 500. Break ID 2 Percent 10. Low 501. High 6000.	The rebate is three percent of the sales that exceed the buying agreement terms if the quantity difference between the buying agreement terms and the orders is between 1 and 500. The rebate is 10 percent of the sales that exceed the buying agreement terms if the quantity difference is between 501 and 6000.
Quantity	Percent	*(List-Net) Price*	At least 1 step.	Break ID 1 Percent 50. Low 1. High 500.	The rebate is 50 percent of the *(List-Net) Price,* multiplied by the quantity over the buying agreement terms, if the quantity difference between the buying agreement terms and the orders is between 1 and 500.

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Basis Parameter	Rebate Penalty Parameters	Amount or Percent	Step Required?	Definition Steps	Example
Quantity	Percent	*Net Price*	At least 1 step.	Break ID 1 Percent 35. Low 1. High 500.	The rebate is 35 percent of the *Net Price,* multiplied by the quantity over the buying agreement terms if the quantity difference between the buying agreement terms and the orders is between 1 and 500.
Amount	Percent	*% of Amount*	At least 1 step.	Break ID 1 Amount 100 USD. Low 1. High 10,000.	The rebate is 5 percent of the buying agreement if the amount difference between the buying agreement terms and the orders is between 1 USD and 10,000 USD.
Amount	Amount	*Flat Amount*	At least 1 step.	Break ID 1 Amount 100 USD. Low 100,000. High 999,99.9	The rebate is 100 USD if the buying agreement terms are exceeded by more than 100,000 USD.

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Basis Parameter	Rebate Penalty Parameters	Amount or Percent	Step Required?	Definition Steps	Example
Percent	Percent	*% of Amount*	At least 1 step.	Break ID 1 Percent 3. Low 5. High 5.	The rebate is three percent of the buying agreement amount if the buying agreement terms are exceeded by five percent or more.
Percent	Amount	*Flat Amount*	At least 1 step	Break ID 1 Amount 300 USD. Low 2. High 2.01. Break ID 2 Amount 1,000 USD. Low 2.1. High 999.	The rebate is 300 USD if the buying agreement terms are exceeded by 2 percent. The rebate is 1,000 USD if the buying agreement terms are exceeded by more than 2 percent.

Note. The system does not calculate a rebate or penalty over the last high amount or percentage. Overlapping steps are not allowed, and the low amount or percentage must be less than the high amount or percentage.

Setting Up the Parameters for Applying the Rebate or Penalty

Access the Rebate Penalty Table page.

Qualified Orders Select *All Orders* or *Invoiced Orders* as the amount to compare to buying agreement terms to determine whether a rebate or penalty is applicable.

Qualified Base Determines how to calculate the rebate. The table describes the options and how each is calculated for rebates that are associated with buying agreements and independent sales rebates.

Note. The qualified base works differently with buying agreement or sales rebates.

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Qualified Base	Buying Agreement	Sales Rebate
Agreement or Previous Amt/Qty (agreement or previous amount/quantity).	Rebate calculated on the buying agreement numbers.	Rebate calculated on the previous period or compared to period amounts and quantities.
Amount/Qty Difference (amount/quantity difference).	Rebate calculated based on the difference between sales and the buying agreement amounts.	Rebate calculated on the difference between the current sales and quantities and previous (or compare to) amounts and quantities.
Qualified Sales Amount/Qty (qualified sales amount/quantity).	Rebate calculated on the sales that are associated with the buying agreement.	Rebate calculated on the amount and quantity of sales in the current period.

Establishing the Parameters for the Rebate and Penalty Calculation Process

Access the Calculate Rebates/Penalties page.

Calculate penalties and rebates for a single Buying Agreement ID or for all buying agreements in a setID with expiration dates that are between the dates that you enter.

Viewing and Altering the Rebate and Penalty Information

Access the Rebates and Penalties page.

Buying Agreement ID Displays customers who have a penalty or a rebate for the selected ID and the agreement line number.

Status Rebates and penalties are created with *Pending* status. When you review the penalty or rebate, manually change the status to *Approved.*

Recalculate ? Select for a sold to customer, so that rebates and penalties are not recalculated during subsequent runs of the Calculate Rebates/Penalties process.

Populating the Billing Interface Tables

Access the Rebate Interface process page.

Enter a setID and a buying agreement ID to limit the run to particular setIDs and buying agreement IDs. If you leave the fields blank, the process runs for all setIDs and buying agreement IDs.

Inquiring About Buying Agreements

PeopleSoft Order Management provides easy access to buying agreement information. View order activity for a buying agreement or a buying agreement line, and see all the buying agreements that you establish for a customer or customer group, even down to line detail.

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Pages Used to Inquire About Buying Agreements

Page Name	Object Name	Navigation	Usage
Agreement Usage	SCON_HDR_USAGE	Order Management, Buying Agreements, Review Buying Agreement Info, Buying Agreement Usage, Agreement Usage	View order activity against a buying agreement, including the line and schedule number against which the order is applied.
Agreement Summary	SCON_HDR_ORDER	Order Management, Buying Agreements, Review Buying Agreement Info, Line Summary, Agreement Summary	View a summary of the activity for all the lines that are on a buying agreement. You can also select a line to view the line detail on the Agreement Line Use page.
Agreement Line Use	SCON_LINE_ORDER	Order Management, Buying Agreements, Review Buying Agreement Info, Line Usage, Agreement Line Use	View line details of the buying agreement usage.
Customer Buying Agreements	SCON_CUST	Order Management, Buying Agreements, Review Buying Agreement Info, Customer Buying Agreement, Customer Buying Agreements	View buying agreements by customer.
Quote Lines	SCON_QUOTE_LINE	Select a quote, and click the Show Detail Entry link on the Customer Quotes page.	View quote lines.
Buying Agreements Lines	SCON_CUST_LINE	Select a buying agreement, and click the Show Detail Entry link on the Customer Buying Agreements page.	View line information for the buying agreement.
Customer Quotes	SCON_QUOTE	Order Management, Buying Agreements, Review Buying Agreement Info, Customer Quotes	View quote data for a particular sold to customer.

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CHAPTER 13

Working with Claimbacks

This chapter provides an overview of claimback functionality in PeopleSoft Order Management and discusses how to:

- Set up PeopleSoft Order Management claimbacks.
- Create claimback contracts.
- Analyze claimback impact on profitability.
- Process claims for claimback contracts.
- Review claim information.

Understanding PeopleSoft Claimbacks

PeopleSoft Order Management claimback functionality facilitates collaboration between manufacturers, distributors, and customers.

A claimback refers to money paid to the distributor by the manufacturer (supplier) for the sale of specific products or product groups to specific customers.

In the wholesale distribution environment the distributor has unique relationships with suppliers and contractors. In our example, the distributor is the PeopleSoft system user. They buy from manufacturers and sell to many different entities often times a contractor. A claimback is an agreement between the distributor and manufacturer based on sales (orders that are entered and shipped) to a contractor (or customer of the distributor).

The diagram represents the relationship of manufacturers and distributors with their customers within the wholesale distribution environment.

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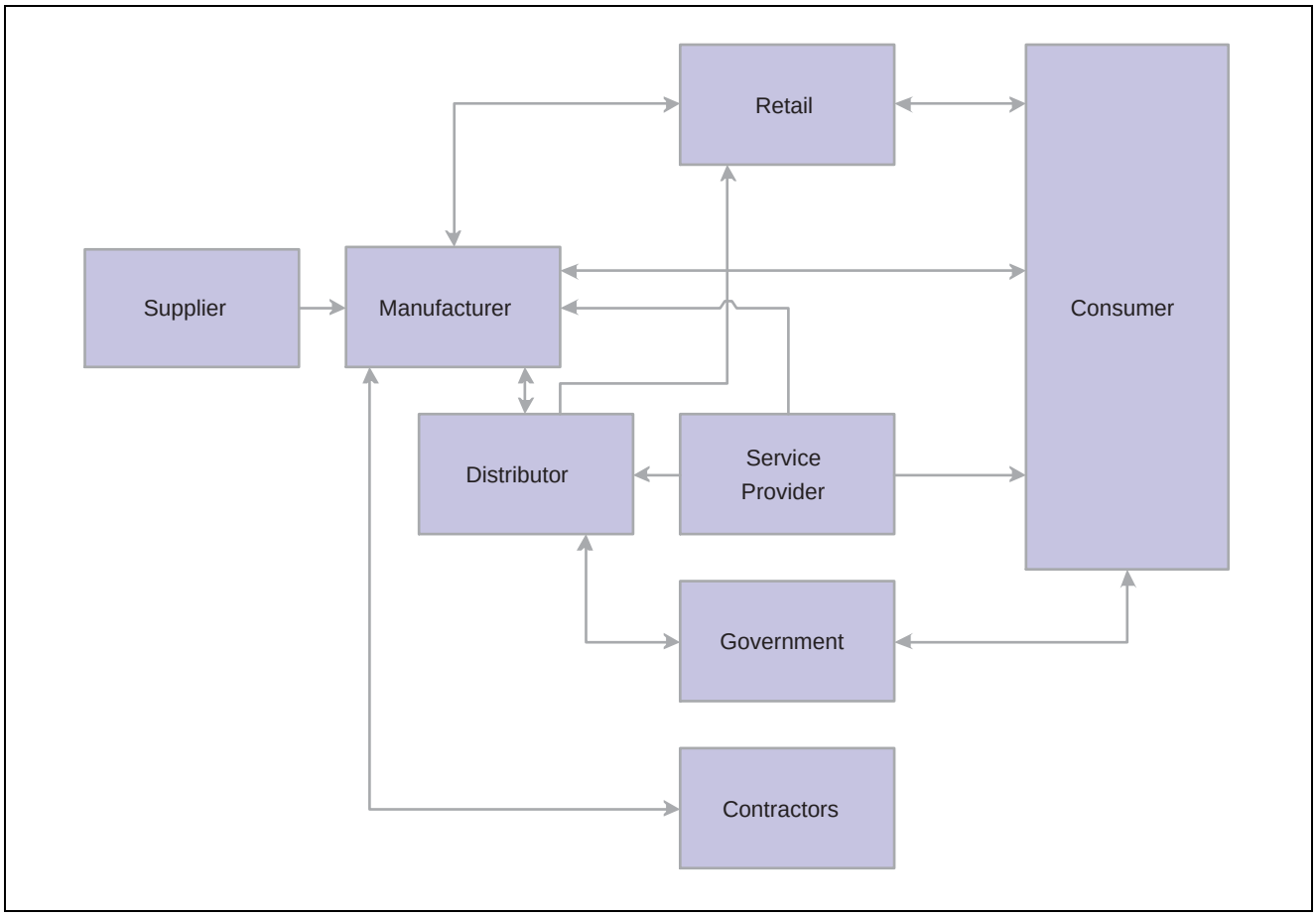

Wholesale distribution environment

The distributor, the PeopleSoft system user, might have a contract to buy doors from a specific manufacturer (supplier) for 100 USD per door. However, the manufacturer might also have an agreement to sell the same door to a specific contractor for 90 USD, but the contractor must go through the distributor in order to purchase the door. The distributor needs to pay the manufacturer 100 USD per door and needs to sell it to the contractor for 90 USD. The 10 USD difference is a claimback that will need to be handled using this Order Management claimback functionality. This 10 USD difference will apply to each door shipped to the specific contractor and will be a reimbursement paid to the distributor by the manufacturer. The claimback will ensure that the distributor maintains their target sales margin for the door.

Note. In this example, we have assumed a 0% sales margin. The claimback amount could be greater if the distributor needs to maintain a larger sales margin.

Claimback Process Overview

The diagram shows the high-level process for creating a claimback contract and processing the claimback claim within PeopleSoft Order Management.

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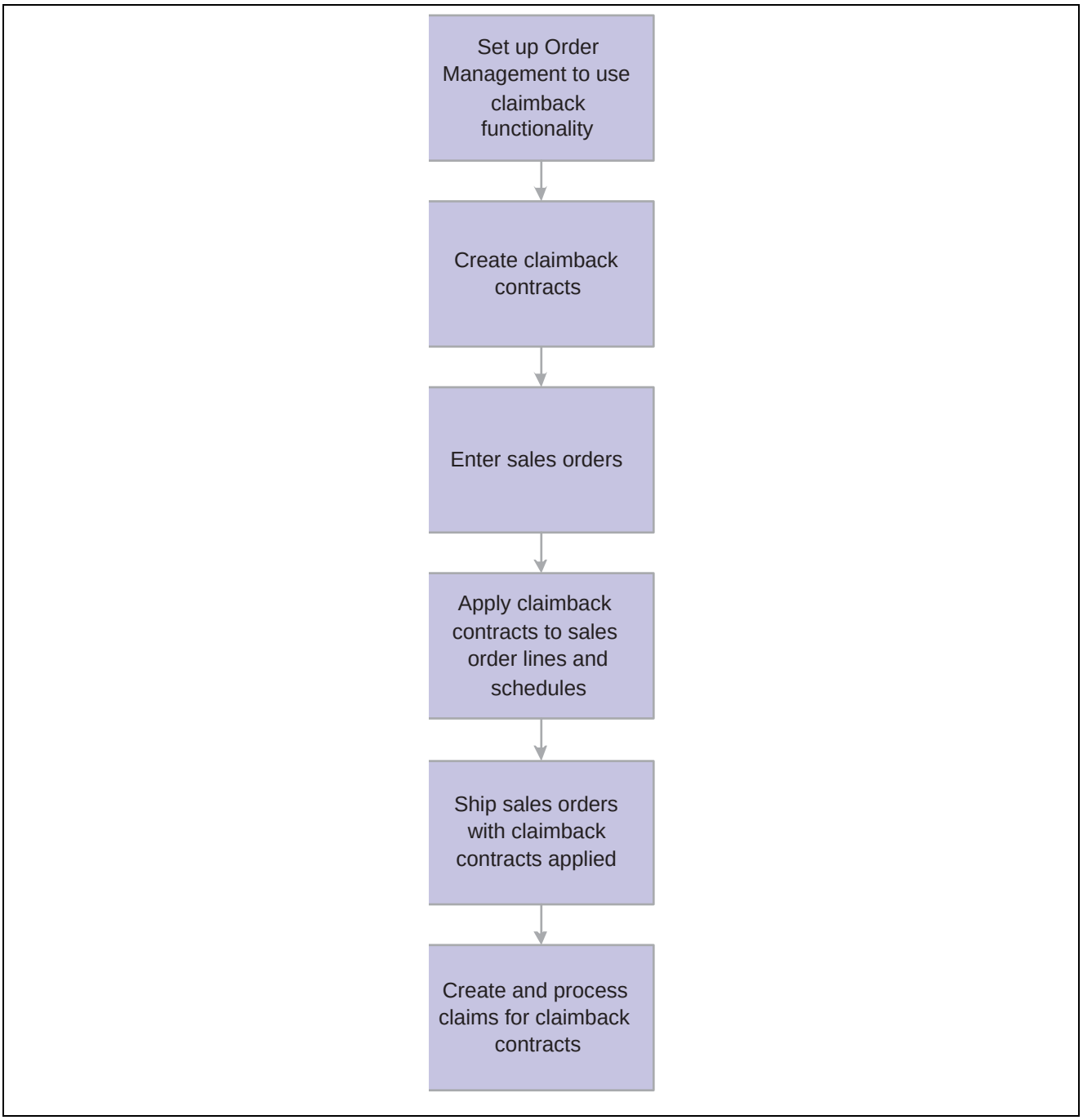

Claimback Process Flow

Here is an example of the typical business process for claimbacks:

1. Claimback functionality is enabled for PeopleSoft Order Management.
2. The Claimback manager creates a claimback contract for a specific product and customer.

Note. Claimback contracts can also be made for product groups and customer groups.

- The Claimback manager can review the Claimback History page at any time to review the complete audit trail of the changes made to a given claimback contract.

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- The Claimback manager can also review the Claimback Activity page which displays order, shipment, and claim information related to the claimback contract.

3. During the order entry process, the Customer Service Representative enters an order line which matches a claimback contract and, in our example, the claimback contract for product 123 is applied when the CSR selects the Calculate Price button from the Order Entry Form.
4. Claims are generated for orders that are applied to the claimback contract and shipped.
5. Claims are processed and adjusted using the Claims Management Workbench.
   - Claims can be deferred to the next period.
   - Claims can also be settled by cash, credit notes, check, EFT, draft, direct debit or adjustment voucher.
6. As requested, accrued revenue transactions will be generated for unsettled claims and users with appropriate security can then:
   - Review the accrued revenue transactions that were generated before posting them to the General Ledger.
   - Review the impact of a claimback contract on sales costs, margin, and profitability.

Note. The processing of the claimback claims uses the same functionality as the vendor rebate process, covered in detail in the Purchasing book.

See *PeopleSoft Enterprise Purchasing 9.0 PeopleBook*, "Managing Vendor Rebate Claims".

Prerequisites

Before you can process claimbacks in Order Management, you must:

1. Enable claimback processing in Order Management, on the Order Management Installation Options page.
2. Set up default information for claimbacks on the Order Management Business Unit Definition, Claimback Settings page.
3. Determine claimback default values, processing options, and user security using the Claimback SetID options page.
4. Set up Order Management business unit groups to assist in the creation of claimback contracts.
5. Create special customer groups for claimback contract purposes.
6. Create special product groups for claimback contract purposes.
7. Set up feature security for maintaining the claimback Status, Recalculate Claims, and Next Claims Generation Date fields on the claimback contract.

See Also

Chapter 13, "Working with Claimbacks," Setting Up PeopleSoft Order Management Claimbacks, page 159

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information," Establishing Customer Group Tables

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Setting Up PeopleSoft Order Management Claimbacks

To setup claimbacks, use the Claimback SetID Options and OMBU Groups for Claimbacks components.

This section provides discusses how to:

- Configure claimback options and defaults.
- Configure claimback user security.
- Defining Order Management Business Unit groups for claimbacks.

See Chapter 5, "Establishing Feature Function Security," page 63.

Pages Used to Set Up PeopleSoft Order Management Claimback Options

Page Name	Object Name	Navigation	Usage
Order Management Installation Options	INSTALLATION_OM	Setup Financials/Supply Chain, Install, Installation Options, Order Management	Check the Process Claimback option to enable claimback processing in Order Management.
Options & Defaults	CB_SETUP_OPT	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Options & Defaults	Use to set up defaults values and contacts for claimback contracts, claimback contract and claim prefixes, and claimback claim over and under tolerances.
Unrestricted Managers	CB_UNRESTRICTED	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback SetID Options, Unrestricted Managers	Use to identify specific roles or users with unrestricted access to claimback contracts for the selected claimback SetID.
OM Business Unit Groups	CB_OMBU_GRP	Setup Financials/Supply Chain, Product Related, Order Management Foundation, Claimback OMBU Groups, OM Business Unit Groups	Use to define which Order Management Business Units belong to each user-defined group. These groups will be used for defaulting the list of Order Management Business Units to the claimback contract line.

Configuring Claimback Setup Options and Defaults

Access the Options & Defaults page.

This page is used to enter the claimback contract header-level defaults.

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Claimback SetID Information

Automatically Apply The claimback is applied only when the CSR clicks the Calculate Price button from the Order Entry Form. Select a claimback contract processing option from the list of available options:

First To Expire: If more than one contract qualifies for an order line or schedule and the flag is set to *First to Expire*, then the claimback contract with the earliest end date is applied.

Largest Claimback Amount: If more than one contract qualifies for an order line or schedule and the flag is set to *Largest Claimback Amount*, then the claimback contract with the largest calculated claimback amount will be applied.

None: If the flag is set to *None*, then a claimback contract will never be applied to an order line or schedule.

Schedule ID Enter a schedule ID, set up in the schedules component, to indicate how often claims should be generated for this claimback SetID.

Stop Apply At Max Quantity (stop apply at maximum quantity) Indicates whether or not the contract should still be applied to a sales order line or schedule when the maximum quantity on the claimback contract has been reached.

If the option is not selected, the system sends a warning message indicating that the maximum quantity on the claimback contract was reached.

If the option is selected, the system sends an error message and does not apply the claimback contract to the sales order line or schedule because the maximum quantity on the claimback contract was reached.

Base Currency Select a base currency to be used when creating claimback contracts for this SetID.

Rate Type Identifies the conversion rate to be used if currency conversion is required.

Claimback Contacts

Notify Claimback Manager Used to specify if the Claimback Manager should be notified when a claim is submitted for processing in the Claims Management Workbench for the Claimback Contract. If enabled, input the Claimback Manager ID in the field provided.

Claimback Manager ID Used to determine who has access to create and maintain claimback contracts for this SetID. This is a required field and defaults to all claimback contracts created for this SetID.

Notify Settlement Manager Used to specify if the Settlement Manager should be notified when a settlement method is determined for a claim during the settlement process. If enabled, input the Claimback Settlement Manager ID in the field provided.

Claimback Settlement Mgr ID (claimback settlement manager ID) Used to determine who owns the settlement process for any claims created against a claimback contract. This person is responsible for processing the claim through Accounts Receivable or Accounts Payable, depending on the settlement method. This is a required field and defaults to all claimback contracts created for this SetID.

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Prefixes

Claimback Contract Prefix Specify one of the auto-numbering prefixes set up for the *Claimback Contract ID* number type.

Claim Prefix Specify one of the auto-numbering prefixes set up for the *Claim ID* number type.

Tolerances

Tolerances (both over and under based on either flat amount or percentage) will be defined on the Claimback Contract Header and passed to the Claims Management Workbench to be used during the settlement process.

Note. The Accounts Receivable Payment Predictor functionality also allows the user to set up matching tolerances that will automatically write off any remaining claim balance. The claim tolerances defined on the Claimback Contract Header are handled differently through the Claim Settlement process, which will create an adjustment to an open item to handle the "write off" of the remaining claim amount. In order to avoid creating duplicate write-offs to an open item and potentially creating a situation where a credit balance exists for the customer (vendor), users should not use a Payment Predictor method that uses a tolerance.

Over Tolerance Percent If the amount above the claim amount that is received from a vendor is greater than or equal to this percentage of the claim amount, the claim will be closed automatically.

Over Tolerance Amount If the amount above the claim amount that is received from a vendor is greater than or equal to this amount, the claim will be closed automatically.

Under Tolerance Percent If the amount below the claim amount that is received from a vendor is less than or equal to this percentage of the claim amount, the claim will be closed automatically.

Under Tolerance Amount If the amount below the claim amount that is received from a vendor is less than or equal to this amount, the claim will be closed automatically.

Configuring Claimback User Security

Access the Unrestricted Managers page.

The user needs to be defined as an Unrestricted Manager or be defined as the Claimback Manager on the Options & Defaults page to have access to maintain the Claimback Contract. The user needs to be defined as an Unrestricted Manager, be defined as the Claimback Manager on the Options & Defaults page or be defined as the Settlement Manager on the Claimback Contract to have access to view and maintain Claimback Claims for the contract.

Security Type Multiple users and or roles can be defined as unrestricted users for a given claimback SetID. These users have access to maintain any of the fields on the claimback contract except for the Status, Recalculate Claims and Next Claims Generation Date fields. Select the appropriate security type: *Role* or *User ID*.

User ID/Role Specify the actual User ID or role code in the field provided. This user or role will have full access to maintain all of the claimback contract fields except for the Status, Recalculate Claims and Next Claims Generation Date fields.

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Note. The access for maintaining the claimback contract Status, Recalculate Claims, and Next Claims Generation Date fields are controlled by the standard Feature Security functionality and can be set up for a role, user, Order Management Business Unit or for the installation.

Defining Order Management Business Unit Groups for Claimbacks

Access the Order Management Business Unit Groups page.

Group Name	Name for the Order Management Business Unit group being created.
Description	Description for the Order Management Business Unit group being created.
OM Business Unit	Select one or more business units to associate with the Order Management Business Unit group being created.

Creating Claimback Contracts

This section discusses how to:

- Create claimback contract header and line information.
- Enter claimback VAT information.
- Review claimback activity.
- Review claimback history.

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Pages Used to Create Claimback Contracts

Page Name	Object Name	Navigation	Usage
Claimback Header	CB_HDR	Order Management, Claimbacks, Claimback Contract, Claimback Header	Input claimback contract header and settlement information.
VAT	CB_VAT	Order Management, Claimbacks, Claimback Contract, Claimback Header, VAT — Review link	Enter or modify VAT information for the claimback contract.
Claimback Activity	CB_ACTIVITY	Order Management, Claimbacks, Claimback Contract, Claimback Activity	Review claimback contract order, shipment, and claim activity.
Claimback History	CB_HISTORY	Order Management, Claimbacks, Claimback Contract, Claimback History	Review an audit trail of all changes to the claimback contract.
Default Claimback ID	RUN_CB_DEFAULT	Order Management, Claimbacks, Default Claimback ID	Used to default the Claimback ID onto sales order lines/schedules in batch. **Note.** When processing new orders (OM_EC) or orders to be completed (OM_BACKGRND), Updating orders (OM_ORDCHG), or Copying Orders (OM_ORDCOPY), you will need to run the Default Claimback ID process (OM_CLAIMBK) if claimback defaulting is needed. You can set up a job to link the Default Claimback ID process to other processes, such as those listed above. See *Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Process Scheduler*

Creating Claimback Contracts Header Information

Access the Claimback Header page.

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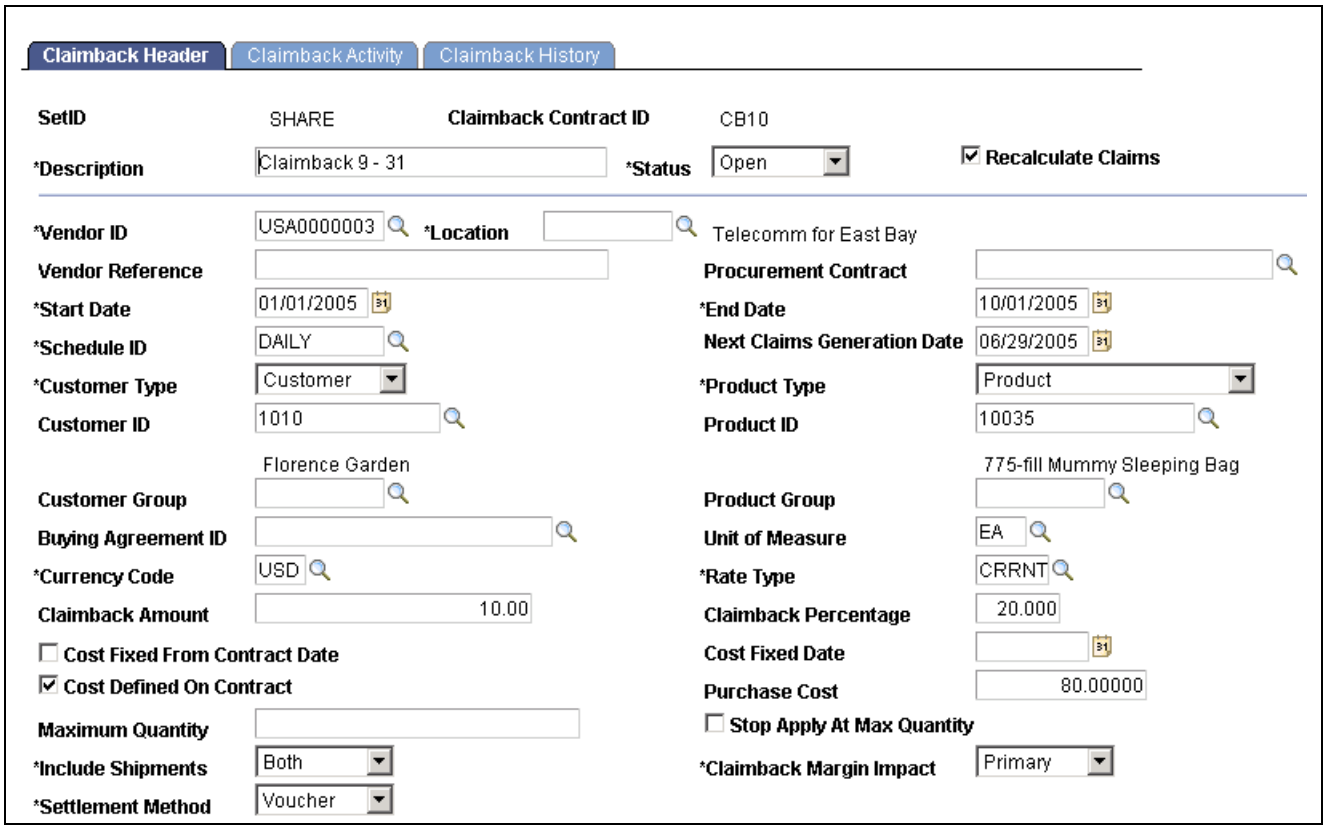
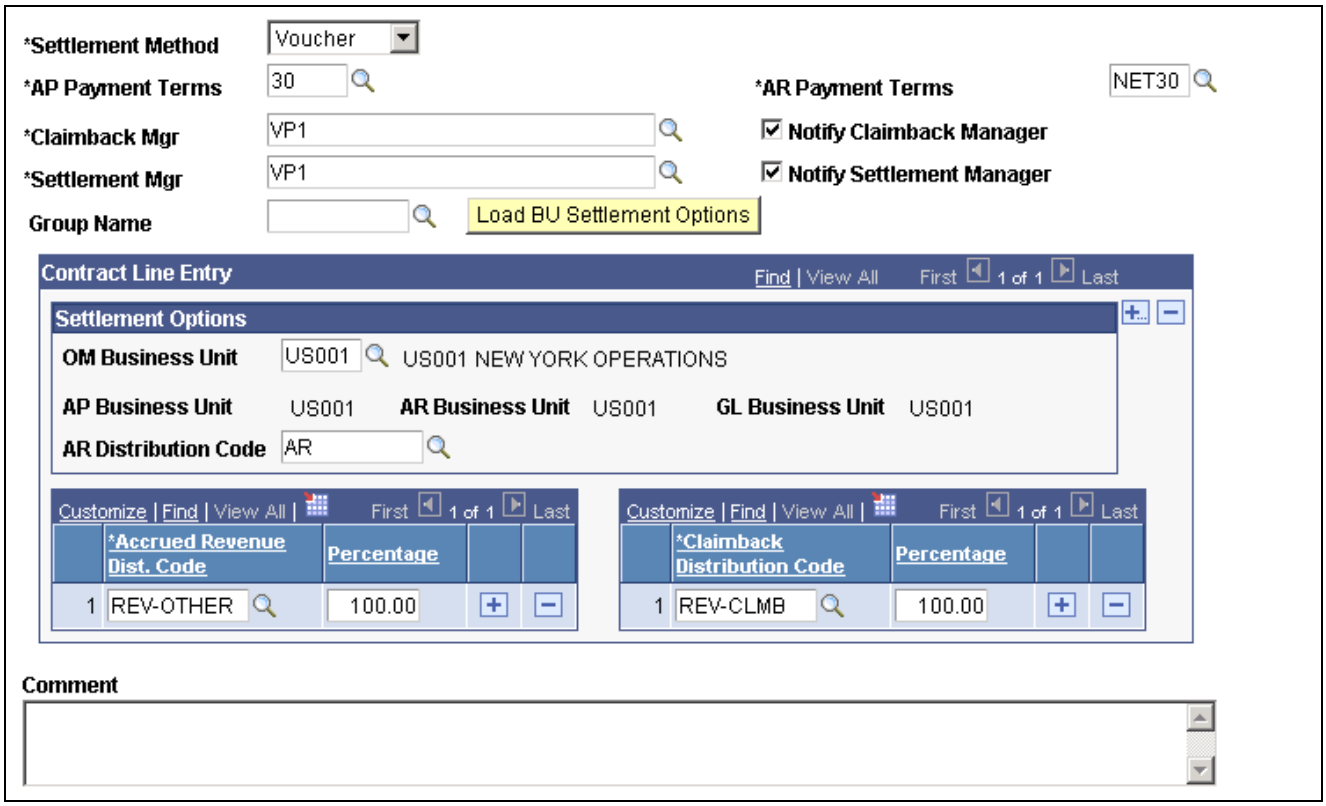


Claimback Header page (1 of 2)



Claimback Header page (2 of 2)

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Recalculate Claims

Check this field if any fields are changed on the claimback contract that have an impact on the actual claim or claim amount such as purchase price, claimback amount, percentage, or price date. You can select this option if you have access through the Feature Security to edit the Recalculate Claims field.

See Chapter 5, "Establishing Feature Function Security," page 63.

When you select this option, the Generate Claims batch process will update the claim amounts for any existing claims that have not yet reached the settlement process for the claimback contract and then set the value of this field back to *N* (unchecked).

Next Claims Generation Date

Calculated by the system when a new claimback contract is added. The date is based on the Start Date and the Schedule ID defined for the claimback contract. You can override the calculated date if you have access through the Feature Security to edit the Next Claims Generation Date field. Claims will only be generated for the claimback contract if the Next Claims Generation Date is less than or equal to the current date.

Customer ID

Required based on the Customer Type and refers to the sold-to customer on the sales order.

Customer Group

Required based on the Customer Type and identifies a specific customer group with a Group Type equal to *CLMB* (claimback) to which this claimback contract applies.

Product ID

Required based on the Product Type.

Product Group

Required based on the Product Type and identifies a specific product group with a Group Type equal to *CLMB* (claimback) to which this claimback contract applies.

UOM

Required if the Product Type is Product ID or a maximum quantity is entered on the claimback contract. Defaults to the product selling unit of measure. If the Product Type is Product Group, then the UOM is always assumed to be the selling UOM entered on the sales order.

The UOM entered on the claimback contract determines the unit of measure for which the claimback amount or percentage is entered, as well as the unit of measure for the maximum quantity field. When applying the claimback contract to the sales order line or schedule, a UOM conversion will need to be applied if the order UOM is different than the claimback contract UOM. This is necessary for both the Maximum Quantity calculations as well as for the margin calculations.

Stop Applying at Maximum Quantity

Indicates whether or not the contract should still be applied to a sales order line or schedule when the maximum quantity on the claimback contract has been reached. If the option is not selected, then a warning message is displayed during order entry. If the option is selected, an error message is displayed during order entry and the contract is not applied to the sales order because the maximum quantity has been reached.

Maximum Quantity

Optional. Limits the quantity that can be ordered against the claimback contract.

If a value is entered in the Maximum Quantity field on the claimback contract, then the order quantity will be validated before a claimback contract can be

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applied to a sales order line or schedule to ensure that the maximum quantity has not already been reached.

Include Shipments

If the sales order line or schedule is marked as *Direct Ship to Vendor*, the system will only apply claimback contracts with the Include Shipments option set to *Both* or *Direct* to the sales order line or schedule.

If the sales order line or schedule is not marked as *Direct Ship to Vendor*, the system will only apply claimback contracts with the Include Shipments option set to *Both* or *Standard* to the sales order line or schedule.

Claimback Amount

A per unit value for the claim amount calculated for the claimback contract.

Claimback Percentage

A percentage of the product purchase cost that applies to the claim amount calculated for the claimback contract.

Note. If a claimback amount and a claimback percentage are both provided on a given claimback contract, the claimback percentage will be applied to the claim amount first, then the claimback amount will be applied.

Claimback Margin Impact

Determines if the claimback contract will have any impact on the margin calculation which is based on either the unit cost or alternate unit cost defined on the sales order.

Settlement Method

The method used for reimbursement of the claimback amount or percentage specified in the contract.

If the settlement method is anything other than *Voucher*, where vendor payment is processed through accounts receivable instead of accounts payable, there must be an established vendor and bill-to customer relationship. If the vendor and bill-to customer relationship does not exist then a warning message will be sent informing you that additional setup is required. Additionally, if the settlement method is *Draft* or *Direct Debit*, then a warning message will be displayed if the settlement method on the customer (which is associated with the vendor) is different.

Note. The vendor and bill-to customer relationship can be automatically created from the Vendor, Identifying Information page if you select the Create Bill To Customer option. This option will create a bill-to customer with the same ID used to create the vendor ID and will associate it to the vendor. Using the same page, you can also enter an existing bill-to customer in the customer ID field in the Additional ID Numbers section.

AP Payment Terms (accounts payable payment terms)

Required. Used for calculating payment due days for claims that are processed through Accounts Payable.

AR Payment Terms (accounts receivable payment terms)

Required. Used for calculating payment due days for claims that are processed through Accounts Receivable.

Group Name

The Order Management Business Unit Group ID for this claimback contract. When the Order Management Business Unit Group ID is entered on the Claimback Header page, and then you press the Load BU Settlement Options button, the system will populate the claimback contract line table with one record for each Order Management Business Unit assigned to the

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Order Management Business Unit Group ID. The system will also populate all default values for each of the business units, as long as they have been established for the Order Management Business Unit.

Contract Line Entry

In the Settlement Options group box, specify the claimback line information.

Note. The Settlement Options group box contains several fields. The Accounts Payable Business Unit, Accounts Receivable Business Unit and General Ledger Business Unit fields are defaulted from the Order Management Business Unit and are not stored on the claimback line table.

AR Distribution Code

The distribution code is defaulted from the Accounts Receivable Business Unit associated with the Order Management Business Unit. This field is required if the Settlement Method is anything other than *Voucher* and will be used to populate the ChartFields for the debit entry when processing claims through accounts receivable.

If the distribution code is not defined for the Accounts Receivable Business Unit, then an error message will display when saving the claimback contract if you do not manually enter an AR Distribution Code.

Accrued Revenue Distribution Code

The accrued revenue distribution code is defaulted from the Order Management Business Unit claimback settings.

If a distribution code is not found through the normal distribution rule processing, then it will select the default Accrued Revenue Distribution Code stored at the Order Management Business Unit level.

If more than one Accrued Revenue Distribution Code is found through the distribution rule processing, then the system will take the first rule found and populate the claimback contract line record with that value.

The accrued revenue distribution code is used to populate the ChartFields for the debit entries for accrued revenue transactions.

Claimback Distribution Code

The claimback distribution rule is defaulted from the Order Management Business Unit claimback settings.

If a Distribution Code is not found through the normal distribution rule processing, then it will select the default Claimback Distribution Code stored at the Order Management Business Unit level.

If more than one Claimback Distribution Code is found through the distribution rule processing, then the system will take the first rule found and populate the claimback contract line record with that value.

The claimback distribution code is used to populate the ChartFields for the credit entries for accrued revenue transactions and for claims that are processed through accounts receivable and accounts payable. The sum of all percentages entered for the claimback distribution codes must be 100.

Percentage

The sum of all percentages entered for the distribution codes must be 100.

Entering Claimback VAT Information

Access the VAT page.

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The VAT — Review link will only appear on the Claimback Header page when VAT tax is applicable to the claimback contract. VAT is considered to be applicable if the General Ledger Business Unit associated with the *first* Order Management Business Unit entered on the claimback contract is tied to a VAT entity. The VAT entity's registration ID and Country for the Accounts Payable Business Unit location code are retrieved by the system. In addition, the vendor's VAT registration, country, and location are defaulted to the VAT page, but the user can override any of the defaulted VAT information as necessary.

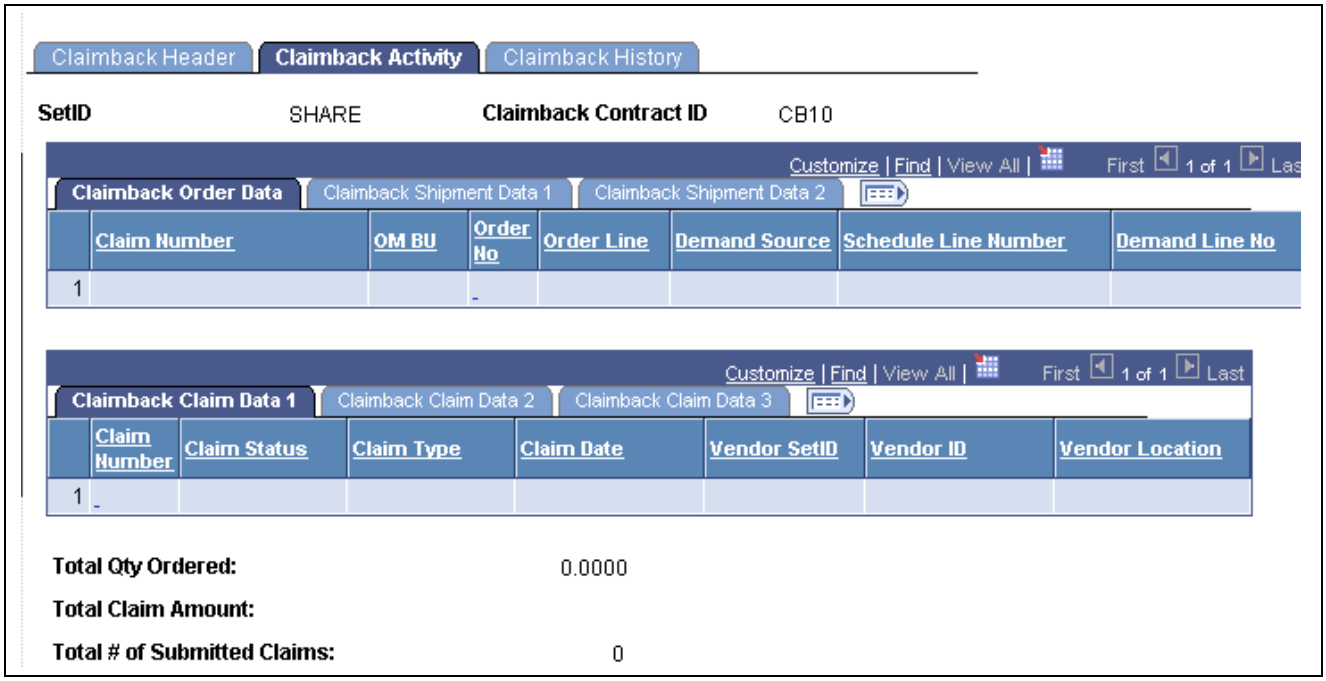
Note. Because the VAT applicability is determined by the first Order Management Business Unit defined for the claimback contract, all business units you define for the contract should have the same VAT applicability. Likewise, all products defined for a Product Group associated with the contract should have the same VAT treatment because only one set of VAT defaults will be defined for the claimback contract.

See Also

Chapter 29, "Order Processing in a VAT Environment," page 493

Reviewing Claimback Activity

Access the Claimback Activity page.



Claimback Activity page

The Claimback Activity page displays order, shipment and claim information related to the claimback contract and provides links to the appropriate pages (Order Entry, Stock Request inquiry, and Claim Details) based on the information displayed for each line. This page also displays the total quantity ordered against the claimback contract, the total claim amount that has been generated for the claimback contract, and a count of the number of claims that have been submitted to the vendor for the claimback contract.

Reviewing Claimback History

Access the Claimback History page.

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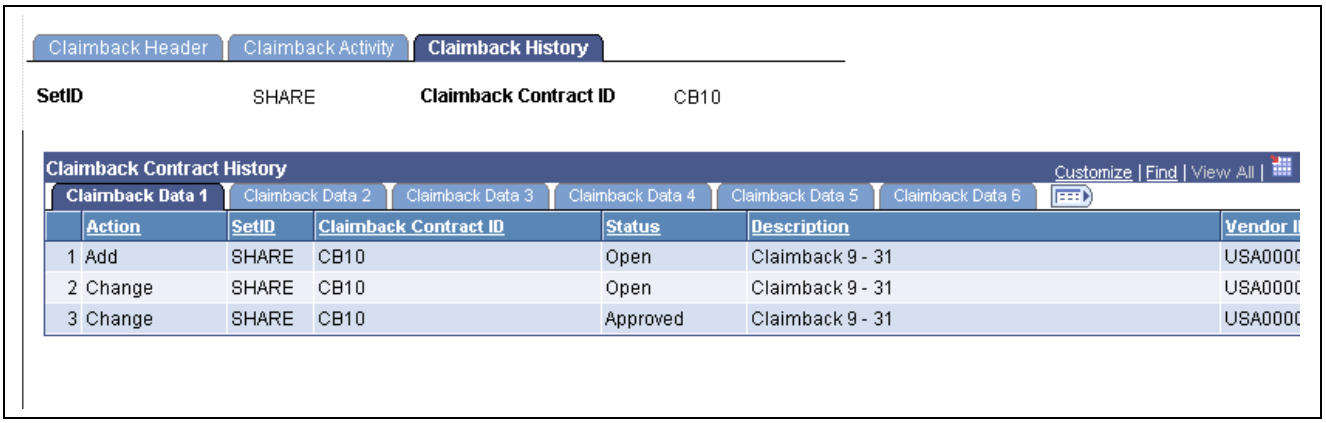

Claimback History page

The Claimback History page provides a complete audit trail of the actions taken against a given claimback contract, including the Operator ID responsible for creating or modifying the contract, the date and time the contract was created or modified and the audit action (Add or Change) taken against the claimback contract.

Analyzing Claimback Impact on Profitability

This section discusses how to review the impact of a claimback contract on product profitability.

Pages Used to Analyze Claimback Impact on Profitability

Page Name	Object Name	Navigation	Usage
Product Profitability Report	CB_RUN_CBS1000	Order Management, Claimbacks, Product Profitability Report	Generate the data used to analyze product profitability by running the Generate Profitability Report process (CB_GENPROFIT). Review the claimback contract impact on product profitability, margins, and revenue. Select the Print Profitability Report process, CBS1000, to see the data that was generated by the Generate Profitability Report process.

Processing Claims for Claimback Contracts

This section provides an overview of how claims are processed for claimback contracts and discusses how to:

- Generate claims.
- Use the Claims Management Workbench.

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Note. The Claimbacks feature uses the same functionality to process claims as the Vendor Rebates feature.

See Also

PeopleSoft Enterprise Purchasing 9.0 PeopleBook, "Managing Vendor Rebate Claims," Maintaining Claims

Applying Claimback Contracts to Sales Orders

There are two ways in which claimback contracts can be validated and applied to sales order lines or schedules:

- Automatic application during online or batch order entry. During online entry, the CSR must click the Calculate Price button to add the claimback contract to the order.
- Manual application in sales order entry.

Automatic Application of Claimback Contract in Sales Order Entry

Claimback contracts can be automatically applied during the order entry process when the Calculate Price button is selected.

If the Process Claimbacks option is set to *Y* on the Order Management Installation Options page, the claimback fields will be available for entry on the sales order line and schedule and the system will attempt to retrieve a claimback contract ID both online and in batch mode. During online order entry, the claimback will not be applied until the Calculate Price button is selected.

If a claimback contract is found that matches the:

- Order Management Business Unit
- Sold-To Customer or Customer Group
- Product or Product Group
- Scheduled ship date

Note. The sales order must have a scheduled ship date that falls between the contract start and end dates in order for the claimback to default onto the order.

And if the Automatically Apply field on the Claimback SetID Options page is not set to *None* then the system will automatically populate the Claimback Contract ID field on the sales order line and the sales order schedule with the matching claimback contract ID when the Calculate Price button is selected.

Manual Application of Claimback Contract in Sales Order Entry

You can override the application of a Claimback Contract ID on the sales order line or schedule. This is particularly important in several situations, including:

- When more than one Claimback Contract qualifies.
- When the Automatically Apply option is set to *None*.
- When you need to maintain the Claimback Contract ID on the schedule to control changes to the Product Group defined for the contract.

Note. The Claimback Contract ID field on the Sales Order Schedule can be modified even if the schedule has been partially shipped. If the schedule is shipped complete or a claim for the claimback contract has reached the settlement process, then the Claimback Contract ID field can no longer be modified.

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Applying Claimbacks — Common Usage Scenarios

Several fields and sales order entry scenarios impact the claimback contract matching process including:

Scenario	Impact on Matching
Product ID or Product Group field is changed after a Claimback Contract ID has been identified for the sales order line or schedule.	Claimback Contract ID field for the line or schedule is cleared and the automatic claimback contract matching process begins again.
Customer ID or Customer Group field is changed after a Claimback Contract ID has been identified for the sales order line or schedule.	Claimback Contract ID field for the line or schedule is cleared and the automatic claimback contract matching process begins again.
Order quantity on the line or schedule is changed.	Claimback Contract ID field for the line or schedule is cleared and the automatic claimback contract matching process begins again including validation against the Maximum Quantity if defined for a matching contract.
Claimback contract specifies a Maximum Quantity	If there is a maximum quantity defined for the claimback contract, the order quantity will be validated to ensure it can still be applied to the contract. If the Stop Applying at Maximum Quantity field is not selected on the claimback contract, then a *warning* message is displayed on the message grid indicating that applying this quantity to the claimback contract will result in an excess quantity beyond that specified in the claimback contract. If the Stop Applying at Maximum Quantity field is selected on the claimback contract, and the order quantity exceeds the claimback contract maximum quantity then the claimback contract ID will not be applied to the line or schedule and an error message is displayed on the message grid.
Claimback specifies a Maximum Quantity and the order quantity changes to cause it to go over the maximum quantity specified for the claimback contract	An *error* message is displayed indicating that applying this quantity to the claimback contract will result in an excess quantity beyond that specified in the claimback contract *and* as a result, the claimback contract ID will not be applied to the line or schedule.
Multiple valid claimback contracts located during the matching process.	System attempts to apply contracts based on the Automatically Apply SetID option. If the option is set to *First to Expire*, then the contract with the earliest End Date will be applied. If the option is set to *Largest Claimback Amount* then all valid claimback contracts will be evaluated on the calculated claimback amount and the contract generating the largest claim amount will be applied to the sales order line or schedule. The *Largest Claimback Amount* is calculated using this formula: claimback amount + (unit cost * claimback percent).

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Scenario	Impact on Matching
Sales order line or schedule is marked as *Direct Ship to Vendor*.	If the sales order line or schedule is marked as *Direct Ship to Vendor*, the system will only apply claimback contracts with the Include Shipments option set to *Both* or *Direct* to the sales order line or schedule.
Sales order line or schedule is not marked as *Direct Ship to Vendor*.	If the sales order line or schedule is not marked as *Direct Ship to Vendor*, the system will only apply claimback contracts with the Include Shipments option set to *Both* or *Standard* to the sales order line or schedule.
Buying agreement specified on claimback contract does not match buying agreement specified on sales order.	A warning message is displayed indicating the buying agreement on the claimback contract and the sales order line do not match.

Calculating the Claim Amount for a Claimback Contract

The claim amount for a given claimback contract is calculated using the formula:

((Starting Purchase Cost x Claimback Percentage) + Claimback Amount) + (Current Purchase Cost — Starting Purchase Cost))

There are several factors that have an impact on the value of the starting cost.

- *Cost Defined on Contract:* If the contract has this field checked, then the Starting Purchase Cost is equal to the Purchase Cost defined on the Claimback Contract.
- *Cost Fixed from Contract Date:* If the contact has this field checked, then the Starting Purchase Cost is retrieved for the product and is based on the Cost Fixed Date defined on the Claimback Contract.
- *Neither:* If neither the *Cost Defined on Contract* nor the *Cost Fixed from Contract Date* fields are selected on the contract, then the Starting Purchase Cost is *always* equal to the Current Purchase Cost. Current Purchase Cost is always the purchase cost based on the claim generation date.

Note. The purchase cost is determined by the vendor list price minus any discounts. The vendor list price is retrieved from either a procurement contract (if defined on the claimback contract) or from the price defined on the Vendor's Unit of Measure & Pricing Info page. The discounts are retrieved from either a procurement contract (if defined on the claimback contract) or from vendor price adjustments that are defined in the system. The logic to determine the starting or current purchase cost for the claimback calculation is similar to the logic used in Purchasing to determine the purchase order price.

See *PeopleSoft Enterprise Source to Settle Common Information 9.0 PeopleBook*.

Example — Cost Fixed from Contract Date (Amount)

When a claimback contract has the *Cost Fixed From Contract Date* option checked, the cost is derived from the product cost for the date specified on the contract and is compared to the product cost at the time of claim generation. The claimback amount can be determined once both product costs are derived.

- Create a claimback contract and select the *Cost Fixed from Contract Date* option and enter a Cost Fixed Date of *January 1, 2005*.
- In the Claimback Amount field, define the claimback amount as 10 USD.
- The date stored in the *Cost Fixed Date* field, for our example January 1, 2005, is used to determine the starting cost for the product. As of January 1, 2005, the product starting cost is 75 USD. February 1, the

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cost for the product goes up to 100 USD. Assume the total quantity shipped in January is 20 units and the total quantity shipped in February is 10 units.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  (75 USD x 0) + 10 USD) + (75 USD -75 USD) = (0 + 10 USD) + 0 = 10 USD/unit shipped.

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 10 USD * 20 units = 200 USD

- Claimback claim amount (per unit shipped) for February 2005:

  (75 x 0) + 10 USD) + (100 USD -75 USD) = (0 + 10 USD) + 25 USD = 35 USD/unit shipped.

- Total claimback claim amount for February 2005:

  Total Claimback Amount = 35 USD * 10 units = 350 USD

Example — Cost Defined on Contract (Percent)

When a claimback contract has the *Cost Defined on Contract* option checked, the claimback amount, per unit and total, is determined using the cost stored on the claimback contract.

- Create a claimback contract on January 1, 2005. This claimback contract has the *Cost Defined on Contract* option checked. The cost, defined in the *Purchase Cost* field is set to 125 USD. The calculated product purchase cost for the month of January is 130 USD, and the calculated product cost for the month of February is 135 USD.
- In the Claimback Percent field, define the claimback percent as 15.00.
- Assume the total quantity shipped in January is 12 units and the total quantity shipped in February is 8 units.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  (125 USD x 15 Percent) + 0) + (130 USD -125 USD) =18.75 USD + 5 USD = 23.75 USD/unit shipped.

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 23.75 USD * 12 units = 285 USD

- Claimback claim amount (per unit shipped) for February 2005:

  (125 USD x 15 Percent) + 0) + (135 USD - 125 USD) =18.75 USD + 10 USD = 28.75 USD/unit shipped.

- Total claimback claim amount for February 2005:

  Total Claimback Amount = 28.75 USD * 8 units = 230 USD

Note. The Purchase Cost defined on the claimback contract determines the Starting Purchase Cost in this calculation and the Current Purchase Cost is calculated based on the claim generation date.

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Example — Neither Cost Fixed from Contract Date or Cost Defined on Contract (Amount and Percent)

When a claimback contract does not have the *Cost Defined on Contract* option checked, and it doesn't have the *Cost Fixed from Contract Date* option checked the system uses the Current Purchase Cost, as of the claim generation date, to determine the product cost and derive the claimback amount per unit and total.

- Create a claimback contract on January 1, 2005. This claimback contract does not have the *Cost Defined on Contract* option checked, nor does it have the *Cost Fixed from Date* option checked.
- In the Claimback Percent field, define the claimback percent as 9.00.
- In the Claimback Amount field , define the claimback amount as 7 USD.
- The purchase cost, as of January 1 is 20 USD. February 1, the purchase cost goes up to 30 USD.
- Assume the total quantity shipped in January is 25 units and the total quantity shipped in February is 18 units.

Note. If both an amount and a percentage is entered on the claimback contract, then the percentage discount is applied before applying the flat amount to the total claimback amount.

When calculating the per unit and total claimback amount:

- Claimback claim amount (per unit shipped) for January 2005:

  ((20 USD x .09) + 7 USD) + (20 USD - 20 USD)) = (1.8 USD + 7 USD) + 0 = 8.80 USD/unit shipped.

- Total claimback claim amount for January 2005:

  Total Claimback Amount = 8.80 USD * 25 units = 220 USD

- Claimback claim amount (per unit shipped) for February 2005:

  ((30 USD x .09) + 7 USD) + (30 USD - 30 USD)) = (2.7 USD + 7 USD) + 0 = 9.70 USD/unit shipped.

- Total claimback claim amount for February 2005:

  Total Claimback Amount = 9.70 USD *18 units = 174.60 USD

Pages Used to Perform Claimback Claim Maintenance

Page Name	Object Name	Navigation	Usage
Generate Claim Request	CB_CLAIM_RQST	Order Management, Claimbacks, Generate Claims/Accrue Revenue, Generate Claim Request	Create claimback claims to submit to the vendor and generate accrued revenue transactions for the claimback contract.
Notify Claimback Manager	VRBT_NTFY_RM_RC	Order Management, Claimbacks, Claimback Claims, Notify Claimback Manager	Batch process that notifies the Claimback Manager when claims are generated by the Claimback Claims and Accruals process.

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Page Name	Object Name	Navigation	Usage
Claimback Claims Print	VRBT_CLAIMS_PRT_RC	Order Management, Claimbacks, Claimback Claims, Claimback Claims Print	Batch process that prints claimback claims by SetID, Claimback Contract ID, or Claim ID. This process will print the formal claim(s) to send to the vendor for payment.
Notify Settlement Manager	VRBT_NTFY_SM_RC	Order Management, Claimbacks, Claimback Claims, Notify Settlement Manager	Batch process that notifies the Settlement Manager when the claim settlement process is initiated for all claims, a specific claimback contract, or a specific claimback claim for the selected setID.
Incoming Payment Reconcile	VRBT_CLAIMS_WB	Order Management, Claimbacks, Claimback Claims, Incoming Payment Reconcile	Batch process that reconciles incoming claimback payments for all claimback claims or all claimback claims for a specific claimback contract for the selected setID. You can enter an Accounting Date (blank by default) on this page.
Claims Management Workbench	VRBT_CLAIMS_WB	Order Management, Claimbacks, Claimback Claims, Claims Management Workbench	Use to manually submit a specific claimback claim for processing. Once a claim is generated, the Claims Management Workbench will push the transaction to Accounts Payable or Accounts Receivable for settlement. Additionally this page can be used by the Claimback Manager to defer a claim ID to the next payment cycle, create a deduction for an overdue payment from the vendor, reverse a deduction, reconcile payment for a claim, or print a claimback claim.
Claim Details	VRBT_CLAIM_DETAIL	Order Management, Claimbacks, Claimback Claims, Claim Details	Use to view the details of a specific claimback claim, including details of the shipments that comprise the claim amount for the claimback contract.
Claim Reconciliation	VRBT_CLAIM_RECON	Order Management, Claimbacks, Claimback Claims, Claim Reconciliation	Use to view reconciliation details and to maintain the Reconciliation status for claimback claims.

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Page Name	Object Name	Navigation	Usage
Claim Settlement Inquiry	VRBT_CLAIM_SETTLE	Order Management, Claimbacks, Claimback Claims, Claim Settlement Inquiry	Use to view settlement information about specific claimback claims.
Claim Incoming Payment	VRBT_CLAIM_INPAY	Order Management, Claimbacks, Claimback Claims, Claim Incoming Payment	Use to manually enter incoming payment information for claimback claims.

Generating Claims

Access the Generate Claim Request page.

The Generate Claims page allows you to submit the Claimback Claims and Accruals batch process. This process will automatically create claims for shipments that have been made against a claimback contract and create new claims for claims that have been deferred to another period.

Run Process By Select the claim processing option to use as the basis for generating claims. The options are:

Claimback SetID: Generates claims for all the claimback contracts that belong to the specified claimback contract SetID.

Single Claimback Contract: Generates claims for the specified claimback contract.

Vendor ID: Generates claims for the specified vendor ID.

Create Claimback Claims Select this option to create claimback claims for the specified Claimback SetID, Claimback Contract, or Vendor ID. This process automatically recalculates claims for claimback contracts with the Recalculate Claims flag set to *Y* if the Create Claimback Claims option is selected.

Accrue Claimback Revenue Select this option to automatically accrue incurred revenue for claimbacks which have not gone through the settlement process.

See Chapter 13, "Working with Claimbacks," Reviewing Claimback Accruals, page 177.

Using the Claims Management Workbench

The Claimback Manager can update the status of claims that have been created for claimback contracts using the Claims Management Workbench. The claimback status determines what actions the Claimback Manager can perform.

Claim ID Click this link to view the claimback activity for the claimback contract.

Claim Status Select the appropriate search criteria for the claimback status.

For example, if you want to view approved claimback claims, select *Approved* from the Claim Status option.

Apply Claim Action *Approve:* Change claims with a status of *Open* to a status of approved.

Cancel: Change claims with a status of open or approve or defer to a status of cancelled.

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Defer: Change claims with a status of *Open* or *Approved* to a status of deferred.

Unapprove: Change claims with a status of approve to a status of open.

Apply Process Action

Cancel Deduction: Submits the claim to the deduction process in order to reverse the adjustment voucher previously sent to Payables for an overdue action and to send back the Pending Accounts Receivable item to Receivables so that they will again expect the payment from the vendor. This option is only valid for claims with a status of pending payment or partial payment where the overdue status is Y, and the overdue deduction is set to adjustment voucher.

Claim Settlement: Submits the claim to the settlement process and sends an expected payment from the vendor to Payables in the form of an adjustment voucher if the settlement method is adjustment voucher, or to Receivables if the settlement method is other check, draft, EFT, and so on) This also changes the claim status to *Pending Payment* and notifies the Claimback Settlement Manager if configured to do so.

Overdue: Submits the claim to the deduction process in order to reverse the pending Accounts Receivable item sent to receivables and then to send an adjustment voucher to Payables. This option is only available for claims with a status of pending payment, partial payment and a settlement method other than adjustment voucher, with the overdue flag set to N.

Note. For claims with a status of partial payment, overdue action is only allowed if there is no related Active Claim Settlement with a Collected Amount greater than zero.

Payment Reconciliation: Submits the claim to the incoming payment reconciliation process which reconciles the claim with the incoming payment from receivables. This action can only be applied to claims with a status of pending payment or partial payment.

Print for Dispatch: Prints the formal claim document to send to the vendor. This action can only be performed on claims with a status of pending payment or approval.

Submit for Processing

Click the button to load all of the claimback claims applicable to the specified claimback ID.

Reviewing Claimback Accruals

This section provides an overview of accruing revenue for claimbacks.

Accruing Revenue for General Ledger

The Generate Claim Request page provides a batch process and request capability for automatically accruing incurred revenue for claimbacks which have not gone through the settlement process. In this case, shipments have been made against the claimback contract, claims may have been generated, but the claims have not yet been passed to Accounts Payable or Accounts Receivable for processing. The Accrued Revenue transactions will be sent to General Ledger so new journal entries can be created by the Journal Generator.

You can submit the Claimback Claims and Accruals process for

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- A specific claimback contract (SetID and Contract ID).
- All claimback contracts for a SetID.
- All claimback contracts for a specific Vendor ID.

The process is run based on the status of the claimback contract. Claimback contracts with a status of *Approved* or *Closed* will compute accrued revenue amounts for all shipments for which the order schedule is tied to the claimback contract and a claim has:

- Not yet been generated.
- Not yet been passed to Accounts Payable or Accounts Receivable for processing.
- Has been deferred to another period, but a new claim has not yet been created.

The Claimback Claims and Accruals process will look at any shipments that have a claimback contract applied to them and determine if an accrual transaction needs to be generated. If no claim has been generated yet, or an existing claim has not yet been settled or a claim has been deferred to another period, then the claimback amount will be accrued and passed to the General Ledger.

Note. The Claimback Claims and Accruals process will process any claims with a status of Open or Approved, but will ignore any claims with a status of Pending Payment, Partially Paid, Paid, or Cancelled. If a claim has a status of Deferred, then it will only be included in the accrual calculations if no new claim has been generated for the deferred claim or if the new claim has a status of Open or Approved.

- The Accrued Revenue Distribution Code will be retrieved from the claimback contract. The Accrued Revenue Distribution Code defaults to the claimback contract line for the Order Management Business Unit, and is then used to retrieve the Accrued Revenue ChartField information and to populate that information in the Accrued Revenue transaction table for Debit entry.
- The Claimback Distribution Code will be retrieved from the claimback contract. The Claimback Distribution Code defaults to the claimback contract line from the Order Management Business Unit, and is then used to retrieve the Claimback Revenue ChartField information and to populate that information on the Accrued Revenue transaction table for the Credit entry.
- A user can review transactions written to the Accrued Revenue transaction table prior to them being posted to the General Ledger on the Claimback Accruals Inquiry page.
- Accrued Revenue transactions written to the Accrued Revenue Transaction table are retrieved and posted to the General Ledger using the Journal Generator batch process (FS_JGEN). A special journal template has been created for Claimback Accrued Revenue. A journal entry is made to the Accrued Revenue ChartFields at the end of the current period, with a reversing entry to the same account in the start of this period.
- A user can review Accrued Revenue transactions that have been posted to the General Ledger on the GL Accrued Revenue page.

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Pages Used to Review Claimback Accruals

Page Name	Object Name	Navigation	Usage
Claimback Accrual Inquiry	CB_ACCRUALS_INQ	Order Management, Claimbacks, Review Claimback Information, Claimback Accrual Inquiry	Inquire on the details of claimback accrued revenue transactions by Vendor ID, Claimback Contract ID, or Order Management Business Unit. The transactions that are displayed are generated from the Claimback Claims and Accruals process.
GL Accrued Revenue	CB_GL_ACCRUAL	Order Management, Claimbacks, Review Claimback Information, GL Accrued Revenue	Inquire on the details of the accrued revenue accounting entries which have been posted to the General Ledger.

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CHAPTER 14

Creating Independent Sales Rebates and Penalties

This section provides an overview of independent sales rebates and discusses how to set them up.

Understanding Independent Sales Rebates

Sales rebates and penalties enable you to reward or penalize customers based on criteria that you define. For example, you can reward them for increasing order amounts over a period of time or penalize them for decreasing order quantities.

The two types of rebates and penalties are:

- Those that are calculated against buying agreements.
- Those that are calculated against sales orders.

  This section explains the setup that is required for sales order rebates.

See Also

Chapter 12, "Creating Buying Agreements," Using Buying Agreement Rebates and Penalties, page 145

Setting Up Independent Sales Rebates

To define sales rebates, use the Sales Rebate component.

Perform these steps to set up individual sales rebates.

1. Specify a rebate and penalty ID on the Accounting and Billing page.
2. Set up parameters for a rebate or penalty calculation on the Rebate Penalty - Definition page.
3. Set up the Rebate Penalty Table page.
4. On the Sales Rebate - Definition page, establish criteria for the sales rebate or penalty:
5. Set up the points to calculate the rebates and penalties on the Rebate Penalty - Definition Step page.
6. Run the Sales Rebate process (OMSRBT) to calculate the rebate or penalty.
7. Approve the rebate or penalty on the Sales Rebates page.
8. Run the Sales Rebate Interface process (OMSRBTIN).

   This process passes the calculated information to the Billing Interface tables for invoicing.
9. Run the Billing Interface process (BIIF0001) to create the rebate or penalty invoice.

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Note. The Rebate Penalty Definition and Definition Step page and the Rebate Penalty Table page are used for sales rebates and for buying agreement rebates and penalties.

This section discusses how to:

- Define sales rebates.
- Associate customers and products with sales rebates.
- Process sales rebates.
- View sales rebate information.
- Run the Sales Rebate Interface process.

Pages Used to Set Up Sales Rebate and Penalties

Page Name	Object Name	Navigation	Usage
Accounting and Billing	BUS_UNIT_TBL_OM5	Click the Accounting and Billing link on the Order Management Definition - Order Management Setup page.	Specify a rebate and penalty ID.
Rebate Penalty - Definition	RBT_PNLTY_DEFN	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition	Set up the formulas that the system uses to calculate rebates and penalties.
Rebate Penalty - Definition Step	RBT_PNLTY_DEFN_STP	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Definition, Definition Step	Define the points at which the penalty or rebate amount or percentage changes.
Rebate Penalty Table	RBT_PNLTY_TABLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Rebate and Penalty Table, Rebate Penalty Table	Select the parameters for applying the rebate or penalty. Before you select a rebate or penalty definition, establish rebate and penalty definitions on the Rebate Penalty - Definition page.
Definition	SRBT_TABLE	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Definition	Set up sales rebate or penalty criteria.
Customer/Product	SRBT_CUSTPROD_TBL	Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Sales Rebate Setup, Customer/Product	Establish which customers or customer groups and product or product groups receive the sales rebate.

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Page Name	Object Name	Navigation	Usage
Sales Rebates process	RUN_OM_SRBT	Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebates, Sales Rebates	Use to calculate sales rebates.
Sales Rebates	SRBT_REBATES	Order Management, Quotes and Orders, Track Sales Rebates, Identify Sales Rebate Info, Sales Rebates	View the results of the Sales Rebate process, to change the results of the calculation, and to approve the rebate or penalty
Sales Rebate Interface	RUN_OM_SRBTINTFC	Order Management, Quotes and Orders, Track Sales Rebates, Request Sales Rebate Interface, Sales Rebate Interface	Populate the interface tables in PeopleSoft Billing to create an invoice. Refund checks are processed in PeopleSoft Accounts Receivable for rebates.

Establishing Sales Rebate Definitions

Access the Definition page.

Calendar ID Enter to set up the rebate and penalty that is to be calculated more often within the rebate start and end dates. Each sales rebate may have one rebate or several periodic rebates between the sales rebate start and end dates. If there isn't a calendar ID on a sales rebate, one rebate is calculated from the rebate start and end dates. However, if you want the system to calculate a rebate every quarter or every month, you do not have to define a sales rebate for each period; simply use the calendar ID to tell the system to calculate them monthly, for example.

Selection Date Select *Order Date, Requested Arrival Date,* or *Schedule Ship Date* to group orders.

Rebate ID, Penalty ID Select either or both fields to define the calculation parameters for the rebate or penalty. You do not have to enter both. For example, you might want to rebate a customer who meets the rebate criteria, but not penalize a customer who qualifies for a penalty. In this example, you would enter only a Rebate ID.

Compare To Criteria In the field, select one of the these options: *Fixed Amount/Quantity, Previous Period,* and *Same Period Last Year.* If you select *Fixed Amount/Quantity,* enter the Compare Amount or Compare Quantity. If you enter a compare amount, you must also enter a currency from the available options.

Associating Customers and Products With Sales Rebates

Access the Customer/Product page.

Customer ID, Customer Group, Product ID, Product Group Depending on the selection on the Sales Rebate - Definition page, enter the customer or customer group and the product or product group. If the sales rebate is calculated against products, also select the UOM (unit of measure).

Conversion UOM All other order UOMs are converted to the UOM that is specified in the field.

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Processing Sales Rebates

Access the Sales Rebate process page to run the Sales Rebate process (OMSRBT).

End Date, Calendar Method Use to narrow the selection if you do not specify a Sales Rebate ID.

Calculation Periods Select *Current Period, Current and Previous Period,* or *Previous Period* as the sales activity to include in the sales rebate calculations.

Use the information in the table to help you select field combinations to get the sales rebate or penalty calculation results that meet the business requirements:

Business Unit	Sales Rebate ID	Calendar Method	Calculation Periods
X	X		Current period
X	X		Previous period
X	X		Current and previous period
X		Monthly calendar	Current period
X		Quarterly calendar	Previous period
X		Semiannual calendar	Current and previous period

Viewing Independent Sales Rebates

Access the Sales Rebate page.

Customer ID The rebate and penalty information appears for each. You can view and override the Rebate Amount and the Penalty Amount that result from running the Sales Rebate process.

Status Rebates and penalties are always created in *Pending* status. When you review the penalty or rebate, you must manually change the Status to *Approved.* The Sales Rebate Interface process (OMSRBTIN) picks up only *Approved* rebates or penalties. When the penalty or rebate is sent to PeopleSoft Billing, the Sales Rebate Interface process sets the Status to *Granted.*

Recalculate ? If you select this option, rebates and penalties are recalculated for subsequent runs of the Sales Rebates page.

Running the Sales Rebate Interface

Access the Sales Rebate Interface page to run the Sales Interface Rebate process (OMSRBTIN).

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Business Unit and **Sales Rebate ID**	Enter to limit the process run. If you leave the fields blank, the process runs for all business units and sales rebate IDs.

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PART 3

Creating and Maintaining Sales Orders

Chapter 15
Introduction to Sales Order Entry

Chapter 16
Setting Default Sales Order Values

Chapter 17
Adjusting Pricing in PeopleSoft Order Management

Chapter 18
Maintaining Order Header and Line Information

Chapter 19
Maintaining Order Schedule Information

Chapter 20
Working with Large Orders and Quotes

Chapter 21
Entering Counter Sales

Chapter 22
Using Self-Service Order Entry and Order Status

Chapter 23
Maintaining Quotation Information

Chapter 24
Processing Sales Orders

CHAPTER 15

Introduction to Sales Order Entry

This chapter provides overviews of sales order entry and additional sales order options and discusses how to:

- Enter required order entry data.
- Use the Customer Service Representative (CSR) desktop.
- Copy sales order information.
- Change and view address information on orders.
- View order, customer, and product information with the Message Board.
- View messages, notes, and attachments.
- Track orders.
- Check price and availability.
- Check price and availability for product kits.
- Use alternate sourcing and pegging.
- Use lot allocations.
- Change orders.
- View order information.

Understanding Sales Order Entry

This section discusses:

- Sales order information navigation.
- Default ship from values.
- Shipment and arrival dates.

PeopleSoft Order Management breaks down sales order information into three levels:

- Header information, which pertains to the entire order.
- Line information, which applies to products and quantities.

Note. Header and line information are entered on the Order Entry Form page.

- Schedule information, which breaks down the line quantity into one or more shipments.

  The system automatically creates a schedule for each order line, so use only the schedule pages when there are multiple shipments for a line.

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If you are working with margin adjustments, the CSR can create sections to make it easier to manipulate the lines that make up the order.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Entering Margin Adjustments on the Worksheet, page 287.

Sales Order Information Navigation

You can access the Order Entry Form pages by selecting Order Management, Quotes and Orders, Create/Update Quote, or Create/Update Order. You can also use links to initiate additional sales order functions, such as notes and attachments, reserving, changing currencies, and manually calculating freight charges and weight and volume pricing.

To inquire about orders, select Order Management, Quotes and Orders, Review Order Information, and select a topic.

See Also

Chapter 18, "Maintaining Order Header and Line Information," page 295

Chapter 19, "Maintaining Order Schedule Information," page 339

Chapter 23, "Maintaining Quotation Information," page 415

Chapter 16, "Setting Default Sales Order Values," page 255

Chapter 20, "Working with Large Orders and Quotes," page 349

Chapter 22, "Using Self-Service Order Entry and Order Status," page 401

Chapter 21, "Entering Counter Sales," page 357

Default Ship From Values

The system may use any of the PeopleSoft Inventory business units listed in the table as the default in the Ship From field on the Order Entry Form page.

Note. You can also use alternate sourcing to expand the ship from options and potentially source the line to new or existing supply.

See Chapter 9, "Setting Up Alternate Sources of Supply," Creating Alternate Sources of Supply Arbitration Plans and Rules, page 94.

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PeopleSoft Inventory Business Unit	Description	Condition
A	Priority 1 Inventory business unit in the ship to customer's distribution network. See Condition 3.	Condition 3: This condition applies if the statements are true: • You selected *None* as the Availability Option on the Order Entry Features page. • You assigned a distribution network to the ship to customer on the General Information - Ship To Options page. PeopleSoft Inventory business unit A becomes the default.
B	Highest priority Inventory business unit in the ship to customer's distribution network that has enough product to supply the quantity ordered. See Condition 1.	Condition 1: This condition applies if the statements are true: • You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page. • You assigned a distribution network to the ship to customer on the General Information - Ship To Options page. • More than one PeopleSoft Inventory business unit in the ship to customer's distribution network contains the product. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit B becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
C	The default Inventory business unit you selected for the Order Management business unit on the Shipping and Returns page. See Condition 6.	Condition 6: This condition applies if the statements are true: • You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page. • You did not assign a distribution network to the ship to customer on the General Information - Ship To Options page. • You selected a default ship from PeopleSoft Inventory business unit on the Order Management business unit Shipping and Returns page. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit C becomes the default. The setting for the Availability Option Order Entry Features page doesn't apply.

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PeopleSoft Inventory Business Unit	Description	Condition
D	The Priority 1 Inventory business unit in the default distribution network that you selected for the Order Management business unit on the Shipping and Returns page. See Condition 7.	Condition 7: This condition applies if the statements are true: • You selected *None* as the Availability Option on the Order Entry Features page. • You did not assign a distribution network to the ship to customer on the General Information - Ship To Options page. • You selected a default distribution network on the Order Management business unit Shipping and Returns page. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit D becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
E	Highest priority Inventory business unit in the default business unit distribution network that has enough product to supply the quantity ordered. See Condition 4.	Condition 4: This condition applies if the statements are true: • You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page. • You did not assign a distribution network to the ship to customer on the General Information - Ship To Options page. • You selected a default distribution network on the Order Management business unit Shipping and Returns page. • More than one PeopleSoft Inventory business unit in the default distribution network contains the product. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit E becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
F	The Inventory business unit that contains the product. See Condition 2 and Condition 5	Condition 2: This condition applies if the statements are true: • You selected *Network, Automatic,* or *Manual* as the Availability Option on the Order Entry Features page. • You assigned a distribution network to the ship to customer on the General Information - Ship To Options page. • Only one PeopleSoft Inventory business unit in the ship to customer's distribution network contains the product. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit F becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
		Condition 5: This condition applies if the statements are true: • You selected *Network, Automatic,* or *Manual*as the Availability Option on the Order Entry Features page. • You did not assign a distribution network to the ship to customer on the General Information - Ship To Options page. • You selected a default distribution network on the Order Management business unit Shipping and Returns page. • Only one PeopleSoft Inventory business unit in the default distribution network contains the product. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined do not match the transaction. PeopleSoft Inventory business unit F becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
G	Highest sort option source of supply from the sourcing arbitration plan that has enough product to supply the quantity ordered. See condition 8.	Condition 8: The conditions apply if the statements are true. • You selected *None* as the Availability Option on the Order Entry Features page. • You assign a distribution network to the ship to customer on the General Information - Ship to Options page or you select a default distribution network on the Order Management business unit Shipping and Returns page. • No PeopleSoft Inventory business unit in the ship to customer's distribution network or Order Management default distribution network contains the product. • You have defined a sourcing arbitration plan on the Order Management Business Unit Shipping and Returns page and sourcing rules whose keys fields defined match the transaction. PeopleSoft Inventory business Unit G becomes the default.

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PeopleSoft Inventory Business Unit	Description	Condition
(continued)	(continued)	**Note.** If you select *Network* as the Availability Option, only one PeopleSoft Inventory business unit in the distribution network returns (even if not enough stock exists in the PeopleSoft Inventory business unit that was returned to fulfill the entire quantity requested on the order line). The system does not automatically create two separate schedules. If you use the Order Completion (OM_BACKGRND) process to process orders with electronic data interchange (EDI) as the order source, the system will not create order lines if the ship from cannot be derived. In these cases, the order status will be set to Pending. When you are in the counter sale environment, the ship from business unit defaults from the User Preferences. You can override this when adding or updating the sales order or quote. No further defaulting occurs.

Important! If none of the conditions are met, no PeopleSoft Inventory business unit defaults are used, and you cannot save the order line.

Shipment and Arrival Dates

For scheduled shipment and arrival dates, the system finds the dates that accommodate customer requirements for receipt of the product. This is controlled by a setting on the Order Entry Features page that indicates whether customer and carrier exception calendars and PeopleSoft Inventory business unit closure calendars should be consulted at field change, order save, or not at all. You can also determine whether transportation lead times are calculated at field change, order save, or not at all. When using transportation lead times, you can also determine whether the system should process adjustments to the shipment and arrival dates by calculating the dates going forward or backward. In doing so, the system continues to cross-check against the closure calendar for the shipping warehouse and carrier and then against the exception ship date calendar for your customer, until it arrives at dates that meet the restrictions. Additionally if the date is too early or late relative to the requested arrival date, hold processing can be used to further control the shipment.

Note. When you change either of the scheduled dates—shipment or arrival—the system doesn't recalculate them. The system assumes that you are manually overriding the date. Changes to the requested dates trigger automatic recalculation of the scheduled dates.

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Note. Schedules marked for customer pickup will only use the ship from business unit calendar. Customer and carrier calendars and transportation rules will be ignored.

Note. When using the any of the exception calendars (customer, carrier, ship from) to calculate the scheduled shipment date and time, there may be an extra minute adjustment with day exceptions that could change the date of the shipment. The system will adjust forward by one minute if the exception represents an entire day (indicated by start time of 12:00 AM and end time of 11:59) Block adjustments are not effected.

See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 38

Chapter 8, "Setting Up Transportation Lead Times and Freight Charges," page 79

Understanding Additional Sales Order Options

PeopleSoft Order Management supplementary features increase efficiency, add information, and improve system flexibility. This section discusses:

- Currency and credit currency information.
- Delete line and delete schedule.
- Product alternates.
- Estimated shipments.
- Total order and line reservations.
- Reservation and backorder defaulting.
- Available to Promise (ATP).
- Distribution codes.
- Routes.
- Direct shipping products.
- Sales order messages.
- Sales orders from contracts.

Currency and Credit Currency Information

You can have only one currency per order. You can change the currency for the order before lines are added. The default value for the currency comes from the value established on the General Info page for the customer.

When you are viewing customer available credit, the system uses the Credit Check Currency field to bring all open receivables in multiple PeopleSoft Receivables business units to a common currency. If the customer has open receivables with different currencies in different PeopleSoft Receivables business units, the system converts the open amounts to a single credit-checking currency and then subtracts them from the customer's credit limit. The credit-checking currency can be different from the sales-order transaction currency.

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See Also

PeopleSoft Enterprise Global Options and Reports 9.0 PeopleBook , "Processing Multiple Currencies"

Delete Line and Delete Schedule

You can quickly delete a new line or schedule if there is no quantity entered by selecting *Delete Line* from the Line Menu field on the Order Entry Form page or *Delete Schedule* from the Schedule Menu field on the Shipment Schedules page. Use these options if you accidentally enter a new line or schedule and must remove it. If you have not yet saved the line, you may change the quantity to zero and delete the line, or you may change the status to *Canceled.* If you have saved the line, you must change the status to *Canceled* to make it invalid for the order.

Product Alternates

You can define product alternates and substitute those alternates for products under the conditions:

- You have set up one or more alternates for a product on the Alternates page.
- The sold to customer allows substitutions, as established on the Sold To Options page for the customer.
- The alternate exists in the same PeopleSoft Inventory business unit as the original product.
- The order date is within the start and end dates for the alternate product.
- The alternate product does not have an associated message with the action of Reject.
- The alternate product is an active product.

The View Product Alternates link in the Order Lines section of the Order Entry Form page is available only when alternate products exist for the product ID entered in the selected PeopleSoft Inventory business unit and if your customer allows substitutions.

When you select a product alternate, the system displays the alternate product ID on the order line. This enables you to maintain demand information for analysis and to print both product IDs on order acknowledgments and in other documents when there is a change.

The system also makes item substitutions during the picking process, if your customer allows substitutions and there are suitable substitutes for the product or item requested.

Estimated Shipments

You can have the system divide an order into estimated shipments by selecting and assigning schedules with similar shipping information to the estimated shipment. This way, at order entry time, you can determine the number of shipments that you might have for the order. Based on the estimated shipments created, you can then calculate freight charges for each shipment individually and accumulate the freight charges for each shipment to obtain the order total freight charges. Estimated shipments also enable you to use weight and volume pricing to offer discounts and surcharges if the shipment weighs out or cubes out. You can use estimated shipments for both sales orders and quotes.

See Chapter 8, "Setting Up Transportation Lead Times and Freight Charges," page 79.

See *PeopleSoft Enterprise Pricer 9.0 PeopleBook*, "Understanding Enterprise Pricer," Weight and Volume Pricing.

These three fields must be the same to group schedules into the same estimated shipment:

- Inventory business unit.

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- Scheduled shipment date.
- Document reference number.

In addition to the two required fields, you can further define estimated shipments by selecting other attributes on the Inventory Definition - Business Unit Options: Estimated Shipment Definition page.

For example, you might group order schedules that have the same ship via code, freight terms, and ship to customer into one logical shipment. If the inventory is available for these items, they are shipped together.

You can have different estimated shipment definitions for each PeopleSoft Inventory business unit.

Note. For weight and volume pricing, include the ship via code in the estimated shipment definition. The ship via code determines minimum and maximum weight or volume limits. These limits are automatically managed at order entry time.

Note. If you override the ship to address during order entry, the system creates a new estimated shipment only if any of the fields are different: State, Country, and Primary Address - Ship To.

The estimated shipment ID is assigned when the order schedule is created or modified. The Order Management business unit processing option selected on the Order Entry Features page determines whether you use estimated shipments and whether you want estimated shipments to be assigned when you change the field or save the page. If you elect to have estimated shipments assigned when you change the field, you can modify the estimated shipment if you changed any of the required or optional fields that were used to group the estimated shipment on the Estimated Shipment Definition page.

Note. Estimated shipments are available only for open schedules. Non-inventory order schedules or direct-shipped schedules are excluded.

During order entry, you can view shipping information for the estimated shipment on the Estimated Shipments page, and you can see the schedules that make up the estimated shipment on the Schedules on Shipment page.

Ship Via Weight and Volume Test for Estimated Shipments

If you include the ship via code field as part of the estimated shipment definition, the system looks at the ship via to see if the estimated shipment cubes or weighs out. The cube and weight dimensions are stored on the Ship Via page. The system checks both the volume and weight for the estimated shipment against the minimum and maximum dimensions on the ship via to see if the shipment weight and cube fall within the specified parameters.

If the new order schedule causes the estimated shipment to violate the cube or weight limits for the shipping method, the system automatically places the new schedule on a new estimated shipment. If the new schedule as a whole violates the shipping method cube or weight limits, the system displays a warning message to the CSR when the order is saved. The CSR should then change the shipping method for the schedule or break the order line into multiple schedules so that the system can create separate estimated shipments.

To cube or weigh out, the estimated shipment has to fall within the minimum and maximum values defined for the volume or weight.

If the estimated shipment falls within:

- The volume dimensions but not within the weight dimensions, then the system uses the volume to determine weight and volume pricing.
- The weight dimensions but not the volume dimensions, then the system uses the weight to determine weight and volume pricing.

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- Both the volume and weight dimensions, then the system uses the first price rule in the weight and volume arbitration plan.

All weight and volume price adjustments for the estimated shipments will be summed together and added to the total order adjustments at the order header level.

The example demonstrates how the system uses weight for weight and volume pricing:

- You have an order with five lines and one estimated shipment.
- The estimated shipment contains schedules one through five.
- A truck or container load is equal to 35,000 to 40,000 pounds or 3,500 to 4,000 cubic feet.
- The schedule one weight is 10,000 pounds and 1,000 cubic feet.
- The schedule two weight is 15,000 pounds and 500 cubic feet.
- The schedule three weight is 7,000 pounds and 500 cubic feet.
- The schedule four weight is 3,000 pounds and 100 cubic feet.
- The schedule five weight is 5,000 pounds and 200 cubic feet.
- The order should weigh out at 40,000 pounds and qualify for the weight and volume pricing discount.

Total Order and Line Reservations

When you save a sales order with a status of *Open,* the system writes to the demand table that PeopleSoft Inventory reads to allocate (reserve) product quantities. The Material Reservation process runs against this table periodically, based on parameters that you define in the Process Scheduler.

To create soft reservations for orders or order lines without waiting for the Material Reservation process to run, save the order with a status of *Open.* To reserve the entire order, select *Reserve Order* from the Header Menu field on the Order Entry Form page. To reserve an individual line, select the individual line and select *Reserve Line* from the Line Menu field of the Order Entry Form page. All schedules associated with the line are reserved at the same time.

You can unreserve by canceling the order line or schedule or by decreasing the quantity. Restrictions for decreasing quantity and canceling demand is controlled by the demand change configuration on the inventory business unit.

You can select the auto-reserve option on the Order Entry Features page to automatically reserve the order lines when you save the order. This enables automatic reservations of everything on the order where possible.

Note. If an item is marked as a demand priority item, the system ignores it when you reserve the order or line.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, “Defining Your Operational Structure in PeopleSoft Inventory”.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, “Preparing to Implement PeopleSoft Inventory,” Setting Up Business Unit and Item Options.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, “Promising and Reserving Inventory”.

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Reservation Backorder Defaulting

Reservation/Backorder fulfillment rules are used during fulfillment to determine when to hold demand in the unfulfilled state until enough quantity has been reserved and to determine in what state to backorder demand if enough quantity is not available. Order Management uses the reservation/backorder rule defaulting engine to default the reservation/backorder rules to the order schedule:

- Header level reservation rule
- Line level reservation rule
- Line level backorder rule
- Line level backorder reservation rule

These order schedule reservation and backorder rules can be modified on the order schedule page and they are passed to inventory.

Note. Changes to these rules for existing sales orders are not changed or reevaluated but the changes are passed to Inventory. Rule changes on existing demand lines must be changed in Inventory. For example, if rule is entered on the sales order and the Inventory Business Unit Ship From is changed, the rules are not re-evaluated.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Promising and Reserving Inventory"

ATP

You can calculate ATP quantities to promise orders against future supply in PeopleSoft Inventory. The system uses the APICS-standard ATP calculation. In PeopleSoft Order Management, you can perform ATP checks online to see more detailed information about sources of supply and demand.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Promising and Reserving Inventory".

ATP Calculation Method During Online Sales Order Entry

ATP will be calculated after you enter the product and quantity on the line or schedule:

1. If the Skip Promising option on the Ship Options tab of the line or schedule is not selected when you save the order.
2. When you select ATP Decision from the Header or Line menu on the Order Entry Form page or from the Schedule Menu from the Shipment Schedules page.

If the entire quantity requested is available on the date requested, the system promises the item to the sales order schedule without displaying any additional information.

If you select the header or line level, the system will perform the ATP calculation for all of the associated schedules. If the system can't promise all of the schedules, you will be directed to the Sales Order Message page to address the situation. If there is only one schedule and there is not enough quantity available on the date requested, the system will display the ATP Decision page where you can select from one of three options:

- The quantity that can be promised for the given scheduled shipment date. The quantity on the order line and schedule is changed to the amount available to promise on the scheduled ship date.
- A date when the total requested quantity can be promised. The system updates the scheduled shipment date on the order line or schedule.

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- To split the order line into multiple schedules, with each schedule having the maximum quantity that can be promised for the different scheduled shipment dates.

To view availability information detail, select *Item/Product Availability* from the Line Menu field on the Order Entry Form page, the Schedule Menu field from the Shipment Schedules page, or the Review Product Information menu.

The examples illustrate how the system handles ATP processing for situations where the entire quantity is not available on the date requested.

Example of Quantity Meeting the Customer's Requested Quantity But Not the Requested Shipment Date

The table shows the quantity meeting the customer's requested quantity.

Step	Action	Result
Create a new order.	The system pulls in the PeopleSoft Order Management business unit options. The requested shipment date for the line uses today's date (for example, 02/01/2006) as the default.	
Enter *Product A (10001)* and the quantity of *50* on Line 1.	The system checks the order promise option for the item. Then the system enters the highest priority PeopleSoft Inventory business unit as the default in the order line and calculates the scheduled shipment date.	The appropriate PeopleSoft Inventory business unit and scheduled shipment date (02/01/2006) appear automatically on the line.

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Step	Action	Result
Select the ATP option.	The system calls the ATP function for the PeopleSoft Inventory business unit. The requested quantity, scheduled shipment date, item ID, and Inventory business unit are passed to this function.	The system retrieves the appropriate ATP function. PeopleSoft Order Management displays the quantity available to promise on the scheduled shipment date (02/01/2005), as well as the promise date when all 50 will be available.
The three available options (based on the ATP information) are: 1. Accept the amount available today (10). 2. Accept a later date (2/7/2006) to get all 50 in one shipment. 3. Create multiple schedules.	Based on the option selected, the system: 1. Changes the quantity scheduled to 10 for 02/01/2006. 2. Changes the scheduled shipment date to 2/7/2006. 3. Creates four schedules: • 2/120/06 (quantity of 10) • 2/2/2006 (quantity of 10) • 2/3/2006 (quantity of 20) • 2/7/2006 (quantity of 10)	The system creates the schedules based on the selected options.

Example of Quantity Not Meeting the Customer's Requested Quantity and Shipment Date

Suppose that a customer orders 100 of product A, but only 70 units are available according to the ATP calculation. In this example, the product is a buy item, and PeopleSoft Purchasing is installed. The standard lead time to purchase item 10001 is 10 days. In this case, you have these options:

- Accept the amount available today (70).
- Accept a later date when all 100 can be shipped together.

  The scheduled shipment date is the order date plus the standard lead time (2/1/2006 plus 10 days equals 2/11/2006).
- Create multiple schedules:
  - 2/1/2006 quantity of 10
  - 2/2/2006 quantity of 10
  - 2/3/2006 quantity of 20
  - 2/7/2006 quantity of 10
  - 2/9/2006 quantity of 20
  - 2/11/2006 quantity of 30 (based on standard lead time)

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Example of Quantity Not Meeting the Customer's Requested Quantity and No Future Supply Is Available

Suppose that a customer orders 60 of product A, but none are available according to the ATP calculation. The product is a make item; the fixed lead time to make item A is 7 days, and the variable lead time is 3 hours. In this case, ATP returns no promise quantities or dates on the sales order.

The system calculates the scheduled shipment date as follows:

Today plus fixed lead time plus (order quantity variable lead time) equals 2/1/2006 plus 7 days plus (60 multiplied by 3 hours) equals 2/8/2006 plus 180 hours equals 2/8/2006 plus 7.5 days equals 2/16/2006 (rounded up to the nearest day).

No other option is available.

Distribution Codes

PeopleSoft Order Management does not post entries directly to PeopleSoft General Ledger ChartFields. Instead, you select distribution codes that determine the accounts to debit and credit for invoice transactions, and the system passes the information to PeopleSoft General Ledger by way of PeopleSoft Billing. PeopleSoft Inventory manages the account distribution for the inventory transactions involved with a sale.

Set up distribution codes in PeopleSoft Billing or PeopleSoft Receivables. The codes reflect detailed account distribution information. Sales transactions are broken into discounts, revenue, and surcharges for distribution purposes. The entries in the discount distribution code, revenue distribution code, and surcharge distribution code fields establish the distribution code for each element of the transaction. Defaults for these fields may come from one of four places:

- If you have associated discount and surcharge distribution IDs with your price rules, and the price rules are used for line or schedule pricing adjustments, then the system uses the discount and surcharge distribution IDs from the price rule.

  If multiple price rules are used, and each price rule has a different discount and surcharge ID, each portion of the adjustment is allocated to the distribution IDs on the price rule. The system then selects the revenue account according to the hierarchy described in the next paragraphs. If no distribution IDs for discounts or surcharges are on the price rules, the default hierarchy also applies.
- If you have established distribution rules and sets based on the elements of a sales order—customer, product, region, and so on—and the system finds a match with a distribution set, the default distribution codes come from that set.

  The distribution rule code used to determine matches on the distribution sets is defined on the PeopleSoft Order Management business unit Accounting and Billing page.
- If the distribution rule does not find a match, or if there is no distribution rule defined on the PeopleSoft Order Management business unit, the default for the distribution codes comes from the PeopleSoft Inventory business unit if the Inventory business unit has an associated PeopleSoft Billing business unit.
- If the PeopleSoft Inventory business unit does not have an associated PeopleSoft Billing business unit, the default for the distribution codes comes from the PeopleSoft Order Management Accounting and Billing page.

Note. You can enter distribution percentages on the order schedule Distribution Percentages page to allocate a portion of the revenue, discount, and surcharge postings across multiple distribution IDs. This optional feature enables you to charge different departments or accounts for discounts taken on an order, or to allocate revenue across departments. The allocation percentages must add up to 100 percent.

You can change the entries during order entry on the Distribution Accounts page.

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Note. If your price rules carry the distribution IDs for adjustments to the order line and schedule, you do not see the distribution IDs on the Distribution Accounts page. When distribution IDs are derived from a price rule, you cannot modify them. They are applied at billing time.

See Also

PeopleSoft Enterprise Receivables 9.0 PeopleBook, "Defining PeopleSoft Receivables Processing Options," Setting Up Distribution Codes

Routes

You can use routes to streamline deliveries. During order entry, you can assign the order to a route if the PeopleSoft Inventory business unit assigned to the schedule uses routes. In this case, the system searches the routes to find a match by PeopleSoft Inventory business unit, ship to customer, address, carrier, and ship via code.

If the system doesn't find a match, it doesn't assign a route code. If the system finds a match, the system first calculates the scheduled ship date and time assigns the route code to the Ship Options tab on the Shipment Schedules page and then assigns the route stop number.

The system recalculates the scheduled arrival date and time by adding the transportation lead time to the scheduled ship date and time. The system performs the calculation when you save the order line; the system passes the calculation to the order schedule. If the new scheduled arrival date and time is later than the customer's requested arrival date and time, the system asks whether you want to override the scheduled arrival date and time. If you decline, the route is not assigned to the order schedule.

If the ship from PeopleSoft Inventory business unit, ship to customer, address sequence number, scheduled ship date and time, carrier, and ship via values are changed after the route has been assigned, the system drops the route from the schedule.

You can still add a ship to customer to a route on the Ship Options 2 tab on the Shipment Schedules page if the ship to customer isn't part of the route definition. The scheduled ship date and time, carrier, and ship via code appear automatically.

Routes can also be assigned to electronic data interchange (EDI) orders using the same logic for orders entered during order entry.

Note. Routes will not be calculated and assigned for schedules marked for customer pickup.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Using Routes and Loads in Fulfillment Processing"

Direct Shipping Products

In addition to shipping products from your own warehouses, you can ship them to customers directly from another vendor (that is, use direct ship from vendor.) You must have PeopleSoft Purchasing installed to use the direct ship from vendor feature in PeopleSoft Order Management.

If a product is always shipped directly to your customer, select the Direct Ship from Vendor option when you define the product on the Product Definition - Options2 page. Some products might typically ship out of your own warehouses, but in special circumstances, you may want them shipped directly from the vendor. In those cases, you can select the Direct Ship option on the Ship Options tab on the Order Line region of the Order Entry Form page and the Shipment Schedules page.

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When the order is saved, the system flags the demand to be directly shipped from the vendor to the customer. Purchasing picks up this demand in the Requisition Loader Process and creates a new requisition. If you want it to be shipped to your warehouse, you can use the Alternate Sources of Supply page to choose additional options or use the Pegging Workbench. Alternate Sourcing and Pegging require additional setup.

Note. You can also create a "direct ship from vendor" purchase order from the sales order using alternate sources of supply. The purchase order is created and saved when the sales order is saved.

See Chapter 9, "Setting Up Alternate Sources of Supply," page 91.

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, "Pegging Supply and Demand".

Direct Ship Process Flow

The processing occurs for schedules that are shipped directly from the vendor to the customer:

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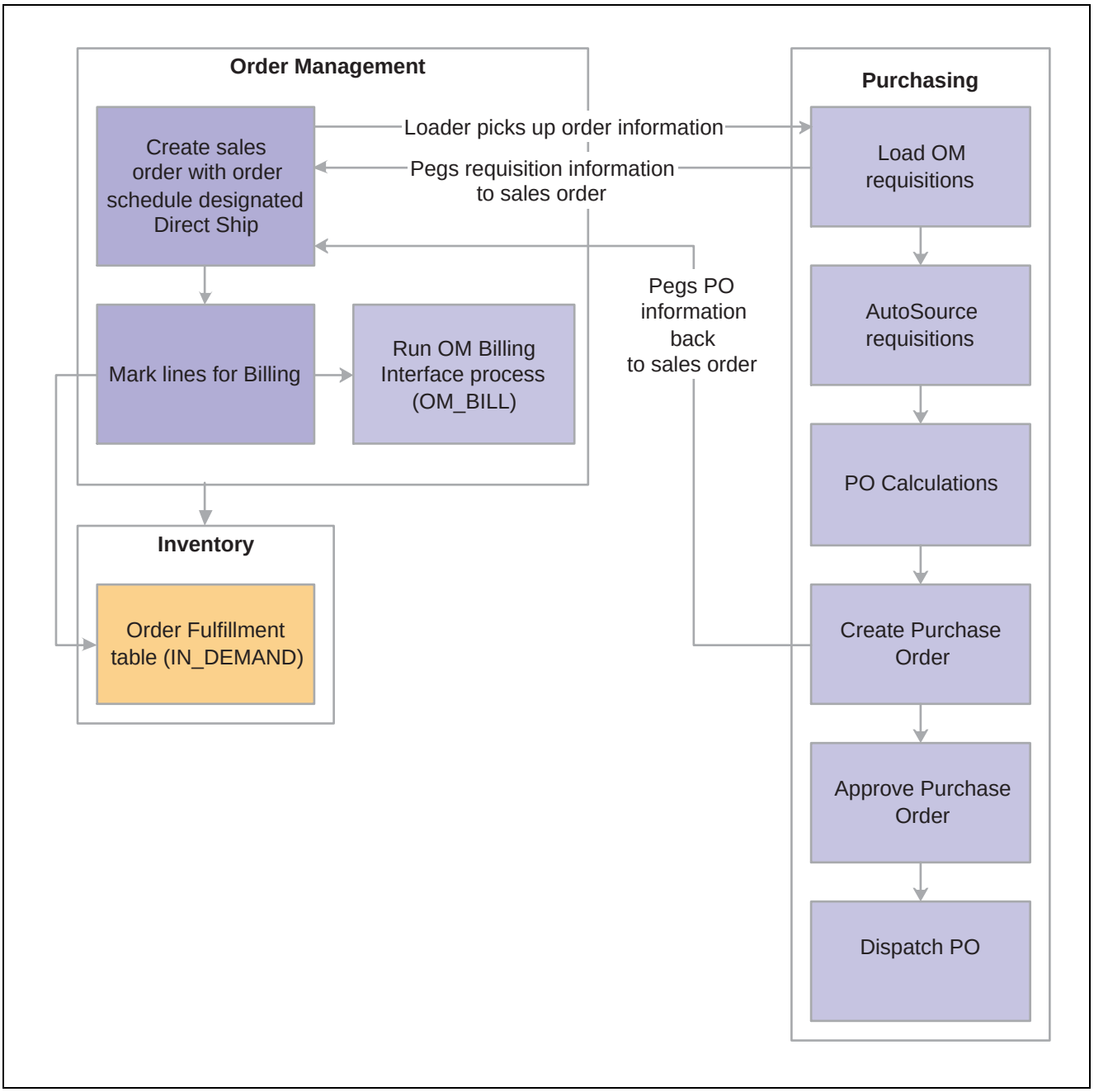

Direct ship process (1 of 2)

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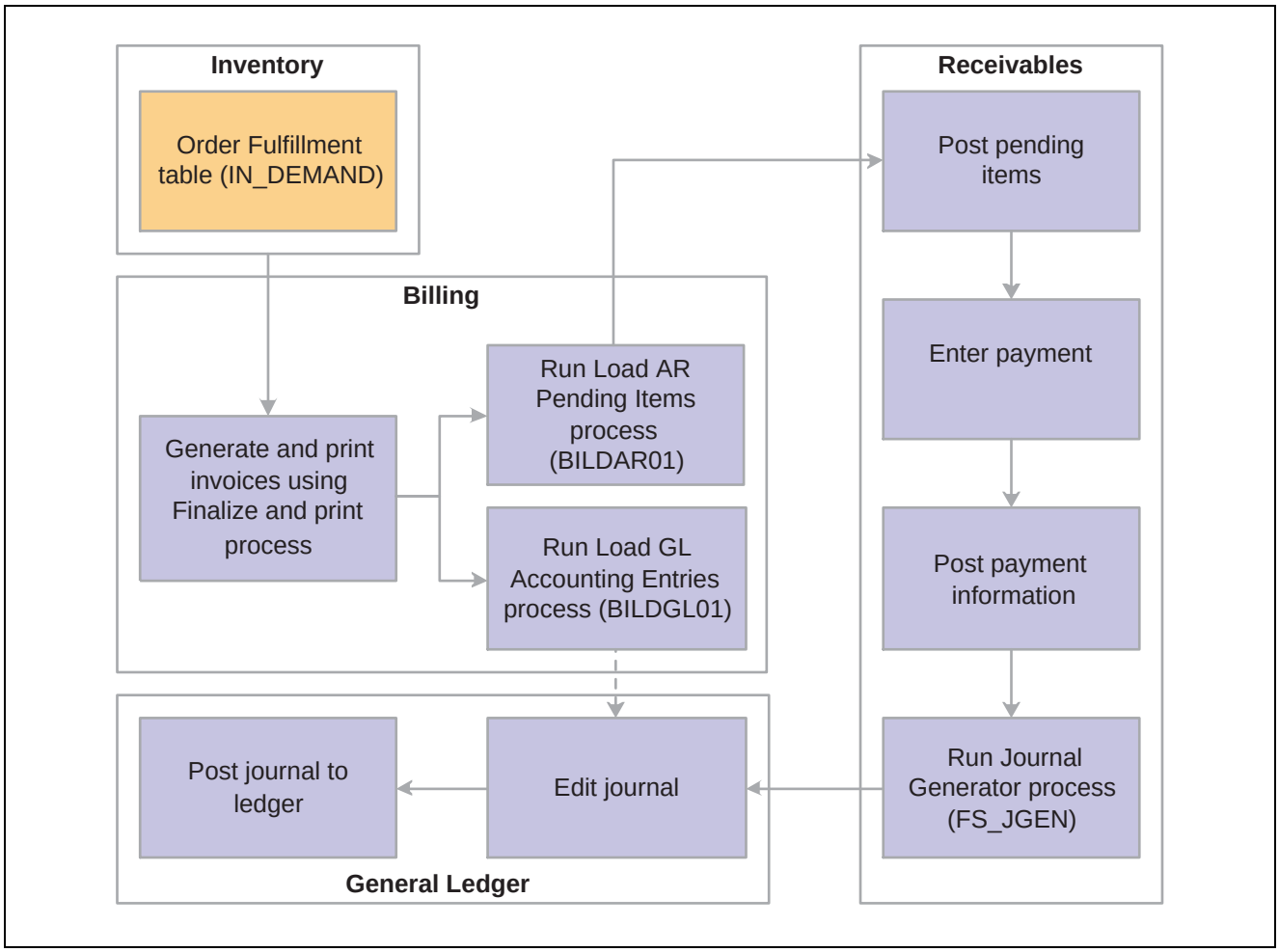

Direct ship process (2 of 2)

The steps describe the processing:

1. The Requisition Loader process in PeopleSoft Purchasing searches order schedules and ensures that the Direct Ship from Vendor option is set to *Yes* and that the order schedule (ORD_SCH_STATUS) is in *Open* status.

   The process picks up the order schedules without holds that affect purchasing (PO_HOLD_FLAG=No), where the direct ship from vendor status (PO_DISTRIB_STATUS) is *Active.* The system creates requisitions, and, if the special handling flag (SPEC_HANDLE_CODE) on the order schedule is selected, it uses the shipping method code (SHIP_TYPE_ID) and carrier ID (CARRIER_ID) on the order schedule for the requisition schedule. This information is passed to the purchase order. If the product is configured, the Requisition Loader process also picks up the configuration code and template ID. When the Requisition Loader process picks up a direct shipped schedule, the system changes the direct ship from vendor status to *Processed.*

   Requisition Loader creates pegging detail in the pegging tables to peg the requisition to the sales order schedule.

2. The AutoSelect process loads the information into the staging tables.
3. The PO Calculations process picks up the information from the staging tables, calculates the prices, and selects the vendors.

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4. The Create Purchase Orders process creates the purchase order and updates the Order Schedule record with the purchase order number. The Create Purchase Order process creates pegging detail to peg the purchase order to the sales order schedule.

   The instructions to the vendors on the purchase order are to direct ship the product to the customer indicated on the schedule.

5. The system inserts a pending line into the IN_DEMAND table for each direct ship from vendor order schedule when the schedule is saved. When the schedule is marked for billing the demand status is set to depleted.

   Run the Mark Lines for Billing process (OMMARKLN) or manually record shipment lines for non-stock and direct ship from vendor schedules using the Mark Lines for Billing page.

   To automatically record a depleted line for each non-stock order schedule when you save it with a status of *Open,* select the Mark for Billing at Order Save option on the PeopleSoft Order Management business unit Order Entry Features page.

   When you run the Mark Lines for Billing process, you can mark order schedules for billing if a purchase order schedule is matched to a voucher in PeopleSoft Payables. The system inserts the line for direct ship from vendor schedules based on a purchase order schedule level match of the voucher in PeopleSoft Payables and PeopleSoft Purchasing. If the schedule has a value of *M* (fully matched), the system inserts a *shipped* line.

   Note. If you run the Mark Lines for Billing process, you must select the Mark Direct Ship If Matched option on the Mark Lines for Billing Process page; otherwise, the process marks all direct ship schedules for billing, regardless of whether the voucher is matched.

   ---

6. You can run the Journal Generator process for these transactions from either PeopleSoft Billing or PeopleSoft Receivables.

See Chapter 9, "Setting Up Alternate Sources of Supply," page 91.

Holds on Direct Shipped Schedules

You can set up hold processing for a number of sales order conditions on the PeopleSoft Order Management business Hold Processing page. With the Pass to Purchasing option, you determine whether the hold conditions prevent processing of direct ship from vendor orders and new purchase orders created from alternate sourcing in PeopleSoft Purchasing. You can also make this choice for holds that you apply manually or for messages that include holds.

If a direct ship from vendor order schedule is on hold and you have elected to prevent processing in PeopleSoft Purchasing for the hold condition, the Requisition Loader process does not pick it up. If you elected to create a new purchase order from alternate sources and the schedule is on hold, the PO is not created. If you selected the Pass to Purchasing option, the system sets the hold status for purchasing (PO_HOLD_FLAG) to *No.* In this case, orders are processed in PeopleSoft Purchasing even if the order line or schedule is on hold.

If there is a hold on a direct ship from vendor schedule that applies to processing in PeopleSoft Purchasing and the hold is removed, the system changes the purchasing hold status to *No* and the Requisition Loader process picks it up. If you chose to create a new purchase order from alternate sources, the PO is created when the hold is removed online and the order is saved.

If you put a direct shipped order schedule on hold after the Requisition Loader process has picked up the schedule, the system changes the direct ship status to *Modified.* Depending on the processing status within PeopleSoft Purchasing, this occurs:

- When the requisition has been created, the requisition line is canceled.

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- When the purchase order has been created or dispatched, the requisition line is canceled and the quantity on the purchase order is decreased by the original requisition quantity.

  If this decreases the purchase order quantity to zero, the purchase order line is canceled.

- If the purchase order has been closed, no changes are made.

When the hold is removed, the Requisition Loader process picks up the direct ship from vendor schedule and creates a new requisition.

Changes to Direct Ship from Vendor Schedules

When the Requisition Loader process in PeopleSoft Purchasing picks up direct ship from vendor schedules, it changes the direct ship status of the schedule to *Processed.* With this status, additional Requisition Loader process runs ignore the schedule.

In addition to holds, PeopleSoft Order Management sets the direct ship status to *Modified* when you change any of the fields for direct shipped schedules:

- Product ID.
- Quantity.
- Unit of measure.
- Requested shipment date and time.
- Requested arrival date and time.
- Schedule status (Cancel).

In addition, if you selected the special handling option (SPEC_HANDLE_CODE), any changes in the carrier ID (CARRIER_ID) or shipping method (SHIP_TYPE_ID) change the direct ship status to *Modified.*

The Drop Shipments Update process on the Requisition menu in PeopleSoft Purchasing picks up modified schedules and updates the requisitions. If the requisition has been sourced to a purchase order or orders, each changed field generates a change request for each affected purchase order.

If you cancel the sales order schedule, the corresponding requisition schedule is canceled if the schedule has not already shipped. If purchase orders have been created, the purchase order schedule is also canceled. If you've selected the Mark Lines for Billing at Order Save option on the Order Entry Features page or manually run the Mark Lines for Billing process, you cannot cancel the schedule, because the system considers the order already shipped for billing purposes.

Note. If the purchase order has already been created for the requisition, changes made on the sales order will take effect immediately on the purchase order using the alternate sourcing order change functionality. Only the purchase order will be updated with the changes.

Sales Order Messages

Messages are used through out the Order Entry Form component when the system runs into issues completing a request. The Sales Message page displays providing the CSR with information about the order. The CSR can accept the situation that the system encountered, provide additional information, or change the information so the situation is resolved.

The Sales Message page displays for situations in previous releases that were displayed using an error message on the screen after the order was saved.

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Sales Orders from Contracts

In PeopleSoft Contracts, use the Sales Order page to determine which lines from a contract are sent to PeopleSoft Order Management. Once the lines are selected, the sales order is created in the Electronic Commerce staging tables. In addition to the Electronic Commerce process (OM_EC) the PeopleSoft Order Management batch processes (Order Completion, Hold Checking, Credit Checking, and Populate Demand) are run to generate the sales orders in the same manner as other incoming orders that aren't entered through the online pages.

VAT, freight, tax calculations, and pricing are not handled in PeopleSoft Order Management for orders originating from PeopleSoft Contracts. Processing exclusions for VAT, freight, taxes, and price adjustments must be set up for 'CA' and 'RCA' source codes for both sales orders and quotes on the Exclusions by Source Code page. The Order Completion process uses the exclusions by source codes to avoid performing VAT, freight, tax calculations, and pricing. It also does not add distribution accounting and perform processing for buying agreements.

The system also uses order source codes to handle sales order processing for orders generated from PeopleSoft Contacts. You must set up 'CA' and 'RCA' order source codes on the Order Source Code page in addition to setting up exclusions by source codes.

Contract orders and replacement contract sales orders cannot be manually created in PeopleSoft Order Management. Changes to increase or decrease the quantity can be made, updates will be restricted, and you will not be able to add additional lines to the order. Changes made to a sales order originating from a contract must be manually updated in the contract in PeopleSoft Contracts. Similarly, any changes made to the contract order in PeopleSoft Contracts after the order has been inserted into the EDI staging tables must be manually made to the order in PeopleSoft Order Management.

You cannot copy from purchase history or copy orders in PeopleSoft Order Management for orders originating from PeopleSoft Contracts (denoted by 'CA' and 'RCA' source code).

PeopleSoft Contracts bills the orders generated from a contact. The Populate Billing (OM_BILL) process ignores orders with a source code of 'CA' and 'RCA'. All non-stocked and direct-shipped order lines with order source code of 'CA' and 'RCA' are processed using the PeopleSoft Order Management Mark Lines for Billing page (or auto-mark lines for Billing) to create the shipment and costing data in PeopleSoft Supply Chain Management. The Populate Billing process flags the CA and RCA shipments with BILLING_STATUS = "C" (billed from PeopleSoft Contracts) so that PeopleSoft Billing won't bill the orders.

Products used in PeopleSoft Contracts are set up on the Contracts Options page of the Product Definition.

See Also

Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," Pages Used to Run and Correct Data Errors with Electronic Commerce, page 471

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products," Establishing Product Contract Options

Entering Required Order Entry Data

Because the system uses extensive defaults, you can enter a sales order using only the Order Entry Form page or the Express Order page. The bill to and ship to customers are linked to the sold to customer, so after you select a sold to customer on the Order Entry Form page, the additional information is populated automatically. You must enter an order line before you can save the order.

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Note. If you are operating in a VAT environment, VAT data is required at the header, line, and schedule level. VAT header data is automatically populated for the line and schedule. VAT data is automatically recalculated if the ship to, ship country, or state is changed.

This section discusses how to:

- Enter required header information.
- Enter required line information.

See Also

Chapter 29, "Order Processing in a VAT Environment," page 493

Entering Required Header Information

The required fields on the header are:

- Sold to customer.
- Order group.

  The default value can appear from user preferences for the person entering the order, as defined on the User Preferences - Orders - Sales page. If no default value exists, you must enter a value.

- PO Number.

  If the customer settings indicate that a purchase order number is required, a purchase order number may be populated from the bill to customer record.

  If no default exists, you must enter a purchase order number. If you enter a purchase order number that is in use by another order, the system asks if you'd like to view the other orders that reference the purchase order number.

After you complete required header information, you can enter product and quantity information for the order lines. You cannot save the order until you enter a line. You also cannot enter freight charges until you enter a line for the order.

Entering Required Line Information

The required fields on the order line section of the Order Entry Form page are:

- Product ID.

  Valid product IDs appear based on the product catalogs that you have made available to the sold to customer.

  If you haven't assigned any product catalogs to the customer, all products in your system are available.

- UOM.

  Establish a default unit of measure for the product on the Product Attributes by UOM page, which populates the unit of measure field on the line.

  If there are other valid unit of measures for the product, you can change the value by selecting another appropriate unit of measure.

- Order Quantity.

  Enter the order quantity in the increment defined for the unit of measure.

  If you enter an incorrect value, the system lets you know the correct increment.

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Note. If the order is for a configured product, you must also enter a configuration code.

The system creates one shipment schedule for each line that you enter. All the necessary information is automatically populated on the schedule.

Using the CSR Desktop

A CSR can use the PeopleSoft CSR desktop to view information about a specific customer or product. The information appears on a series of pages from which CSRs can access further details, such as:

- Customer information
- Product information

Customer Information

The table describes where CSRs access customer information:

Page	Usage
Customer Search	Search for existing customers to populate the pagelets with customer data.
Customer Aging (for CSR)	Displays account aging information in a chart.
Customer Account Balances	Displays a customer's account balance in a chart.
Last Date	Displays the last date for a sales order, quote, or RMA for a customer.
Recent Orders	Displays recent orders for a customer. Navigate to individual order detail.
Recent Quotes	Displays recent quotes for a customer. Navigate to individual quote detail.
Trade Promotions	Displays trade promotions for a customer. Navigate to individual trade promotion detail.
Recent Invoices	Displays recent invoices for a customer. Navigate to individual invoice detail.
Recent Returns	Displays recent returns for a customer. Navigate to individual return detail.

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Page	Usage
Recent Conversations	Displays recent conversations for a customer. Navigate to individual conversation detail or add a new conversation.
Customer Notes	Displays customer notes.
Last 10 Product Purchases	Displays the last 10 purchases for a customer. Navigate to see order and product information.
Last 10 Shipments	Displays the last 10 shipments for a customer. Navigate to see ship from and schedule ship date information.
Schedules past ship date	Displays schedules past the ship date for a customer. Navigate to see order information.
Expiring Buying Agreements	Displays expiring buying agreements. Navigate to individual buying agreement detail.
Buying Agreements	Displays buying agreements. Navigate to individual buying agreement detail.

You can transfer to the express order entry or order tracking components by clicking the links at the bottom of the page.

Product Information

The table describes where to access product information:

Page	Usage
Product Search	Search for existing products to populate the pagelets with product data.
Current Product	Displays information about the product including the description. Navigate to see detail product information, view the list prices by inventory business unit, and check price and availability.
Product Notes	Displays product notes.
Specifications	Displays product specifications.

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Page	Usage
Availability	Displays quantity on hand and quantity reserved for a product by ship from business unit and unit of measure.
Product Alternates	Displays alternates for a product. Navigate to view product information.

See Also

Chapter 22, "Using Self-Service Order Entry and Order Status," page 401

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining General Customer Information"

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information"

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Managing Conversations"

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products"

Pages Used to Use the CSR Desktop

Page Name	Object Name	Navigation	Usage
CSR Desktop - Customer Information	CDT_HOME	Order Management, CSR Desktop	Display customer information.
CSR Desktop - Product Information	CDT_HOME2	Order Management, CSR Desktop	Display product information.

Copying Sales Order Information

You can avoid repetitive data entry by copying an existing quote or sales order header, line, or schedule that is similar to the one that you want to create.

At the header level, use the Copy Sales Order/Quote link from the Header menu on the Order Entry Form page to select the order that you want to copy. You can also copy lines after selecting an order.

Note. Canceled orders, quotes, expired quotes, and quotes with active holds cannot be copied.

At the line level, you click the Copy Order Line button after selecting the number of lines to copy in the Order Lines region of the Order Entry Form page. This copies lines from within the existing order. You can also copy lines from purchase history by clicking the product ID in the Purchase History region of the Order Entry Form page.

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At the schedule level, you can insert a row on the Shipment Schedule page to create a schedule identical to the current schedule, with the exception of the quantity. The system automatically calculates the difference between the line quantity and the total quantity of any existing schedules and populates the quantity field on the new schedule with an amount equal to that difference. Before you can use this copy function when you create additional schedules, change the value in this field to reflect the single schedule quantity.

You can also click the Copy Schedule link from the Schedule menu on the Shipment Schedules page to create recurring schedules on the Copy Schedule page. In one step, you can create hourly, daily, weekly, monthly, or quarterly schedules. The value in the Quantity Scheduled field on the Shipment Schedules page is automatically populated using the line quantity. When you create additional schedules, before you can use the copy function, change the value in this field to reflect the single schedule quantity. For example, suppose you have an order quantity of 120 widgets on the line, and you want to schedule 10 widgets for delivery once a month for the next 12 months. The quantity scheduled appears by default as 120; change the value in this field to 10. Specify the shipment frequency on the Copy Schedule page. Indicate how many additional schedules to create. In the widget example, you'd create 11, in addition to the one already automatically created for the order line. Click the Copy Schedule button to have the system create the designated number of schedules and return to the Shipment Schedules page.

Note. If you are using chunking for large sales orders and you have exceeded the maximum defined at installation, you receive a message directing you to copy the order in the background using the Copy Sales Order/Quote process (OM_ORDCOPY).

See Chapter 20, "Working with Large Orders and Quotes," page 349.

Information Copied from a Sales Order or Quote to a Sales Order

Keep in mind that the quote's total order discount will be copied along with the individual line's pricing and adjustments if the entire quote is copied. If only a portion of the quote is copied, the total order adjustments are not copied. Reprice the order to recalculate the adjustments.

Header Level

The table describes header information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer.

Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Order number	No. You must assign a sales order number to the new sales order.	No. You must assign a sales order number to the new sales order.
Order date	No. The default value is the current date.	No. The default value is the current date.
Order Owner	No	No
Header order status	The default value is *Open.*	No. The default is Open
Sold to customer ID	Yes	Yes

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Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Quote number	No, only used on Quote.	Yes
Buying agreement ID	Yes	Yes
Order group	Yes	No. Enter the order group for the sales order.
Order source	Yes	Yes
Customer purchase order	Yes	Yes
Requested arrival date and time	Yes, but this value is reset to the current date if the date on the copied header is in the past.	Yes, but this value is reset to the current date if the date on the copied header is in the past.
Payment method	Yes	Yes
Bill to information	Yes	Yes
Ship to information	Yes	Yes
Header commission information	No	Yes
Header hold	No	No
Header notes	No	Yes
Header attachments	No	Yes
Header user reference	No	Yes
Header sold to address override	Yes	Yes
Header ship to address override	Yes	Yes
Header level price adjustments	No	Yes if all lines from the quote are copied, Otherwise no.

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Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Estimated shipments and freight charges	No	Yes if all lines from the quote are copied, Otherwise no.
Tax Transaction Type	Yes	Yes
Custom Field	Yes	Yes

Line

The table describes line information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer.

Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Line status	Yes, unless the original is closed, then the new status is open.	As on quote.
Product ID	Yes	Yes
Order group	Populated from the order header.	Populated from the order header.
UOM	Yes	Yes
Quantity	Yes	Yes
Ship from Inventory business unit	No	Yes
Pick-Up	Yes	Yes
Pick Up Quantity	Yes	No
Request ship date and time	Yes, but this value is reset to the current date if the date on the copied line is in the past.	Yes, but this value is reset to the current date if the date on the copied line is in the past.
Requested arrival date/time	Yes, but this value is reset to the current date if the date on the copied line is in the past.	Yes, but this value is reset to the current date if the date on the copied line is in the past.

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Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Scheduled ship date and time	Yes, but this value is reset to the current date if the date on the copied line is in the past.	Yes, but this value is reset to the current date if the date on the copied line is in the past.
Scheduled arrival date and time	Yes, but this value is reset to the current date if the date on the copied line is in the past.	Yes, but this value is reset to the current date if the date on the copied line is in the past.
Reservation backorder rules	No, they will be recalculated.	Yes
Pricing information	No	Yes
Ship to information	Yes	Yes
Line hold	No	No
Line notes	No	Yes
Line attachments	No	Yes
Line user reference	No	Yes
Line ship to address override	Yes	Yes
Configurator header	Yes	Yes
Configurator detail	Yes	Yes
Tax Transaction Type	Yes	Yes
Benefit ID	Yes	Yes
Excise Duty	No, will be recalculated	Yes
Sales Tax	No, will be recalculated	Yes
UPC	Yes, rederived	Yes

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Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
UPN	Yes, rederived	Yes
Custom Field	Yes	Yes

Schedule

The table describes schedule information copied from a sales order and a quote to a sales order. The information assumes that the quote is for the same sales order customer. When copying sales orders, the schedule fields are populated from the line as if the line was entered manually.

Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Multiple Schedules	No	Yes
Pricing Information	No	Yes
Ship to customer information	No	Yes
Shipping information	No	Yes
Schedule commission information	No	Yes
Request ship date and time	No	Yes, this value is reset to the current date if the date on the copied schedule is in the past.
Reservation backorder rules	No	Yes
Schedule notes	No	Yes
Schedule attachments	No	Yes
Schedule ship to address override	No	Yes
Distribution accounts	Yes, only if the original order had a single schedule.	No. These accounts are recalculated because of the potential change in the line order group.
Schedule hold	No	No

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Information	Copy from a Sales Order to a Sales Order	Copy from a Quote to a Sales Order
Schedule user reference	No	Yes
Tax Transaction Type	No	Yes

Information Copied from Product Purchase History

The product ID, quantity, and unit of measure are copied. The remaining fields are populated as if they were entered manually.

Pages Used to Copy Sales Order Information

Page Name	Object Name	Navigation	Usage
Select Order to Copy	ORDENT_SOLDTO_VW	Select *Copy Sales Order/Quote* in the Header Menu field on the Order Entry Form page.	Copy sales orders or quotes or view orders for a sold to customer. **Note.** The results grid does not display orders or replacement orders that originated from PeopleSoft Contracts (source code CA or RCA). These orders cannot be copied.
Select Order Lines to Copy	ORDENT_SOLDTO_LINE	Select an order to copy on the Select Order to Copy page. Select the Select Order Lines to Copy tab.	View or select lines to copy.
Copy Schedule	ORDENT_SCH_COPY	Select *Copy Schedule* from the Schedule Menu field on the Shipment Schedules page.	Copy one or more schedules of the order line.

Changing and Viewing Address Information on Orders

Depending on the customer role, you can change the address for the current order by clicking the Address Override link that appears after you click the Related Links button. The table outlines the customer addresses that you can change at the header, line, and schedule level for the order.

Customer Address	Header	Line	Schedule
Sold to customer	Yes	No	No

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Customer Address	Header	Line	Schedule
Bill to customer	No	No	No
Ship to customer	Yes	Yes	Yes

The current customer address is populated from the customer master record enabling you to make changes for the address override. Existing header address overrides populate the line, or existing line overrides populate the schedule if address overrides haven't already been added for the line or schedule.

For example, if you enter an address override at the header level, the Address From field on the line and schedule shows that the address comes from the header. The address location for each line and schedule also shows *Header* instead of the address Location field that you can edit. If you override the address at the order line level, the schedule displays *Line* in the Address From field and displays *Line* in the ship to customer Location field.

When you access the sold-to or ship-to Override Address page, the system automatically creates a new address override for the order. From that point, you will see the Override Address page when you view the address. You can delete the new address override by clicking the button, 'Delete Address Override' on the Override Address page for either the sold-to or ship-to address. This will delete the new address override. If you wish to see the sold-to or ship-to address without creating an address override, click the 'View Customer Address" link for either type of address.

To view the address for the line or schedule, click the View Customer Address link. The order header address override appears in display-only mode and *Header* appears in the Address From field. If you click the Override Ship To Address link on the order line, you can create a new address override for that line. If you click the Override Ship To Address link at the schedule level, you can create a new address override at the schedule level.

Note. The address information that you change affects only the order that you're working on. To change address information for all new orders, use the customer General Info page.

Viewing Address Information on Orders

You can also review customer address information for the current order at the header, line, and schedule levels. The information is populated from the customer Address record. The address is the primary address location associated with the sold to, bill to, and ship to customer. You can override the default sold to and ship to addresses. If the address has been overridden, selecting to review the address displays the override.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining General Customer Information," Adding General Customer Information

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Pages Used to Change and View Address Information on Orders

Page Name	Object Name	Navigation	Usage
Customer Address	ORDENT_CUST_ADDR	From the Order Entry Form page, click the Related Links button. Click the View Sold To Customer Address, View Bill To Customer Address, or View Ship To Customer Address link	View the sold to, bill to, or ship to address on the sales order.
Customer Address	CUST_ADDRESS	Order Management, Quotes and Orders, Review Customer Information, Addresses	View the address information defined on the General Information - Address page.
Sold-to Address Override	ORDENT_ADDRSLD	Click the Related Links button on the Sold To region of the Order Entry Form page. Click the Override Sold To Address link.	Change the sold to customer address for the order.
Ship-to Address Override	ORDENT_ADDRSHP_HDR	Click the Related Links button on the Sold To region of the Order Entry Form page. Click the Override Ship To Address link.	Change the address on the order for the ship to customer.
Ship-to Address Override	ORDENT_ADDRSHP_LN	Click the Related Links button on the Ship To tab in the Order Lines region of the Order Entry Form page. Click the Override Ship To Address link.	Change the ship to customer address for the order line.
Schedule Ship-to Address Override	ORDENT_ADDRSHP_SCH	Click the Related Links button on the Ship To tab on the Shipment Schedules page. Click the Override Ship To Address link.	Change the ship to customer address for the order schedule.

Viewing Order, Customer, and Product Information with the Message Board

During order entry, use the Message Board to view notes and messages attached to the order, customer, or product. Messages apply only to customers and products, but notes apply to all three areas. The Message Board appears on the left-hand frame underneath the portal menu of the sales order.

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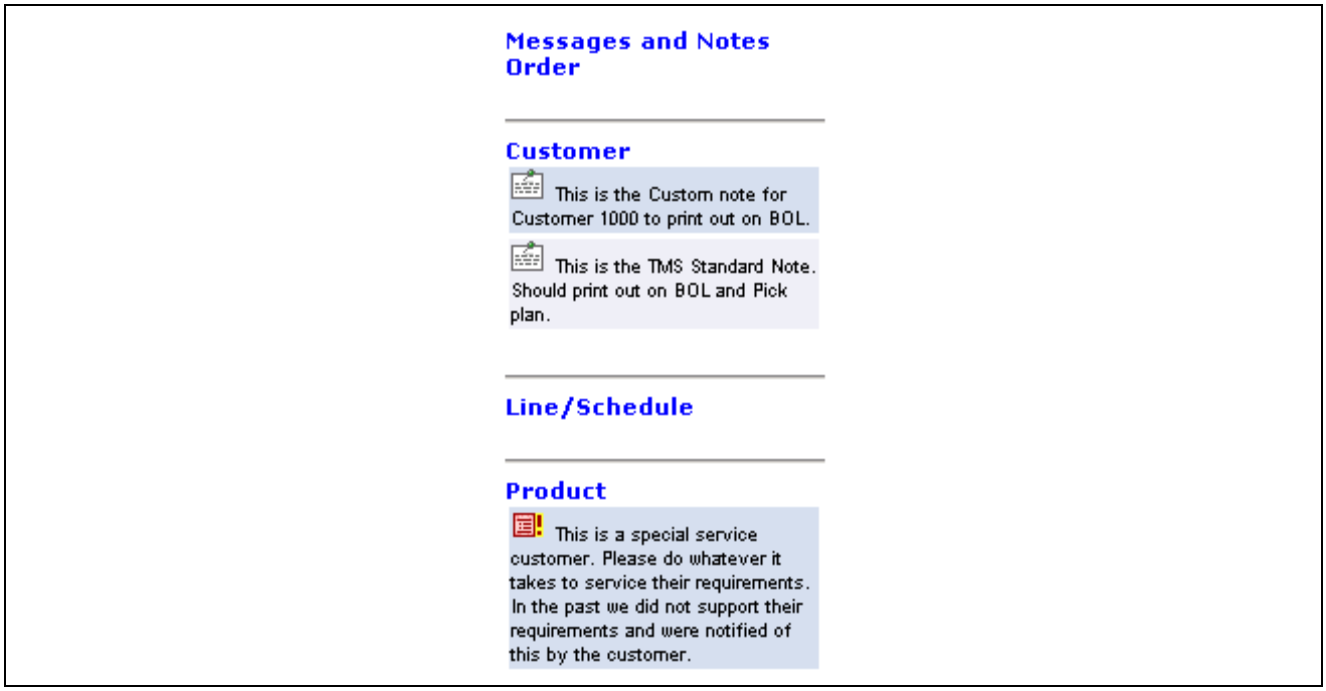
Messages and notes automatically appear. Product messages and notes appear for the line that is selected using the radio button or for the active row.

Note. If you are using a Netscape browser, select the radio button to view the message or note for the product.

Note. Notes added to a new order don't appear until the order is saved.

The Message Board uses client-side JavaScript to determine when to display messages and notes. The Message Board JavaScript tracks specific fields. As the field values change, the Message Board loads the related messages and notes. The Message Board tracks the order number, customer, and product fields. The Message Board attempts to load the appropriate messages and notes when any values in these fields are modified. The example shows messages and notes:



Message Board section of the Order Entry Form

Click to display a message.

Click to display a note. You can use the rollover text to determine whether the order note is for the header, line, or schedule.

De-activating the Message Board

If you don't want to display the Message Board, you will need to remove the template from the content reference definition for the sales order, quote, and counter sales components.

Complete these steps:

1. Navigate to PeopleTools, Portal, Structure and Content.
2. Click Order Management in the Label column.
3. Click Quotes and Orders in the Label column.

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4. In the Content Reference group box, click the Edit button for both Create/Update Order.
5. Remove the EP_OMTICKER_TEMPLATE template from the Template Name field.
6. Click the Save button.
7. Repeat steps 3 through 6 for both entries for Create/Update Quotes and Create/Update Counter Sale.

Note. Remember to update both entries for Create/Update Order, Create/Update Quote, and Create/Update Counter Sale.

See Also

Enterprise PeopleTools 8.48 PeopleBook: Internet Technology

Viewing Messages, Notes, and Attachments

You can also view notes, messages, or attachments using the annotations pages for customers and products. These pages are accessible from the View Related Links button next to each customer or product field.

Individual notes, messages, and attachments are also available from the Review Customer Information and Review Product Information menus.

Notes and attachments can be set up for the sales order or quote at the header, line, or schedule level. You can view them from the header, line, and schedule list box.

Before using attachments, you will need to set up an FTP server.

See Also

Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing FTP Servers for Attachments, page 60

Pages Used to View Messages, Notes, and Attachments

Page Name	Object Name	Navigation	Usage
Customer Notes	CUST_NOTES	Order Management, Quotes and Orders, Review Customer Information, Notes Customers, Review Customer Information, Notes	View notes associated with a customer. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Entering Customer Notes.

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Page Name	Object Name	Navigation	Usage
Customer Messages	CUST_MESSAGES	Order Management, Quotes and Orders, Review Customer Information, Messages Customers, Review Customer Information, Messages	View messages associated with a customer. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Attaching Messages to Customers.
Customer Attachments	CUST_ATT	Order Management, Quotes and Orders, Review Customer Information, Attachments Customers, Review Customer Information, Attachments	View the multimedia files attached to a customer. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Attaching Multimedia Files to Customers.
Bill To Customer Annotations	BCUST_ANN	Click the Related Links button in the Bill To region of the Order Entry Form page. Click the Bill To Annotation link.	View customer annotations (notes, messages, or attachments). The link is available only if there are annotations present for the customer.
Sold To Customer Annotations	SDCUST_ANN	Click the Related Links button in the Sold To region of the Order Entry Form page. Click the Sold To Annotation link.	View customer annotations (notes, messages, or attachments). The link is available only if there are annotations present for the customer.
Ship To Customer Annotations	SHCUST_ANN	Click the Related Links button in the Ship To region of the Order Entry Form page. Click the Ship To Annotation link.	View customer annotations (notes, messages, or attachments). The link is available only if there are annotations present for the customer.
Attachments	PROD_ATT	• Products, Identify Product Details • Order Management, Quotes and Orders, Review Product Information • Products, Review Product Information	View the multimedia files attached to a product.

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Page Name	Object Name	Navigation	Usage
Messages	PROD_MSG	• Products, Identify Product Details • Order Management, Quotes and Orders, Review Product Information • Products, Review Product Information	View messages associated with a product.
Notes	PROD_NOTE	• Products, Identify Product Detail • Order Management, Quotes and Orders, Review Product Information • Products, Review Product Information	View notes associated with a product.
Product Annotations	PROD_ANNOTE	Select the Product tab in the Order Lines region of the Order Entry Form page. Click the Related Links button. Click the Product Annotations link.	View notes, messages, or attachments associated with the product. This link is available only when annotations are present for the product.
Header Notes/Attachments	ORDENT_HDR_NOTE	Select *Notes/Attachments* in the Header Menu field on the Order Entry Form page.	View or associate notes and attachments with a sales order header and have them print on designated documents.
Line Notes/Attachments	ORDENT_LINE_NOTE	Select *Notes/Attachments* in the Line Menu field on the Order Entry Form page.	View or associate notes and attachments with a sales order line and have them print on designated documents.
Schedule Notes/Attachments	ORDENT_SCH_NOTE	Select *Notes/Attachments* from the Schedule Menu field on the Shipment Schedules page.	View or associate notes and attachments with a sales order schedule. Print the notes or attachments on designated documents.

Tracking Orders

This section lists common elements and discusses how to:

- Establish search criteria.
- Track orders.

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Use the order tracking feature in PeopleSoft Order Management to track an order throughout its fulfillment cycle and to navigate to additional detail about order status. You can make your search as narrow or broad as you like by establishing search criteria on the Order Tracking - Search page.

Common Elements Used in This Section

Order Click an order number to transfer to the Order Entry Form page.

Quantity Shipped Click a value to access the Order Tracking - Shipments page.

From this page, you can click the Track Shipment link to transfer to the Carrier URL page.

Customer PO (customer purchase order) Displays a customer-derived number.

Pages Used to Track Orders

Page Name	Object Name	Navigation	Usage
Order Tracking - Search	ORDER_TRACK_SRCH	Order Management, Quotes and Orders, Review Order Information, Track Order	Establish order tracking search criteria.
Order Tracking	ORDER_TRACKING	Click the Search button on the Order Tracking - Search page.	Track an order or group of orders through its fulfillment cycle. This page operates in deferred processing mode.
Order Tracking - Schedule Detail	ORD_TRACK_DDTL_SEC	Click a linked order status for a line on the Order Tracking page.	View the demand lines for each schedule of an order.
Order Tracking - Shipments	ORD_TRACK_SHIP_SEC	Click a linked quantity shipped value on the Order Tracking page.	View shipment details. Transfer to the Carrier URL page.
Order Tracking - Order Holds	ORD_TRACK_HOLD_SEC	Click a linked status for an order that is on hold.	View order holds for the order.
Order Tracking - Invoices	ORD_TRACK_INVC_SEC	Click the View Invoices link on the Order Tracking page.	View invoice IDs for a schedule with multiple invoices. Transfer to the Billing Summary page for details about a specific invoice.
Order Tracking - Returns	ORD_TRACK_RMA_SEC	Click a linked RMA ID on the Order Tracking page.	View order return information.

Establishing Search Criteria

Access the Order Tracking - Search page.

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Tracking Status Select the order's position in the fulfillment process. This is not the same as the status on sales order entry pages. Options are:

- *Backordered:* Some or all of the order schedule quantity is backordered.
- *Billed:* The order schedule has been billed. An invoice number and invoice date have been assigned to the schedule, and the quantity shipped equals the quantity requested.
- *Canceled:* The order schedule is no longer valid.
- *Closed:* The order schedule has been closed. The Close Orders process has been run and the order has been marked as closed.
- *In Fulfillment:* The order has been created and is not on hold, pending, picked, requisitioned, purchased, shipped, back ordered, closed, or canceled.
- *On Hold:* The order schedule, header, or at least one order line is on hold.
- *Partial Billed:* A portion of the order schedule has been billed (assigned an invoice number and date), but the quantity shipped and billed is less than the original quantity requested.
- *Partial Picked:* A portion of the order schedule has appeared on a picking plan.
- *Partial Reserved:* A portion of the order has been reserved.
- *Partial Shipped:* A portion of the order schedule has been shipped.
- *Pending:* The schedule is not ready to be passed to PeopleSoft Inventory for fulfillment.
- *Picked:* The entire order schedule quantity has been picked.
- *Purchased:* PeopleSoft Purchasing has generated a purchase order for a direct-shipped product.
- *Requisitioned:* PeopleSoft Purchasing has generated a requisition for a direct-shipped product.
- *Reserved:* The entire order schedule has been reserved.
- *Shipped:* The entire order schedule quantity has been shipped.

Tracking Orders

Access the Order Tracking page.

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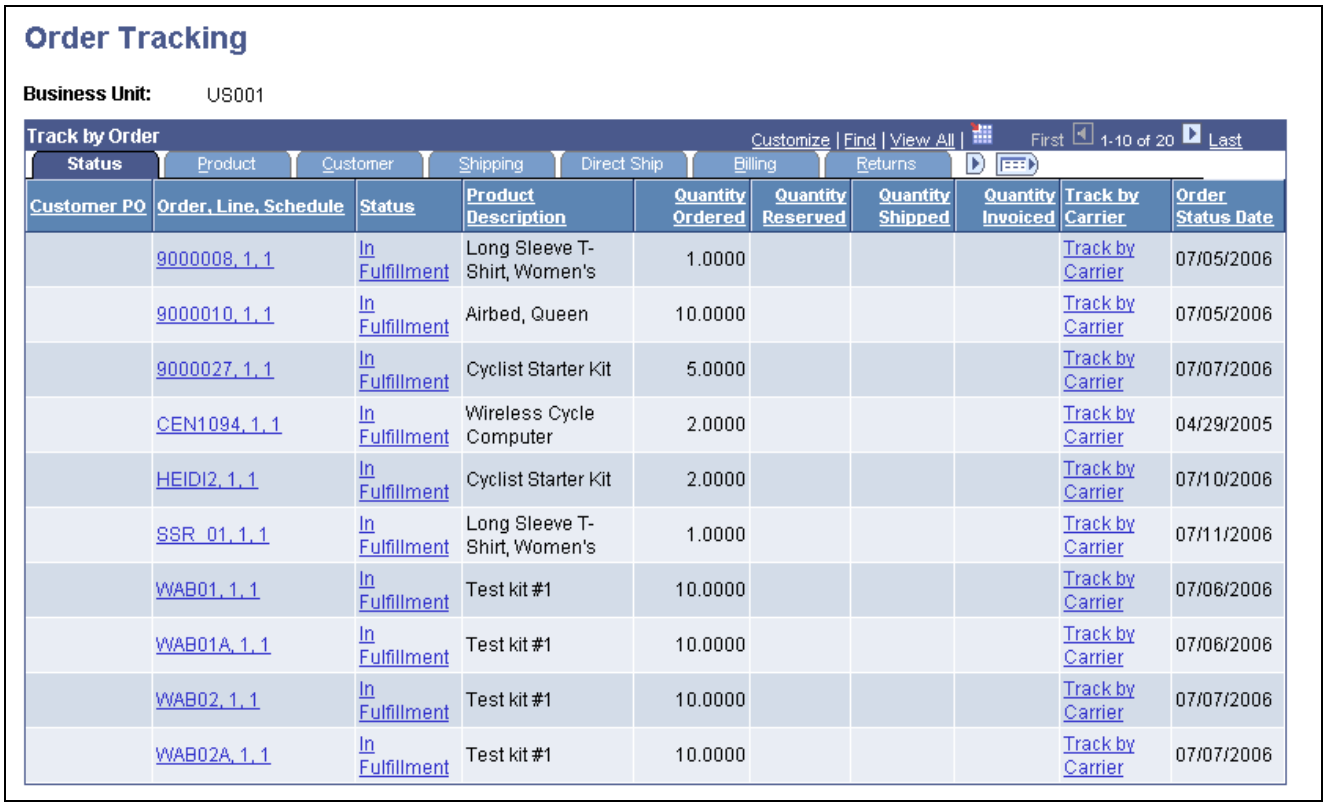

Order Tracking

Business Unit: US001

Track by Order — Customize | Find | View All | First 1-10 of 20 Last

Status | Product | Customer | Shipping | Direct Ship | Billing | Returns

Customer PO	Order, Line, Schedule	Status	Product Description	Quantity Ordered	Quantity Reserved	Quantity Shipped	Quantity Invoiced	Track by Carrier	Order Status Date
	9000008, 1, 1	In Fulfillment	Long Sleeve T-Shirt, Women's	1.0000				Track by Carrier	07/05/2006
	9000010, 1, 1	In Fulfillment	Airbed, Queen	10.0000				Track by Carrier	07/05/2006
	9000027, 1, 1	In Fulfillment	Cyclist Starter Kit	5.0000				Track by Carrier	07/07/2006
	CEN1094, 1, 1	In Fulfillment	Wireless Cycle Computer	2.0000				Track by Carrier	04/29/2005
	HEIDI2, 1, 1	In Fulfillment	Cyclist Starter Kit	2.0000				Track by Carrier	07/10/2006
	SSR_01, 1, 1	In Fulfillment	Long Sleeve T-Shirt, Women's	1.0000				Track by Carrier	07/11/2006
	WAB01, 1, 1	In Fulfillment	Test kit #1	10.0000				Track by Carrier	07/06/2006
	WAB01A, 1, 1	In Fulfillment	Test kit #1	10.0000				Track by Carrier	07/06/2006
	WAB02, 1, 1	In Fulfillment	Test kit #1	10.0000				Track by Carrier	07/07/2006
	WAB02A, 1, 1	In Fulfillment	Test kit #1	10.0000				Track by Carrier	07/07/2006

Order Tracking page

This page displays information from the Order Entry Form page unless otherwise noted. You can view order information and navigate to other pages for more detailed information.

Status Tab

Displays information about the status of the order and the ordered, reserved, shipped, and invoiced quantity of the lines. You can also track the order from the carrier's website.

Status Click a linked order status to access the Order Tracking - Schedule Detail page.

If the status is *On Hold,* click to access the Order Tracking - Holds page.

Note. Unlike the *Backordered* status on the Order Tracking - Search page, orders appearing here can have a status of *Backordered* if the backordering occurred at picking or at shipping.

Order, Line, Schedule Displays the order, line number, and schedule number. For example, CEN001,2, 1 represents the schedule for the second line of order number CEN001.

Quantity Reserved Click a value to transfer to the Fulfillment Status page.

Quantity Shipped Click to view shipment detail on the Order Tracking — Shipments page.

Track by Carrier Click to access the carrier's tracking website which is established on the Carrier URL page.

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Product Tab

Select the Product tab.

Displays information about the products that make up the order.

Customer Tab

Select the Customer tab.

Displays the sold-to, bill-to, and ship-to customer name and enables you to view or add a conversation.

Conversations Click to transfer to the Conversations page.

Shipping Tab

Select the Shipping tab.

Displays carrier and shipping information.

Quantity Shipped Click to view shipment detail.

Direct Ship Tab

Select the Direct Ship tab.

If the order is shipped directly to the customer, you see information about the PO and requisition.

PO Number (purchase order line) Displays a system-derived number from PeopleSoft Purchasing for an order schedule that is shipped directly to the customer.

Click a linked value to transfer to the Purchase Order - Header page.

Requisition ID Displays the requisition ID associated with a direct-shipped order schedule.

Click a linked value to transfer to the Requisition Form page.

Billing Tab

Select the Billing tab.

Displays shipping and invoice information. You can also view the credit available for the customer on the order.

Invoice Click a linked invoice ID to access the Bill Summary Info page.

If the schedule has multiple invoices, click the View Invoices link to access the Order Tracking - Invoices page. From there, you can select an invoice ID and access the Bill Summary page.

Note. If the order is generated from PeopleSoft Contracts and has shipped, the field displays the value *Billed from Contracts.* This value is a link to a PeopleSoft Contracts inquiry component. No invoice IDs are displayed for sales orders from contracts.

Available Credit Click to access the Credit Available page.

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Returns Tab

Select the Returns tab.

Displays information about any returns against the order.

RMA ID (return materials authorization ID) Click a value to access the Order Tracking - Returns page.

Quantity Returned Displays the quantity returned against the order schedule using an RMA.

Buying Agreement/Contract Tab

Click the Buying Agreement/Contracts tab.

Displays information about buying agreement and contract IDs associated with the order.

Configuration Tab

Click the Configuration tab.

Displays the configuration code if the product is configured.

Checking Price and Availability

This section provides an overview and discusses how to:

- Check price calculations.
- View price adjustments.

See *PeopleSoft Enterprise Pricer 9.0 PeopleBook*, "Working With the Pricing Simulator".

Understanding Price and Availability

The Price and Availability inquiry component in PeopleSoft Order Management provides immediate access to product price and availability data without entering a quote. You can view annotations associated with a product, as well as detailed product information. If there is insufficient product supply in the warehouses, you can bring up the Item/Product Availability page to see a time-phased view of open sales orders, scheduled production, in-transit inventory, internal material stock requests, approved requisitions, and open purchase orders.

You can also use the pricing simulator in PeopleSoft Enterprise Pricer to test price rules and arbitration plans.

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Pages Used to Check Price and Availability

Page Name	Object Name	Navigation	Usage
Price and Availability - Price Calculations	PRICE_CALC_INQ	Order Management, Quotes and Orders, Review Product Information, Price and Availability	Look up price calculations.
Price and Availability - Price Adjustments	PRICE_CALC_INQ2	Order Management, Quotes and Orders, Review Product Information, Price and Availability	View price adjustments that the system made to the list price to determine the net price.
Base Price	PRICE_CALC_INQ_SEC	Click the Select Price from IBU link on the Price And Availability - Price Calculations page.	Select a price based on a PeopleSoft Inventory business unit. Also view the quantity available and list price for each PeopleSoft Inventory business unit that carries the product in the specified UOM.

Checking Price Calculations

Access the Price and Availability - Price Calculations page.

Sales order pricing is actually calculated on the schedule level.

Note. Pricing and Availability uses the price by keys to calculate the adjustment: Sold-To Customer, Payment Method, Payment Terms ID, Product ID, Carrier ID, Export Carrier ID, Freight Terms Code, Export Freight Terms Code, Ship-To Customer, Ship Via Code, Export Shipping Method, Item ID, Commodity Code, Customer Group, Product Group, and Region Code. If you are using additional price by keys, use the Simulator in PeopleSoft Enterprise Pricer.

See *PeopleSoft Enterprise Pricer 9.0 PeopleBook*, “Working With the Pricing Simulator”.

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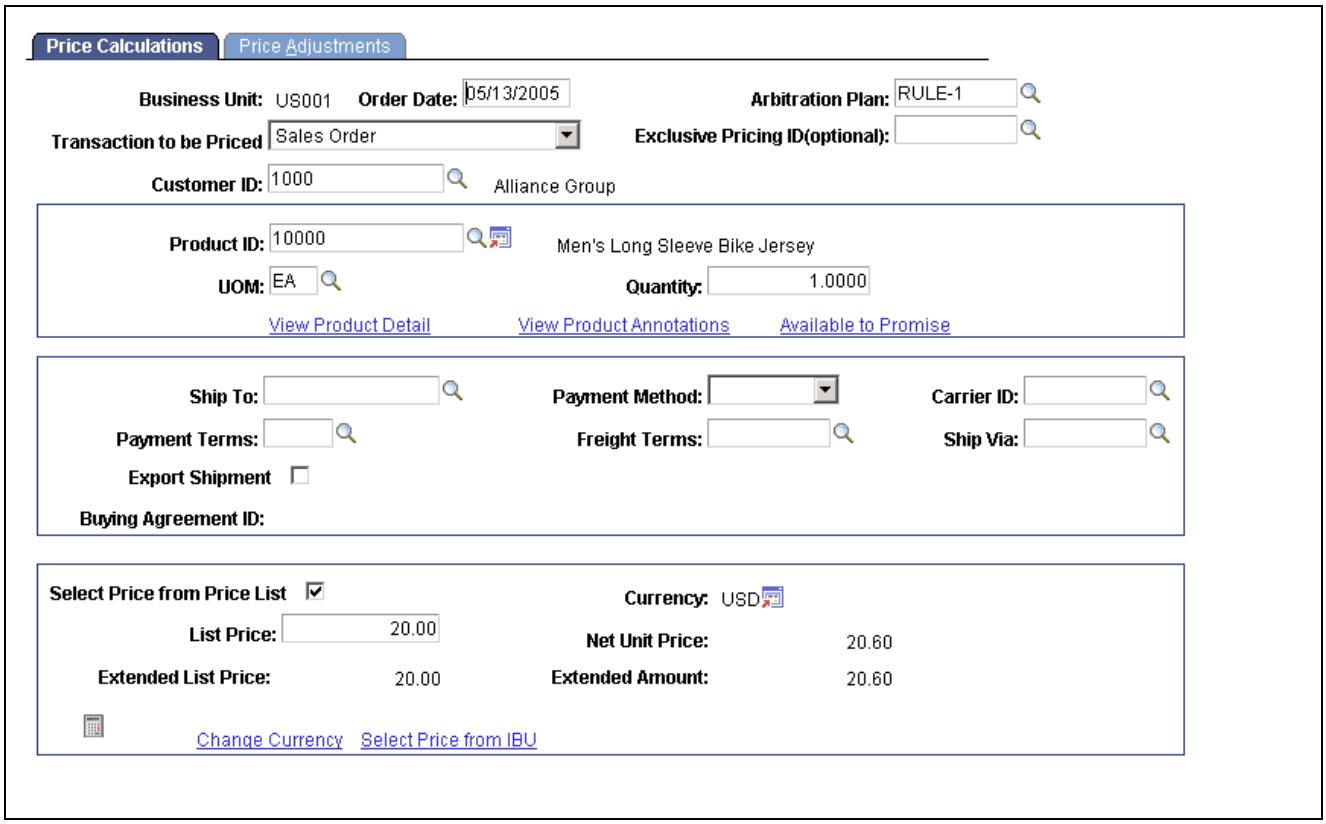

Price and Availability - Price Calculations page

Order Date

Displays the current date by default, but you can change it. This date determines pricing, with applicable discounts and surcharges.

The order date is considered the pricing date and is compared to the start and end dates for price formulas. The system ignores the price date defined on the arbitration plan, order date, scheduled shipment date, or arrival date. For this purpose, it always uses the order date, as no scheduled shipment or arrival date is entered on this page.

Arbitration Plan

Use to specify the pricing adjustment.

Transaction to be Priced

Select the pricing application code. For example, to price as if on the sales order, select *Sales Order,* which is the default.

Exclusive Pricing ID

(Optional) If you enter an exclusive pricing ID, the net unit price is based only on the price rules associated with that ID.

Customer ID

If you enter an optional sold to customer ID, the system uses the arbitration plan associated with that customer to determine the price rules and formulas that are used to calculate pricing.

Available to Promise

Click to calculate ATP and to view the first available ship date for the quantity you are requesting.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, “Promising and Reserving Inventory”.

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Product ID	The product ID, along with the UOM, are the only required fields on this page. They determine the PeopleSoft Inventory business units available when you click the Select Price from IBU (select price from Inventory business unit) link.
Quantity	The default value is *1,* but you can change it. Within a price rule, quantity price formulas may be triggered by the value that you enter here.
Payment Method	Depending on how you have set up your price rules, the method you select might affect price adjustments.
Export Shipment, Ship To, Payment Terms, Carrier ID, Freight Terms, and **Ship Via**	Price adjustments can be affected by your selections in the fields. These values can be keys to price rules.
Select Price from Price List	Select to populate the List Price field with the base price for the product that you established when you set up price lists in PeopleSoft Enterprise Pricer. You can use this option only if you have entered a customer ID.
Currency	Displays the base business unit currency that you established on the Shipping and Returns page, unless the value is overridden by the currency associated with the customer ID.
View Currency Data	Click to view currency details.
List Price	Displays the basis for the pricing calculation. You can override this price.
Calculate Price	Click to calculate the net unit price, extended list price, and extended price. To check the price and availability of products or quantities, you can enter new information and click Calculate Price to recalculate the pricing information.
Change Currency	Click to toggle between the business unit base currency and the currency associated with the sold to customer.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products"

Viewing Price Adjustments

Access the Price and Availability - Price Adjustments page.

The fields on this page are the same as those on the Price Detail page.

See Also

Chapter 18, "Maintaining Order Header and Line Information," Modifying Pricing Information, page 317

Checking Price and Availability for Product Kits

Use the Product Kit Availability inquiry component to determine availability for product kits.

This section discusses how to:

- Determine product kit availability.

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- View kit availability details.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability

Pages Used to Check Price and Availability for Product Kits

Page Name	Object Name	Navigation	Usage
Product Kit Availability	PRODKIT_AVAIL	Order Management, Quotes and Orders, Review Product Information, Kit Availability	View information on available, complete kits and navigate to see the supply and demand placed against each component part. The availability of product kits depends on the supply of each component.
Kit Availability Detail	PRODKIT_AVL_DET	Click the link for the component on the Product Kit Availability page.	View details about individual components of the product kit that you selected on the Product Kit Availability page.

Determining Product Kit Availability

Access the Product Kit Availability page.

Include Includes all supply sources by default, but you can exclude a source by clearing the appropriate check box. If you have PeopleSoft Purchasing installed, approved purchase orders and PeopleSoft Inventory MSRs always appear.

Note. The Scheduled Production option is unavailable for entry unless you have PeopleSoft Manufacturing installed. The Approved PO Request option is unavailable for entry unless you have PeopleSoft Purchasing installed.

Lookup Click the button after selecting a product to populate the Kit Component Information section of the page

Per Identifies whether the number of units displayed in the Quantity field is by *ASY* (assembly) or by *ORD* (order).

Inventory Item Populated by the Product Definition Overview page in PeopleSoft Inventory.

OK to Ship Without Displays the selection that you made on the Kit Component Text page when you defined the product kit.

Using Alternate Sourcing and Pegging

This section provides an overview for alternate sourcing and pegging and discussed how to:

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- View alternate sources of supply.
- Choose alternate sources of supply.
- View and update supply source information.

Understanding Alternate Sourcing and Pegging

Alternate sourcing and pegging are closely related and enable CSRs to expand the tools they can use to meet customers demands and provide superior customer service. Alternate sourcing and pegging rely on security to control how the CSR can use the features.

See Chapter 9, "Setting Up Alternate Sources of Supply," page 91.

See Chapter 5, "Establishing Feature Function Security," page 63.

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, "Pegging Supply and Demand".

Alternate Sources of Supply

You can choose alternate sources of supply for the order line or schedule if you select the advance sourcing option (advanced or manual) at the Order Management Business Unit. On the Alternate Source of Supply page during order entry, you can change the ship from business unit or look at alternate sources and enter different quantities for each of the sources. Inventory on-hand availability sources as well as sourcing options from new requisitions, new purchases orders, and new interunit MSRs are defined in the Alternate Sources arbitration plan and rules and retrieved by the sourcing engine. Additionally, existing supply sources (existing requisitions, purchase orders, interunit transfers, and production orders) are retrieved by the sourcing engine. These existing sources of supply do not require you to set up alternate sources of supply arbitration plans and rules. However, you must have the authority defined for your user ID setup in Inventory pegging security.

The CSR enters the quantity they want from each supply source. If the CSR chooses existing in-coming supply to source the order line or schedule, the supply is soft pegged to the sales order at save time of the order. If the CSR chooses to source the order line or schedule from a new requisition, purchase order, or interunit transfer, the supply document is created and hard pegged to the order schedule when the order is saved and additional information may be required from the CSR. For new requisitions, the requisition will be pegged to the sales order when the PO_REQLOAD (Purchasing Requisition Loader) process creates the requisition.

The existing in-coming supply sources are filtered through the new Inventory pegging security definition for the user ID of the current user and appear after the alternate sourcing arbitration plan/rules sourcing options in the grid. Once a supply source option is selected, the source type and disposition are stored on the line or schedule. Sourcing is done at the order line level if only one schedule exists; otherwise, it is performed at the schedule level. For each source that is selected for the order line, a new order schedule is created. If sourcing is being done on an order schedule and multiple sources are selected, the original schedule is updated and additional schedules are created.

If the CSR wants to change the supply source, the system verifies that the change is allowed. For example, the PO may already be dispatched. If the change is allowed and the supply is hard-pegged to the order schedule, Order Management will automatically update the supply document with cancellations or quantity changes. If the change to the supply document is not allowed or the supply is soft-pegged to the order, the change is still allowed on the order schedule, but only a notification is sent to the supply document owner.

The full range of Alternate sources of supply functionality can be done online. In batch, alternate sourcing is performed only for distribution network and Inventory Business Unit on hand quantity sources. The additional source options for new purchase orders, requisitions, and interunit MSRs are not available with batch processing. If the Order Management availability option is set to Automatic (advanced sourcing), the order completion process must be performed before the advanced sourcing lookup.

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Pegging

Through alternate sourcing, the CSR can choose to select on-hand available quantity from inventory business units outside the standard distribution network. Selecting quantity on-hand and direct-shipping from the warehouse is equivalent to assigning the Inventory Business Unit as the ship-from business unit on the order schedule. The item ships from that warehouse directly to the customer. Alternatively, the CSR can peg or tag lines during sales order entry to existing in-coming supply or new supply to ensure that items are allocated to the order as soon as they become available in the warehouse.

The CSR can peg to:

- Existing interunit transfers
- Existing production orders
- Existing purchase orders
- Existing requisitions
- Inventory Business Unit, direct receipt (new interunit transfer)
- Distribution network, direct receipt (new interunit transfer)
- New purchase order
- New requisition

In addition, from the alternate sources of supply page, the CSR can choose supply sources of:

- Distribution network
- Inventory Business Unit

Note. These quantity-on-hand supply sources are not pegged when the disposition of the items is direct ship to the customer. The ship-from business unit on the order schedule is changed to the source Inventory Business Unit selected and the demand for these sources is reserved based on the inventory business unit definition for the item. If the disposition of the supply is direct receipt, a new interunit transfer MSR is created when the order is saved.

After the CSR selects the type of supply, he determines whether it should be a direct ship (ships directly to the customer) or direct receipt (ships to the warehouse and then to the customer). There can be multiple sourcing options displayed and selected. Each selected supply source will be broken into separate schedules once the options are accepted by the CSR.

Note. The disposition of the items (direct ship or direct receipt) cannot be changed for existing supply.

There are two types of pegs:

- A *soft peg* links an outgoing order to the quantity included in an incoming supply. For example, a sales order for 10 units is soft pegged to an incoming purchase order with 2,000 units. When a soft peg is changed or canceled, the peg is changed but the incoming supply (in this case the purchase order) is not changed. A notification is sent to the buyer informing them that a change in the demand pegged to the PO has taken place. Soft pegs are useful when items are in short supply and you want to peg higher priority customer orders to specific supply.
- A *hard peg* is created when a sales order (demand) creates a purchase order, requisition, or interunit transfer (supply) to fulfill it. Hard pegs are only created from the sales order when adding a Direct Ship or Direct Receipt. All other orders would be considered soft pegs and will result in notifications only upon changes. When a hard peg is changed or canceled, not only is the peg changed, but also the incoming supply is changed. For example, a sales order for 10 units is hard pegged to an incoming purchase order with 10 units.

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If the sales order is changed to four units, then the purchase order is changed to 4 units. Hard pegs are useful for make-to-order items or special products.

Here are examples of hard pegs:

- A new ‘Direct Ship’ purchase order (formerly drop ship purchase order)
- A new ‘Direct Receipt’ purchase order or a ‘Direct Receipt’ interunit transfer that is created from a sales order
- A new ‘Direct Ship’ requisition (formerly drop ship requisition)
- A new ‘Direct Receipt’ requisition that is created from a sales order

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Note. All other orders would be considered soft pegs.

The CSR can make changes to the pegs from the sales order alternate sources of supply page by changing the quantity requested or selecting new sources of supply. However, if the changes are not possible from the sales order, the CSR can use the Pegging Workbench to make additional changes. The CSR could also perform the pegging from the workbench instead of from the Alternate Sources of Supply page.

Note. Creating the pegs from the pegging workbench will only create soft-pegs.

Pegging can occur as long as the sales order demand is not past the Unfulfilled state in PeopleSoft Inventory. However, the CSR cannot peg product kits, configured kits, ATP or VMI items. If the demand is already soft-reserved, it cannot be pegged. Choosing to peg an existing schedule that is already soft-reserved will cancel the reserved demand and create new pegged demand for the schedule. A peg cannot be modified from the sales order if there is more than one unfulfilled demand line for the schedule (a backorder has been created). You must use the pegging workbench (a link is provided from the sales order alternate sources page) to modify the pegs.

In order to peg to existing supply documents, the CSR must have the appropriate security defined. The Inventory pegging user security has to be set up enabling the user ID to peg supply documents to sales order demand.

You can set up notifications to notify the CSR if changes are made to any documents that are pegged. Similarly notifications can be sent to the supply owner if there are changes make to the sale order. The system has pre-established notifications set up using the Message Dashboard. You can use the existing notifications or add additional notifications.

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Pages Used for Alternate Sourcing and Pegging

Page Name	Object Name	Navigation	Usage
Order Entry Form	ORDENT_FORM_LINE	Order Management, Quotes and Orders, Create/Update Order Order Management, Quotes and Orders, Create/Update Quote	Enter header and line information and perform advanced sourcing. See Chapter 15, "Introduction to Sales Order Entry," Using Alternate Sourcing and Pegging, page 238.
Alternate Sources of Supply	ORDENT_SSRC_UPDT	Click the Find Alternate Supply Sources link from the Line or Claimback/Supply Source tab in the line grid area on the Order Entry Form page. Click the Find Alternate Supply Sources link from the Line or Claimback/Supply Source tab in the line grid area on the Shipment Schedules page.	Use to view supply source options and to choose the optimum sources for this order line or schedule. You can choose one or more sources of supply from this page. This page is available only if you are using the Manual or Automatic Availability Option on the Order Entry Features page for the PeopleSoft Order Management Business Unit.
Product Availability	ORDENT_PRODAVAIL	Click the Cross-CPU Product Availability link on the Alternate Sources of Supply page.	Use to access product availability from other databases. This is informational only.
Alternate Sources of Supply Advanced Search	ORDENT_SSRCH_PG	Click the Advanced Search link on the Alternate Sources of Supply page.	Use to search by additional criteria.
Supply Source Detail	ORDENT_SSRC_DTL	Click the Supply Source Data link on the Claimbacks/Supply Source tab in the line grid area of the Order Entry Form page. Click the Supply Source Data link on the Claimbacks/Supply Source tab in the line grid area of the Shipment Schedules page.	Used to view existing pegs and pegs for new purchase orders, requisitions, and interunit transfers.

Viewing Alternate Sources of Supply

Access the Claimback/Supply Source tab in the line grid area of the Order Entry Form or Shipment Schedules page.

Note. The Find Alternate Supply Sources button displays if advanced sourcing is used for the PeopleSoft Order Management Business Unit. The Manual or Automatic Availability Option must be selected on the Order Entry Features page for the business unit.

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Source Type The value defaults from the highest priority sourcing option returned from the supply source engine if the availability option on the Order Management Business Unit is Automatic. Otherwise, it is set based on the alternate source of supply you choose.

Disposition The value defaults from the highest priority sourcing option returned from the supply source engine if the availability option on the Order Management Business Unit is Automatic. Otherwise, it is set based on the alternate source of supply you choose. If you change the sourcing option on the Alternate Sources of Supply page, it will update the value.

Note. If there are multiple schedules for the line, the source type becomes the original default (Distribution Network or Inventory Business Unit) and the Disposition is Direct Ship. If the product is marked as Direct Ship from Vendor, then the Source Type is New Requisition and the Disposition is Direct Ship.

Click the Find Alternate Sources button to perform additional sourcing on the Alternate Sources of Supply page.

Supply Source Data Click the link to access the Supply Source Detail page.

Claimback ID The claimback defaults and can be changed.

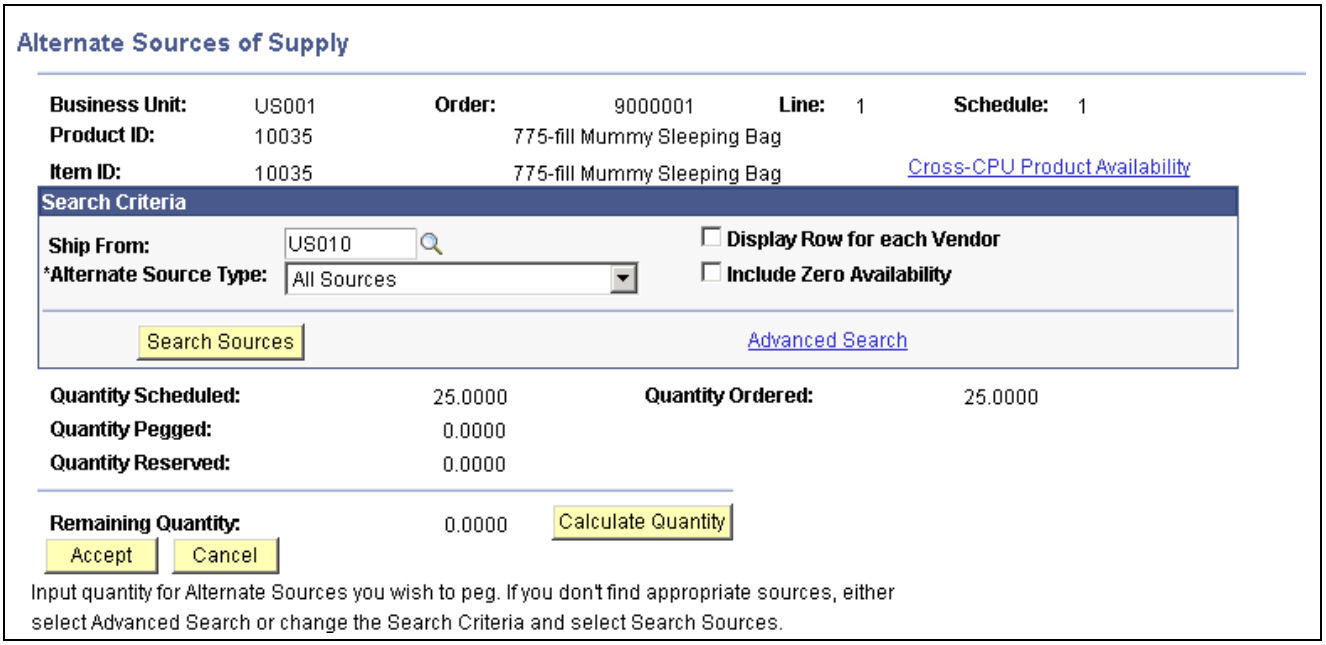
See Also

Chapter 9, “Setting Up Alternate Sources of Supply,” page 91

Chapter 13, “Working with Claimbacks,” page 155

Choosing Alternate Sources of Supply

Access the Alternate Sources of Supply page.



Alternate Sources of Supply page (1 of 2)

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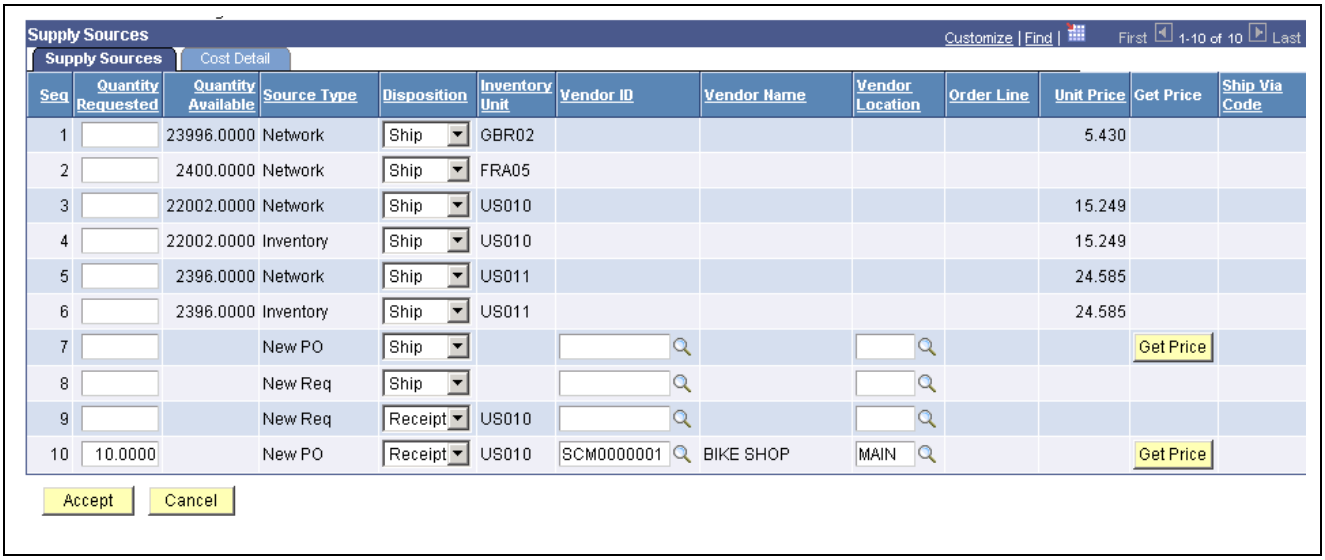

Alternate Sources of Supply page (2 of 2)

There are restrictions for using advanced sourcing depending on the item and product attributes:

- Product kits can only be sourced from Inventory Business Units or Inventory Business Units from a Distribution Network with a Direct Ship Disposition. You can perform advanced sourcing, but the availability of the kit components will not be validated until the order is saved. The system will return Inventory Business Units with zero availability because sourcing is performed at the product kit product ID level. Only Inventory Business Units that stock the component items will be returned.
- Configured items can be sourced using alternate sourcing. No advanced sourcing options can be used for configured product kits however.
- Non-inventory items can be sourced using Direct Ship requisitions or purchase orders.
- Non soft-reserved items and configured item cannot be sourced from a requisition, purchase order, interunit transfer, or production order. If it is defined on the sources of supply formula, it will be skipped.
- If an item is marked as a RFQ item (request for quote) on the Purchasing Controls page of the Purchasing Item Attributes component, you will not be able to create a new purchase order.

The PeopleSoft Order Management Business Unit, order, line and schedule, and the Product ID and associated Item ID display from the order.

Each line of the order line or schedule is sourced individually. If you use multiple sourcing options, a schedule is created for each of the sourcing options.

For new order lines or schedules, the sourcing options retrieved from the sourcing engine are displayed first. They are displayed in the order defined on the sourcing arbitration plan. If the user is authorized to peg to existing supply documents (requisition, purchase orders, interunit transfers, or production orders), these existing supply sources are displayed after the sourcing engine supply options.

For existing order lines or schedules, the existing supply source pegs are displayed first with the quantities that are pegged to the supply. Then, the sourcing options retrieved from the sourcing engine are displayed in the order defined on the sourcing arbitration plan. If the user is authorized to peg to existing supply documents (requisition, purchase orders, interunit transfers, or production orders), these existing supply sources are displayed after the sourcing engine supply options.

Cross-CPU Product Availability Click the link to access the Product Availability page.

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Ship From Initially displays from the schedule. You can change the value, but you need to select the Search Sources button to displays new results in the grid at the bottom of the page. This is the ship from business unit from where the items will ship to the customer.

Alternate Source Type Use to narrow down the types of sources displayed for the line or schedule. Only the source type that is selected will be returned to the supply sources grid or use the *All Sources* option to search for all the valid sources based on the options set up from the arbitration plan associated with the Shipping and Returns page on the PeopleSoft Order Management Business Unit.

Display Row for each Vendor If you select this option, all of the vendors will display for new purchase orders and requisitions. If this option is not selected, you can select the vendor from the available options.

Include Zero Availability Select if you want the system to include inventory business units with quantity available of zero in the results.

Search Sources Click the button to display your selection in the Supply Sources grid at the bottom of the page.

Advanced Search Use to refine your search even further. For example, you could search for Direct Receipt Disposition types.

Quantity Ordered and **Quantity Scheduled** Displays the total quantity ordered for the line and the quantity scheduled for the current schedule.

Quantity Pegged Displays the supply pegged to the schedule. The pegged quantity will also be displayed in the first lines in the grid if you are viewing the page after the initial schedule has been pegged.

Quantity Reserved Displays the amount that has already been reserved to the schedule for the ship-from BU.

Calculate Quantity Click to calculate the remaining quantity to be sourced.

Remaining Quantity Displays the amount that is left to source.

Accept When you have made your selections and are satisfied with the sourcing, click the button to source the schedule from the alternate sourcing chosen in the grid and return to the sales order.

The results are validated, and you will be prompted for required fields. A separate schedule is created for each sourcing option you choose.

- For interunit transfer, the source inventory business unit and destination inventory business unit are checked, if no valid transfer accounting information is found, an error message is displayed on the Sales Order Messages page.
- For purchase orders , the vendor ID, buyer ID, purchase business unit and inventory item ID should be properly defined. If the buyer ID is not present, the CSR will be prompted to enter one for the transaction. The CSR should set up a default buyer ID and purchase business unit for requisitions and purchase orders.

  See *PeopleSoft Enterprise Source to Settle Common Information 9.0 PeopleBook*, “Defining Procurement Options”.

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- For requisitions, you may enter vendor ID and buyer ID, but these are also defaulted by Requisition Loader from the requisition defaults defined in Purchasing when the requisition is created.

Cancel Click to return to the order line or schedule without accepting the sourcing options.

Note. If you want the requisition or purchase order shipped to your warehouse, you can use the alternate sources page to choose the 'direct receipt' disposition for the items. Note that the item must be defined as a stocked item in order to receive the items into the destination warehouse. If the business unit item definition does not exist on the destination warehouse, the system will create one for you based on the item template defined on the Inventory business unit transfer item copy definition.

Note. When you create a 'direct receipt' purchase order from alternate sources of supply, the location address of the Inventory business unit is defined as an override address on the purchase order line to ensure that the items are shipped to the exact location of the warehouse.

Choosing Alternate Sources on the Supply Sources Tab

The results of the sources appear in the grid.

Seq (sequence) The results display in this order:

1. Current pegs for the order.
2. New supply sources sorted by:
    a. The sort option on the arbitration plan.
    b. The arbitration decision on the sequence.
3. Existing supply documents (requisitions, purchase orders, interunit transfers, production orders).

Quantity Requested Enter an amount to be sourced. You can select multiple source options by entering quantity in different fields. Each quantity sourced becomes it's own schedule.

Quantity Available Displays the amount that is available for each Inventory Business Unit.

Source Type Displays the source possibilities. The rows of the grid are displayed based on the sort option selected on the arbitration plan for alternate sources of supply. If there are existing pegs, they are displayed first. Then, the sourcing engine sources of supply, then the existing supply documents if the user has the authority to peg to existing supply.

Disposition For new sourcing, you can select the shipping option otherwise the field is unavailable for entry. Values are:

Receipt: Ship from the vendor or warehouse to a warehouse.

Ship: Ship from the vendor or warehouse to a customer.

Inventory Unit The Inventory Business Unit displays for Inventory Business Unit and Network source types.

Vendor ID If you set up alternate sources of supply rules, the vendor ID appears based on your sourcing formula. Otherwise, all of the valid vendors for the item

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	are available for you to choose from the prompt on the vendor ID field. The Vendor Name fields appears. For new requisitions and purchase orders, you can select from the valid list of vendors.
Vendor Location	For existing sources, the field is display-only. For new sources, you can use the search button to select from a list of valid locations for the selected vendor.
Order Line	This displays line information for the purchase order.
Unit Price	This value is display-only. This is the purchase price of the item for source types of requisition or purchase order. This is the unit cost for Inventory Business Unit or Network source types. For purchase orders, the Unit Price is the cost that is used to calculate the margin.
Get Price	For new purchase orders where the Vendor ID was selected, click the button to retrieve the price that will be defaulted to the new purchase order. The price will be updated in the Unit Price field.
Ship Via Code	Optionally select for Distribution Network and Inventory Business Unit Source Types where the disposition is 'direct receipt', and you are creating an interunit transfer.
Lead Days	If the Ship Via Code is displayed, the interunit transportation lead times will be included for Distribution Network and Inventory Business Unit Source Types. The vendor lead time is displayed for new supply for purchase orders or requisitions. For existing pegs or existing supply not yet pegged, the lead time is calculated using the dates on the schedule. If the lead days is blank, the lead days are less then zero.

Note. If you want to create an interunit transfer (MSR), select either *Inventory Business Unit* or *Distribution Network* in the Source Type field and Direct Receipt in the Disposition field.

If you want to create supply shipped directly from the vendor to your customer (drop ship), select either *New Requisition* or *New Purchase Order* in the Source Type field and *Direct Ship* in the Disposition field.

See Chapter 15, "Introduction to Sales Order Entry," Viewing and Updating Supply Source Information, page 248.

Changing Supply Information

Sourcing options for order schedules that have already been pegged can be changed on the alternate sources of supply page. Schedules with existing pegs are displayed at the top of the supply sources grid with the peg quantity defaulted to the requested quantity field in the grid. You can change the quantity to change the peg. If the supply is hard-pegged, the supply document will be automatically updated. If the supply is soft-pegged, a notification is sent to the buyer or the warehouse manager depending on the supply type.

Hard-pegged requisitions are updated through the Requisition Loader process.

Hard-pegged purchase orders are updated when you save the sales order if the update is allowed. You define when the purchase order update is allowed on the Order Management Business Unit. Update is allowed up to the purchase order due date or up to the time the purchase order is dispatched to the vendor.

Hard-pegged interunit transfers are updated if the demand change configuration for the source inventory business unit allows changes to be made from Order Management, depending on the state of the demand in fulfillment.

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Changes for soft-pegged supply only results in a notification to the buyer or the warehouse manager, depending on the supply type.

Note. If the purchase order has already been created for the requisition, changes made on the sales order will take effect immediately on the purchase order via the alternate sourcing order change functionality. Only the purchase order will be updated with the changes.

View Cost Information on the Cost Detail Tab

The fields display additional pricing and cost information.

Total Unit Cost — The unit cost of the item multiplied by the markup percent and the transportation cost.

Unit Cost — The unit cost of the item or the transfer price.

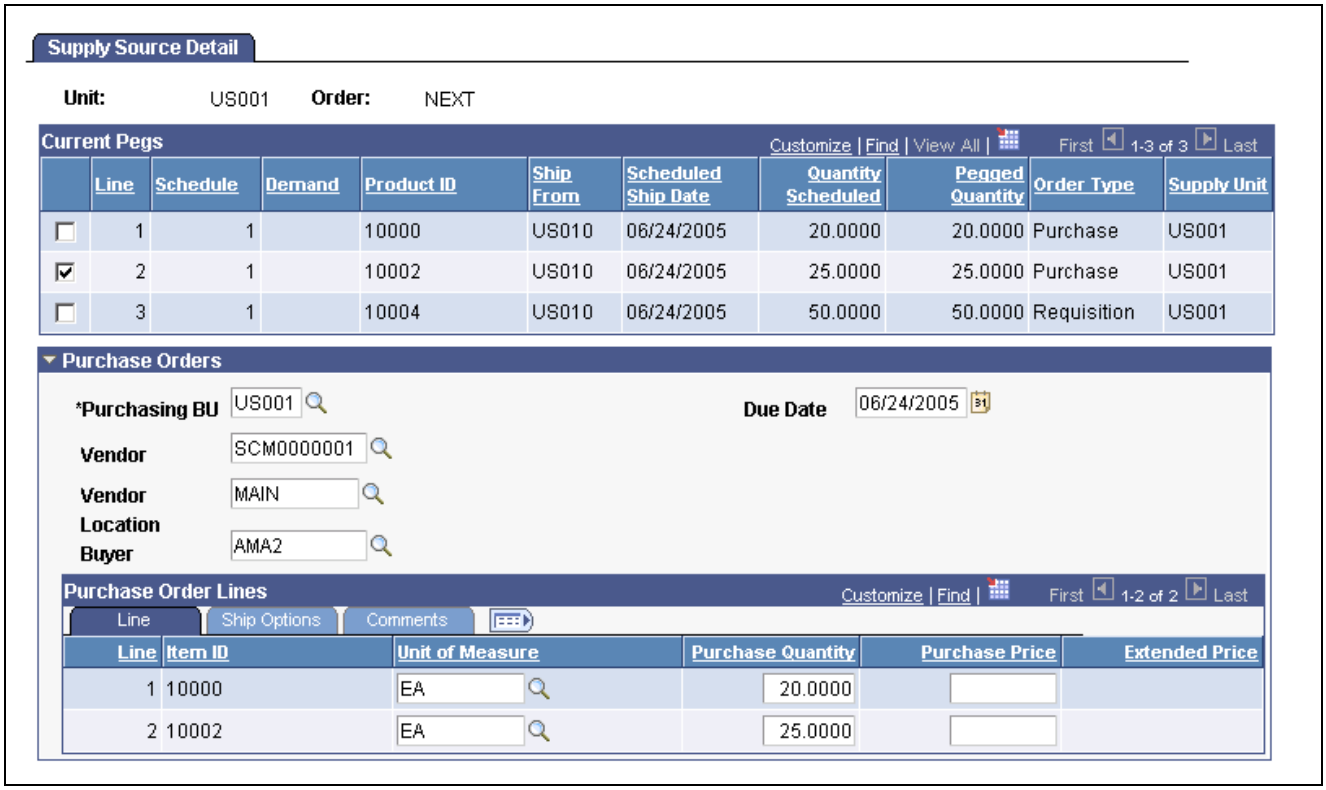
Transfer Price — The cost to transfer the item out of the PeopleSoft Inventory Business Unit from either the Inventory Business Unit item or Inventory Business Unit level.

Transportation Cost — The transit cost between two PeopleSoft Inventory Business Units, the Inventory Business Unit item level or Inventory Business Unit level.

Price Markup % (percent) — Can be defined at either the PeopleSoft Inventory Business Units item level or Inventory Business Unit level. If defined, this price markup is applied to the unit cost.

Viewing and Updating Supply Source Information

Access the Supply Source Detail page.



Supply Source Detail page

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Current Pegs

Existing purchase order, requisitions, and interunit transfer pegs for the entire order are displayed at the top of the page. Each peg shows the information and the quantity pegged, the order type, and link to view the document for the peg, and a button to take you to view or update the supply document.

New Pegged Supply for Purchase Orders, Requisitions, and Interunit Transfers

Below the existing pegs grid, the new supply source detail information is presented to the CSR where it can be changed prior to saving the sales order and creating the new supply documents such as new requisition, purchase order, or interunit transfer. New requisition lines and new purchase order lines are consolidated by Vendor ID and location. New interunit transfer lines are consolidated by source inventory business unit.

Once the new supply document is created, the supply detail information is no longer available, and the CSR uses the "Edit Document" button in the top of the grid to view or update the actual supply document that was generated and pegged to the sales order schedule.

For new requisitions, the quantity cannot be changed. The purchase quantity for the requisition is set by the Requisition Loader and is always set to the order schedule quantity. A hard-peg is created when the process creates the requisition. If you increase the requisition quantity in PeopleSoft Purchasing after it has been created, the hard-peg to the sales order is changed to a soft-peg.

For new purchase orders, the purchase quantity can be changed. If you increase the purchase quantity so that it is greater then the sales order schedule quantity, the order quantity is pegged to the PO and a hard peg is created. The hard peg is not removed until the purchase order is received at the warehouse, at which time the order quantity is allocated and the remaining quantity received is put away to stock as available quantity on hand.

Note. After you perform initial sourcing, you can change the status of the line or schedule to Pending and save the order so that you can update the sourcing information at a later time. When you update the order, you can access the Supply Sources Detail page and make changes. You cannot perform sourcing for a line or schedule that is in Pending status, the status must be set to Open initially.

See Also

Chapter 9, "Setting Up Alternate Sources of Supply," page 91

PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook, "Pegging Supply and Demand"

Using Lot Allocations

While entering orders, you can lot allocate a line to multiple lots or partially lot allocate the line. You can also change the lot allocations on the sales order pages, depending on the stage of fulfillment processing for the line.

This section provides overviews of partial lot allocations and changes to lot-allocated lines and lists the pages used to use lot allocations.

To lot allocate an order line or schedule, the status must be *Open.* Lot allocation is performed as soon as you save the order if the Skip Lot Allocation option is not selected on the schedule or line and the Lot Allocate Option is selected for the PeopleSoft Order Management Business Unit. Otherwise, you can lot allocate from the Lot Allocation page accessible from the Header menu on the Order Entry Form page.

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Note. Lot allocations cannot be performed in the counter sales environment if the customer is picking up the product unless you navigate to the Picking Feedback page.

Understanding Partial Lot Allocations

If you partially lot allocate a line during order entry, the system creates a backorder for the un-allocated portion of the line, as long as back orders are not set for automatic cancellation (cancel backorder flag equals *Yes)*. To allocate the back order when more lot-controlled products become available, use the Lot Allocation page in PeopleSoft Inventory.

Note. The back-ordered quantity must be fully lot allocated.

To enable partial lot allocation, set the Partials field to *Yes* and the Cancel BO field to *No* on the Ship Options tab in the Order Lines region of the Order Entry Form page or the Shipment Schedules page. The default values for these fields come from the Ship To region in the Order Header region of the Order Entry Form page. Depending on how you set up your customers, you can set the defaults on one of these pages:

- The sales buying agreement Header - Terms page, if the buying agreement is referenced.
- The customer General Information - Ship To Options page.
- The Order Group Terms page.

Understanding Changes to Lot-Allocated Lines

You can change a lot allocation for the order line or schedule on the sales order pages depending on the order's status within the fulfillment process.

The schedule can be allocated or de-allocated until some portion of the schedule has been allocated from a storage location in PeopleSoft Inventory. You can no longer lot allocate or de-allocate any demand lines associated with the schedule if any of the demand lines are in the Released (40) state in PeopleSoft Inventory.

If the line that was lot allocated, either partially or fully, has not appeared on the picking plan, you can change the lot allocation on the Lot Allocation page accessible from the line and schedule.

If the lot-allocated line has appeared on a picking plan, you can view how the quantity was allocated, but it is unavailable for update from the sales order pages.

For partial lot allocations, you can allocate the backorder portion of the line on the Lot Allocation page if the back order hasn't appeared on a picking plan.

You can also use the Lot Allocation page in PeopleSoft Inventory to lot allocate an order line or schedule that was not allocated during order entry or to reallocate an order line or schedule after you've entered the order.

When manually lot allocating, the quantity is automatically reserved regardless of the PeopleSoft Order Management Business Unit auto reserve setting. The quantity is reserved against the inventory business unit as well as the lot. When you increase the quantity of the lot, the inventory business unit's reserved quantity and lot quantity is adjusted to reflect the increase. When you decrease the quantity of the lot, only the lot quantity is adjusted to reflect the decrease. The quantity reserved against the inventory business unit will remain reserved. To unreserve this line, you will have to go to the Fulfillment Workbench.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Allocating Lots to Orders"

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Pages Used to Use Lot Allocations

Page Name	Object Name	Navigation	Usage
Lot Allocation	ORDENT_RESLOT	• Order Management, Quotes and Orders, Lot Allocations • Select *Lot Allocation* in the Header Menu field on the Order Entry Form page. • Select *Lot Allocation* in the Line Menu field on the Order Entry Form page. • Select *Lot Allocation* in the Schedule Menu field on the Shipment Schedules page.	Perform lot allocation. **Note.** Lot controlled items that are pegged to sales orders are not shown from this page. You can view them for stock requests in the Review Fulfillment Information menu.

Changing Orders

You can use these methods to change orders:

- Order Entry Form component in PeopleSoft Order Management for orders with a small number of schedule lines.
- Run Update Schedules process for a large volume of schedule lines.
- PeopleSoft Order Management EDI process.
- Automatic Hold Check process or the Automatic Credit Check process to apply or remove holds to sales orders.

To cancel an order line or schedule, change the status to *Canceled.* However, the system allows the status of a header, line, or schedule to be changed to *Canceled* only if no part of the associated schedule has been shipped.

If an order has a status of *Canceled* or *Closed,* you cannot change the order.

For *Pending* and *Open* orders, any changes to the header status, ship to location, ship to contract, or ship to address override are propagated to the line and schedule level. Other changes to the header populate new lines and schedules but are not propagated to existing lines and schedules. If the change can't be made to a particular schedule, it is made to the rest of the lines. To make changes to shipping data on all schedules for an order, use the Update All Schedules page.

Changes to orders in an*Open* status may be restricted depending on how far it is in the fulfilment process. You can configure the fields that you want to be able to change using the Demand Change Configuration component.

When establishing the Demand Change Configuration parameters in PeopleSoft Inventory, if you configure the quantity decrease and cancel quantity to be pick confirmed, your paperwork may be inconsistent with what was already printed for the shipping documentation. To prevent this situation, you should configure notifications. However, it may not stop the shipment.

Regardless of how you set up your demand change configuration parameters or what state the demand is, in PeopleSoft Inventory, keep these scenarios in mind to make sure you get your intended results.

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- These fields are sent to PeopleSoft Demand Planning and will be updated whenever the demand is updated. The net unit price many not match the sales order because demand changes are made prior to automatic repricing at save time.
  - Net unit price
  - DP_KIT_PARENT_QTY
  - DP_KIT_PARENT_UOM
- Once a demand line is packed, these changes are not allowed to that demand line unless the demand is unpacked:
  - Cancel
  - Quantity change
  - Any shipping field that is defined for the estimated shipment used for packing (the system defined fields plus any additional fields defined at the PeopleSoft Inventory Business Unit level).

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, "Setting Up and Using the Message Dashboard".

The table displays the changes that you can make in PeopleSoft Order Management before the order has been sent to PeopleSoft Inventory.

PeopleSoft Order Management Status or Change	PeopleSoft Order Management Impact	PeopleSoft Inventory Impact
Order Closed		
Any change	Not allowed	N/A
Order Canceled		
Any change	Not allowed	N/A
Pending		
Any change to Order Line	Apply changes	N/A
Any change to Order Schedule	Apply changes	N/A
Change Sold to or Bill To Customer	Not allowed if order lines exist.	N/A
Delete Header	Not allowed	N/A

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PeopleSoft Order Management Status or Change	PeopleSoft Order Management Impact	PeopleSoft Inventory Impact
Delete Line	Not allowed	N/A
Delete Schedule	Not allowed	N/A

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Changing, Canceling, and Holding Orders"

Chapter 20, "Working with Large Orders and Quotes," page 349

Chapter 26, "Placing Sales Orders on Hold," page 439

Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," page 465

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Changing, Canceling, and Holding Orders," Setting up the Demand Change Configuration

Viewing Order Information

This section discusses how to view sales order summary information.

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Pages Used to View Order Information

Page Name	Object Name	Navigation	Usage
Order Summary	ORDENT_SUMMARY	Order Management, Quotes and Orders, Review Order Information, Summary	View information about a single sales order.
Summary by Bill-To/PO	ORD_BY_BLLPO_VW	Order Management, Quotes and Orders, Review Order Information	View orders associated with a single purchase order linked to a bill to customer. This page appears automatically during order entry if you enter a purchase order number that is already entered on another order.
Shipments by Schedule	ORD_SHIP_SCHED_VW	Order Management, Quotes and Orders, Review Order Information	View shipment information for the schedule.
Shipments Invoice	ORD_SHIP_SCHED_VW2	Order Management, Quotes and Orders, Review Order Information, Shipments by Schedule	View invoice information for the schedule.
Shipments by Lot/Serial	ORD_SHIP_SCHED_VW3	Order Management, Quotes and Orders, Review Order Information, Shipments by Schedule	View lot and serial ID information for products that are lot or serial controlled.

Viewing Sales Order Summaries

Access the Order Summary page.

Currency Detail Click to access the Currency Data page to view or change the currency for the order. You can change the currency as long as there are no order lines.

Tax Amount Displays a best-guess estimate of taxes for an order. This number is not posted to any tax registers. If you have PeopleSoft Billing installed, the system recalculates taxes, even if they have been calculated previously in the order entry process by the Order Completion processes.

Order Total The freight charge and tax amount are added to the total net price to derive the order total.

Note. PeopleSoft Order Management does not pass tax calculations to PeopleSoft Billing.

See Also

PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook, "Integrating with Sales and Use Tax Applications"

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CHAPTER 16

Setting Default Sales Order Values

The section provides an overview and discusses defaulting:

- Header information
- Line information.
- Schedule information.
- VAT information.

Understanding Sales Order Defaulting

Many of the fields on the order entry form and schedule pages are automatically populated from the sold to customer, order group, or sales buying agreement that you select.

If any fields change that control data in additional fields, the default values could change too. For example, if you change the ship to customer on the order line so that it is different than the order header, the system performs the same default processing as on the ship to customer of the order header. The same processing occurs for the schedule. In another example, if you change the buying agreement on the order line, the system automatically populates the order line values the same way that it does on the order header, for values that are controlled by the buying agreement.

The fields that control data in additional fields on the line are:

- Inventory load
- Product
- Buying agreement line
- Buying agreement
- Ship to customer
- Order group
- User preferences
- Order Management business unit

The ship to customer ID field controls data in additional fields on the schedule.

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Defaulting Header Information

The table describes header defaults:

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
ADDRESS (BILL TO)				1					Primary
ADDRESS (SHIP TO)			1						Primary
ADDRESS (SOLD TO)		1							Primary
ALLOW PRODUCT SUBSTITUTIONS		1							
BILL TO		1							Highest priority
BILL TO CONTACT				1					
BILL TYPE				1	2				
BUYING AGREEMENT ID		1							Or customer group. Default

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
CANCEL BACKORDER			2		3		1		
CARRIER ID			2		3		1		
CARRIER ID EXPORT			2		3		1		
CURRENCY CODE		1							
COMMISSION LEVEL								1	
COMMISSION METHOD									The default is the commission percent.
CUSTOMER CHANNEL		1							
CREDIT CARD INFORMATION		1							Bill-to customer contact

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
CUSTOMER PO				1					Not expired
DIRECT INVOICING				1					
DISTRIBUTION RULE								1	
EXCLUSIVE PRICING ID		1			2				
EXPORT			1						
FREIGHT BILL				1					
FREIGHT CHARGE METHOD		2				3	1		
FREIGHT TRM			2		3		1		
FREIGHT TRM (Export)			2		3		1		

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
WEIGHT AND VOLUME ARBITRATION PLAN		1							2 — default weight and volume arbitration plan
ORDER DATE									System date or the quote date for quotes.
ORDER GROUP	1								
Order Owner	1								
ORDER, QUOTE	Prefix from User Preferences								System
ORDER STATUS, QUOTE STATUS									Open
PARTIAL ORDER			2		3		1		
PARTIALS			2		3		1		

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
PAYMENT METHOD				3	2		1		
PAYMENT TERMS ID				2	3		1		Or from payment terms on the price formula
PRODUCT SOURCE		2					1		
PRICING ARBITRATION PLAN		1				2			3 — Uses pricing arbitration plan
PRIORITY			2		3		1		
PRIORITY (Export)			2		3		1		
QUOTE NUMBER									From converted quote
SHIP PRIOR			2		3		1		
SHIP TO		1							Highest priority

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
SHIP VIA			2		3		1		
SHIP VIA (Export)			2		3		1		
SINGLE SHIP FLAG			2		3		1		
SOLD TO CONTACT			1						
SOLD TO CONTACT		1							
SOURCE	2				1				
STANDARD DISCOUNT					1				
STORE #			1						
SUBCUS-TOMER1				1					
SUBCUS-TOMER2				1					

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Field Label	Operator	Sold To Customer	Ship To Customer	Bill To Customer	Order Group	Customer Group	Buying Agreement	Order Management Business Unit	Notes
SUPPORT TEAM CODE			1						Uses default team
SHIP FROM BU	1								
SHIP TO CONTACT			1						
TAX CODE			1						
TAX TRANSACTION TYPE			1						
TRANSPOR-TATION LEAD RULE CODE								1	2 — default
UNIT	1								
VMI SHIP TO			1						

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Defaulting Line Information

The table describes line defaults:

Field Label	Header	Other Record or Default	Notes
ADDRESS	1	2. Ship to primary	
ADDRESS OVERRIDE	X		If ship-to is the same as header
BUYING AGREEMENT ID	X		
CANCEL BACKORDER	2	1. Buying agreement, 3. Ship-to, 4. Order group	
CARRIER ID	3	1. Inventory load , 2. Buying agreement, 4. Ship-to 5. Order group	
CARRIER ID (Export)	2	1. Buying agreement, 3. Ship-to, 4. Order group	
CUST ITEM		Product alias	
CUSTOMER PO	X		
EXCLUSIVE PRICING ID	2	1– Order group	
EXPORT FLAG	X		
FREIGHT TERMS	2	1. Buying agreement, 3. Ship to, 4. Order group	
FREIGHT TERMS (Export)	2	1. Buying agreement, 3. Ship to, 4. Order group	
BUYING AGREEMENT LINE		Buying Agreement, based on product, unit of measure (UOM), and business unit entered.	

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Field Label	Header	Other Record or Default	Notes
IMPORT DATA	X		
LINE		System assigned	Increments on Order Management Business Unit.
UPN			
UPC			
LINE BACKORDER RULE		1. buying agreement, 2. uses reservation backorder default arbitration plan	
LINE RESERVATION RULE		Uses reservation backorder default arbitration plan	
LINE RESERVATION BACKORDER RULE		Uses reservation backorder default arbitration plan	
ORDER RESERVATION BACKORDER RULE		Uses reservation backorder default arbitration plan	
LOAD ID			
ROUTE			
ORDER GROUP	X		
ORDER NO	X		
PARTIALS	2	1. Buying agreement, 3. Ship-to, 4. Order group	
PAYMENT TERMS	3	1. Buying agreement, 2. Price rule, 4. Order group	Price rule terms used if better than existing terms
PHYSICAL NATURE	2	1. Product	

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Field Label	Header	Other Record or Default	Notes
PICK-UP			Defaults from the ship via.
PRICE PROTECTED		1. Buying agreement, 2. Price list	
PRODUCT SOURCE	X		
PRIORITY	2	1. Buying agreement, 3. ship to, 4. Order group	
PRIORITY (Export)	2	1. Buying agreement, 3. ship to, 4. Order group	
REQUESTED ARRIVAL DATE, REQUESTED ARRIVAL TIME	1	2. Calculated based on requested ship date and time	Uses ship from closure, ship to, and carrier exception calendars.
REQUESTED SHIP DATE, REQUESTED SHIP TIME		1. Calculated if requested arrival date entered on the header, 2. Defaults to current date.	Uses transportation lead time to calculate if based on default header requested arrival date.
SCHEDULED ARRIVAL DATE, SCHEDULED ARRIVAL TIME		Calculated	Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars.
SCHEDULED SHIP DATE, SCHEDULED SHIP TIME		Calculated	Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars.

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Field Label	Header	Other Record or Default	Notes
SHIP FROM		1. Stock. The PeopleSoft Inventory business unit in the distribution network code with the highest priority that has the quantity ordered available. 2. Kit or not enough quantity found for 1. The PeopleSoft Inventory business unit in the distribution network with the highest priority. 3. If none, then the PeopleSoft Order Management business unit. 4. Other non-stock. No default value for the ship from field appears on the page. However, when the non-stock product is marked for billing, the system uses the priority 1 PeopleSoft Inventory business unit for creating the shipping history record and the costing record.	If counter sale order, defaults from the header.
SHIP PRIOR	2	1. Buying agreement, 3. Ship-to, 4. Order group	
SHIP TO	X		
SHIP TO CONTACT	2	1. Ship to customer	

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Field Label	Header	Other Record or Default	Notes
SHIP VIA	4	1. Load, 2. Inventory item, 3. Buying agreement, 5. ship to customer, 6. Order group	
SHIP VIA (Export)	2	1. Buying agreement, 3. Ship-to, 4. Order group	
STANDARD DISCOUNT	2	1. Order group	
STATUS	X		
STORE #	1	2. Ship-to	
TAX CODE	2	1. Ship-to	
TAX CUSTOMER GROUP	2	1. Based on ship-to customer	
TAX TRANSACTION TYPE	X		
UNIT	X		
UNIT COST		Product cost (inventory items) or product UOM (non-inventory items)	
UOM		Product UOM	Uses default.
VAT DATA	X		

Defaulting Schedule Information

The table describes schedule defaults:

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Field Label	Line	Other Record or Default	Other
ACTIVITY ID		Product	Header
ALLOW OVERPICK			Ship-to customer options
CANCEL BACKORDER	1	2. Ship-to	
CARRIER ID	1	2. Ship-to	
CARRIER ID (Export)	1	2. Ship-to	
CLAIMBACK CONTRACT ID	X		
COMMISSION METHOD		Header	
CUSTOMER PO	X		
CUSTOMER PO LINE	X		
DOCUMENT REFERENCE	X		
DISTRIBUTION CODE, REVENUE CODE, SURCHARGE CODE		1. Distribution sets. 2. PeopleSoft Inventory business unit if it has an associated PeopleSoft Billing business unit. 3. PeopleSoft Order Management business unit only if no discount distribution code is associated with the price sets that apply to the line or schedule.	
EXPORT INFORMATION	X		

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Field Label	Line	Other Record or Default	Other
DISTRIBUTION TYPE			Distribution sets
DIRECT SHIP		Product	
FREIGHT TERMS	1	2. Ship to	
FREIGHT TERMS (Export)	1	2. Ship to	
INVENTORY ITEM		Product	
LINE BACKORDER RULE	X		
LINE RESERVATION RULE	X		
LINE RESERVATION BACKORDER RULE	X		
ORDER RESERVATION BACKORDER RULE	X		
LINE	X		
LIST PRICE	X		
LOAD ID			
ORDER NO	X		
QUANTITY SCHEDULED	X		From order quantity
PARTIALS	1	2. Ship to	
PAYMENT TERMS	2	1. Pricing	From price rule if better terms are found.
PC UNIT		Product	Header

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Field Label	Line	Other Record or Default	Other
CUSTOMER PO SCHEDULE			From EDI
PICK-UP	X		
PRICE PROTECTED	1	2. Price list	
PRIORITY	1	2. Ship to	
PRIORITY (Export)	1	2. Ship to	
PROJECT ID		Product	Header
ROUTE	X		
REQUESTED ARRIVAL DATE, REQUESTED ARRIVAL TIME	1	2. Calculated if requested ship date and time are changed.	Uses ship from closure, ship to, and carrier exception calendars.
REQUESTED SHIP DATE, REQUESTED SHIP TIME	1	2. Calculated if requested arrival date and time are changed.	Uses transportation lead time to calculate if based on default header requested arrival date.
SCHEDULED ARRIVAL DATE, SCHEDULED ARRIVAL TIME		Calculated	Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars.
SCHEDULED SHIP DATE, SCHEDULED SHIP TIME		Calculated	Uses transportation rule and sets for lead time and ship from closure, ship to, and carrier exception calendars.
SCHEDULE		System assigned	Increments on Order Management business unit.
SHIP FROM	X		

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Field Label	Line	Other Record or Default	Other
SHIP PRIOR	1	2. Ship-to	
SHIP TO	X		
SHIP VIA	1	2. Ship-to	
SHIP VIA (Export)	1	2. Ship-to	
SKIP LOT ALLOCATION			
SKIP PROMISING	X		
STATUS	X		
STORE #	1	2. Ship-to	
SUPPORT TEAM CODE		Header	
TAX CODE	2	1. Ship-to	
TAX CUST GROUP	2	1. Derived from ship-to	
TAX EXEMPT		Header	
TAX TRANSACTION TYPE	X		
UNIT PRICE		1. Buying agreement, 2. price lists, 3. product price	If 2 or 3, then possible adjustments from pricing.
VAT INFO	2	1. Ship-to	

Defaulting VAT Information

VAT defaults are discussed in the documentation for processing orders in a VAT environment.

See Chapter 29, "Order Processing in a VAT Environment," page 493.

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CHAPTER 17

Adjusting Pricing in PeopleSoft Order Management

This chapter provides an overview of sales order pricing and margin adjustments and discusses how to:

- Establish prerequisites for margin adjustments.
- Create margin adjustments during sales order entry.

Understanding PeopleSoft Order Management Pricing

This section discusses:

- How pricing occurs on the sales order.
- Margin adjustments.

Pricing can occur at many levels in PeopleSoft Order Management. For simple scenarios, use the standard discount or buying agreement to drive pricing. You can set up complex rules and formulas using PeopleSoft Enterprise Pricer. From the order, you can make additional adjustments to margins.

See Also

Chapter 12, "Creating Buying Agreements," page 131

PeopleSoft Enterprise Pricer 9.0 PeopleBook

How Pricing Occurs on the Sales Order

Here is an example of how pricing is determined on a sales order in PeopleSoft Order Management.

During sales order entry, the arbitration ID is defaulted to the sales order or buying agreement from the sold to customer, the pricing customer group associated with the sold to customer, or the arbitration plan marked as the default for the transaction being priced. When the CSR creates or modifies a sales order or quote, PeopleSoft Enterprise Pricer is called.

The list price is retrieved based on the price list lookup option defined for the sales order transaction in PeopleSoft Enterprise Pricer:

1. Price lists associated with price list fields defined for the pricing transaction. The system selects the first active list price in the defined priority order if "lookup in priority order" is defined for the transaction.
2. The best (lowest) price for price lists associated with price list fields is selected if "consider all prices" is defined for the transaction.

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3. The base price established for the product is selected if the system finds no price defined in the price lists. This is always the default.

Note. The Order Management transactions (sales order, quote, and buying agreement) are delivered with the list price lookup option “consider all prices”.

PeopleSoft Enterprise Pricer then retrieves any price rule conditions that match the transaction and applies the price formulas to the base price. The applicable price rules and formulas are applied in the order as defined by the arbitration plan. The pricing engine returns an audit list of the price rules and adjustments which are applied to the transaction at pricing time. These price adjustment audits are saved with the order line/schedule.

When a buying agreement line is created, you can optionally enter an arbitration plan ID as the exclusive pricing ID. If an arbitration plan is entered, the system calls PeopleSoft Enterprise Pricer. The net unit price returned from the pricing engine is used as the net price on the buying agreement line. When the sales order or quote is priced with a buying agreement line assigned to it, the price comes directly from the buying agreement line.

Note. When you enable the Allow Adjustments to Buying Agreement Price option, you can change the price on the sales order even if it is a buying agreement price.

The Applicable to Buying Agreement option on the Price Rules, Formulas page enables you to create price rules that specifically apply to buying agreement prices.

The Price and Availability component enables you to price a transaction without actually creating the sales order or quote. You can enter the same information as on the sales order or quote. You can select a base price from the Inventory business unit base price or let the system automatically select a base (list) price from the price lists. The system then applies all price rule formula adjustments. As in sales order processing, PeopleSoft Enterprise Pricer returns an audit list of the price rules and formulas that are applied at pricing time.

Batch pricing for the sales order or quote works the same way as the online pricing of the sales order or quote. Depending on how you have set up your online pricing installation options, pricing during order entry will occur in the background or when you save or select the price order button from the order entry or the shipment schedules page.

Note. The entire sales order or quote is priced every time a line or schedule is priced. This means new adjustments that may apply to previously entered lines will occur with every change or newly entered line.

The diagrams illustrate how pricing occurs on the sales order.

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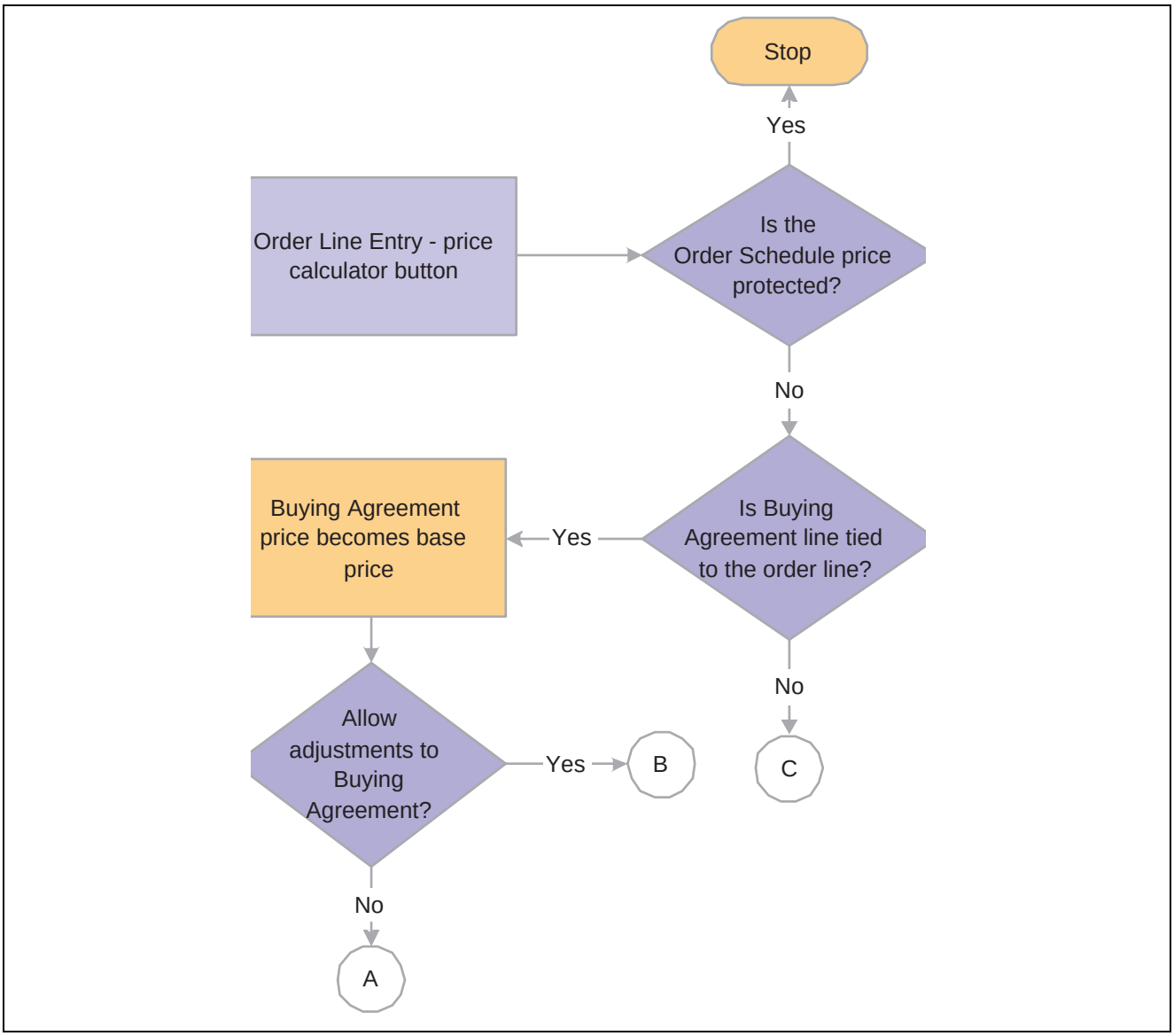

Pricing the sales order (1 of 3)

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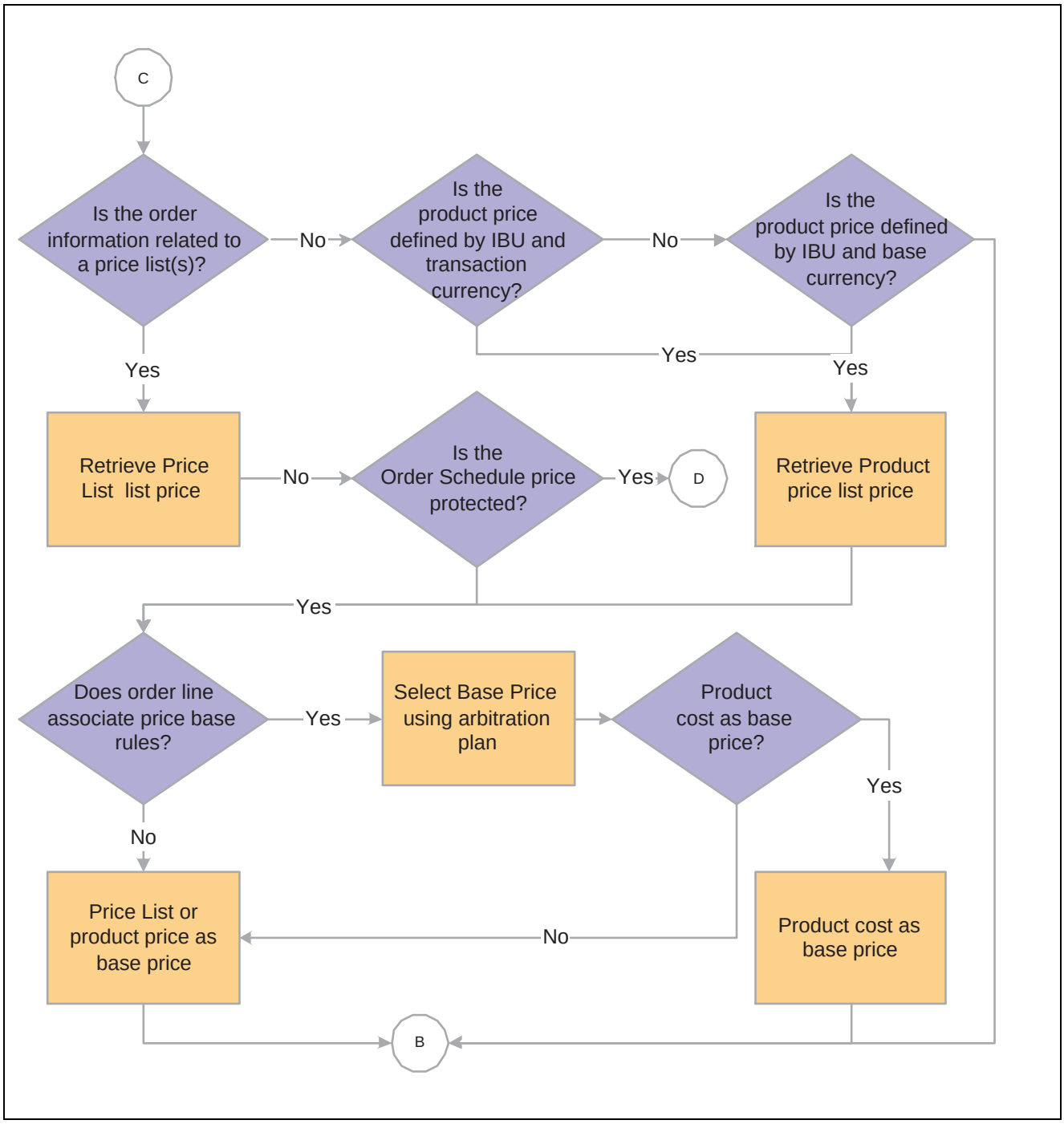

Pricing the sales order (2 of 3)

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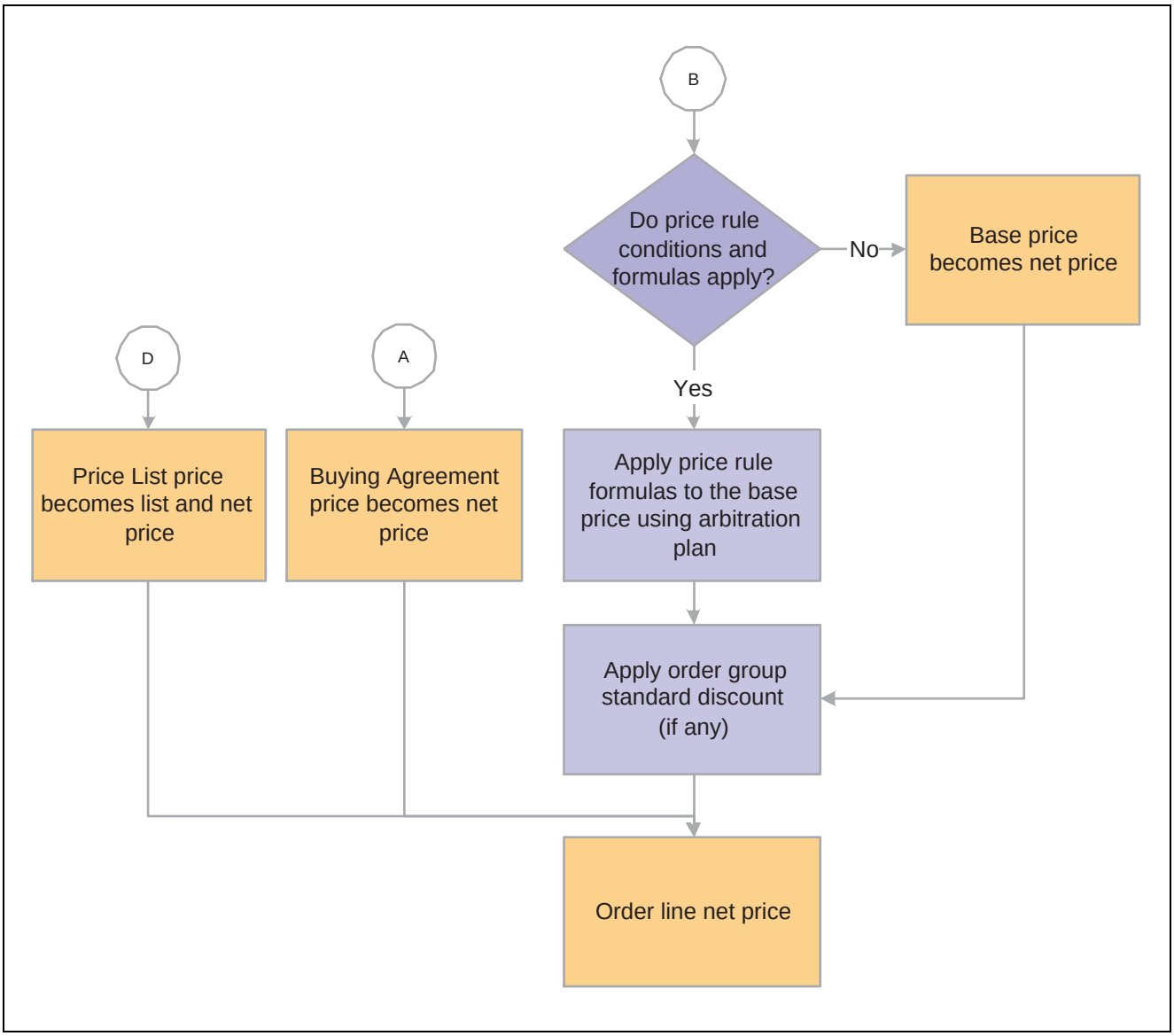

Pricing the sales order (3 of 3)

Margin Adjustments

The CSR can quickly and easily manipulate the sales order or the quotation to meet specific prices, and achieve specific margins, in order to secure additional customer business, as well as meet overall budgetary margin goals. Margin adjustments can be done online for individual orders or using a process to access a range of orders, customers, and products. PeopleSoft Enterprise Pricer performs the initial pricing for the order.

The ability to adjust margins on the sales order is controlled by a setting on the Order Entry Feature page. Since it is such a powerful feature, you control the ability to adjust margins using Feature Function security. You may decide to let all of your CSRs view the margin adjustment information, but only allow certain CSRs the ability to change the margin on the sales order or even refine it further by only letting them make adjustments on the Order Entry Form.

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The products that can be updated using margin manipulation are controlled by a setting on the Product Options page. You can add a value for an alternate cost adjustment factor in cases where you want to add additional costs to the unit cost. These options are available on the Product Options and Product Group Table page. You can additionally set up exceptions to the alternate cost by Inventory or Order Management Business Unit for pricing product groups.

The defaulting order to determine the Alternate Cost Adjustment Factor is:

1. Product value.
2. Product group value.
3. Inventory Business Unit or the Order Management Business Unit from the Product Group Exception List from the product group.

Note. If there are two conflicting override values, the higher of the two values will be used. For example, you may have the Order Management Business Unit adjustment factor as 20 percent and the Inventory Business Unit as 18 percent. The system would use the Order Management Business Unit value in this example.

You also determine if you want adjustments made to the product or product group. The Pricing Option field controls whether you can change the price of the product or product group. The options are:

- KVI: (known value item): Designated products or groups of products where the selling price cannot be reduced or increased.
- NDP: (non-discountable product): Designated products or groups of products where the selling price cannot be decreased, but can be increased.
- Regular: Prevents the setting from overriding or being applied to a product. For product groups, indicates that the product group is neither NDP nor KVI.

Note. The system will retrieve the product value first. If none exists, it will then retrieve the product group value for the default pricing group, if there is any associated with the product.

Changing Margins on the Sales Order

If your CSR can change margins on the sales order based on their Feature Function security settings, they can change the net unit price at the these levels: line, schedule, order (part or entire), section, and using a worksheet process for a range or orders. Sections enable you to group logical order lines and schedules together in order to make changes to the price. The worksheet enables you to change the prices for the entire order. The CSR can use the worksheet to try various price changes to achieve the desired result that the customer is looking for.

Changing the prices using margin manipulation is a powerful tool. These adjustment types can be used from the line, schedule, worksheet, or process:

- Adjust cost for price — cost plus pricing.
- Adjust extended amount — adjust the total amount for the line.
- Calculate a new net unit price— change list price ID and net unit price.
- Adjust margin amount — adjust margin by amount.
- Adjust margin percent — adjust margin by percent.
- Adjust net unit price — override net unit price.
- Set price protect only — set price protection. This option is not available from the line.

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The actual margin adjustments can be made using three methods at every level — line, schedule, worksheet, or process:

1. Replacing the price or margin.
2. Using a formula to calculate the price or margin.
3. Using the Adjustment Type, Adjust By, and Adjustment Amount to specify the adjustments.

See Chapter 17, “Adjusting Pricing in PeopleSoft Order Management,” Margin Adjustments, page 277.

If the products have a minimum selling price or minimum or maximum margins set up, the CSR will receive a warning message if these setting are violated by the changes. Depending on your hold processing parameters, the lines may also go on hold.

The new price information will display on the Line Pricing Data and Schedule Pricing Data pages along with the unit and alternate cost information.

Adjusting the margins will change the price and requires a reason code. You can set a default value at the Order Management Business Unit on the Order Management Setup Page or the user preferences pages for quotes and orders.

Adjusting Margins with Claimbacks

If the sales order line or schedule is associated with a claimback, the margins will take into consideration the value of the Margin Impact field on the claimback:

- Primary Only - The margin calculation for the "normal" unit cost will be updated to subtract the computed claimback amount from the unit cost to increase the margin percent.
- Secondary Only - The margin calculation for the secondary “alternate” unit cost will be updated to subtract the computed claimback amount from the secondary unit cost to increase the margin percent.
- Both - The margin calculations for both the primary unit cost and the secondary unit cost will be updated to subtract the computed claimback amount from the unit cost to increase the margin percent.
- Neither - The claimback amount will not have an impact on either the primary or secondary unit cost margin calculations.

A UOM conversion may need to be performed to determine the correct claimback amount to apply to the margin calculation if the claimback contract UOM is different that the selling UOM.

See Chapter 13, “Working with Claimbacks,” page 155.

Using Formulas in Price Adjustments

Depending on your business scenario, you may do price adjustments using formulas. The system recognizes these symbols for formulas:

Symbol	Description
A, MARGIN AMOUNT, or AMOUNT	Gross profit (margin amount)
M, MARGIN PERCENT, or PERCENT	Gross profit margin (margin percent)
L or LIST	List price as defined by the default price list
C or COST	Cost as defined by the Cost Base

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Symbol	Description
N or NET UNIT PRICE	Net Unit Price as previously calculated or displayed in the worksheet
T or TOTAL	Total Price

The formulas use these operators:

Symbol	Meaning
+	Addition
-	Subtraction
X, x, or *	Multiplication
/	Division
=	Equals

You can also use value indicators to qualify the value:

Symbol	Meaning
$, £, or €	Amount indicator, (USD, British Pound, Euro)
%	Percentage indicator (this is the default if no other indicator is used)

Note. If there is no equal (=) sign, then "N=" is assumed. If there is no Value Indicator used, then percent is assumed.

Formulas can have only one adjustment type, one operator and one value indicator. If there is no equal (=) sign, then "N=" is assumed for Cost, List Price, and Net Unit Price calculations. If there is no value indicator used, then percent (%) is assumed except for division calculations. The table lists some sample formulas and how the system will interpret them.

Formula	Interpretation
L-5, L-5%, L-%5	List price minus 5 percent
C+$.05, C+.05$	Cost plus .05
A*1.10	Increase margin amount by 10 percent
M+5, M*1.05, M+5%	Increase margin percent by 5 percent
T=$45	Set total price to equal 45.00

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Formula	Interpretation
N=$4.95, N=4.95$	Replace price, set net unit price equal to 4.95
M=45, PERCENT=45	Set worksheet margin percent to 45 percent

Margin Adjustment Scenarios

This section describes the steps to create total price and margin percent adjustments after your customer places an order with your CSR. Make sure that you have set up the prerequisites so your CSR can make margin adjustments.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Establishing Prerequisites for Margin Adjustments, page 282.

In the first scenario, your customer places an order and the total order amount comes to 5800.00 USD. Your customer wants to receive the goods for 5500.00 USD and the CSR makes the change to offer them the requested price since they are an outstanding customer. To create a total price adjustment, complete these steps in the Cost Summary section of the Order Entry Form page after entering products to the order:

1. Enter a Reason code for the change.
2. Select Adjust Extended Amount in the Adjustment Type field.
3. Enter Amount in the Adjust By field.
4. Enter minus 300.00 USD (-300.00) in the amount field.
5. Click the Adjust Order Margins button to make the change to the entire order.
6. Optional. Select the Set Price Protection flag to prevent the items from being further changed.
7. Save the order.

In the next scenario, the CSR will decrease the margin for a section of the order by 5% after entering the products and assigning them a Section in order to give the customer a better price.

1. After entering an order, create a section for the products that the customer wants a better price for. Enter the Section on the Margins tab.
2. In the Sections Total, click the Load Sections button.
3. Select Adjust Margin Percent in the Adjustment Type field.
4. Enter Percent in the Adjust By field.
5. Enter minus 5 percent (-5) in the amount field.
6. Click the Adjust Section Margins button to make the change to the section.
7. Save the order.

Note. Remember to check the price protected option and whether the products are NDP or KVI if you do not get the changes you are looking for when making adjustments.

Margin Adjustment Calculations

The formulas in the table illustrate the operation of the Adjustment Type, Adjust By, and Adjustment Amount fields.

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Adjustment Type	Adjust By: *By Amount*	Adjust By: *By Percent*	Adjust By: *To Equal*
Adjust Cost for Price	Net Unit Price = Cost + Adjust Amount	Net Unit Price = Cost * (1 + (Adjust Amount /100))	Net Unit Price = Adjust Amount
Adjust Extended Amount *(Note 1)*	Extended Amount = Extended Amount + Adjust Amount	Extended Amount = Extended Amount * (1 + (Adjust Amount /100))	Extended Amount = Adjust Amount *(Note 2)*
Adjust List Price	Net Unit Price = List Price + Adjust Amount	Net Unit Price = List Price * (1 + (Adjust Amount /100))	Net Unit Price = Adjust Amount
Adjust Margin Amount *(Note 1)*	Margin Amount = Margin Amount + Adjust Amount	Margin Amount = Margin Amount * (1 + (Adjust Amount /100))	Margin Amount = Adjust Amount *(Note 2)*
Adjust Margin Percent *(Note 1)*	Margin Percent = Margin Percent + Adjust Amount	Margin Percent = Margin Percent * (1 + (Adjust Amount /100))	Margin Percent = Adjust Amount *(Note 2)*
Adjust Net Unit Price	Net Unit Price = Net Unit Price + Adjust Amount	Net Unit Price = Net Unit Price * (1 + (Adjust Amount /100))	Net Unit Price = Adjust Amount *(Note 2)*
Set Price Protect Only	*(Note 3)*	*(Note 3)*	*(Note 3)*

Note 1: Adjusting the Margin Amount, Margin Percent, or Extended Amount values will cause the Net Unit Price to be recalculated for each of the order lines or schedules included in the Margin Amount, Margin Percent, or Extended Amount.

Note 2: Selecting the Net Unit Price, Margin Amount, Margin Percent, or Extended Amount fields on the page and directly replacing the value is equivalent to using the "Adjust By: To Equal" technique shown here.

Note 3: Set Price Protect Only will select the Price Protect check box for the targeted rows. It will not adjust any other values.

Establishing Prerequisites for Margin Adjustments

Before you can create price adjustments for margins, you need to set up:

- On the Order Management Setup page for the Order Management Business Unit, establish a default reason code for price adjustments.
- On the Orders — Sales and Orders — Quotes user preferences pages, establish a default reason code for price adjustments for each user to optionally override the setting at the Order Management Business Unit
- On the Order Entry Features page for the Order Management Business Unit, select the option for margin adjustments.
- Establish feature function security for margin manipulation in the Feature Function Security component.

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- On the Product Definition — Options page and the Product Groups Table page, establish whether you want the product or product group to use alternate cost and if so, the percent for the alternate cost.
- On the Product Attributes by UOM page and Product Group Table page, establish whether you want the product or product group to be adjusted using the pricing option field.

See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 19

Chapter 5, "Establishing Feature Function Security," page 63

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Defining User Preferences," Defining Sales Order User Preferences

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products"

Creating Margin Adjustments During Sales Order Entry

This section provides a common element section and discusses how to:

- Adjust margins on the order entry form.
- Enter margin adjustments on the worksheet.
- Apply mass margin adjustments.

Note. When using the order entry form or the worksheet to make adjustments, extended values are rounded using the decimal precision set for the currency at the system level. The calculation of Net Unit Prices, Margin Amounts, and Margin Percents are affected by the rounding that has occurred for the extended value fields.

Comment Elements for Margin Adjustments

Formula and **Order Adjustment Formula** — Enter a formula to adjust the net unit price.

Adjustment Type and **Adjust By** — Select an Adjustment Type, an Adjust By method, and enter a numerical value in the Adjust Amount field. All Adjustment Types except the *Set Price Protect Only*value require a value to be entered in both the Adjust By and Adjust Amount fields. If an Adjustment Type is entered without the corresponding Adjust By and Adjust Amount fields, it is cleared when the page is refreshed.

Adjust Amount — Enter the amount for the adjustment.

Cost Basis — If the security enables this option, this field will display. This field will let the CSR choose whether the Net Unit Price Cost basis is *Unit Cost* or *Alternate Unit Cost*; the default is Alternate Unit Cost. If this field is changed, the new value will be used for all margin adjustment calculations throughout the sales order until it is changed again.

Reason and **Reason Code** — Select a reason code to be associated with this change. All adjustments require a reason code. If there is a business unit default reason code, that value will be the default value for this field and will be used if this field is blank when the worksheet changes are applied to the sales order.

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Set Price Protect Flag	Use to prevent the rows from being changed after the adjustments.
Append to Worksheet	Click the button to add the data specified in the Select Data field into the worksheet.
Remove from Worksheet	Click the button to delete the data specified in the Select Data field from the worksheet.
Reload Worksheet	Use to clear the worksheet and reload the data for the rows previously selected.
Clear Worksheet	Use to clear all data from the worksheet grid.
New Price List ID and **Price List ID**	Select a specific Price List ID to use for margin adjustments that have a List Price basis. Once this field is populated, the new value will be used for all list price margin adjustment calculations until it is changed again. It can be overridden if the CSR selects another value at the section or line level in the worksheet. If the product is not found in the Price List, an error will display in an error column that will appear at the end of the worksheet row.
Equalize Margin Percentages	If this option is selected, all changed rows in the worksheet will be adjusted to the same margin percent value for adjustments that do not directly change the price. List Price adjustments, Cost Plus adjustments, and Net Unit Price adjustments are examples of adjustments that directly change the price and would not use this feature.
Price Protect All and **Price Protect None**	Use to toggle between the price protection options for all of the data in the worksheet.
Margin Amount and **New Net Unit Margin Amount**	The existing gross margin amount based on the cost type of either unit or alternate cost. This amount can be change to derive a new net unit price as long as feature function security has been set up for the change.
Margin Percent and **New Margin Percent**	The existing gross margin percentage based on the cost type of either unit or alternate cost. This amount can be change to derive a new net unit price as long as feature function security has been set up for the change.
Extended Amount	This amount can be change to derive a new net unit price as long as feature function security has been set up for the change.

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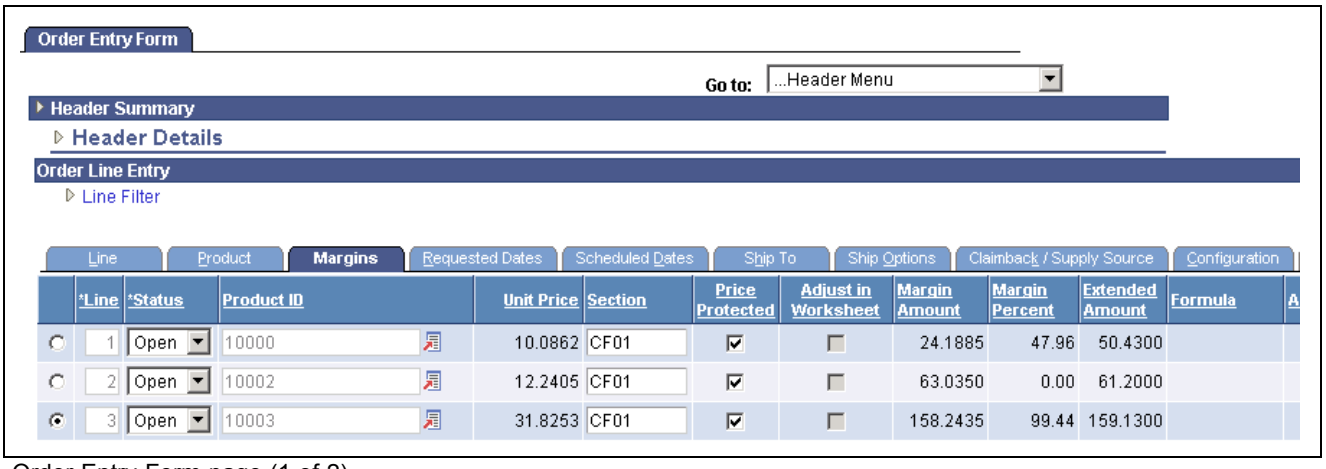
Pages Used to Enter Margin Adjustments During Sales Order Entry

Page Name	Object Name	Navigation	Usage
Order Entry Form	ORDENT_FORM_LINE	• Order Management, Quotes and Orders, Create/Update Order • Order Management, Quotes and Orders, Create/Update Quote	Use to update margins for individual lines, sections, and the entire order.
Margin Adjustments Worksheet	ORDENT_MARGINS	• Select Margin Adjustments Worksheet in the Header Menu field on the Order Entry Form page. • Click the Margin Adjustments Worksheet link in the Cost Summary section of the Order Entry Form page.	Use to make adjustments for lines, sections, schedules, and the entire order.
Margin Adjustments	RUN_OM_ADJUST	Order Management, Quotes and Orders, Update Price, Adjust Margins	Use to adjust margins by product, customer, business unit, and order criteria.

Adjusting Margins On the Order Entry Form

On the Order Entry Form page, margin information displays on the Margin Tab where you can adjust individual lines and create sections. In the Margin Adjustments section, you can adjust sections in the Section Totals if they exist for the order and adjust the entire order in the Cost Summary section.

Note. You can only access these areas if you are using margin adjustments for the business unit and security has been set up using Feature Function Security.



Order Entry Form page (1 of 2)

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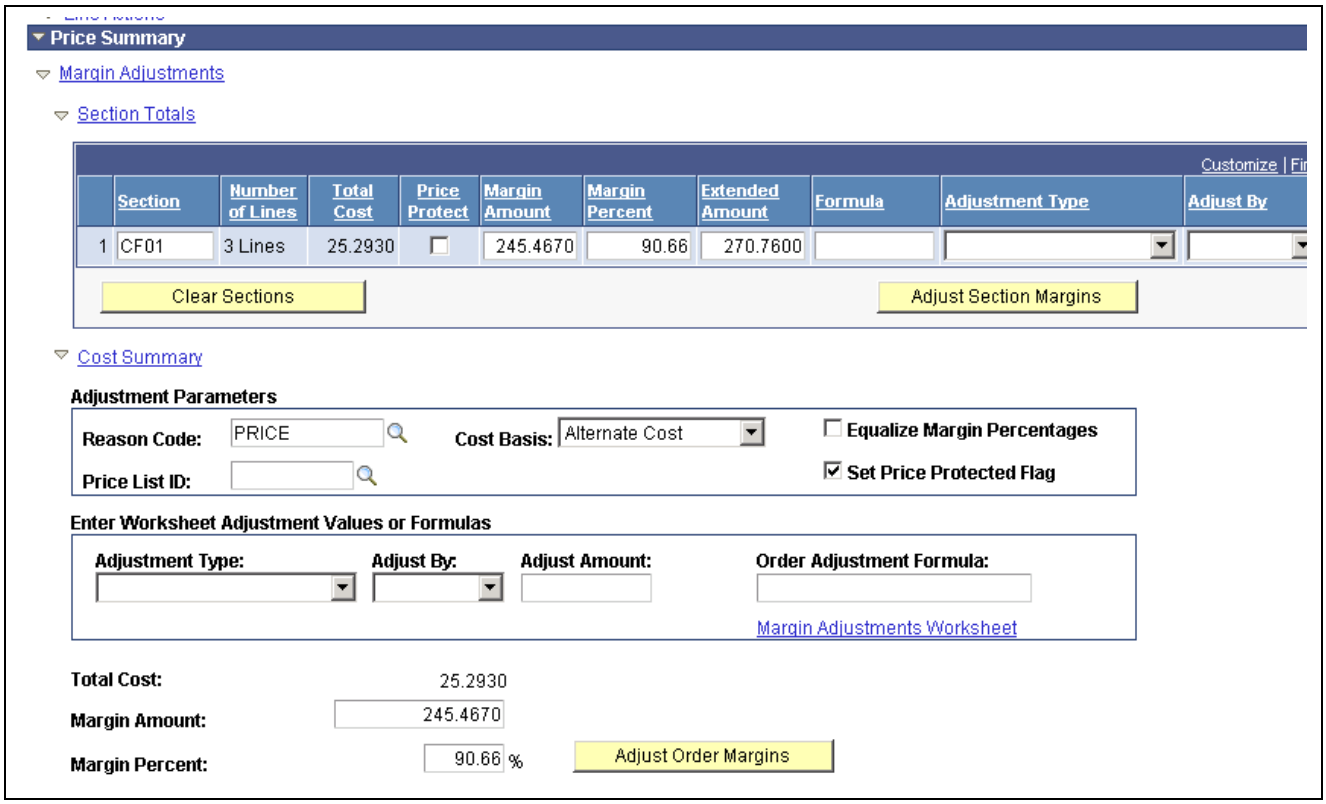

Order Entry Form page (2 of 2)

Margins Tab

Access the Margins tab.

Use this section to make changes to individual lines and create sections.

Section Enter a name for the rows you want included in the section.

Number of Lines View the number of lines in the section.

Price Protect Lines that have the option checked, may not be adjusted, but they can be selected for inclusion if the margin adjustment worksheet. If the product is KVI, the Price Protected and margin adjustments options will be unavailable for entry.

If pricing is done by a buying agreement, the Price Protected option and margin adjustments options will be unavailable for entry unless the buying agreement price can be changed.

Adjust in worksheet Select if you want to do further adjustments using the Margin Adjustment page. If you select lines and access the Margin Adjustments Worksheet page from the Header menu, the lines will be automatically copied into the worksheet.

Calculate Click the button to execute the changes to the line.

Section Totals

Use to make changes to a section. Define the type of adjustment in the Adjustment Parameters group box. Enter the adjustments in the Enter Worksheet Adjustment Values or Formulas group box.

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Load Sections Click the button to add the sections and activate the grid.

Clear Sections Click the button to remove sections and deactivate the grid.

Adjust Section Margins Click the button to adjust the price of the section.

Cost Summary

Use this section to make changes to the entire order.

Margin Adjustments Worksheet Click the link to access the Margin Adjustments Worksheet page to make more complex changes.

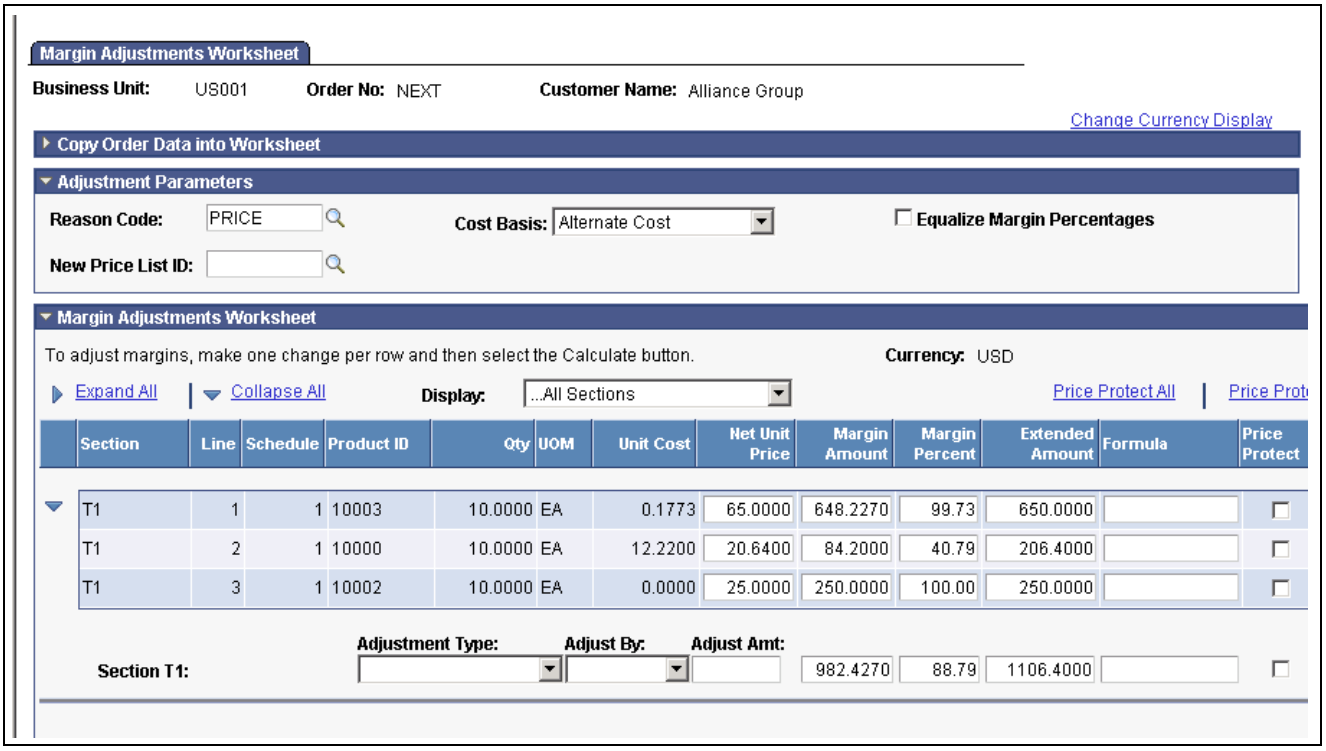
Adjust Order Margins Click the button to recalculate the margins for the entire order and apply the changes.

Since there are several fields that can be used to make adjustments to the net unit price, the system will stop after reaching the first adjustment type and perform the calculation. Here is the order the system selects the calculations:

1. Formula
2. Adjustment type, adjust by, adjust amount
3. Gross margin amount
4. Gross margin percent

Entering Margin Adjustments on the Worksheet

Access the Margin Adjustments Worksheet page.



Margin Adjustments Worksheet page (1 of 2)

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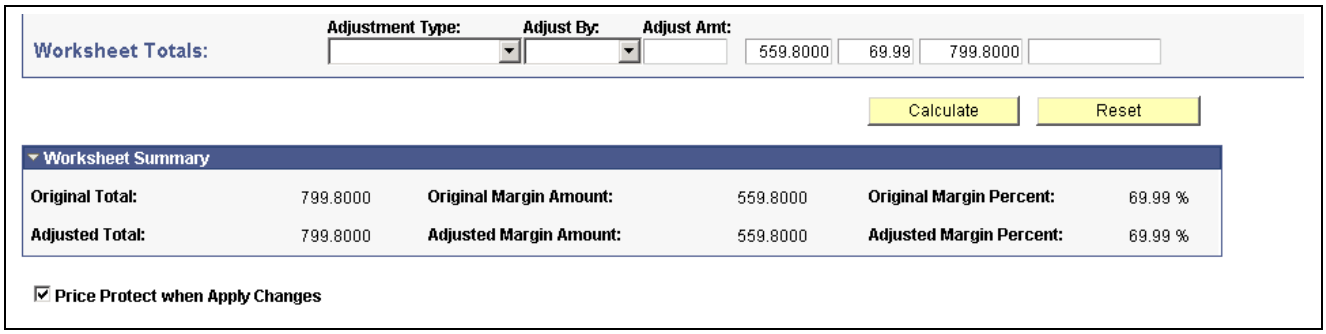

Margin Adjustments Worksheet page (1 of 2)

Copy Order Data into Worksheet

If you selected the Adjust in Worksheet options on the Margins tab of the Order Entry Form page, the lines will be copied when you enter this page. The section will be collapsed if you used this option or the section option.

Select Data Use to indicate how you want to get data into the worksheet. Options include:

Entire Order: All rows of the order will be copied.

Line Range: To add lines, select the From Line Number and To Line Number.

Note. If you only enter a value in the From or To field, only one line will be added.

Line Selection: Use to specify lines by number. Enter the lines separated by a comma or space in the Line Selection field.

Note. The system does not recognize dashes.

Product Group: To add by product groups in the order, select the Product Group from the available options.

Product ID: To add by product groups in the order, select the Product ID from the available options.

Product Selection: Use to specify products by Id number. Enter the product ID separated by a comma or space in the Product Selection field.

Note. The system does not recognize dashes and extra spaces will be ignored.

Schedule Range: Use to enter schedules for a line. Enter the Line Number for the schedule and the From Schedule Number and To Schedule Number.

Note. If you only enter a value in the From or To field, only one schedule will be added.

Section: To add a section, select the Section from the available options.

Adjustment Parameters

Use to enter parameters for the entire worksheet.

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Margin Adjustments Worksheet

This section displays the data added into the adjustment worksheet where the user CSR enters the actual change they wish to make to the lines or totals. The margin adjustment worksheet creates a manual price override. There are three calculation levels on this worksheet: line, section, and worksheet. Changes made to the lines are calculated prior to changes made at the section or worksheet level.

This worksheet is independent of the sales order. No changes made in this worksheet will be reflected in the sales order until the Apply Changes or Reset ALL Changes buttons are selected. Changes made in the sales order after this worksheet is populated will not be reflected in this worksheet. To incorporate changes made in the sales order after the worksheet was populated, the CSR must select the Reload Worksheet button.

Expand All and **Collapse All**
Use to change the display in the grid.

Display
Select how to display and update the sections. The field only displays if the order has associated schedules.

All Schedules: This will hide all Section values and section subtotals similar to the worksheet that contained no Section values.

All Sections: This will display all sections and section subtotals in the worksheet.

Each Section value in the worksheet: Selecting a Section value will display only the schedules and section subtotals for one section. Worksheet totals are always displayed.

Net Unit Price
Change this value to directly set a new net unit price.

Price Protect
By selecting this option, the system will prevent calculations at other levels from further changing this line. When the changes are applied to the sales order, this line will be set to price protected if this option is selected or if the Price Protect when Apply option is selected. Selecting the Price Protect All or "Price Protect None actions will also set or reset this option.

Price Limit
This column displays only for KVI and NDP products. Otherwise the column is hidden.

Error
This column displays only if an error is found when they system performs the calculations.

Section
This row displays the section and is a subtotal for the section if the order has an associated section. Fields displayed are a cross between what is displayed on the line and at the worksheet level and have the same functionality. Changes made to these fields will affect only those schedules with the same Section value. Selecting the Price Protect option will prevent additional changes being made to these schedules from any adjustments at the worksheet level. If selected, this option will also set the price protect flag on the schedules when the Apply Changes button is selected. If all schedules within a section already have the price protect flag selected, this flag will be automatically selected the next time the worksheet is calculated. Selecting the Price Protect All or Price Protect None actions will also set or reset this option.

Note. <BLANK> is a special value used for worksheet schedules that have no associated Section value. It's value can be changed through the Message Catalog (12210, 407).

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Note. Since there will be no record of which rows were changed in a given worksheet, the use of the Section field as a selection criteria when populating the worksheet initially will allow the CSR to recreate the worksheet at a later time, since the Section value will be retained on the order line.

Worksheet Totals Use to make changes to the entire worksheet.

Calculate Click the button to update the worksheet rows and then calculate and display new worksheet values throughout the worksheet in the Worksheet Values group box. At this point the CSR can make additional changes and recalculations, including resetting the worksheet to its initial values by selecting the Reset Worksheet button. Since there are several fields that can be used to make adjustments to the net unit price, the system will stop after reaching the first adjustment type and perform the calculation. Here is the order the system selects the calculations:

1. Formula
2. Adjustment type, adjust by, adjust amount
3. Margin amount
4. Margin percent
5. Extended amount

Reset Selecting this button will cause all values for the row to be reset to their original value or the value as of the last time the Apply Changes button was selected.

Delete Row This button will make the fields unavailable for entry. The row will be deleted the next time the worksheet is calculated.

Worksheet Summary

The group box displays the original and current extended totals for the schedules in the worksheet. Original totals will be updated when the Apply Changes button is selected.

Price Protect when Apply Changes Select to price protect any changes made to all lines, sections, or schedules after you click the Apply Changes button.

Apply Changes Click the button to insert price adjustment rows into the Price Audit table after you are satisfied with the changes.

Note. Once change have been applied, in this session or a prior session, the worksheet cannot be reset. Instead, remove the changes by selection the Reset ALL Changes button.

Reset ALL Changes Click the button to remove the price adjustment for the Price Audit table, reset price protection for all rows in the worksheet, and cause the order to be repriced at order save. When selecting this button, the CSR will be prompted to confirm this option.

Applying Mass Margin Adjustments

Access the Margin Adjustment page.

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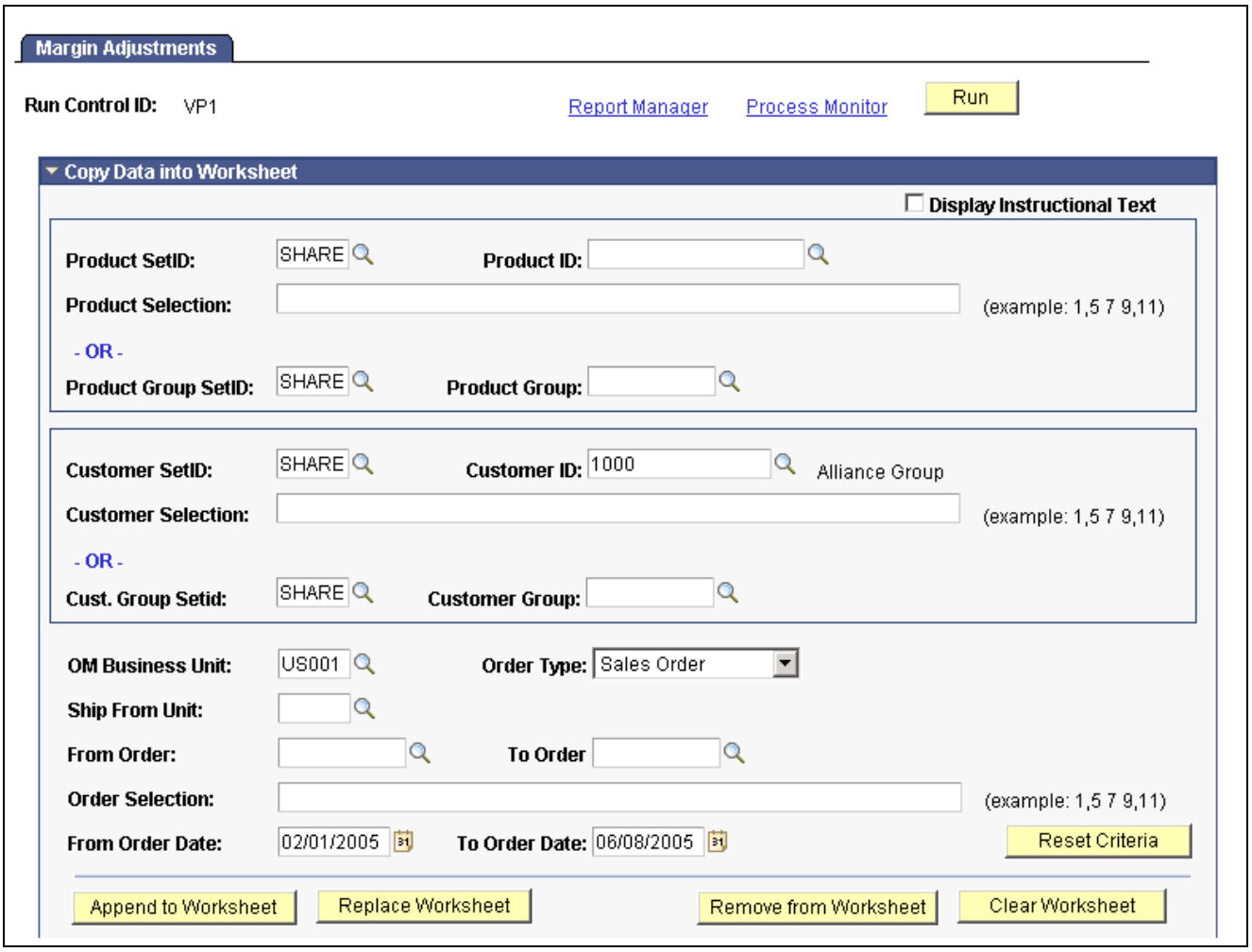

Margin Adjustments Worksheet page (1 of 2)

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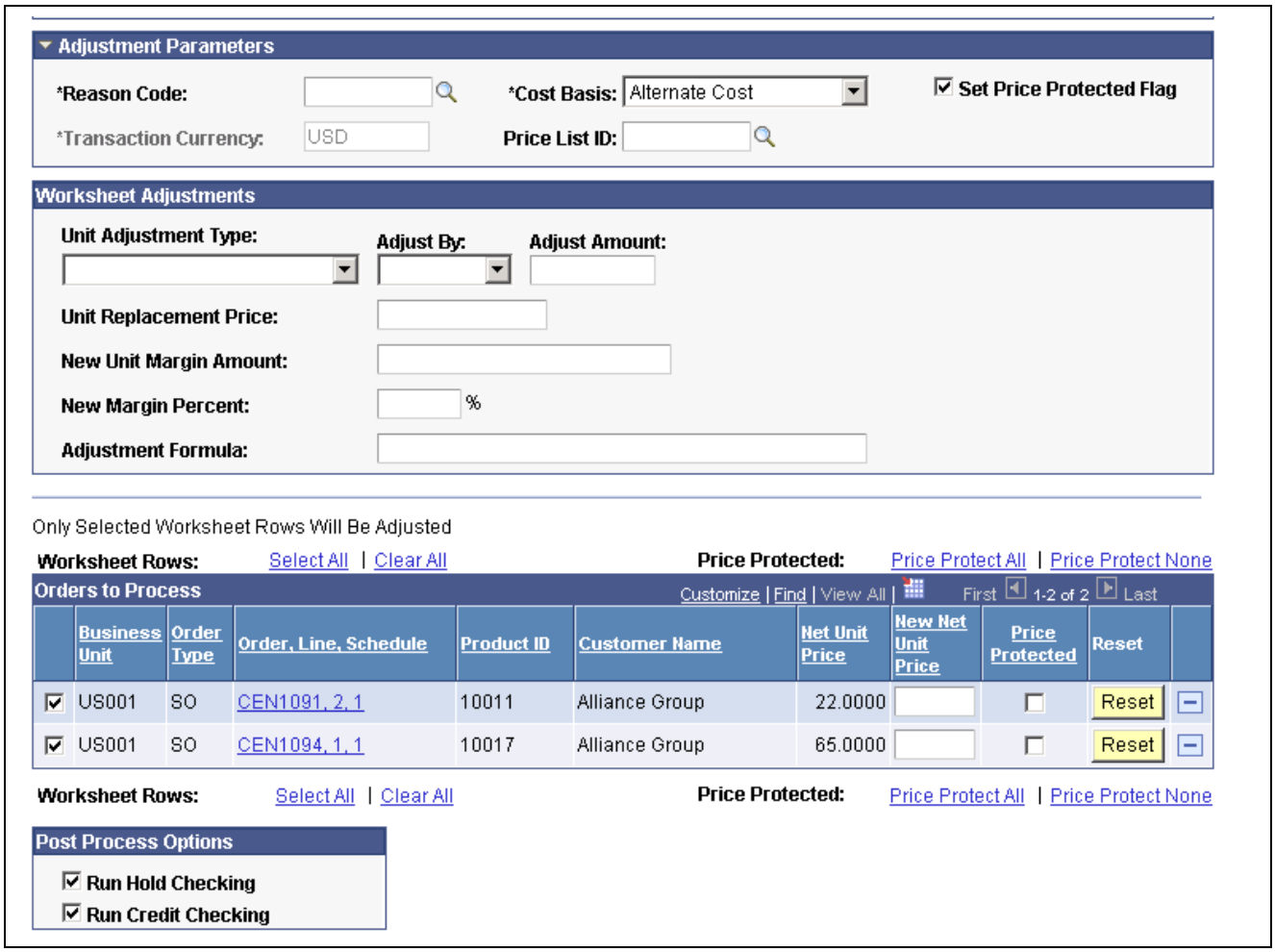

Margin Adjustments Worksheet page (2 of 2)

At least one product criteria value and at least one order criteria value is required to prevent an unintended mass change process. he Product ID, Product Group, Customer ID, and Customer Group fields are all paired with the appropriate SetID field, and both values must be entered. The Product Selection, Customer Selection, and Order Selection fields are comma or space separated lists. Dashes (ranges) are not supported.

The product ids available will not include miscellaneous charges. Order lines and schedules with price protection, KVI or NDP flags will be selected and copied into the worksheet, but will not be included in the recalculation, as appropriate.

If you enter only one value in the from to fields for orders and order dates, only one value will be returned and both fields will be populated with the same value.

Display Instructional Text Select this option to display text to help you enter required fields.

Reset Criteria Use to clear search criteria.

Transaction Currency The field is required before you can append to the worksheet.

Unit Replacement Price Enter a value to change the net unit price.

Warning! Be careful when you are using this option so you do not change the net unit price for lines unintentionally.

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Post Process Options	Select to also run Hold Checking (OM_HOLD) or Credit Checking (OM_CREDIT) when you click the Run button.

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CHAPTER 18

Maintaining Order Header and Line Information

This chapter provides an overview of the sales order entry form and discusses how to:

- Maintain header and line information.
- Maintain additional order header information.
- Maintain additional order line information.
- View product information.

Understanding the Sales Order Entry Form

PeopleSoft Order Management divides the sales order component into three main levels: header, line, and schedule.

The Order Entry Form page contains the header and line parts of a sales order. At the header level, you maintain information that pertains to the entire order as well as data that can default to the line-level. Line-level information pertains to the products and pricing that make up the order and also includes shipping information that can default to the schedule level. If you are using margin manipulation, you can create sections, or groupings of order lines, within a sale order to make it easier to apply price and cost changes. Schedule level information pertains to product sourcing, shipment dates, and other shipping attributes.

The amount of information initially displayed on the main area of the Order Entry page depends on the settings that you make from the installation, business unit, and user preference levels.

At the installation level, you control whether you want to process claimbacks, use feature/function security and Verity search, and how much data to display when working with large orders.

At the business unit level, you determine how to display header, sold-to, bill-to, ship-to, purchase history, and price summary information.

You can also define the type of information and which order form sections are displayed for the user from the user preferences Order — Sales page. From this page, you can control the same settings as you can from the Order Entry Features page. In addition, margin adjustments, line express entry, line filtering and additional line actions are controlled from the settings for the user.

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See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Order Entry Features, page 38

Chapter 15, "Introduction to Sales Order Entry," page 189

Chapter 19, "Maintaining Order Schedule Information," page 339

Chapter 16, "Setting Default Sales Order Values," page 255

Chapter 22, "Using Self-Service Order Entry and Order Status," page 401

Chapter 20, "Working with Large Orders and Quotes," page 349

Chapter 21, "Entering Counter Sales," page 357

Common Elements Used in This Chapter

Currency Display Click to switch between the transaction currency and the base currency.

Delete Line Click to delete a new line where the quantity is zero.

Quantity Available Displays the quantity of the product available in the designated warehouse in the unit of measure (UOM) selected, minus previously reserved orders for the product. If you have allocated a quantity online, the system subtracts it also.

Quantity Reserved If you soft—reserved stock online, displays the quantity reserved for the line.

If the PeopleSoft Order Management business unit Order Entry option is set to reserve stock at order save, and you save the order line or lines, the quantity reserved value is updated at save time.

Address From Displays the level from which a ship to address override is being applied. For example, if the ship to address is overridden on the header, then this field displays *Header* at the header and all lines and schedules that do not have their own ship to address overrides.

Note. The address information that you change affects only the order on which you are working. To change customer address information for all new orders, use the customer address pages.

Maintaining Header and Line Information

This section provides information about entering or modifying required and commonly used information on the order entry form.

Enter additional and optional information for the header or line from the Header menu or the Line menu on the Order Entry Form page. The Order Entry Form page is divided into order header and order lines sections.

This section lists common elements and covers the pages accessed from the main Order Entry Form page. The section also discusses how to:

- Enter order header information.

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- Enter order line information.
- View price summary information.
- Change export information.
- Provide export license information.
- Modify kit components.
- Modify pricing information.
- View price rule information.

Common Elements Used in This Section

Order Status and **Status**

Select from:

- *Canceled:* The order was canceled before any shipments were made or the line, or the schedule is no longer valid. To reactivate a canceled order, copy it to a new order. If you change the status at the header level to *Canceled,* that status is used by default for all lines and schedules. Setting the line status to *Canceled* sets the status of all schedules associated with the line. An individual schedule can have its status set to *Canceled* without affecting the status of the line.

  Lines and schedules that have fully or partially shipped cannot be set to *Canceled.* To cancel a partially shipped line or schedule, set the quantity ordered to the quantity shipped.

  The Close Orders process closes the line, and the remaining quantities are de-allocated from the PeopleSoft Inventory demand tables if a picking plan has not already been generated. You cannot change the status from *Canceled* to any other status.

- *Closed:* Either the schedules have been fully shipped, or the first shipment was made and back orders were canceled. The system automatically closes orders when you run the Close Orders process. You cannot set this status manually.

- *Pending:* The header or lines may need additional information. Demand data is passed to PeopleSoft Inventory based on the status of the schedule, not the status of the header. However, if you save the header as *Pending* and create lines and schedules for the order, they default to *Pending* rather than the normal default of *Open*. You can change the status of all the lines and schedules that you created from *Pending* to *Open* by changing the status of the header to *Open.*

Contact

Displays, by default, the primary contact associated with the sold to, bill to, or ship to customer from the Contact Customer page. The contact's location address is automatically populated on the sales order as well, if the contact's address is also a valid address for the customer.

Product Source

Select how the product ID will be displayed. The default value comes from the referenced buying agreement if applicable, or the Sold to Options page for the customer. The value can be changed at the header or line level. Options are:

(Customer): to display the part number that the customer uses.

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(System): to display the product IDs entered from the product definition or customer part numbers.

(UPC): to display the UPC number.

(Universal): to display a universal part number.

Show Details and **Hide Details** — Click these links to show detailed or summary information for the sold to, bill to, and ship to customer. If you are viewing detailed information, the Hide Details link appears. Similarly, if you are viewing summary information, the Show Details link appears.

Ship To — If you change the ship to customer ID after lines are associated with an order, the new ship to customer ID appears as the default for new lines. The value is not changed on existing lines. If the ship to address location or ship to address override are changed at the header level, the change is propagated to valid pending and open lines and schedules.

Export — Select if export requirements are required.

Tax Code — If you are not operating in a value-added tax (VAT) environment and you do not have Vertex or Taxware installed, PeopleSoft Order Management calculates a simple sales tax. The code associated with the ship to customer location address on the Customer Address page appears automatically for taxable orders. For orders being picked up at the warehouse counter, the tax associated with the Inventory Business Unit will appear on picked up orders. The Populate Billing process passes the tax code to bill lines in PeopleSoft Billing.

Reason — Select a reason code to describe the goods shipped as well as their nature and quality. This code is included on orders and shipping documents to meet Italian government requirements. You can only enter reason codes with the reason type of *Shipments*. If this field is left blank, a default value could be populated by the Order Management Business Unit Definition - Shipping and Returns page.

Tax Transaction Type — Select the tax transaction type assigned to the transaction The field is used for India localization tax processing. Values are:

- *DEB* (direct export with bond)
- *DEWB* (direct export without bond)
- *DIMP* (direct import)
- *DOM* (domestic)
- *IUT* (interunit transfer)
- *LEB* (local export with bond)
- *LEWB* (local export without bond)
- *LIMP* (local import)

Partials — Indicates whether your customer accepts partial shipment schedules.

Ship Prior — Indicates whether your customer accepts shipments before the requested arrival date.

Cancel Backorder — If your customer doesn't want backorders, select *Yes*.

Single Ship — If your customer wants the entire order shipped on one shipment, select *Yes*.

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Requested Arrival Date/Requested Arrival Time

When you enter this date, the system calculates the requested ship date by adding the transit lead time that matches the order. The system considers exception ship dates for the ship to customer and carrier in determining the scheduled arrival date.

Requested Ship Date/Requested Ship Time

When you enter this date, the system calculates the requested arrival date by subtracting the transit lead time that matches the order.

Scheduled Ship Date/Scheduled Ship Time

The system uses the requested ship date as the start date. Then it adds the transit lead time that matches the order. The system then considers the Inventory business unit and carrier closure calendar in determining the scheduled shipment date.

Note. When using the any of the exception calendars (customer, carrier, ship from) to calculate the scheduled shipment date and time, there may be an extra minute adjustment with day exceptions that could change the date of the shipment. The system will adjust forward by one minute if the exception represents an entire day (indicated by start time of 12:00 AM and end time of 11:59) Block adjustments are not effected.

Scheduled Arrival Date/Scheduled Arrival Time

The system calculates this date based on the scheduled shipment date. It uses the transit lead time that matches the order. The system considers the exception ship dates for the ship to customer and carrier in determining the scheduled arrival date.

Note. When you change either of the scheduled dates—shipment or arrival—the system doesn't recalculate them. For example, if you change the scheduled ship date, the system doesn't recalculate the scheduled arrival date. The system assumes that you are manually overriding the dates. Changes to the requested dates trigger the automatic recalculation of the scheduled dates.

Click the View Related Links button to access additional options for a sold to, bill to, ship to customer and product. These links are available.

Sold to customer:

- View Sold To Customer Address
- Override Sold To Address
- Sold To Address Annotations

Bill to customer:

- View Sold To Customer Address
- Customer Credit
- Bill To Annotations

Ship to customer:

- View Ship To Customer Address
- Override Ship To Address
- Ship To Address Annotations

Product:

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- Product Search
- Product Detail (after entering a product ID)
- Product Kit Detail (after entering a product ID)
- Product Kit Availability (after entering a product ID)
- Product Alternates (after entering a product ID)
- Product Annotations (after entering a product ID)
- Products by UPN (after entering a product ID)
- Products by UPC (after entering a product ID)

Pages Used to Maintain Header and Line Information

Page Name	Object Name	Navigation	Usage
Order Entry Form	ORDENT_FORM_LINE	Order Management, Quotes and Orders, Create/Update Order Order Management, Quotes and Orders, Create/Update Quote	Enter header and line information.
Credit Card Data	ORDENT_HDR_CREDCRD	Click the Credit Card Data button from the Bill To Details region of the Order Entry Form page.	Displays credit card information for the transaction.
Letter of Credit Information	LCEXPORT_INQ	After selecting a letter of credit ID on the Order Entry Form page, click the Letter of Credit Info button.	View details for letters of credit for the customer. You must first establish letter of credit information for the customer using the PeopleSoft Treasury Export Information page.
Letter of Credit Document Info	LCDOC_INQ	Select the Letter of Credit Document Info tab on the Letter of Credit Information page.	View details for letter of credit documents for the customer.
Header Export Detail	ORDENT_HDR_EXPORT	After selecting the Export option, click the Export Detail button the Ship To region of the order header on the Order Entry Form page.	View or change export shipping information for the ship to customer.
Update Schedules	ORDENT_HDR_SCHCHG	• Select *Update Schedules* in the Header Menu field on the Order Entry Form page. • Click the Update Schedules link in the Ship To Details section of the Order Entry Form page.	Update shipping details for all schedule lines of the order. See Chapter 18, "Maintaining Order Header and Line Information," Updating Shipping Schedules, page 328.

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Page Name	Object Name	Navigation	Usage
Carrier Information	ORDENT_CARRIER_VW	Click the Carrier Detail button on various pages in the Order Entry Form component.	View carrier information. Similar to the Carrier Table page in the General Options menu.
Export License Detail	ORDENT_EXP_LIC	Click the Export License Detail link on the Header Export Detail page or the Line Export Detail page.	View export license information for a ship to customer.
Import License Detail	ORDENT_IMP_LIC	Click the Import License Detail link on the Header Export Detail page or the Line Export Detail page.	View import license information for a ship to customer.
Shipment Schedules	ORDENT_SCH_ENTRY	Click the Shipment Schedules link on the Order Form Entry page.	Used to manage the schedules for the order. See Chapter 19, "Maintaining Order Schedule Information," page 339.
Orders with this PO	ORDENT_BLLPO_VW	Click the Orders with This PO button next to the PO Number field on the Order Entry Form page.	View sales order numbers referencing the same purchase order.
Customer Purchase History	CUST_PUR_HIST_OM	• Order Management, Quotes and Orders, Create/Update Order, Review Customer Information, Purchase History • Click the More Orders link (if applicable) in the Purchase History region of the Order Entry Form page.	View purchases made by a customer based on the setting from the Order Management Setup page. Lists orders by line, detailing order numbers and dates, as well as product IDs, descriptions, and quantities.
Select/Copy From Purchase History	ORDENT_CSTPUR_HIST	Click the More Orders link in the Purchase History region of the Order Entry Form page. The link is only available if more then 10 lines exist.	View purchase history if more then 10 lines exist. **Note.** Product IDs for orders originating from PeopleSoft Contracts or replacement orders originating from PeopleSoft Contracts are unavailable for selection. They still appear in the grid if the sold-to customer is the same customer as the current order.

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Page Name	Object Name	Navigation	Usage
Select Product	OM_UPC_PROD_SELECT	The page displays if there are multiple product IDs assigned to a UPC code when you click the Lookup Product ID button.	If multiple products are assigned to the UPC code, use to select the correct product ID.
Select Product — UPN	OM_UPN_PROD_SELECT	The page displays if there are multiple product IDs assigned to a UPN code when you click the Lookup Product ID button.	If multiple products are assigned to the UPN code, use to select the correct product ID.
Select Product — UPC	OM_UPC_PROD_SELECT	The page displays if there are multiple product IDs assigned to a UPC code when you click the Lookup Product ID button.	If multiple products are assigned to the UPC code, use to select the correct product ID.
Kit Component Qty Detail	ORDENT_PRODKIT	Click the Kit Component Qty Detail button on the Product tab in the line area of the Order Entry Form page.	Update component quantities for a kit.
Line Pricing Data	ORDENT_LINE_PRICE	Click the Pricing Data link on the Order Entry Form page.	View and modify pricing and buying agreement information for the order line. PeopleSoft Order Management automatically determines the list price for the product on the order line and applies all adjustments based on the applicable price rules. You can also enter manual price adjustments.
Price Detail	ORDENT_LN_PRCAUDIT	Click the Price Detail link on the Line Pricing Data page or the Schedule Pricing Data page.	View price rule and promotion information.
Price Adjustment Detail	PRICE_CALC_SEC2	Click the Details link on the Price Rule Adit tab of the Price Detail page.	View the rule keys and values for the rule keys on the condition of the price rule.
Record Payment	ORDENT_PYMT	Click the Record Deposits link on the Order Entry Form page.	Use to enter a deposit or immediate payment for the order. See Chapter 21, "Entering Counter Sales," Recording Payments and Deposits for a Counter Sales Order, page 375.

Entering Order Header Information

Access the Order Entry Form page.

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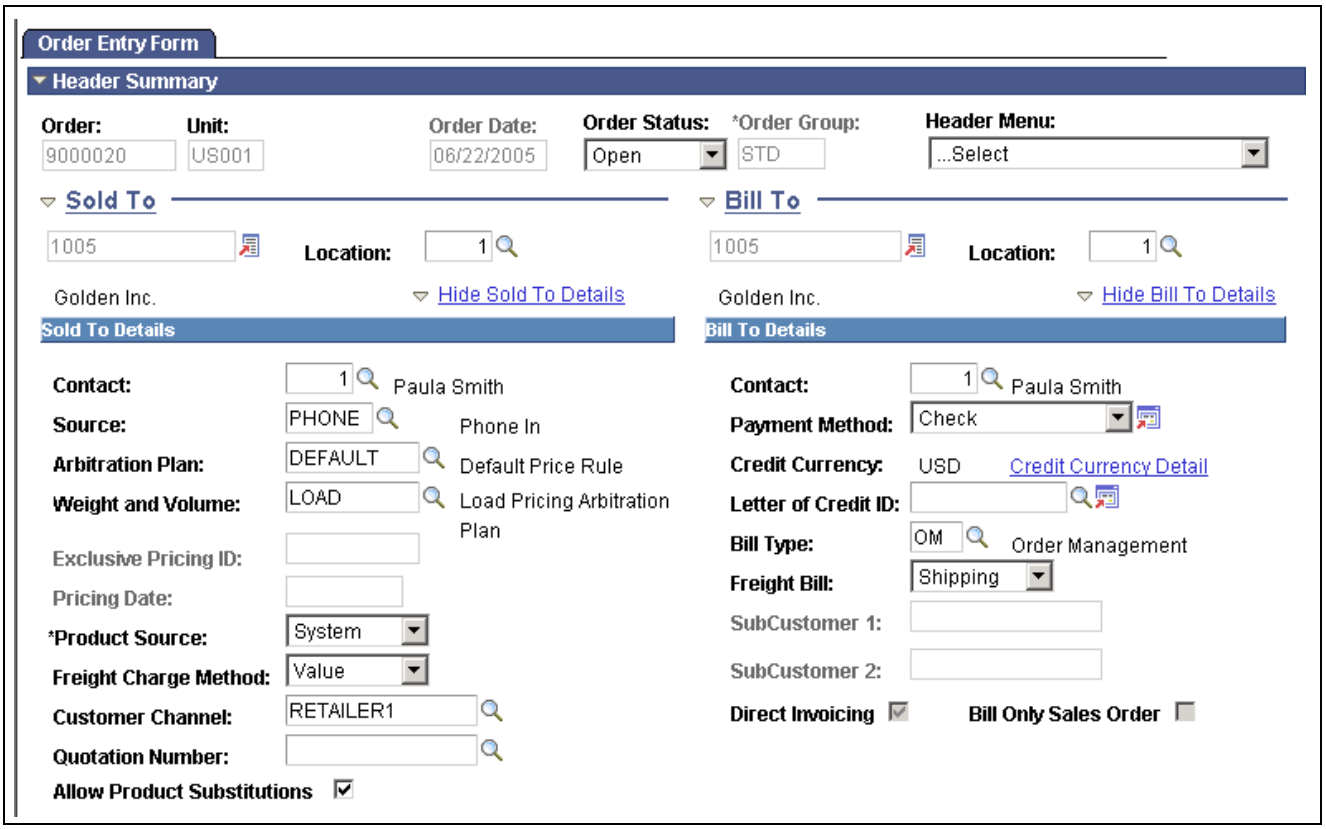
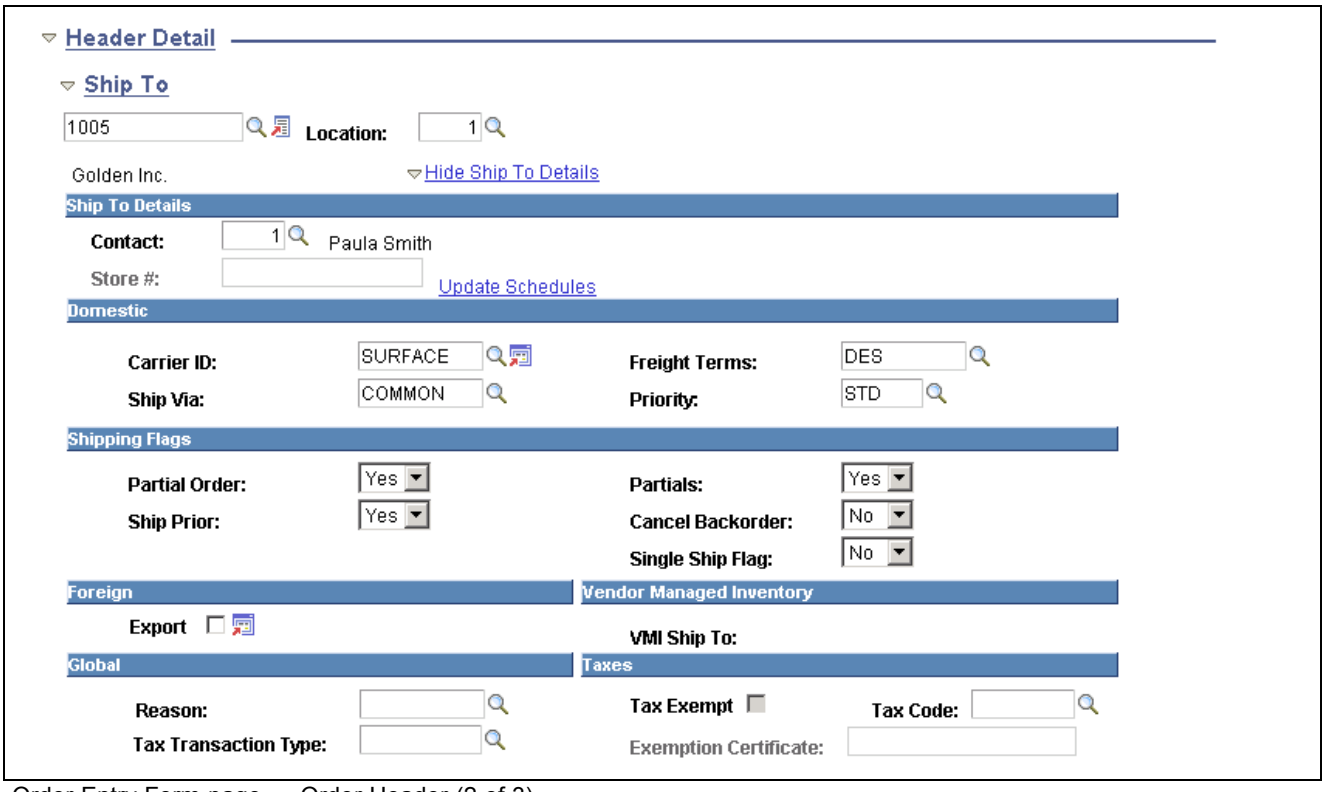


Order Entry Form page — Order Header (1 of 3)



Order Entry Form page — Order Header (2 of 3)

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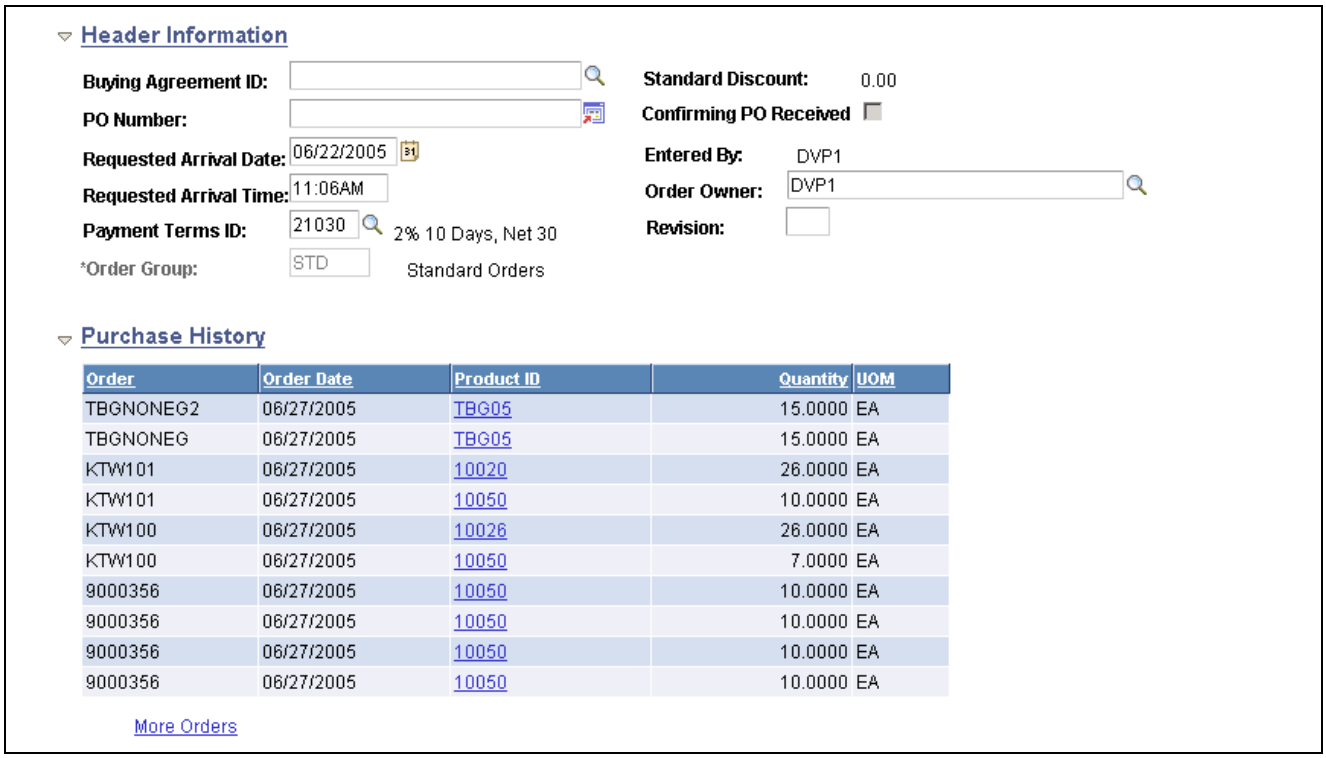

Order Entry Form page — Order Header (3 of 3)

Note. Enter header information in the Order Header section of the page. If you change header information for an order with existing lines, the header changes apply only to new lines added to the order. The exceptions are status, ship to address location, and ship to address override.

Header Summary

Order — If you are using auto-numbering, the order number is assigned after you save the order.

Order Date — When you create a new order, the current date is the default order date. If you update an existing order, the order date is the initial date the order was created.

When the order is placed on hold, either manually or through the online or background process, *ORDER HOLD* appears to the right of the Order Date field. To see the reason for the hold, or to add or inactivate a hold, click Hold/Change Reasons link from the Header menu on the Order Entry Form page to access the Header Hold/Change Reasons page.

Order Group — Automatically populated by the preferences for the person entering the order (if one is defined on the User Preferences - Orders - Sales page). If an order group has not been defined previously, you must enter one.

Sold To

Sold To — You cannot change the sold to customer ID after lines are associated with the order. If, after entering a sales order, you need to change the sold to customer ID, cancel the order and enter a new order for the correct sold to customer.

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Keep in mind that changing the sold-to customer after entering the product and quantity can cause data integrity problems in a deferred processing environment.

Source

Indicates how an order was received (for example, by phone). Automatically populated by the order group or from preferences for the person entering the order.

You can enter or change the value here unless the order originates from PeopleSoft Contracts (indicated by a *CA* value) or is a replacement order for an PeopleSoft Contracts order (indicated by a *RCA* value).

Note. You cannot add a new order with a source of "CA" or "RCA." You can also not add or copy lines for orders originating from PeopleSoft Contracts.

Arbitration Plan

Displays the pricing arbitration plan associated with the sold to customer on the Sold To Options page. If the customer doesn't have an associated plan and is not part of a customer group with an associated plan, the system uses the default arbitration plan set up on the Arbitration Plan page in PeopleSoft Enterprise Pricer.

Weight and Volume

Automatically populated by your selection on the Sold To Options page. If this field is blank, and the weight and volume pricing processing option is selected on the Order Entry Features page, you can enter a weight and volume rule.

Select *Weight & Volume Price Calc.* in the Header Menu field on the Order Entry Form page to manually calculate the weight and volume pricing and open the Estimated Shipments page to view how it was calculated.

Exclusive Pricing ID

This ID represents a pricing arbitration plan that has price rules directly attached to it. An exclusive pricing ID may appear by default from the order group, or you can select one. The exclusive pricing ID appears by default on the order line and schedule; you can change it in both places.

Pricing Date

The value is an alternative value for Order Date. If it is provided, it is used as the Order Date in the pricing calculation. Options are: *Effective Date, Order Date, Requested Arrival Date, Schedule Ship Date, System Date.* For example, use the System Date to replace the Order Date to price the order with the current pricing criteria if a line is added to an existing order.

Freight Charge Method

If you are calculating freight charges, select *Quantity, Value, Volume,* or *Weight* as a method.

Customer Channel

Use the customer channel to divide customers for reporting, trade spending, and integration with PeopleSoft Demand Planning.

Quotation Number

If you create the sales order from a quote, the number of the quote appears here. You can also enter a number to associate a quote with an order.

Allow Product Substitutions

Automatically populated based on your selection on the customer General Information - Sold To Options page. Choose an alternate product if one exists during order entry, or substitute an item during the picking process in PeopleSoft Inventory.

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Bill To

Payment Method When you select *Credit Card* as the payment method, the Credit Card Data button is active.

Letter of Credit ID If you have defined a letter of credit in PeopleSoft Treasury for the customer, then select a letter of credit ID.

Bill Type Automatically populated by the Bill To Options page. If you haven't set up a bill type at the customer level, the bill type identifier from the Accounting and Billing page on the Order Management business unit definition is the default. You can have only one bill type per order.

Freight Bill Select or override to determine whether you want freight to be billed at order entry or shipping.

SubCustomer 1 and **SubCustomer 2** If you are using subcustomers, they default from the Miscellaneous General Info page for the customer.

Direct Invoicing Select to have PeopleSoft Billing finalize and print an invoice for the order immediately after shipping.

Bill Only Sales Order This option designates that the order is at the customer site and will be billed when it is sold as part of a vendor managed inventory.

Ship To

Shipping attributes are defaulted to new order lines.

Update Schedules Click the link to access the Update Schedules page to make changes to the schedules in the order.

Partial Order Indicates whether your customer accepts partial orders.

Single Ship Flag Select *Yes* if the customer wants all the schedules that make up the order to be shipped together. All of the schedules must be on the same shipment.

Note. If you have the single-ship option set to *No* and you have already added lines to the sales order, you can't change the order to a single ship of *Yes*. You must cancel the order and start over. However, you can change the single-ship status from *Yes* to *No*.

Note. If the single-ship option is*Yes* and the partial order option is also *Yes*, the Cancel Backorder option will also be set to *Yes* and cannot be changed.

VMI Ship To Defaults from the VMI Options page in the customer component designating that the inventory on the order is managed at the customer site.

Exemption Certificate Select a value or enter the certificate number that is supplied when placing the order. Define tax exemption certificates on the General Information - Tax Exempt Certificate Info page. Because a customer may have multiple exemption certificates for different types of purchases and for different jurisdictions, there is no default for this field.

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Header Information

Buying Agreement ID — Automatically populated by the sold to customer or from the customer group associated with the sold to customer if the buying agreements is defined as the default. You can change this value.

Standard Discount — Displays the discount applied to each sales order line, in addition to any price rule adjustments.

PO Number (purchase order number) — If you indicated on the General Information - Bill To Options page that this bill to customer requires a purchase order on all orders, then you must enter a value in the PO Number field if a blanket PO number does not automatically appear.

If you enter a purchase order number that is already in use by another order, a message appears asking if you'd like to view the other orders that reference the purchase order number.

Confirming PO Received (confirming purchase order received) — Automatically selected if you've received a copy of the purchase order.

Payment Terms ID — The value defaults from the Bill to Options page for the customer. The terms can by changed here.

Order Owner — Defaults from user preferences and defines the owner for the order. The value prints on the goods receipt and it used for pegging notifications.

Revision — The revision field has no processing associated with it at this time.

Purchase History

Product ID — Click a product ID to copy lines to this order from purchase history. The product ID, quantity, and unit of measure are copied. The remaining fields are automatically populated as if the order line was entered manually.

Note. You cannot select product IDs for an order originating from PeopleSoft Contracts, but you can view these order lines.

Order Line Entry

Use to enter product information.

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Line Information, page 308.

Price Summary

Use to view price information and adjust margins.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins On the Order Entry Form, page 285.

See Chapter 18, "Maintaining Order Header and Line Information," Viewing Price Summary Information, page 314.

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See Also

Chapter 15, “Introduction to Sales Order Entry,” Shipment and Arrival Dates, page 198

Chapter 8, “Setting Up Transportation Lead Times and Freight Charges,” page 79

PeopleSoft Enterprise Pricer 9.0 PeopleBook, “Understanding Enterprise Pricer,” Weight and Volume Pricing

PeopleSoft Enterprise Pricer 9.0 PeopleBook, “Using the Arbitration Plan”

Chapter 30, “Processing Taxes for India,” page 515

Chapter 25, “Billing Orders,” Using Direct Invoicing, page 428

Chapter 15, “Introduction to Sales Order Entry,” Sales Orders from Contracts, page 213

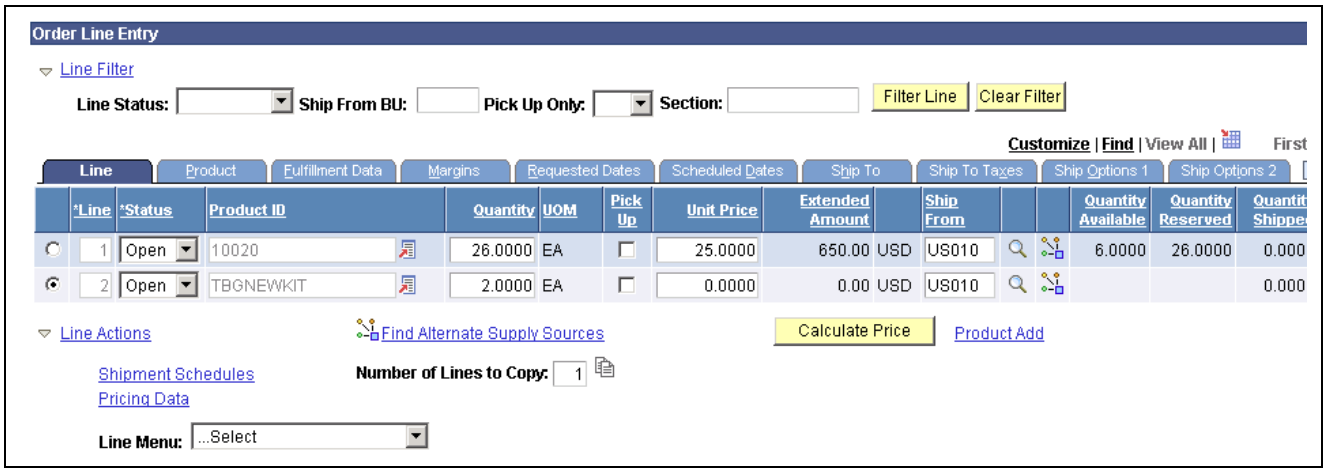
PeopleSoft Enterprise Inventory 9.0 PeopleBook, “Using Vendor Managed Inventory”

Chapter 17, “Adjusting Pricing in PeopleSoft Order Management,” Creating Margin Adjustments During Sales Order Entry, page 283

Chapter 21, “Entering Counter Sales,” page 357

Entering Order Line Information

Access the Order Entry Form page.



Order Entry Form — Order Line Entry page

Enter line information in the Order Line Entry section of the page.

Common Information

Line The automatic increment for this field is controlled at the business unit level on the Order Management Definition - Order Management Setup page.

Status Select the status of the order line. The default is the order header status.

Hold The line is on hold if an *L* appears in the column. To view the hold code reason, select the Holds/Change Reasons link from the More list box. If any of a line’s schedules are on hold, then an *S* appears. If there are line and schedule holds, then *L/S* appears.

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Note. If it is a pickup hold, it will not display.

Product ID

Select a product ID, based on the product catalogs available to the customer, or manually enter an ID. If you haven't assigned product catalogs to the customer, all products in your system are available.

If you are using the Lookup Product ID prompt for an *UPC* or *UPN* Product Source and multiple product IDs are assigned to the UPC or UPN code, use the Select Product page determine which one to use.

Line Filter

Use to return lines by Line Status, Ship From BU (ship from business unit), Pick Up Only or Section.

When you've made your selection to filter the lines, click the Filter Line button to view the results in the line grid or the Clear Filter button to remove the filter criteria and display all of the lines.

Line Tab

Select the Line tab.

Quantity

Enter an order quantity in the increment required for the unit of measure. Valid increments are set up on the Product Attributes by UOM page and apply only to the line, not the schedule.

UOM (unit of measure)

Establish the default ordering UOM for the product on the Product Attributes by UOM page. If other valid UOMs exist for the product, you can change the value.

Pick-Up

Designates that the customer will be taking the products with them. If a load or route is present, the option cannot be selected.

Note. To accept immediate payment and finish processing the order, the CSR must access the order from the Create/Update Counter Sales menu.

Note. For orders marked as pickup, the Arrival Date Window hold, transportation rules, and the Carrier and Ship to exception calendars will not apply.

See Chapter 21, "Entering Counter Sales," page 357.

Unit Price

The value is displayed after you enter a Quantity and UOM and press Calculate Price. Manually enter or change the price per unit if the line quantity will be sent out in one shipment; however, if there are multiple shipment schedules, you will receive a message instructing you to make the price change on each shipment schedule.

If you change the price, you must select a price adjustment reason. You can establish defaults for user preferences or the Order Management Business Unit.

Extended Amount

Appears when you press Calculate Price. The currency from the header is used by default.

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Ship From Automatically populated by the ship from warehouse for the PeopleSoft Inventory business unit. The default value depends on certain business unit and customer conditions that are detailed in the Source of Ship From Inventory Business Unit section. If the Ship From field does not display a value, the product is a service.

Use the Look Up Ship From button to view quantities available from different warehouses.

Click the button to display the Supply Source Detail page. The button displays if the line has been pegged to a purchase order, requisition, interunit transfer (MSR), or Production order.

Click the button to display the Alternate Sources of Supply page. The button displays if Manual or Automatic is selected as the Availability Option on the Order Entry Features page of the Order Management Business Unit.

Quantity Available Displays the quantity available in the ship from PeopleSoft Inventory business unit either specified from the customer Distribution Network, alternate sourcing, the Inventory Business Unit defined on the Order Management Business Unit Shipping and Returns page or the Distribution Network defined on the Order Management Business Unit Shipping and Returns page.

Quantity Reserved The value represents the quantity that has been reserved by the Material Reservations process either by selecting the Reserve Order or Reserve Line option on the Order Entry Form page or at Save time.

Quantity Shipped Displays the quantity that has shipped.

Number of Schedules If the order line has more than one schedule, the number of schedules appears as the last column in the display grid.

Product Tab

Select the Product tab.

Click the Kit Component Detail button to view the components of the non-configured kit on the Kit Component Qty Detail page.

Order Group Automatically populated from the header. You can change it here.

Customer Item Number If the product source is not *Customer,* then the customer ID corresponding to the product source and product ID appears.

System Product ID If the product source is not *System,* then the system product ID corresponding to the product source and product ID appears.

UPC Code If the product source is not *UPC,* then the UPC code corresponding to the product source and product ID appears.

Universal If the product source is not*Universal,* then the UPN code corresponding to the product source and product ID appears.

Pricing UOM You can price in a different UOM than the ordering UOM. The value defaults from the Product Attributes by UOM page.

Fulfillment Tab

Select the Fulfillment tab.

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Quantity Backordered Displays the unshipped quantity, if the line is partially shipped.

Quantity Promised If using ATP (available to promise), the value represents the quantity that has been promised for the line.

Skip Promising If you don't want the line to be promised for an ATP item, select the option. Otherwise it will be automatically promised when the order is saved.

Skip Lot Allocation Select this option to bypass lot allocation. Otherwise it will be lot allocated when you save the order as long as it is a lot allocated item and you selected the Lot Allocate at Save option on the Order Entry Feature page for the business unit.

Margins Tab

Select the Margins tab.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins On the Order Entry Form, page 285.

Requested Dates Tab

Select the Requested Dates tab.

Scheduled Dates Tab

Select the Scheduled Dates tab.

Ship To Tab

Select the Ship To tab.

Ship To Taxes Tab

Select the Ship To Taxes tab.

Benefit Identification A value is required if the transaction is identified as an Indian sale. The tax transaction types are valid for export sales:

DEB (direct export with bond)

DEWB (direct export without bond)

LEB (local export with bond)

LEWB (local export without bond)

Intrastat If you are operating in a country that requires Intrastat reporting, and this order line or schedule is an Intrastat transaction, select this check box. If it is, make a selection from the Replacement list box. Intrastat reporting distinguishes between original shipments, shipments that are a replacement for products that were previously shipped and returned, and shipments that are a replacement for products that were previously shipped and must be replaced, but were not returned.

Replacement If Intrastat is selected, select *Not Applicable, Replace Goods Not Returned,* or *Replacement of Returned Goods.*

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Ship Options 1 Tab

Select the Ship Options 1 tab.

Direct Ship from Vendor Select this option if the product is shipped directly from a vendor to your customer. Enter this information on the Product Definition - Options 2 page. You can also use direct ship to ship a product directly from the vendor when that product is normally stocked in PeopleSoft Inventory. Selecting 'direct ship' will assign a source type of 'requisition' or 'purchase order' and disposition of 'direct ship' to the order schedule.

Reason Displays tax reason codes for Italy regulations.

Ship Options 2 Tab

Select the Ship Options 2 tab.

The load and route can not be entered if the line is marked as a customer pick-up.

Load ID Enter a load ID to include this order line on a pre-established load in PeopleSoft Inventory. The load's carrier ID, ship via information, and scheduled ship date (if applicable) are displayed, overwriting defaults that may have come from the buying agreement, customer, or header. These fields are not available for data entry.

Route When you save the order, the system assigns a route code if the ship from inventory business unit is set up for routes and the line qualifies to be added to the route. The system searches the routes to find a match by inventory business unit, customer, ship to customer, address, and ship via value. If the system finds a match, it adds a route code. If you know the route code, you can enter it while you complete the line information.

The Route Stop Number appears for the route.

See Chapter 15, "Introduction to Sales Order Entry," Routes, page 207.

Claimback/Supply Source Tab

Select the Claimback/Supply Source tab.

Claimback Contract ID If you are using claimbacks and the Automatically Apply option on the Claimback SetID Options is set to either *First to Expire* or *Largest Claimback Amount*, click the Calculate Price button to have the system apply a claimback to the sales order. Once the claimback has been added, you can choose another claimback from the available options.

When you click the find button to the right of the Claimback Contract ID field, a custom search page displays. It enables you to select a claimback contract to apply to the sales order line or schedule. It limits the displayed claimback contracts to only those contracts that are valid based on Order Management Business Unit, (Sold-To) Customer ID or Customer Group, Product ID or Product Group, and valid start and end dates. Also included on the search list is the claimback contract description, vendor, start and end dates, claimback amount, claimback percent, and Cost Fixed from Contract flag.

See Chapter 15, "Introduction to Sales Order Entry," Viewing Alternate Sources of Supply, page 242.

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See Chapter 13, "Working with Claimbacks," page 155.

Configuration Tab

Select the Configuration Tab.

If the product is configured, the Configuration Code displays.

See *PeopleSoft Enterprise Product Configurator 9.0 PeopleBook*, "Using PeopleSoft Enterprise Product Configurator," Creating Configured Product Sales Orders.

Buying Agreement/PO Tab

Select the Buying Agreement/PO tab.

Buying Agreement ID Displays the buying agreement ID associated with this line. The default value comes from the order header.

Buying Agreement Line Displays the line number of the buying agreement line associated with this order line. This number is assigned if the price is derived from the buying agreement.

Customer PO (customer purchase order) Displays the customer purchase order ID associated with this line. The default value comes from the order header.

Customer PO Line (customer purchase order line) If the order line references a particular line on the purchase order, indicate it here. You can enter a different PO number for each order line.

Backorder/Reservation Rules Tab

Select the Backorder/Reservation Rules tab.

Inventory reservation and backorder rules default if you define a defaulting arbitration plan and defaulting rules in PeopleSoft Inventory.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Defining Reservation and Backorder Rules".

Line Actions

Find Alternate Supply Sources Click the link to perform alternate sourcing on each line in the grid. Each line is sourced independently. The highest priority sourcing option is assigned to the line. The button displays if Manual or Automatic is selected as the Availability Option on the Order Entry Features page of the Order Management Business Unit. If you selected Manual, you need to click the button to initiate advanced sourcing. This button will perform alternate sourcing on all the order lines currently in the sales order line grid.

Calculate Price Click the button to calculate the price for the order. Pricing occurs when the button is clicked or when the order is saved.

Product Add When you price the line it hits a Product Add price formula, a window displays with the products eligible to add without charge or at a discount. Once you select the products to add, you can later click the Product Add link to go back and review or re-select the products.

Shipment Schedules Click the link to access the Shipment Schedules page.

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Number of Lines to Copy	Enter the number and click the Copy Order Line button to copy the lines to a new or existing order.
Pricing Data	Click the link to access the Line Pricing Data page.

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

Chapter 15, "Introduction to Sales Order Entry," Default Ship From Values, page 190

Chapter 15, "Introduction to Sales Order Entry," Total Order and Line Reservations, page 202

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products"

PeopleSoft Enterprise Global Options and Reports 9.0 PeopleBook , "Setting Up and Running Intrastat Reports"

Viewing Price Summary Information

Access the Order Entry Form page.

Order Entry Form — Price Summary page

Margin Adjustments

Use this section to adjust margins.

See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Adjusting Margins On the Order Entry Form, page 285.

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Order Summary

Gross Order Total — The list price for all schedules of the order.

Line Adjustments — Adjustments for list price for all schedules.

Order Adjustment — The amount of the adjustments to the entire order.

Total Net Price — The Gross Order Total minus the Line Adjustments and Order Adjustment.

Freight Amount — Freight charges summed for all estimated shipments.

Freight Tax — Freight taxes summed for all estimated shipments with schedules.

Freight VAT Amount and **Extended VAT Amount** — Displays if it is a order with VAT (value added tax).

See Chapter 29, "Order Processing in a VAT Environment," page 493.

Tax Amount — Sales tax summed for schedules.

Net Order Total — The Total Net Price plus VAT Amount plus Freight Charge Amount plus Freight Tax plus Tax Amount.

Total Payment Received — The total money received from the customer for the order. This amount includes all deposits and payments.

Payment Applied — The payment that has been applied, used, or refunded. It is calculated as the difference between the Total Payment Received and the Order Deposit Balance.

Order Deposit Balance — The balance of the total deposits made against the sales order minus any previously applied deposits or refund activity.

Deposit Required Basis — Displays the sum of the unfulfilled schedules that haven't already had a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

Note. If you want to take a deposit for a product kit that is direct ship from the vendor, a non-inventoried item, or a kit with a non-inventoried component, turn off the Mark for Billing at Save option on the Order Entry Features page of the Order Management Business Unit. Otherwise after confirming and saving the order, the deposit can't be included because the non-stocked product will have already been shipped.

Deposit Percent — Displays the amount of the deposit to be used against the current order transaction. This amount will be automatically calculated. When calculating this amount, the system will leave enough of the deposit to cover any existing backorders. The system generated amount can be overridden from the Record Payment page. The deposit percent defaults from the bill-to customer and then the Order Entry Feature page for the Order Management Business Unit.

Deposit Required Amount — System calculated amount representing the deposit amount to be collected from the customer for the current transaction. Calculated by multiplying the Deposit Required Basis times the Deposit Percent. The amount can be overridden from the Record Payment page.

Deposit Applied — Displays the current refund amount available to offset the pick up amount, any remaining monies are used to offset the Deposit Required Basis.

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For example, suppose an order is completed and payment is taken for an order line that has not been shipped or picked up. Then the order line is cancelled and a new order line is added to the sales order. The system uses the refund amount available for the cancelled order line as a credit to offset the pick up amount first and then the required deposit basis secondarily.

Total Due Displays the amount of the order that is due for the current order transaction.

Refund Due Refund Amount displays the refund due to the customer. It is calculated as the current order deposit balance, minus the amount withheld for the back order goods and any offset for the current transaction's pickup amount and basis for required deposit. It is displayed only if there is refund due. The refund due is calculated as:

***Payment Required** This message is displayed if the customer is required to make a payment at the time the order is placed. For example, if there is a Total Due on the order, and if the customer is marked as an Immediate Payment customer, then they will be required to pay in full for all items they are taking with them at order time. If the customer is marked as requiring a deposit, then they will be required to pay the deposit required amount at order time for any items that they are not taking with them, for example backorder or special ordered items.

See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Adding General Customer Information.

***Payment Not Required** This message is displayed if the customer is not required to make a payment at the time the order is placed. For example, if there is a Total Due on the order, and if the customer is not marked as an Immediate Payment customer, then the customer has the option to either pay in full, pay in part, or pay later for the items they are taking with them at order time. If the customer is not marked as requiring a deposit, then they will not be required to pay a deposit for any items that they are not taking with them.

Record Deposit Click the link to access the Record Payment page to add a deposit if required.

Currency Detail Click the link to access the Currency Data page.

Authorize Credit Card If the payment method is credit card, click the button to authorize the credit card.

Changing Export Detail Information

Access the Header Export Detail page.

Export

Automated Reporting Program The automated exporter reporting program (assigned by the Bureau of Census in the United States) is automatically populated from the General Information - Additional Ship To Options page.

Export Documents

Canadian Customs Invoice Invoice that must accompany shipments from the United States to Canada.

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Shippers Export Declaration U.S. Department of Commerce document describing all freight moving from the United States to other countries.

Certificate of Origin United States certificate that guarantees that the goods are of U.S. origin (purchase or manufacture).

Providing Export License Information

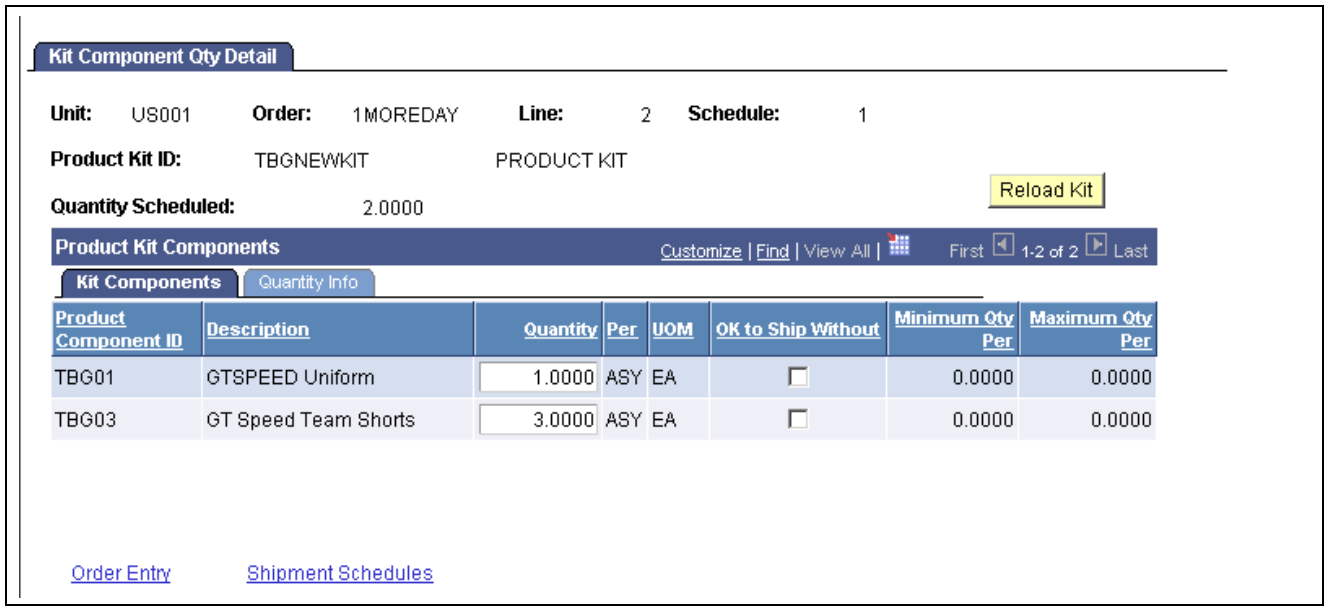
Access the Export License Information page.

Type Select from:

- *General Destination:* Goods are not export-controlled.
- *Specific:* Products require a specific license for controlled technology.

Modifying Kit Components

Access the Kit Component Qty Detail page.



Kit Component Qty Detail page

The page displays information about the components that make up a kit.

Reload Kit Click the button to reload the current kit components based on the shipment date.

Quantity Adjust the quantity for the components that make up the kit.

OK to Ship Without Select if the product kit can ship without this component.

Modifying Pricing Information

Access the Line Pricing Data page.

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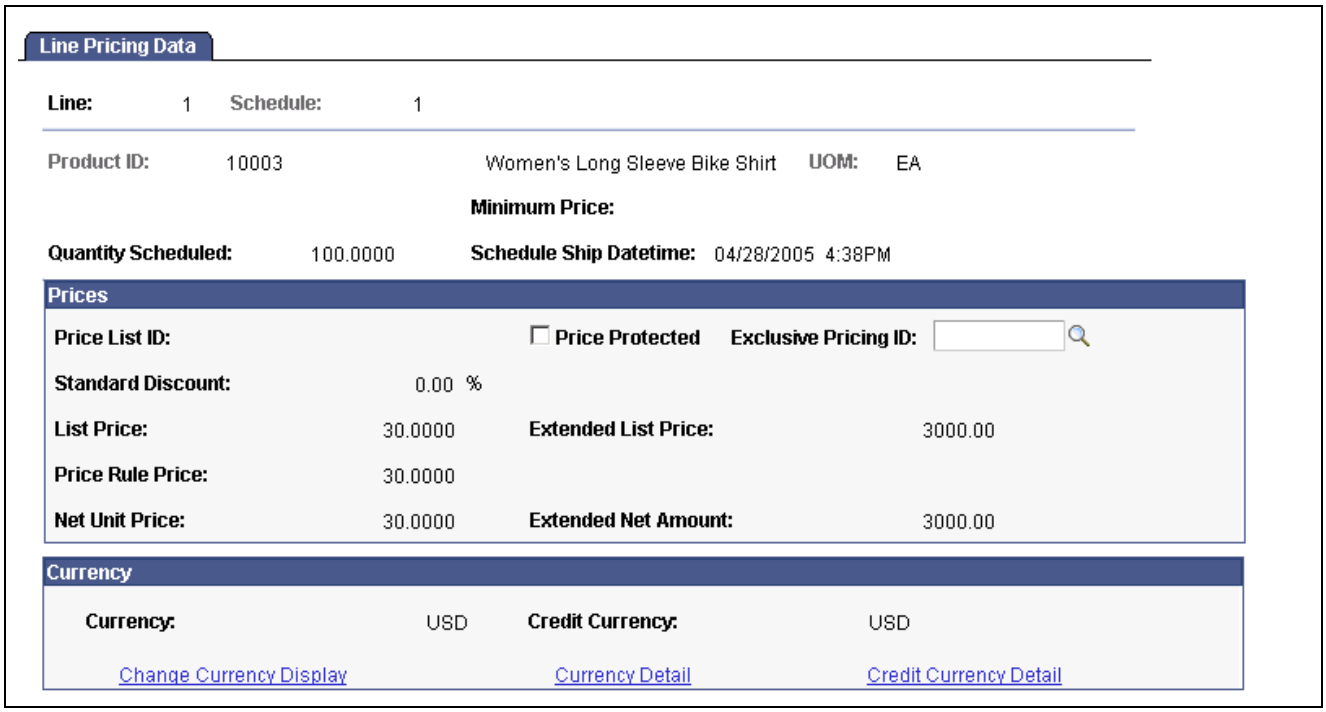
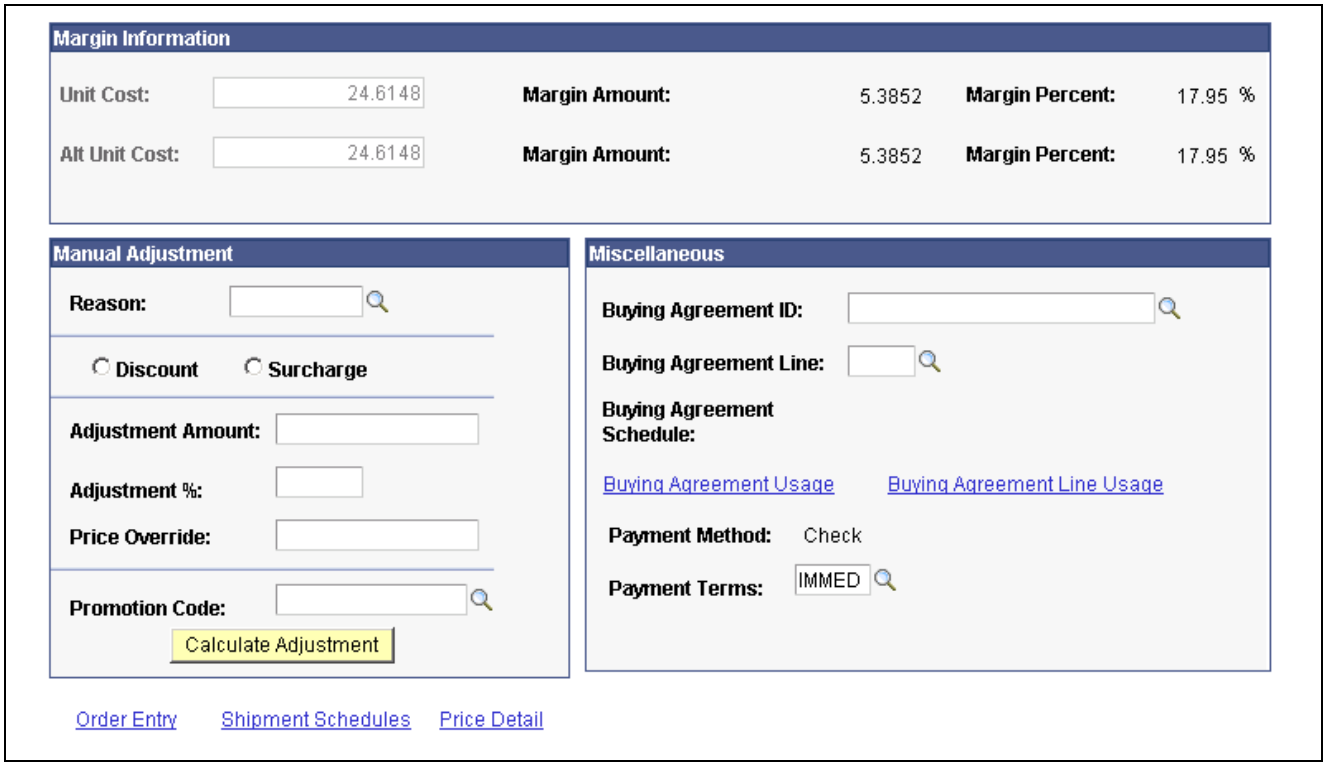


Line Pricing Data page (1 of 2)



Line Pricing Data page (2 of 2)

Prices

Price List ID Displays the corresponding ID associated with the list price amount.

Standard Discount Displays the standard discount, which is derived from the order group established on the Order Groups page.

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List Price Displays the base price for the UOM on the schedule. The list price comes from the price lists defined in pricing, or it is based on the price of the product in the designated ship from warehouse. If the line was created from a buying agreement, the list price that you defined for the buying agreement line appears.

Price Rule Price Displays the price calculated after the system applies the price formulas.

Net Unit Price Displays the price after the system has applied the standard discount and all price rule adjustments, or, if the line has been created from a buying agreement, the net unit price defined for the buying agreement line. If you change the value, enter a reason code for the change.

Note. Prices appear only when the line quantity will be sent out in one shipment. If there are multiple shipment schedules, make the price change on each shipment schedule. In this case, open the Order Schedule - Pricing page to view pricing. If a non-stock or direct ship from vendor product is used, but you can only change the unit cost.

Price Protected Automatically selected for order lines created from quotations. If clear, the price on the line can change as subsequent order lines are added, and the Order Repricing process recalculates the price if needed.

For order lines created from quotations, the system automatically selects the Price Protected check box.

If the line is created from a buying agreement, and you did not select Price Can Be Changed on Order for the buying agreement, the Price Protected check box is selected and you cannot change it. If you did select Price Can be Changed on Order, the Price Protected check box is selected, but you can clear it.

The system automatically selects the Price Protectedcheck box when you make manual adjustments to prevent the adjustments from being overwritten by the Order Repricing process.

Exclusive Pricing ID May be automatically populated by the header or order group, but you can override the value. You can see a list of all the price adjustments invoked by the exclusive pricing ID unless the order line was created from a buying agreement.

Extended List Price Displays the quantity ordered multiplied by the list price.

Extended Net Price Displays the quantity ordered multiplied by the net unit price.

Margin Info

Unit Cost Automatically populated for stocked products using standard costing and cannot be changed unless your CSRs can make margin adjustments. Establish the unit cost for stocked products when you define them in PeopleSoft Inventory. If the cost is actual or there is no cost defined, *Actual / No Cost* appears.

The unit cost appears for a non-stock product if you establish the cost on the Product Price page, but you can change it.

If the unit cost for a non-stock product changes on an order-to-order basis, manually enter a value in this field.

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Note. When sending products by direct ship where no cost is set up for actual, perpetual, or periodic costing methods, the system retrieves the cost from the purchase order associated with the schedule. If a purchase order is not provided, the default actual cost defined for the item on the PeopleSoft Inventory business unit is used.

Alt Unit Cost (alternate unit cost) If you are using alternate costs, the value will display. If you are not using alternate costs, the value will be the same as the unit cost. This field can only be changed if you have enabled security for margin adjustments and have selected the margin adjustment option on the Order Entry Features page. Alternate cost is defined on the Product Definition — Options page and the Product Groups Table page.

Margin Amount, Margin Percent The margin appears as both an amount and a percent for the unit and alternate unit cost.

Currency

Change Currency Display Click to toggle between the transaction currency and the business unit base currency.

Manual Adjustment

Reason Select a reason code for the adjustment.

Note. You must enter a reason code before you enter the price adjustment.

Discount Select to enter a manual discount adjustment.

Surcharge Select to enter a manual surcharge adjustment.

Adjustment Amount Enter the discount or surcharge adjustment amount.

Adjustment % (adjustment percentage) Enter a percentage, and the system calculates the discount or surcharge adjustment amount.

Price Override Enter a completely new price.

Note. You can add only one manual price adjustment at a time.

If you are changing the price for the line and the line has already been invoiced, the new price applies only to additional quantities for the line and new schedules created from the increase. The updated price does not apply to lines that have already been invoiced. Check to see if the line has an associated invoice ID by looking at the Order Tracking − Results page.

Promotion Code If you have PeopleSoft Promotion Management installed, you can select a promotion code in addition to a discount, surcharge, or price override. The system passes the promotion code, along with the manual adjustment, to the ORD_PRICE_ADJST table. If you select a promotion code for the adjustment only, the system finds the price formulas associated with the promotion.

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Note. Whenever you override a price on a line or schedule using a promotion code, the system ignores any dates that are on the formulas of the applicable price rules. If a price formula has expired, the adjustment still applies.

Calculate Adjustment Click to have the system adjust the price for the manual adjustment.

Miscellaneous

Buying Agreement ID Automatically populated by the order header but can be changed.

Buying Agreement Line If the price is assigned from the buying agreement line, select the buying agreement line number.

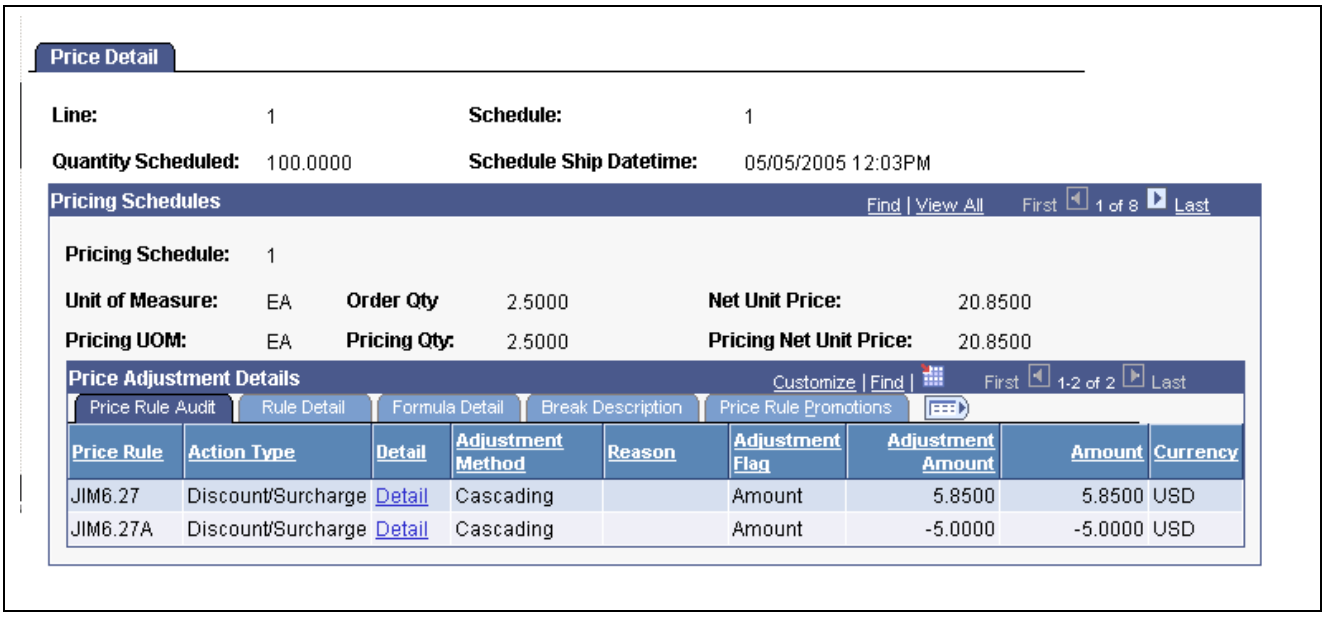
Buying Agreement Schedule If this order line was created from a buying agreement release, displays the release number.

Payment Method Displayed from the order header.

Payment Terms Automatically populated from the order header and can be changed here.

Viewing Price Rule Information

Access the Price Detail page.



Price Detail page: Price Rule Audit tab

Common Information

Price Rule Displays adjustments made to the list price that are determined by the price rule.

Action Type The price rule action type.

Price Rule Audit Tab

Select the Price Rule Audit tab.

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Adjustment Method	Displays how the adjustment was applied.
Reason	Displays the adjustment reason if this was a manual price adjustment.
Adjustment Flag	Defines either an *Amount*, *Percent* or replacement price.
Adjustment Amount	Displays the adjustment amount from the price formula (if any).
Adjustment % (adjustment percentage)	Displays the adjustment percentage from the price formula (if any).
Amount	Displays the adjustment amount that is sent to PeopleSoft Billing.
Currency	Displays the currency of the adjustment amount.
Adjustment Type	Displays either *Off-Invc* (off-invoice) or *Billback.*

Formula Detail Tab

Select the Formula Detail tab.

Displays whether the formula was for an *One-Time Only, Period-to Date, Total Order Flag, Tiered Pricing,* or *Mutually Exclusive* formula.

Break Description Tab

Select the Break Description tab.

Displays details for each break such as the range Ids for the dates and formulas and the date and formula break descriptions.

Price Rule Promotions Tab

Select the Price Rule Promotions tab.

Price Promotion Code and **Merchandising Type**	Displays information from PeopleSoft Promotions Management.

Maintaining Additional Order Header Information

This section provides information about entering or modifying additional information for the options available under the Header Menu section of the order entry form.

This section discusses how to:

- View estimated shipments.
- Calculate freight charges.
- View freight details.
- Update shipping schedules.
- View order hold history.
- Enter header holds and change reasons.
- Maintain header notes and attachments.

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- Enter project-related information.
- Maintain user reference information.

Pages Used to Maintain Additional Order Header Information

Page Name	Object Name	Navigation	Usage
Available to Promise	ORDENT_SCH_ATP	Select *ATP Decision* in the Header Menu field on the Order Entry Form page.	Use to perform ATP calculations. See Chapter 15, "Introduction to Sales Order Entry," ATP, page 203.
Agreement Usage	SCON_HDR_USAGE	• Select *Buying Agreement Usage* in the Header Menu field on the Order Entry Form page. • Click Buying Agreement Usage on the Line Pricing Data page.	Displays order activity against a buying agreement, including the line and schedule number against which the order was applied. See Chapter 12, "Creating Buying Agreements," page 131.
Conversations	CONVER_DATA1_SS	Select *Customer Conversations* in the Header Menu field on the Order Entry Form page.	Record conversations about or with a customer. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Managing Conversations".
Custom Fields	ORDENT_HDR_CUSTOM	Select *Custom Fields* in the Header Menu field on the Order Entry Form page.	Add or update custom character, numeric, or date and time fields at the header level. The fields can be used with inbound and outbound EIPs.
Customer Credit	ORDENT_CRED_AVAIL	• Select *Customer Credit* in the Header Menu field on the Order Entry Form page. • Click the Customer Credit link after clicking the Related Links button on the Bill To region of the Order Entry Form page.	View credit availability and details for a bill to and corporate customer. Similar to the Credit Available page.
Customer Deposits	CUST_DEPOSIT	Select *Customer Deposits* in the Header Menu field on the Order Entry Form page.	Use to record customer deposits. See Chapter 21, "Entering Counter Sales," page 357.

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Page Name	Object Name	Navigation	Usage
Estimated Shipments	ORDENT_EST_SHIP	• Select *Estimated Shipments* in the Header Menu field on the Order Entry Form page. • Select *Weight & Volume Price Calc.* in the Header Menu field on the Order Entry Form page.	View shipping information for the estimated shipments. Manually calculate the weight and volume price and open this page to view how the weight and volume price was calculated. Estimated shipment criteria is defined on the Inventory Definition - Business Unit Options: Estimated Shipment Definition page.
Freight Charges	ORDENT_FRT_CHRG	Select *Freight Charges* in the Header Menu field on the Order Entry Form page.	Calculate freight for the estimated shipments that make up the sales order. Also enter manual freight charges and override freight charges. Freight charges can be entered only after you have entered a line for the order.
Freight Detail	ORDENT_FRT_AUDIT	Click the Freight Detail link on the Shipments (estimated) page or the Freight Charges page.	View how each freight charge was calculated.
Header Commissions	ORDENT_HDR_COMM	Select *Commissions* in the Header Menu field on the Order Entry Form page.	View or modify commission information for a sales order. See Chapter 11, "Structuring Commissions," page 123.
Header User Reference	ORDENT_HDR_CDATA	Select *User Defined Reference* in the Header Menu field on the Order Entry Form page.	Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs.
Header Holds/Change Reasons	ORDENT_HDR_RSN	Select *Holds / Change Reason* in the Header Menu field on the Order Entry Form page.	Place or remove order holds; also enter reasons for holds on order headers. See Chapter 26, "Placing Sales Orders on Hold," page 439.
Header Notes/Attachments	ORDENT_HDR_NOTE	Select *Notes/Attachments* in the Header Menu field on the Order Entry Form page.	View or associate notes and attachments with a sales order header and have the notes print on designated documents.

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Page Name	Object Name	Navigation	Usage
Header VAT Information	ORDENT_HDR_VAT	Select *Vat Information* in the Header Menu field on the Order Entry Form page.	Enter header VAT information or override VAT default values. See Chapter 29, "Order Processing in a VAT Environment," page 493.
Lot Allocation	ORDENT_RESLOT	Select *Lot Allocation* in the Header Menu field on the Order Entry Form page.	Use to perform lot allocations. See Chapter 15, "Introduction to Sales Order Entry," Using Lot Allocations, page 249.
Margin Adjustments	ORDENT_MARGINS	Select *Margin Adjustments Worksheet* in the Header Menu field on the Order Entry Form page.	Use to manipulate the margins at the order level. See Chapter 17, "Adjusting Pricing in PeopleSoft Order Management," Entering Margin Adjustments on the Worksheet, page 287.
Order Hold History	ORDENT_HLDHIST_SEC	Select *Hold History/Entire Order* in the Header Menu field on the Order Entry Form page.	View an audit trail for the hold information on the entire order.
Supply Source Detail	ORDENT_SSRC_DTL	Select *Pegged Supply* in the Header Menu field on the Order Entry Form page.	Use to view the view the existing pegs for the order. See Chapter 15, "Introduction to Sales Order Entry," Viewing and Updating Supply Source Information, page 248.
View Schedules	ORDENT_SCH_VW	Select *View Schedules* in the Header Menu field on the Order Entry Form page.	View summary information of all the schedules of the lines in the buffer. Column order for grids may vary by implementation.
Project Defaults	ORDENT_PROJECT	Select *Project Defaults* in the Header Menu field on the Order Entry Form page.	Enter PeopleSoft Project Costing-related information for an order. You must have PeopleSoft Project Costing installed.
Quote Competition	ORDENT_HDR_ADDTL	Select *Quotation Data* in the Header Menu field on the Order Entry Form page.	Enter information about the success percentage competitor, and win loss reason. The competitor data is for information only. See Chapter 23, "Maintaining Quotation Information," page 415.

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Page Name	Object Name	Navigation	Usage
RMA Reference for Sales Order	ORDENT_RMA_REF	Select *RMA Reference for This Order* in the Header Menu field on the Order Entry Form page.	View RMA details.
Schedules on Shipment	ORDENT_EST_SCHEDS	Click the Schedule Detail link on the Estimated Shipments page.	View the schedules attached to the estimated shipment.
Shipment Price Adjustments	ORDENT_SH_PRCAUDIT	Click the Pricing link on the Estimated Shipments page.	View details for the weight and volume pricing adjustments.
Shipments by Header	ORD_SHIP_HDR_VW	• Select *Actual Shipments* in the Header Menu field on the Order Entry Form page. • Order Management, Quotes and Orders, Create/Update Order, Review Order Information, Shipments by Header	View shipment details for an order.
Short-Term Customer Setup	CUST_STERM_CREATE	Select *Short-Term Customer Setup* in the Header Menu field on the Order Entry Form page.	Enter a new customer using a template. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers.
Summary by Sold To	ORDENT_SOLDTO_VW	• Select *Copy Sales Order/Quote* in the Header Menu field on the Order Entry Form page. • Select *Orders by Sold-To* in the Header Menu field on the Order Entry Form page.	Copy sales orders or quotes. View orders for a sold to customer by selecting *Orders by Sold To*.
Update Schedules	ORDENT_HDR_SCHCHG	• Select *Update Schedules* in the Header Menu field on the Order Entry Form page. • Click the Update Schedules link in the Ship To Details section of the Order Entry Form page.	Update shipping details for all schedule lines of the order. **Note.** Schedule export and import information is only updated if a pick batch ID hasn't been assigned.

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Page Name	Object Name	Navigation	Usage
Header VAT Information	ORDENT_HDR_VAT	Select *VAT Information* in the Header Menu field on the Order Entry Form page.	Override VAT header default values. See Chapter 29, "Order Processing in a VAT Environment," Modifying Header VAT Data, page 506.

Viewing Estimated Shipments

Access the Estimated Shipments page.

Estimated Shipments

Ship From The ship from PeopleSoft Inventory business unit for the estimated shipment.

Document Reference The document number of a schedule assigned to the estimated shipment. It is an implicit estimated shipments group by field used for counter sale orders.

Freight Charge Method The method that the system uses to calculate freight charges for the schedules within the estimated shipment.

Ship UOM (ship unit of measure) The shipping unit of measure for the items in this estimated shipment.

Order Quantity The total quantity in the ordering unit of measure. This field displays only if the freight rule is defined for freight by order quantity.

Total Volume The total shipment volume.

Total Weight The total shipment weight.

Total Value The total value of the shipment.

Freight Amount The freight charge on the shipment.

Adjustment Amount Displays the additional adjustment amount that applies to the total order value. The adjustment amount is derived during weight and volume pricing.

Adjustment Percent Displays the additional adjustment percent that applies to the total order value. The adjustment percent is derived during weight and volume pricing.

Freight Rule The rule used to perform the PeopleSoft freight calculation.

Note. If your inventory business unit has defined the estimated shipment with additional fields, the field names appear in the Shipment Defined By grid. The values of these additional fields on the estimated shipment also appear. If the estimated shipment is defined only by the default inventory business unit, carrier ID, and scheduled shipment date, this grid is empty, and the additional field values are blank.

Calculating Freight Charges

Access the Freight Charges page.

Freight Amount Manually enter freight charges or override the calculated freight charges.

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Note. Freight charges can be entered only after you have entered a line for the order.

Viewing Freight Details

Access the Freight Detail page.

View the estimated shipment field values that you defined on the Inventory Definition - Business Unit Options: Estimated Shipment Definition page. You can also view the transportation/freight set ID that was selected as a match, the resulting freight charge, and the field values that make up the freight charge that were established on the Transportation / Freight Sets page. View the VAT Information link if you are working in a VAT environment.

See Also

Chapter 29, "Order Processing in a VAT Environment," page 493

Updating Shipping Schedules

Access the Update Schedules page.

Update shipping information on all of the open or pending schedules of a single sales order. You can update the schedules for each ship from warehouse. You must enter the ship from PeopleSoft Inventory business unit. The system checks the demand status of each schedule before it updates the schedules. If the schedule is ineligible for the update because of its demand status, the system issues a warning and skips the schedule. The system reprices the schedules and recalculates new scheduled ship dates as applicable and freight charges.

Note. If you update the schedules for an order, and the maximum online pricing rows exceed the maximum defined on the Installation Options Order Management page, you receive a message instructing you to use the OM Update Schedules process (Order_Change).

Update Schedules Enter changes, then click the button. The system updates all the open or pending schedules if the change is allowed in inventory, based on the demand status for the schedule. The system processes required changes to demand as a result of the shipping data change. It reprices the schedules and recalculates scheduled shipment dates and freight charges.

Viewing Order Hold History

Access the Order Hold History page.

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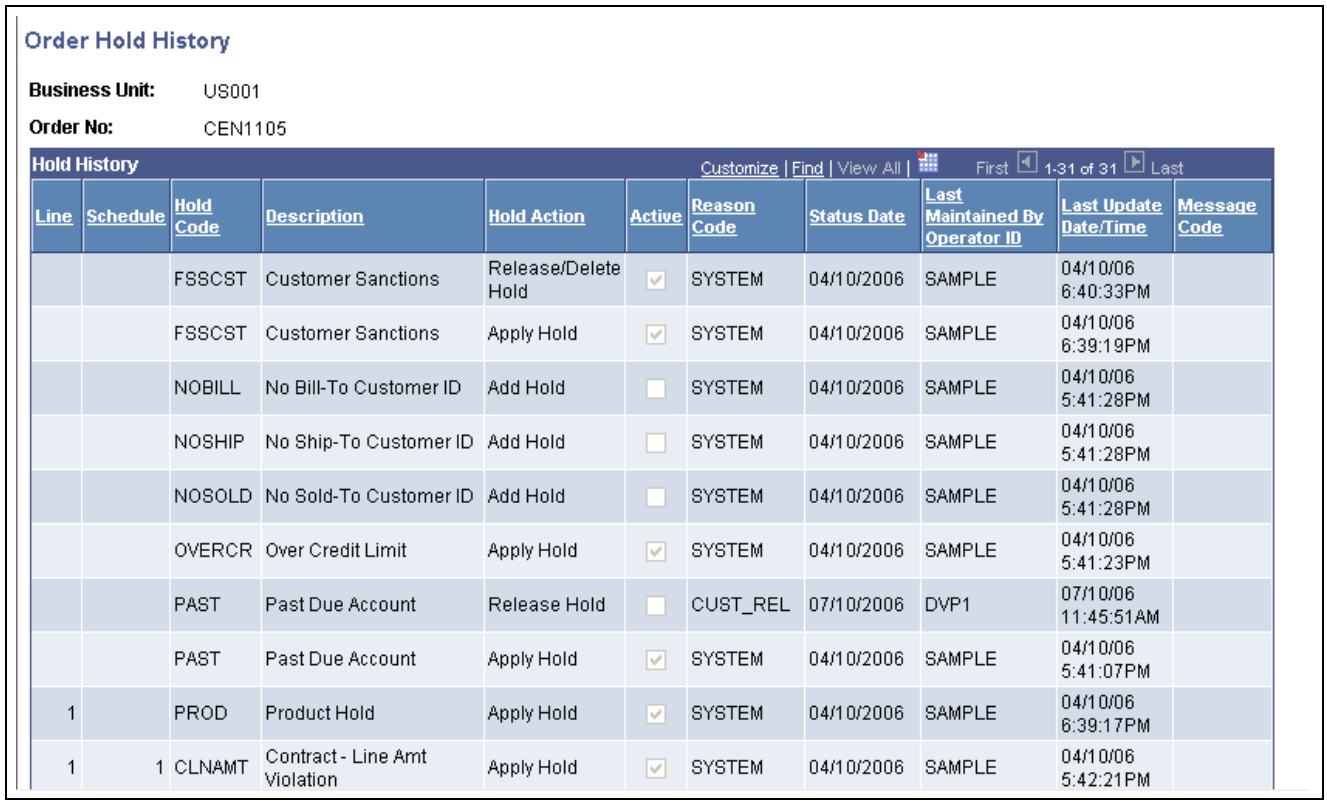


Order Hold History

Business Unit: US001

Order No: CEN1105

Hold History — Customize | Find | View All | First 1-31 of 31 Last

Line	Schedule	Hold Code	Description	Hold Action	Active	Reason Code	Status Date	Last Maintained By Operator ID	Last Update Date/Time	Message Code
		FSSCST	Customer Sanctions	Release/Delete Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:40:33PM	
		FSSCST	Customer Sanctions	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:39:19PM	
		NOBILL	No Bill-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
		NOSHIP	No Ship-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
		NOSOLD	No Sold-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
		OVERCR	Over Credit Limit	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:23PM	
		PAST	Past Due Account	Release Hold	☐	CUST_REL	07/10/2006	DVP1	07/10/06 11:45:51AM	
		PAST	Past Due Account	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:07PM	
1		PROD	Product Hold	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:39:17PM	
1	1	CLNAMT	Contract - Line Amt Violation	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:42:21PM	

Order Hold History page

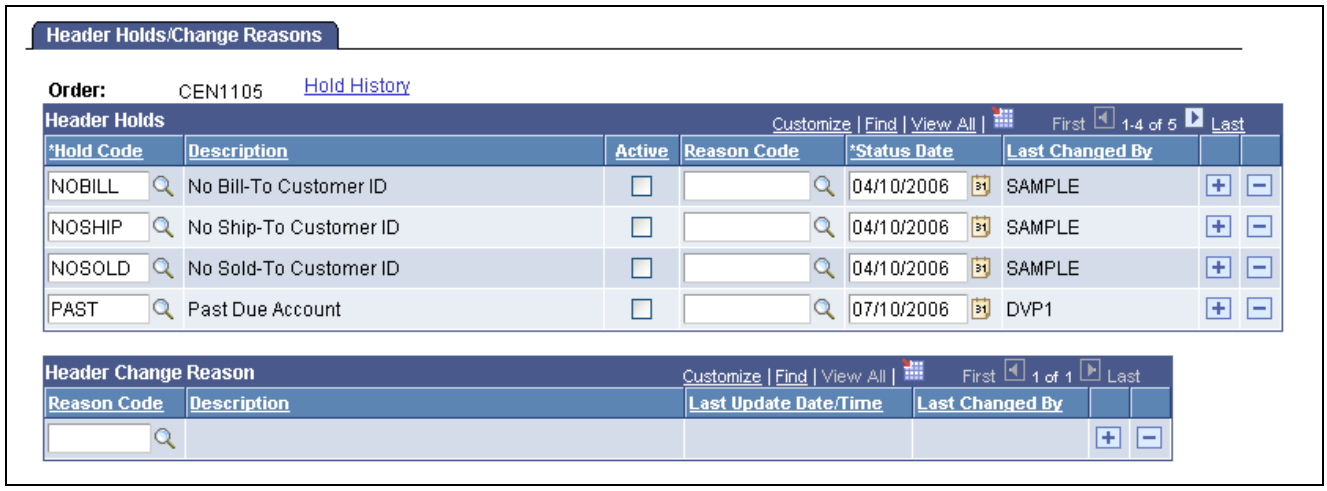
View information about the hold conditions such as the Hold Code, Hold Action, Reason Code, whether the hold is still active and who updated the hold.

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

Entering Header Holds and Change Reasons

Access the Header Holds/Change Reasons page.



Header Holds/Change Reasons

Order: CEN1105 Hold History

Header Holds — Customize | Find | View All | First 1-4 of 5 Last

*Hold Code	Description	Active	Reason Code	*Status Date	Last Changed By
NOBILL	No Bill-To Customer ID	☐		04/10/2006	SAMPLE
NOSHIP	No Ship-To Customer ID	☐		04/10/2006	SAMPLE
NOSOLD	No Sold-To Customer ID	☐		04/10/2006	SAMPLE
PAST	Past Due Account	☐		07/10/2006	DVP1

Header Change Reason — Customize | Find | View All | First 1 of 1 Last

Reason Code	Description	Last Update Date/Time	Last Changed By

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Hold History Click the link to access the Header Hold History page.

Header Holds

Hold Code You establish codes on the Hold Codes page.

Active Clear to take the order off hold. Clearing this check box, instead of deleting the line, enables you to maintain a record of holds that have been associated with the order.

Reason Code Enter a code for the change to the hold condition.

Status Date Automatically populated by the current date, but you can enter any date. When you change the status of the Active check box, the status date is updated to the changed date.

Last Changed By Displays the user ID of the person who added, or most recently modified, the hold code. The value of *SYS* in this field indicates that the hold was modified by a background process.

Header Change Reason

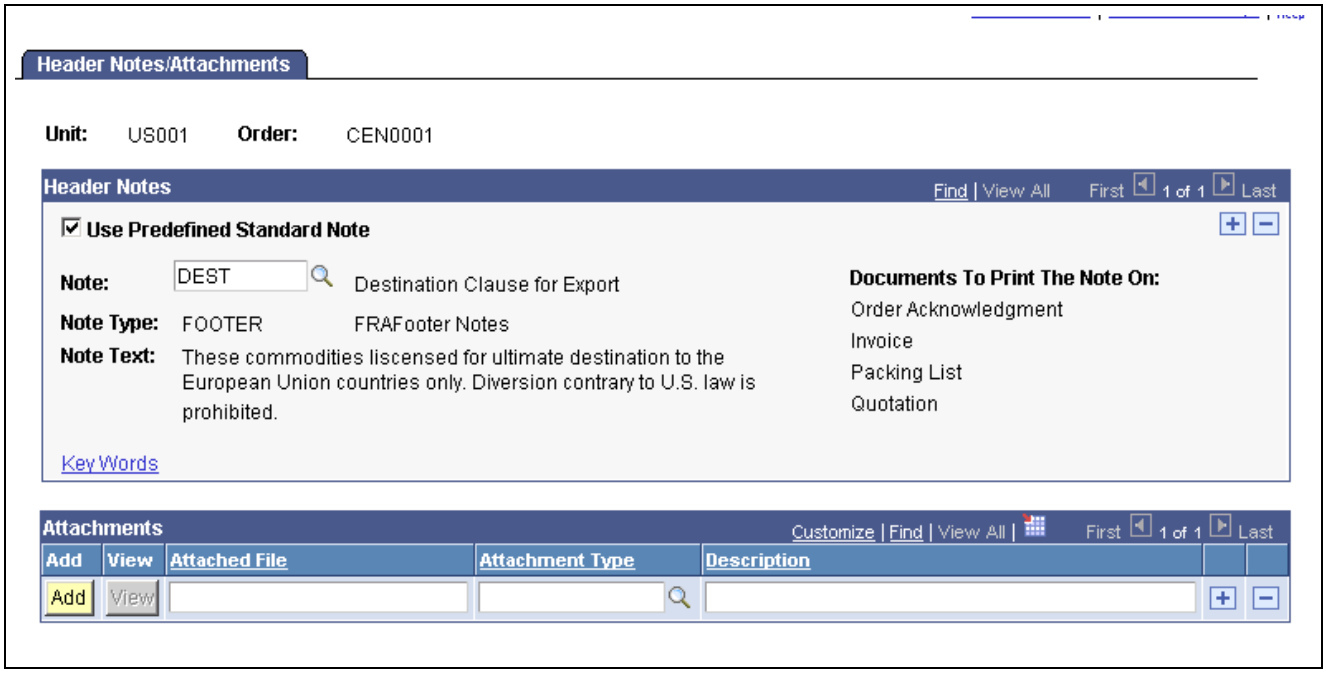
Reason Code Select a reason code for the change to the order. Set up reason codes on the Reason Code page.

See Also

Chapter 26, "Placing Sales Orders on Hold," page 439

Maintaining Header Notes and Attachments

Access the Header Notes/Attachments page.



Header Notes/Attachments page

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Header Notes

Use Predefined Standard Note Select if you want to use a note that has already been set up. If you select this option, select the Note from the available options. The Note Text, Note Type, and the Documents To Print the Note On will display for the standard note.

Note Type Select from the available options to categorize the note that you are creating. This field is display only for standard notes.

Note Text Enter the text (up to 254 characters) for the note that you are creating. This field is display only for standard notes.

Documents To Print the Note On Choose which documents that the notes will print on from the available options: *Invoice, Advanced Shipping Notification, Bill of Lading, Buying Agreement Renewal, Buying Agreement Status, Invoice, Invoice Courtesy Copy, Invoice Notification, Order Acknowledgement, Order Change Notice, Packing List, Picking Plan, Product Price List, Quotation, and Returned Material Authorization.*Only *Invoice, Bill of Lading, Order Acknowledgement, Quotation,* and *Picking Plan*do not require configuration in order to print the notes.

This field is display-only for standard notes.

Note. The note will not print on the Goods Receipt in the counter sale environment.

Note. Header notes do not print on the invoice.

Key Words Click the link to enter key words in the group box. You can create a PeopleSoft Order Management report that lists all sales orders with associated notes that contain certain key words that you specify here.

Attachments

Before you can add an attachment, you need to configure the FTP server.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Establishing FTP Servers for Attachments, page 60.

Add Click the button to select an attachment. A secondary page will appear so you can select a file to upload.

View Click the button to view an attachment that was previously added.

Attached File After selecting the file attachment, the file name displays.

Attachment Type Select how to categorize the attachment from the available options. The types are set up on the Attachment Types page.

Description The description for the attachment displays.

Entering Project-Related Information

Access the Project Defaults page.

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Source Type A source designation, which enables you to track, analyze, and report project costs. This field is the highest designation level and can be general or specific.

Category and **Subcategory** Optional additional levels that enable you to further break down project costs.

Maintaining User Reference Information

Access the Header User Reference page.

Reference Number Displays the customer's identifier for the text field.

Text Contains free-form text associated with the reference number. For example, if customers want to pass on their internal department numbers, they would set up a reference number as an identifier and include text here for the actual number of the internal department.

Note. This information is informational only and is used primarily with Electronic Commerce to pass information associated with the header, line, or schedule. This will flow through the various Electronic Commerce transactions such as 840, 845, 850, 855, 860, 865, 810, and 856.

See Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," page 465.

Maintaining Additional Order Line Information

This section provides information for the options available under the Line Menu section of the order entry form and discusses how to determine whether an item is available to promise.

See Also

Chapter 18, "Maintaining Order Header and Line Information," Maintaining Header and Line Information, page 296

Pages Used to Maintain Additional Order Line Information

Page Name	Object Name	Navigation	Usage
Line Export Detail	ORDENT_LINE_EXPORT	Click the Export Detail button from the Ship Options 1 tab in the Order Lines region on the Order Entry Form page.	View or change export shipping information for the ship to customer. Similar to the Header Export Detail page.

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Page Name	Object Name	Navigation	Usage
Manage Loads	LOAD_CONS_INV	Click the Manage Load button on the Order Lines Ship Options 2 tab on the Order Entry Form page.	View information about the load assigned to the order line. Combine order lines into a load for shipping on a particular carrier. You can view the actual load weight and volume of the load against the ship via maximum weight and volume capacity. **Note.** The load is assigned manually. The load is defined by the PeopleSoft Inventory business unit, carrier, ship type, and possibly the ship date and time. If the load is assigned, fields that define the load are disabled and can't be changed until the load is removed.
Available to Promise	ORDENT_SCH_ATP	Select *Available to Promise* in the Line Menu field on the Order Entry Form page.	Activates a call to PeopleSoft Inventory to calculate available to promise (ATP) orders against future supply. Select a promise option returned from PeopleSoft Inventory for ATP items, where the entire quantity is not available on the date requested. If the entire quantity requested is available on the date requested, the system promises the item to the sales order schedule without displaying any page information. The item must be set up as an ATP item. **Note.** The system will loop over all of the schedules. If all of the quantity can be promised, the page doesn't appear. If one schedule can promise all of the quantity, use the ATP page. If more then one schedule is used for the demand, use the Sales Order Message page.

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Page Name	Object Name	Navigation	Usage
Item/Product Availability	ATP_SUMMARY_INV	• Select *Item Product Availability* in the Line Menu field on the Order Entry Form page. • Order Management, Quotes and Orders, Review Product Information • Inventory, Manage Inventory, Review Inventory Balance Info	Check the current quantity and projected future availability for an item or product. See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability.
Custom Fields	ORDENT_LINE_CUSTOM	Select*Custom Fields* in the Line Menu field on the Order Entry Form page.	Add or update customer character, numeric, or date and time fields at the line level. The fields can be used with inbound and outbound EIPs. See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 332.
Line User Reference	ORDENT_LINE_CDATA	Select *User Defined Reference* in the Line Menu field on the Order Entry Form page.	Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs. See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 332.
Line Holds/Change Reasons	ORDENT_LINE_RSN	Select *Holds / Change Reasons* in the Line Menu field on the Order Entry Form page.	Place orders on hold and enter or view the reasons for changes to order lines. See Chapter 18, "Maintaining Order Header and Line Information," Entering Header Holds and Change Reasons, page 329.
Line Hold History	ORDENT_HLDHIST_SEC	Click the Hold History link on the Line Holds/Change Reasons page.	View an audit trail for the hold information on the line. See Chapter 18, "Maintaining Order Header and Line Information," Viewing Order Hold History, page 328.

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Page Name	Object Name	Navigation	Usage
Line VAT Information	ORDENT_LINE_VAT	Select *VAT Information* in the Line Menu field on the Order Entry Form page.	Override VAT information at the line level. See Chapter 29, "Order Processing in a VAT Environment," Modifying VAT Line Data, page 511.
Line Notes/Attachments	ORDENT_LINE_NOTE	Select *Notes / Attachments* in the Line Menu field on the Order Entry Form page.	You can associate notes or attachments with an order line and have them print on designated documents. The attachments can be in any application format. See Chapter 18, "Maintaining Order Header and Line Information," Maintaining Header Notes and Attachments, page 330.
Lot Allocation	ORDENT_RESLOT	Select *Lot Allocation* in the Line Menu field on the Order Entry Form page.	Use to perform lot allocations for individual lines. See Chapter 15, "Introduction to Sales Order Entry," Using Lot Allocations, page 249.
RMA Reference for Sales Order	ORDENT_RMA_REF	Select *RMA Reference for this Line* in the Line Menu field on the Order Entry Form page.	View return and replacement sales order information.
Shipment Schedules	ORDENT_SCH_ENTRY	Click the Shipment Schedules link on the Order Entry Form page.	Define multiple order line shipments or change default information.
Shipments by Line	ORD_SHIP_LINE_VW	• Select *Actual Shipments* in the Line Menu field on the Order Entry Form page. • Manage Sales Activities, Maintain Sales Orders, Inquire, Shipments by Line, Shipments by Line	View detail of shipment information for each product on an order.

Determining Whether an Item Is Available To Promise

Access the Available to Promise page.

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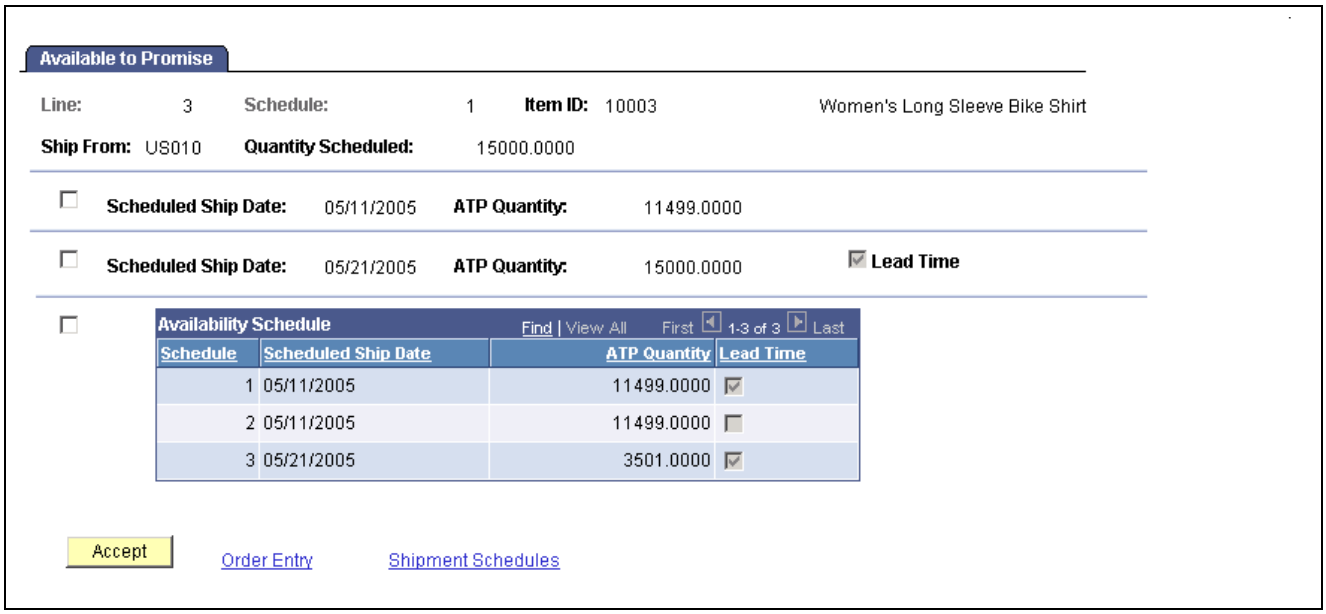

Available to Promise page

Scheduled Ship Date The first date that the quantity can be promised.

ATP Quantity (available to promise quantity) The quantity that can be promised for the scheduled shipment date.

Lead Time The number of days included in the scheduled shipment date when no existing supply (or not enough supply) is available for purchased or manufactured items. The system calculates availability based on the item's lead time.

See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Promising and Reserving Inventory," How Item Lead Time Affects ATP.

Select one of the check boxes:

- The first check box displays the maximum ATP quantity that the system can promise for the requested scheduled ship date from the order line.
- The second check box displays the scheduled ship date when the total requested amount can be promised.
- The third check box displays multiple schedules, with each schedule having the maximum quantity that can be promised for the different scheduled shipment dates.

After you select one of the three check boxes, click Accept and save the page.

See Chapter 15, "Introduction to Sales Order Entry," ATP, page 203.

Viewing Product Information

View product information from the Review Product Information menu or from the Related Links button on the Product tab of the Order Entry Form page. After entering a product ID, if there is only one active page accessible from the Related Links button, the page opens automatically.

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You can view messages and notes associated with the product by using the Message Board. The Message Board displays the information in the left-hand frame of the sales order underneath the portal navigation.

See Also

Chapter 15, "Introduction to Sales Order Entry," Viewing Order, Customer, and Product Information with the Message Board, page 225

Pages Used to View Product Information

Page Name	Object Name	Navigation	Usage
Attachments	PROD_ATT	• Products, Identify Product Details, Attachments • Products, Review Product Information, Attachments • Order Management, Quotes and Orders, Review Product Information, Attachments	View the multimedia files attached to a product.
Messages	PROD_MSG	• Products, Identify Product Details • Order Management, Quotes and Orders, Review Product Information, Messages • Products, Review Product Information, Messages	View messages associated with a product.
Notes	PROD_NOTE	• Products, Identify Product Details, Notes • Order Management, Quotes and Orders, Review Product Information, Notes • Products, Review Product Information, Notes	View notes associated with a product.
Product Annotations	PROD_ANNOTE	On the Product tab of the Order Lines region of the Order Entry Form page, click the Product Annotations link after clicking the Related Links button.	View notes, messages, or attachments associated with the product. This link is available only when annotations are present for the product.
Product Information Definition	PROD_DEFN	• Products, Identify Product Details, Definition • Products, Review Product Information, Definition	View product details, competitor information, and product options.

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Page Name	Object Name	Navigation	Usage
Product Kit Summary	PRODKIT_SUMMARY	• Products, Identify Product Details, Kit Setup • Products, Review Product Information, Product Kit • Order Management, Quotes and Orders, Review Product Information, Product Kits	View the components of a product kit.
Product Alternates	PROD_ALT	• Products, Identify Product Details, Alternates • Order Management, Quotes and Orders, Review Product Information, Alternates	View which products, if any, can serve as substitutes for a product when it is unavailable.

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CHAPTER 19

Maintaining Order Schedule Information

This chapter provides an overview of order schedule information and discusses how to:

- Maintain order schedule information.
- Maintain additional order schedule information.

Understanding Order Schedule Information

At the schedule level, you break down the order quantity into one or more shipments. An order can include multiple lines, and each line can have multiple schedules. It isn't necessary to enter any information at the shipment schedule level unless you create multiple schedules for an order line. Most of the fields default from the line and are described in the Maintaining Order Header and Line Information.

See Also

Chapter 15, "Introduction to Sales Order Entry," page 189

Chapter 18, "Maintaining Order Header and Line Information," page 295

Chapter 16, "Setting Default Sales Order Values," page 255

Chapter 20, "Working with Large Orders and Quotes," page 349

Chapter 22, "Using Self-Service Order Entry and Order Status," page 401

Chapter 21, "Entering Counter Sales," page 357

Maintaining Order Schedule Information

This section describes how to:

- Enter shipment schedule information.
- Modify pricing information for the order schedule.

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Pages Used to Maintain Order Schedules

Page Name	Object Name	Navigation	Usage
Shipment Schedules	ORDENT_SCH_ENTRY	Click the Shipment Schedules on the Order Entry Form page.	Define multiple order line shipments or change default information.
Schedule Export Detail	ORDENT_SCH_EXPORT	Click the Export Detail button on the Ship To tab on the Shipment Schedules page.	View or change export shipping information for the ship to customer. The fields that are on this page are the same as those on the Header Export Detail page.
Export License Detail	ORDENT_EXP_LIC	Click the Export License Detail link on the Schedule Export Detail page.	View export license information for a ship to customer. The fields on this page are the same as those that are on the Header - Export License Detail page.
Import License Detail	ORDENT_IMP_LIC	Click the Import License Detail link on the Schedule Export Detail page.	View export license information for a ship-to customer. The fields on this page are the same as those on the Header - Import License Detail page.
Schedule Pricing Data	ORDENT_SCH_PRICE	Select the Pricing Data link on the Shipment Schedules page.	Enter pricing information for the schedule. Also enter manual adjustments. Many of the fields are the same as the fields on the Line Pricing Data page.

Entering Shipment Schedule Information

Access the Shipment Schedules page.

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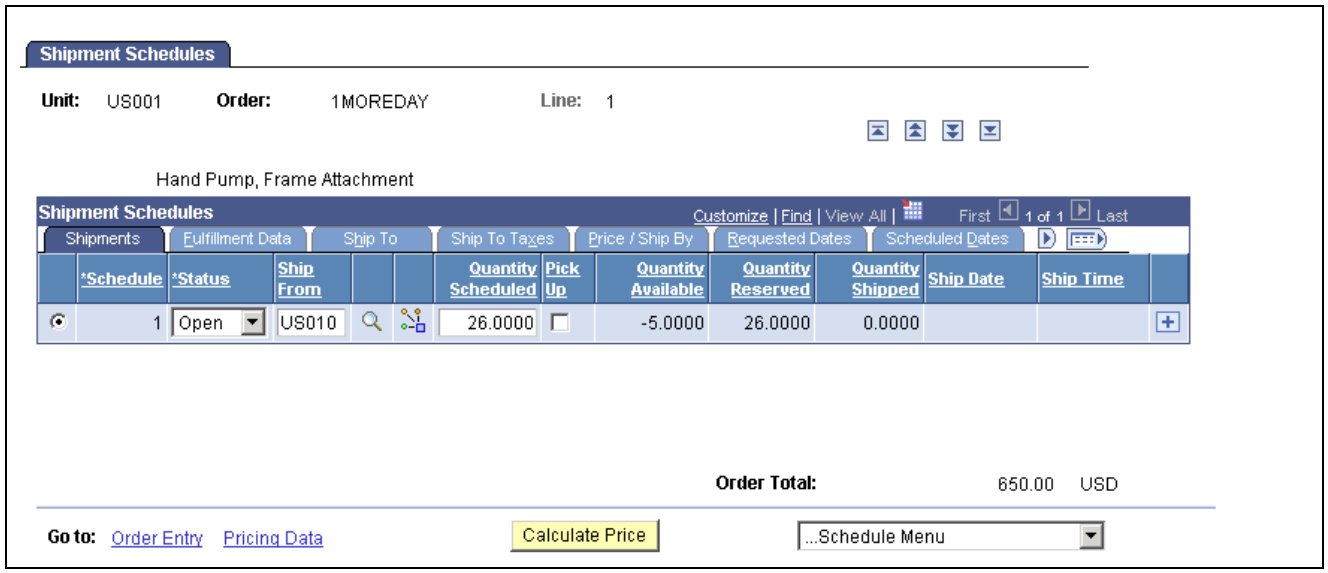

Shipment Schedules page

Common Information

Order Total The value and its corresponding currency code appear by default from the Order Entry Form page.

Schedule The number that is in this field increases by the increment value that you define on the Order Management Definition - Order Management Setup page.

Shipments Tab

Select the Shipments tab.

Hold If the schedule is on hold, *S* appears in the field. If the line is on hold, LINE HOLD appears at the top of the page.

Status Indicates the status.

See Chapter 18, "Maintaining Order Header and Line Information," Common Elements Used in This Section, page 297.

Ship From The ship from warehouse (inventory business unit) appears by default from the line, and you can edit it here. If you change the ship to customer for the schedule, the ship from warehouse appears by default from that customer's distribution network (if one is assigned). The Ship From field does not appear for direct-shipped products, services, or product kits.

For counter sales, the ship from warehouse (inventory business unit) defaults from the selection made when you enter the component.

Quantity Scheduled Appears by default from the line. You can change this to create multiple schedules for the order line quantity.

Note. The sum of the quantity on the schedule or schedules cannot exceed the quantity on the order line. However, you can schedule less than the quantity that is on the order line if the customer is not sure of the delivery schedule for the order.

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Quantity Reserved Appears if the demand is reserved in PeopleSoft Inventory or if you select the Reserve Order or Reserve Line link from the Order Entry Form at the header or line level. You can only reserve from the header or line level.

Ship Date The latest ship date for this schedule.

Ship Time The latest ship time for this schedule.

Fulfillment Data Tab

Select the Fulfillment Data tab.

Shipping EIP Control ID If the schedule was completed in the counter sale environment, the system send a Request to Ship transaction (Transaction code 0366) to PeopleSoft Inventory. This is the EIP control ID of the shipment transaction. It is informational only and can be used to track down any issues in Inventory. These transactions are maintained and processed in SCM Integrations menu.

Ship To Tab

Select the Ship To tab.

Click the View Related Links button to access additional options for a ship to customer:

- View Ship To Customer Address.
- Override Ship To Address.
- Ship To Address Annotations.

Location The field displays the default location number from the line; you can edit this field.

Ship To Taxes Tab

Select the Ship To Taxes tab.

These fields are the same as on the line.

Price / Ship By Tab

Select the Price / Ship By tab.

Net Unit Price If you change this price, you must select a Price Adjustment Reason when prompted.

Estimated Shipment ID The Id displays if the business unit is using estimated shipments.

Document Reference The document number of a schedule assigned to the estimated shipment. It is an implicit estimated shipments group by field used for counter sale orders. If the schedule was completed in counter sale, the document reference number is the Goods Receipt document reference number that the schedule appeared on.

Requested Dates/Scheduled Dates Tabs

Select a tab.

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Frozen Flag Indicates in PeopleSoft Supply Planning whether a schedule should be prevented from rescheduling if no supplies are available.

Ship Options 1

Select the Options 1 tab.

The fields are the same as on the line.

Ship Options 2 Tab

Select the Options 2 tab.

Special Handling Select this option for direct ship schedules that require special attention to the freight terms, carrier ID, and ship via information. When PeopleSoft Purchasing processes direct ship order schedules and you select this check box, the freight terms, carrier ID, and ship via information appear on the requisition and purchase order.

Claimback/Supply Source Tab

Select the Claimback/Supply Source Tab.

See Chapter 15, "Introduction to Sales Order Entry," Viewing Alternate Sources of Supply, page 242.

Original Schedule Data Tab

Select the Original Schedule Data tab.

The original date displays for the schedule.

Backorder/Reservation Rules Tab

Select the Backorder/Reservation Rules tab. The fields are the same as on the line.

Tax Tab

Select the Tax tab.

You can enter and override the defaults. The fields are passed to PeopleSoft Billing for tax calculations.

Ship From Location Enter the ship-from location for the schedule line. If you do not provide a value, the third-party tax vendor uses the ship-to address as the ship-from address.

Order Acceptance The place of business where you accepted a purchaser's offer to buy or the place where you became contractually obligated to make the sale. This value defaults from the order acceptance location that is associated with the Order Management business unit. Third-party tax vendors use this field to determine tax jurisdiction. If you have not provided an order acceptance address, the third-party tax vendor assumes the address is the same as the Ship From address.

Order Origin The place of business where you receive a purchaser's offer to buy. The value appears automatically from the order origin location that is associated with the PeopleSoft Order Management business unit. This field is used only by Taxware for jurisdiction determination. If you have not provided an order

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	origin address, the third-party tax vendor uses the order acceptance address as the order origin address.
Store Location	The system passes this value to Vertex as the store code, or to Taxware Sales and Use Tax as the business location code
Title Passage	Select the point of title passage. Select *Sell Origin*, *Buyer Dest* (destination), or *Consignee*. The system passes this value to Taxware Sales and Use Tax for jurisdiction determination.
Tax Group	The system passes this value to Vertex as the product category or to Taxware as the product code. You can set a default value from the charge code ID.
Transaction Type	Select *None*, *Lease*, *Purchase*, *Return*, *Rental*, *Sale*, or *Service*. You can set a default value from the charge code ID. The system passes this value to the third-party tax vendor for tax calculation.
Transaction Sub Type	Select from the valid transaction subtypes. You can set a default value from the charge code ID. This value is passed to Vertex Q Series only.
Exempt Reason Code	Enter Taxware reason codes to indicate why taxes are exempt for the line. You must add translate values into the field TAX_EXEMPT_RC to use them online.
Job Number	The system passes this value to Taxware Sales and Use Tax to determine tax exceptions only.
Error Description	Displays the third-party tax vendor error code and its description if you are using a third-party tax vendor and a tax calculation error occurs.
Tax Customer Group	Enter the Vertex customer group code.
Tax User Area	The system passes this value to Vertex Q Series for reference purposes only.
Tax Customer ID	Enter the customer to pass to the third-party tax vendor for exemption processing. If you leave this field blank, the system sends the ship-to customer to the third-party tax vendor.
Tax Date	The tax date is the date on which tax should be calculated. When using Vertex, document and tax date will generally be the same. However, for an invoice whose lines have different ship dates, the system uses the ship date as the tax date. When you leave the tax date, it defaults from the document date.
Service Performance Location	The address information for the ship-to-location used as the service performed location.
Division for Tax Vendors	Identifies a division within an organization. Defaults from the Order Management business unit.
Department for Tax Vendors	Identifies a department within an organization. Defaults from the Order Management business unit.

Modifying Pricing Information for the Order Schedule

Access the Schedule Pricing Data page.

Note. The fields on this page are identical to the fields on the Line Pricing Data page except for additional fields in the Miscellaneous section.

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See Chapter 18, "Maintaining Order Header and Line Information," Modifying Pricing Information, page 317.

Miscellaneous

Buying Agreement ID Buying agreement ID that is defined on the order line.

Buying Agreement Line Buying agreement line number that is defined on the order line.

Projects Distribution Status Select a distribution status to determine whether the order is picked up by PeopleSoft Project Costing. PeopleSoft Project Costing picks up all schedules with a status of *None* and then changes the status to *D* (generated). Any time that you change the schedule after the status is set to*D* (generated) , the status is reset to *Modified* so that PeopleSoft Project Costing evaluates the change for its processing. If you do not want PeopleSoft Project Costing to consider this schedule, select *Ignore* as the PC Status.

Distribution Type Determines which cost of goods sold account is debited when a shipment is made in PeopleSoft Inventory against a sales order. PeopleSoft Inventory handles the distribution type for stocked items at the time of shipment. For non-stock products, you can optionally select a value in the field.

Tax Customer Group Used to pass tax exceptions to Vertex. For example, if a customer is charged different tax rates for the same product depending on its use, you can set up exceptions in Vertex, defining different taxing policies for the same product. The schedule value appears by default from the line.

Tax Exempt Select this check box if this schedule is tax exempt.

Exemption Certificate If the schedule is tax exempt, enter the exemption certificate ID here.

Maintaining Additional Order Schedule Information

This section provides information about entering or modifying additional information for the options that are available under the Schedule Menu section of the Shipment Schedules page.

Enter required and commonly used order schedule information on the Shipment Schedules page.

This section discusses how to modify general ledger account distributions.

See Also

Chapter 19, "Maintaining Order Schedule Information," Maintaining Order Schedule Information, page 339

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Pages Used to Maintain Additional Order Schedules Information

Page Name	Object Name	Navigation	Usage
Item/Product Availability	ATP_SUMMARY_INV	Select Item/Product Availability in the …Schedule Menu field on the Shipment Schedules page.	Check the current quantity and projected future availability for an item or product . See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Inquiring and Reporting About On-Hand Stock," Checking Item Availability.
Available to Promise	ORDENT_SCH_ATP	Select Available to Promise in the …Schedule Menu field on the Shipment Schedules page.	Activates a call to PeopleSoft Inventory to calculate available to promise orders against future supply. The Available To Promise page appears if the entire quantity is available to promise.
Carrier Information	ORDENT_CARRIER_VW	Click the Carrier Detail button from various pages that are in the schedule.	View carrier information. View this page from the header, line, or schedule.
Schedule Commissions	ORDENT_SCH_COMM1	Select Commissions from the …Schedule Menu field on the Shipment Schedules page.	View or modify commission information at the schedule level. See Chapter 11, "Structuring Commissions," Calculating Commissions at the Schedule Level, page 128.
Copy Schedule	ORDENT_SCH_COPY	Select Copy Schedule from the …Schedule Menu on the Shipment Schedules page.	Copy one or more schedules of the order line. See Chapter 15, "Introduction to Sales Order Entry," Copying Sales Order Information, page 217.
Currency Data	ORDENT_HDR_CURR	Select Currency Detail from the …Schedule Menu on the Shipment Schedules page.	View currency and exchange rate information for the order. You can have only one currency per order. You can change the currency for the order until lines are added to the order.

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Page Name	Object Name	Navigation	Usage
Custom Fields	ORDENT_SCH_CUSTOM	Select *Custom Fields* in the Schedule Menu field on the Shipment Schedules page.	Add or update customer character, numeric, or date and time fields at the schedule level. The fields can be used with inbound and outbound EIPs. See Chapter 18, "Maintaining Order Header and Line Information," Maintaining User Reference Information, page 332.
Distribution Accounts	ORDENT_SCH_DISTRIB	Select Distribution Accounts from the …Schedule Menu on the Shipment Schedules page.	Modify general ledger account distribution for the shipment schedule.
Manage Loads	LOAD_CONS_INV	Select Manage Load from the …Schedule Menu on the Shipment Schedules page. Control Inventory, Fulfill Stock Orders, Use2, Manage Loads, Manage Loads	View load information. Combine order lines into a load for shipping on a particular carrier. View the actual load weight and volume of the load against the ship via maximum weight and volume capacity.
Projects Defaults	ORD_SCH_PROJ	Select Project Information from the …Schedule Menu on the Shipment Schedules page.	Enter or view PeopleSoft Project Costing information for the schedule. The fields that are on this page are the same as those on the Header Project Defaults page.
Schedule User Reference	ORDENT_SCH_CDATA	Select User Defined Reference from the …Schedule Menu on the Shipment Schedules page.	Captures information that the customer wants referenced on the order. Data referenced here is informational only and is used with inbound and outbound EIPs.
Schedule Vat Information	ORDENT_SCH_VAT	Select VAT Information (value-added tax information) from the Schedule Menu on the Shipment Schedules page.	Enter or override VAT default values for the schedule.
Schedule Notes/Attachments	ORDENT_SCH_NOTE	Select Notes / Attachments from the …Schedule Menu on the Shipment Schedules page.	Associate notes or attachments with a sales order schedule and print them on designated documents. For example, you can attach a Word document or an Excel spreadsheet to an order.

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Page Name	Object Name	Navigation	Usage
Schedule Holds/Change Reasons	ORDENT_SCH_RSN	Select Holds / Change Reasons from the …Schedule Menu on the Shipment Schedules page.	Enter and view holds and reasons for holds to order schedules. See Chapter 18, "Maintaining Order Header and Line Information," Entering Header Holds and Change Reasons, page 329.
Schedule Hold History	ORDENT_HLDHIST_SEC	Click the Hold History link on the Schedule Holds/Change Reasons page.	View an audit trail for the hold information on the schedule. See Chapter 18, "Maintaining Order Header and Line Information," Viewing Order Hold History, page 328.

Modifying General Ledger Account Distributions

Access the Distribution Accounts page.

Note. If the Order Management business unit is set up to pass discounts and surcharges to PeopleSoft Billing and the distribution IDs do not come from the price rules, you can view and modify the order schedule distribution IDs. If you want to view distribution IDs that come from price rules, you must open each price rule that is attached to the schedule. If the business unit is not set up to pass discounts and surcharges to PeopleSoft Billing, you cannot view or change the distribution IDs at the schedule level, whatever their source.

Revenue Code, Discount Code, Surcharge Code Add or change these distribution codes. If you enter more than one value for a code, use the associated distribution percent fields to enter the percentages. The revenue distribution percent for each separate type of code must equal 100 percent.

See Also

Chapter 15, "Introduction to Sales Order Entry," Distribution Codes, page 206

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CHAPTER 20

Working with Large Orders and Quotes

This chapter provides an overview of managing large orders and quotes and discusses how to:

- Copy large orders.
- Update schedules for large orders.

Understanding Large Order Processing

The functionality in this chapter helps you improve the performance for processing large orders. The system and environment configurations affect the processing of large orders and determine what is considered a large order for processing purposes.

PeopleSoft Order Management uses chunking to maximize performance for orders that have a large number of lines or schedules. Chunking controls the amount of order information that appears in the order entry form and is set up on the Installation Options Order Management page. When setting up chunking, you select the maximum number of lines to appear, schedules per line, rows to price online, and sources of supply rows for sales order and maximum number of lines to appear for buying agreements.

Note. A chunk is not the same as a screen full of data. It represents all of the rows that are in the scroll at a given point in time.

Chunking is used in these areas:

- Viewing order lines and schedules.
- Copying orders.
- Updating all schedules of an order.

If an order or quote has more lines than the maximum lines that are defined on the Order Management Installation Options page, a search criteria page appears in place of the standard order line grid on the order entry form. You must search for the lines that you want to update. The lines that are found by the search appear in a separate area below the search criteria. They can be selected and retrieved into the order or quote. After the lines are retrieved, they may be updated or copied in the same manner as with a standard order or quote. Though the search may find more lines than the maximum that is defined, you cannot retrieve more than the maximum lines into the line grid. For example, if there are 1200 lines in the order, but the maximum lines to appear is 1000, you can only retrieve 1000 lines.

If you want to skip the display of existing lines or add new lines, you can use the Cancel Search button to return to the regular sales order grid.

Note. When you retrieve rows into the order line grid, they remain there until new lines are selected for update. Click the Cancel Search button to re-display the order line grid in its previous state.

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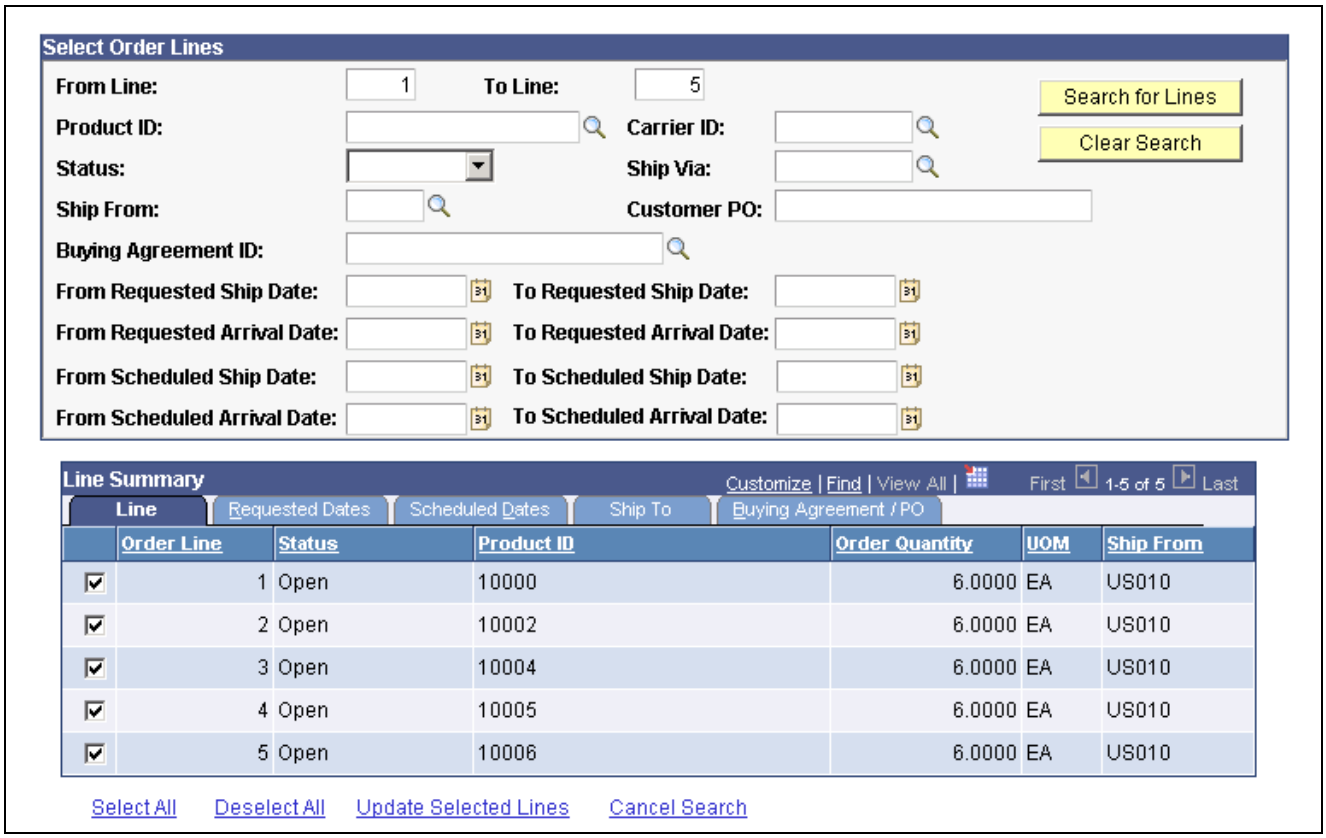

Search dialog for order lines that exceed the maximum chunking amount

On the main order entry form, up to 10 rows of customer purchase history appear. If there are more, a More Orders link appears. When viewing the customer purchase history, the number of rows that appear is also governed by the maximum number of lines that are defined at installation. Use the buttons at the top of the page to scroll through purchase history.

When retrieving schedules for a particular line, if the number of schedules for the line exceeds the maximum number of schedules that are defined at installation, only the maximum number are available. As with customer purchase history, use the buttons above the schedule grid to navigate through the schedules for the line. If the number of schedules for the line is less then the maximum, all schedules appear for the line.

Buttons used to view customer purchase history and schedules

If you are repricing and the total number of orders per line or schedules on the order exceeds the maximum that is defined, a message appears directing you to use the Order Repricing process.

When using alternate sourcing, each schedule can be sourced individually. If you select the 'Source all lines' button, only those lines in the buffer are sourced.

Note. It is important that you run the sales order background processes (Hold Checking, Credit Checking, Repricing, Populate Demand, Order Completing, Reservations) regularly when working with large orders in order to keep the sales order data up to date if the order can't be priced online. For example, if you are updating an order that has more lines or schedules then the maximum that is allowed, run the Hold Checking process (OM_HOLD) to update any holds that are on the order. Hold processing is performed only for the lines and schedules that are in the page buffer, even though hold processing may be set up for the Order Management business unit.

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Note. The line and schedule maximums only apply to retrieving existing order data. New orders may have as many lines or schedules as needed.

See Also

Chapter 24, "Processing Sales Orders," Running Order Completion/Repricing, page 421

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Order Management Installation Options

Copying Large Sales Orders

The section discusses how to:

- Copy large orders.
- Copy large order lines.

Pages Used to Copy Large Sales Orders

Page Name	Object Name	Navigation	Usage
Select Order to Copy	ORD_COPY_SELECTION	Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Order Copy	Use this page to run the Copy Sales Order/Quote process to copy large sales orders or quotations into a new sales order.
Select Order Lines to Copy	ORD_COPYLN_SELECT	Order Management, Quotes and Orders, Process Orders, Sales Order/Quote Copy, Order Lines to Copy	Use this page to run the Copy Sales Order/Quote process to copy large sales orders or quotation lines into a new sales order.

Copying Large Orders

Access the Select Order to Copy page.

Note. If you attempt to use the Select Order to Copy page from the header menu on the order entry form and either the line maximum or schedules per line maximum is exceeded for the order or quote, you are directed to use the Sales Order/Quote Copy process (ORD_COPY) to copy the order.

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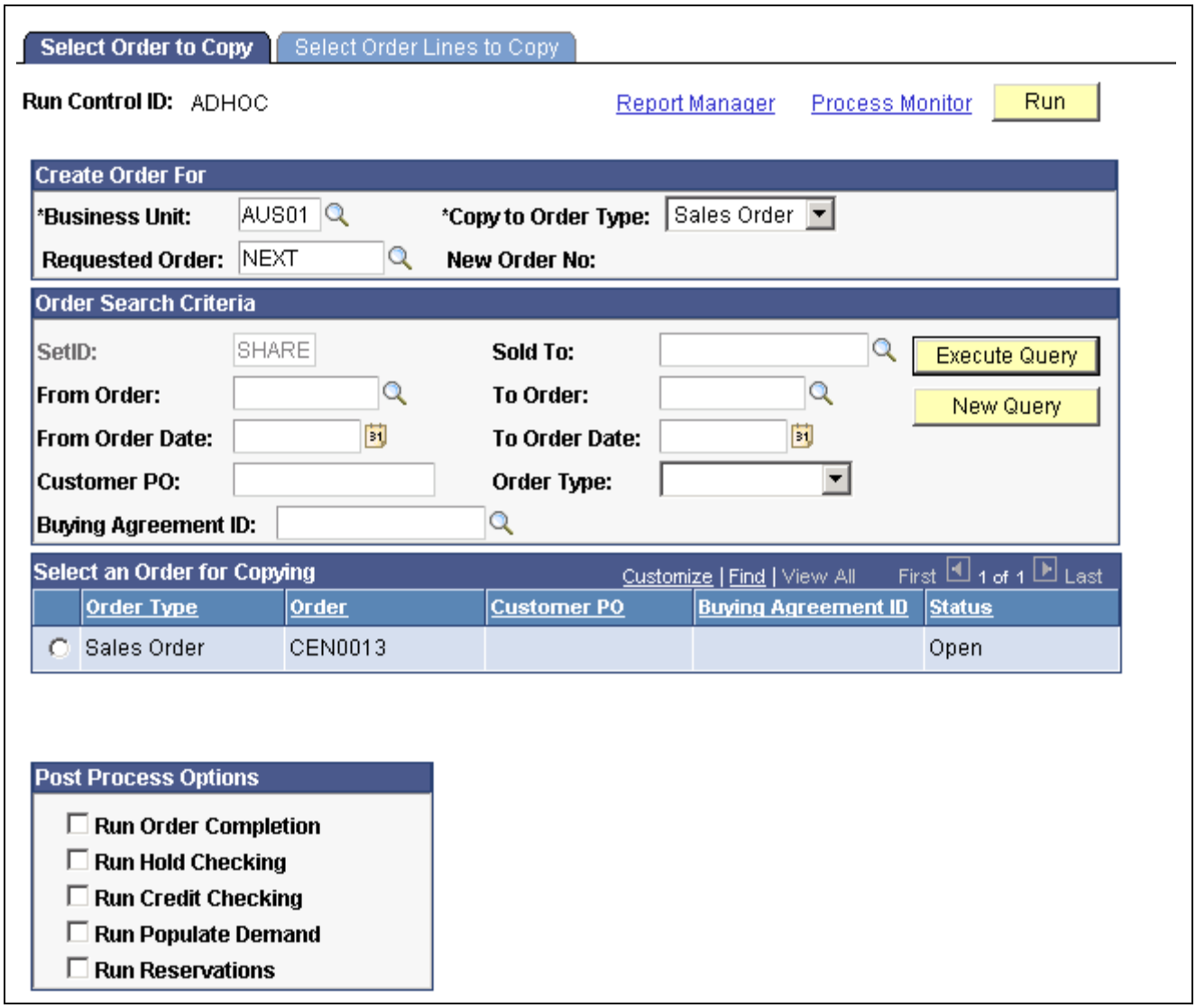

Select Order to Copy page

Copy to Order Type Select a new order type. This applies when copying from a quote to a sales order.

Selection Criteria Enter values to search for the orders to copy .

Run Order Completion and **Run Hold Checking** and **Run Credit Checking** and **Run Populate Demand** and **Run Reservations** Select the additional processes to run after the Order Copy process is run.

Note. Any processes selected execute in the order displayed and run as part of this process.

Copying Large Order Lines

Access the Select Order Lines to Copy page.

Note. If this page is not accessed, all eligible lines are copied.

Select All Select individual lines or use the link to select all of the lines to copy.

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Updating Schedules for Large Orders and Quotes

This section provides an overview and discusses how to run the OM Update Schedules process.

Understanding the OM Update Schedules Process (OM_ORDCHG)

The OM Update Schedules process (OM_ORDCHG) is used to update schedules for orders and quotes for which the number of order lines or schedules per line exceeds the maximum that you define on the Installation Options Order Management page. You can also use the process to update a range of sales orders by PeopleSoft Order Management Business Unit. The system checks the demand change configuration settings in PeopleSoft Inventory to determine if the changes can be made. For example, a change to the scheduled ship date is not changed if the schedule already shipped. When changes are made in Order Management but not Inventory, a notification is sent if someone is defined as the Inventory Manager for each field that is changed.

Fields that default from buying agreements will not be changed.

Updates to shipping fields may require special handling. If a change in the ship date will cause a change in the composition of the kit (due to date_in_effect and date_obsolete values on the kit components), then the ship date won't be changed. If a change in the ship date occurs for an ATP schedule, the demand will become unpromised. For non-lot allocated demand that is partially shipped, the unshipped quantity will be canceled, regardless of any backorder rules. For lot allocated (or partially allocated) demand that is partially shipped, the unshipped demand shall be canceled, and the lots will be deallocated.

Any changes to address information such as phone, contact name, customer, and email address can be changed using the same rules that govern changing address information on sales orders. However, for large orders using chunking, there may be discrepancies between the header, line, and schedule. Schedules that are not in the buffer are not updated with an address override until the Update Schedules process is run.

After Update Schedules process is run, you can view the results of the process on the Update Schedules Results page. The page displays the status for each schedule with respect to the requested updates. The page is unavailable for entry. The results may be deleted by using the Purge Update Schedules Results process (OM_MURSL_DEL).

Note. If you attempt to use the Update Schedules page from the header menu on the order entry form and the number of lines or schedules per line exceeds the maximum, you are directed to use the OM Update Schedules process.

Note. The OM Update Schedules process can also be used for sales orders that do not exceed the maximum number of lines or schedules.

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Pages Used to Update Large Schedules

Page Name	Object Name	Navigation	Usage
Run Update Schedules	RUN_OM_MASSUPD	Order Management, Quotes and Orders, Process Orders, Update Schedules	Use to update schedules for orders that exceed the maximum schedules per line that is defined on the Installation Options Order Management page.
Update Schedules Results	OM_MASSUPD_RSLTS	Order Management, Quotes and Orders, Process Orders, View Schedule Change Results	Use to view the results of the OM Update Schedules process.
Delete Mass Update Results	RUN_OM_MURSLT_DEL	Order Management, Quotes and Orders, Process Orders, Delete Schedule Change Results	Used to delete the OM Update Schedules results.

Running the OM Update Schedules Process

Access the Run Update Schedules page.

Click the button to clear the values.

Search Criteria After entering a business unit, select additional values to be updated by the OM Update Schedules process (OM_ORDCHG).

Select Use to indicate that a text field is to be changed.

Warning! If a check box is selected and no value is provided for the corresponding field, the Update Schedules process attempts to change the field to a blank field on all applicable schedules.

Partials If *Yes,* Partial Order must also be *Yes* and you can only change the value to *No.*

If *No,* Partial Order must also be *No* and you can only change the value to *Yes.*

Address Enter a country code for proper address formatting.

Note. If the select check box is marked and no address is provided, the address that corresponds to the schedules' ship to location is used to update the schedules in PeopleSoft Order Management and Inventory.

Note. Address overrides are added or updated at the schedule level only for non-single ship orders, and at the header for single ship orders.

Single ship You can only change the field from *Yes* to *No.*

Schedule Status You can only change the field to *Open* or *Canceled.* At the completion of the process, the status is applied to the order lines and header as applicable.

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For example, if all the pending schedules of a line are changed to open, the line status is changed to open, and if all order lines are changed to open, the header status is automatically changed to open.

Run Repricing and **Run Hold Checking** and **Run Credit Checking** and **Run Populate Demand** and **Run Reservations**

Select the processes to run after the OM Update Schedules process is run.

Note. If the Order Management business unit uses estimated shipments or VAT parameters for a schedule need to be redefaulted, the Order Completion process (OM_BACKGRND) is always run after the OM Update Schedules process is run. The process performs repricing and attempts to update default values that were blank.

Set up the EMP_SERVLET for the notifications used with URL Locations prior to running the process.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Setting the URL Location for Notifications, page 61.

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CHAPTER 21

Entering Counter Sales

This chapter provide an overview, lists prerequisites; and discusses how to:

- Enter sales orders in a counter sale environment.
- View and refund deposits.
- Use the cash drawer.

Understanding Counter Sales

This section discusses how to:

- Fulfill counter sales orders in PeopleSoft Inventory.
- Populate PeopleSoft Billing for counter sales orders.
- Understand the counter sale business process flow.
- Understand back orders and overriding inventory in the counter sale environment.
- Understand payments in the counter sale environment.
- refunding a deposit.

Counter sales enable you to take an order over the counter and interact directly with the customer. Customers can pick out items and bring them to the counter, or they can order items that are available behind the counter or at a pick up/will call area. At the counter, a clerk rings up the order, accepts payment, issues a receipt, and prints a picking list if some of the items are to be picked elsewhere. The transaction can be completed in a couple of minutes.

You can enter the customer in these ways:

- Through an existing customer already in the system.
- Through a new customer created through Quick Customer Create.
- Through a new customer created using the short-term customer functionality.
- Through a new customer using a template customer, such as a cash only customer.

The ship from Inventory business unit entered upon entering the sales order is required when adding a counter sale order. It determines which order lines can be picked up and paid for during the session and it controls other processing requirements for item picking and allocation.

Customers can pay with cash, check, credit card, debit card, procurement card, corporate voucher, or add the order to their account. If some of the items are not available for immediate pick up, a deposit may be required to place the order. When an order is paid in full or partially paid, an invoice number is pre-assigned in PeopleSoft Order Management and will be passed to the target invoice functionality in PeopleSoft Billing.

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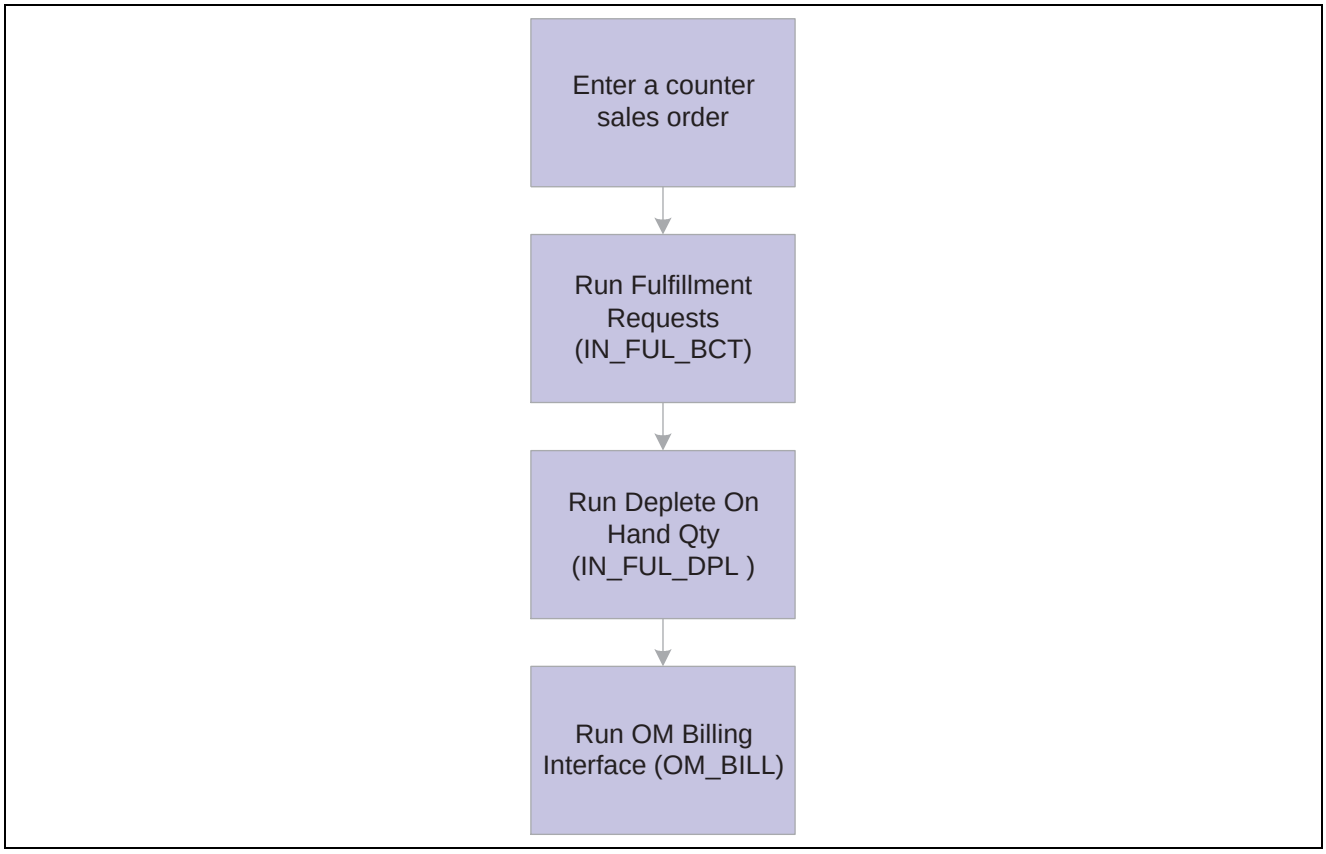
For value-added tax (VAT), the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules. If the customer wants the items shipped to their address instead of picking up the items, the CSR must add an order line for the freight product ID in order to calculate VAT on the freight. Otherwise, the system does not calculate VAT of the sales order freight amount.

See Chapter 29, "Order Processing in a VAT Environment," page 493.



High level counter sale process flow

Fulfilling Counter Sales orders in PeopleSoft Inventory

When the Complete Order button is clicked on the counter sales order, a message will be sent to PeopleSoft Inventory. A shipping EIP number is created and assigned to all schedules completed in the current counter sale transaction. In order to complete the fulfillment processing in PeopleSoft Inventory, the Fulfillment Requests process (IN_FUL_BCT) must be run to ship and deplete the counter sale transaction. The Populate Billing process (OM_BILL) will not interface the transaction to billing until the Fulfillment Requests process has completed and successfully shipped and depleted all requested quantities associated with the shipping request.

Note. By default the Fulfillment Request will only ship an order, not deplete it. To have the request depleted as well, the Fulfillment Engine Auto processing options for the transaction Request to Ship must be set to *Advance to Depleted*. If this is not set up, then the Fulfillment Request will not ship. You will need to run the depletions job at some point as well.

Populating Billing for Counter Sales Orders

The Populate Billing process (OM_BILL) processes all orders and interfaces them to billing once the shipping request process for the assigned EIP Control ID is complete and all activity associated with that EIP Control ID is fully shipped and depleted. All order schedules are assigned an EIP Control ID.

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When the Populate Billing process picks up an order schedule associated with an EIP control ID, it will make sure that all demand lines associated with that EIP Control ID are fully shipped and depleted and are also in the current run for the Populate Billing process. If it is not, the Populate Billing process will not process any activity for that EIP Control ID.

All activity assigned to a specific EIP Control ID is assigned the same preassigned invoice number. In order for the total of the invoice and the corresponding paid amount to work out correctly on the invoice, all activity is processed by the Populate Billing process in the same run and put onto a single preassigned invoice. Invoice numbers are preassigned and passed to the Target Invoice field of the Billing Interface tables, so the bill by logic will not be used to group these lines as they are for regular sales orders.

You can optionally select the Only Process Paid Orders option on the run control page of the Populate Billing process to limit processing of fully paid or partially paid activity and exclude on account activity. In doing so, customers can process paid orders regularly, but wait to process their on account VAT activity until the end of the month or when it makes sense for the organization.

The system uses the Error and Warning Notification Framework (EWN) to send a message any time that the Populate Billing process cannot bill activity from a given EIP Control ID because all demand lines for that EIP Control ID were not fully shipped and depleted. When the message is displayed, the user will see why activity for the given EIP Control ID cannot be processed. The user will also be provided with a link to Inventory's Transaction Maintenance component where they can see details about why some demand line quantities associated with the EIP Control ID could not be fully shipped. If the order has a valid Owner Id and there is an email address associated with the Owner Id, an email will be sent to the user so they can view the message and correct the problem.

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, "Setting Up and Using the Message Dashboard," Setting Up the Message Dashboard.

Note. If the order is not appearing in PeopleSoft Billing, you can also check to make sure that the Fulfillment Requests (IN_FUL_BCT) and the Deplete On Hand Qty (IN_FUL_DPL) processes was run. Order activity assigned to a given EIP Control Id will not be processed by the Populate Billing process until all demand lines assigned to that EIP Control ID are fully shipped and depleted. So if activity is not being picked up by he Populate Billing process, check that the Fulfillment Requests process that was run and that all quantities for all demand lines associated with the EIP Control ID shipped. Additionally, verify that the Deplete On Hand Qty process was run to fully deplete the inventory balances.

For all counter sale orders that are paid up front, total order and weight and volume adjustments are sent to PeopleSoft Billing as adjustments to invoice lines to keep the taxes accurate.

The Populate Billing process will pass the pre-assigned invoice number to PeopleSoft Billing using the target invoice. If the order was paid in full, then it is not necessary to print an invoice document from PeopleSoft Billing since the counter sales order creates an order number and prints a receipt to be given to the customer. Thus, the printing of these invoices will be suppressed.

Deposit activity (deposit taken, deposit applied, deposit refunded, and deposit refund fees) will be sent over to PeopleSoft Billing to generate bill lines. The distribution account for these lines will be defaulted from the PeopleSoft Order Management Business Unit. Gift vouchers will be handled as a line on the invoice in Billing. The voucher amount will be on a separate line and would contain a negative amount. PeopleSoft Receivables will not receive the voucher information as part of a payment, but as a net in the amount due on the invoice.

Note. Since PeopleSoft Billing passes the deposit activity to Receivables, we recommend that you set up your installation so Billing creates accounting entries instead of Receivables.

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The system does not force receipts to be reconciled prior to the Populate Billing process sending lines to PeopleSoft Billing. In this situation, it is possible for bills to get created that do not contain a corporate voucher line when it should or bills to get created and contain a corporate voucher line when it should not.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Utilizing the Fulfillment Engine"

Chapter 25, "Billing Orders," page 427

Understand the Counter Sale Business Process Flow

Here is a typical business process flow for a counter sale:

1. The customer brings the products that they want to purchase to the counter.
2. The sales associate starts a new sale using the Counter Sale menu and enters the customer information.

   To add a customer, the sale associate adds them using a short-term customer or uses an existing customer.
3. The sales associate enters product identification and quantity ordered information for all of the products that the customer wants to purchase and take with them.

   Note. The Pick Up and Pick Up Quantity fields are required. The pick-up flag can default from the ship via code on the order line. The pick-up quantity initially defaults from the order quantity. The system places the line on customer pickup hold when the customer pickup flag is selected. This prevents PeopleSoft Inventory from fulfilling (and shipping) the demand. The pickup hold is created as any other order schedule hold (you can see it on the schedule holds page), but it will not show the "S" hold light on the line or the schedule, and you can't delete it or inactivate it from the hold page. To remove the pickup hold, clear the pickup flag.
4. The Sales Associate saves the order.
   - The lines are priced and taxes are calculated.
   - All schedules where the pick-up quantity has been entered will be allocated. If there is not enough quantity available to satisfy the pick-up quantity requested, the system will reset the pick-up quantity to the quantity that was allocated.
   - General sales order edits are performed.
5. If there are items that need to be picked, the sale associate can generate a pick plan and retrieves the items.
6. After picking the items, the sales associates enters any changes into the system to reflect what was actually picked.
7. The Sales associate confirms the order and makes any back order decisions or corrects any issues prior to accepting payment. The system:
   a. Determines which schedules need further input from the sales associate when there is not enough quantity on-hand to fulfill the customer's request. The sales associate decides whether to create new shipment schedules for items that cannot be fulfilled in this session (backorders) or to cancel the remainder of the quantity requested.

      Note. If the system allows negative inventory, you can override the pick-up quantity.

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b. Performs additional edits needed to continue with the order such as reservations, ATP and estimated shipment estimated processing.

8. The sales associate informs the customer of the total due.
9. The customer tenders payment to the sales associate if the order is not on account. The sales associate enters payment information. For cash payments, the sales associate may give the customer change due.
10. The Sales Associate prints a goods receipt.

Note. For product kits, the receipt will only display the product kit parent ID. It will not list the components.

---

11. The sales associate completes the order. The system confirms that payment has been received if the Immediate Payment field is checked for the customer and that serial IDs for the products the customer is taking with them are entered.

    Once the order has passed the completion edits, the system:

    a. Removes the customer pick up hold and price protects the schedule for customer pick-up schedules.

    Note. Any back order schedules, if created, are also price protected.

    ---

    b. Sets the receipt status to Printed.

    c. Sends a ship message to PeopleSoft Inventory. Non-stock and direct ship lines will be depleted when the order is completed.

    Note. In order to complete the processing for the order in PeopleSoft Inventory, the Fulfillment Requests process must be run.

    See *PeopleSoft Enterprise Inventory 9.0 PeopleBook*, "Utilizing the Fulfillment Engine".

12. The customer takes the items and the receipt. The customer may need to drive to the pick-up location for the items that are not stocked behind the counter.

We'll discuss three common scenarios in the counter sale environment.

- The customer takes all the items and pays for the order up front (scenario 1).
- The customer takes all the items and pays for part of the order up front (scenario 2).
- The customer places an order for items that are not in stock and pays a deposit (scenario 3).

Scenario 1

The customer wants to order 100 of product 10002. The items are in stock and the customer will pay by cash. The CSR:

1. Enters a counter sale order for the customer.
2. Enters the product and quantity.
3. Clicks the pickup check box if it does not default from the ship via code on the line.
4. Clicks the Save button to save any unsaved order lines and allocate inventory to the order.

Note. Optionally, clicking the Confirm Order button will also save any unsaved order lines.

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5. Prints the pick plan, picks the product, and brings the product to the counter.

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6. Confirms the order.
7. Enters a cash payment.
8. Prints the receipt.
9. Completes the order.

Scenario 2

The customer wants to order 20 of product 10002. The items are in stock and the customer will pay half of the order with cash and the rest on account. The CSR:

1. Enters a counter sale order for the customer.
2. Enters the product and quantity.
3. Clicks the pickup check box if it does not default from the ship via code on the line.
4. Clicks the Save button to save any unsaved order lines and allocate inventory to the order.
5. Prints the pick plan, picks the product, and brings the product to the counter.
6. Confirms the order.
7. Enters a cash payment for half of the order.
8. Prints the receipt.
9. Completes the order.

Scenario 3

The customer wants to order 20 of product 10004, which is not in stock. The customer is required to place a 100 percent deposit for the order and the customer wants the product shipped to his location. The CSR:

1. Enters a counter sale order for a short-term customer.
2. Enters the product and quantity.
3. Checks the on hand balance and realizes that the product is not in stock. The CSR asks the customer if he still wants the product. The CSR continues entering the product and de-selects the Pick-Up option. The product is handled like a regular line on the sales order.
4. Confirms the order.
5. Records a deposit for the order and collects payment for the deposit.
6. Prints the receipt.
7. Completes the order.

Understand Back Orders and Overriding Inventory in the Counter Sale Environment

To accurately price, tax, bill, and record payment, back orders or special order items are placed on a separate schedule from those marked as customer pickup with quantities that the customer is taking with them.

After the initial process to reserve and allocate, you can change the pick up quantity so that it’s less than the quantity ordered for situations where the customer is able to take partial quantities with him or her.

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When the sales order is confirmed, the sales order lists all pick up schedules needing a back order decision. The sales associate reviews the items, adjusts the sales order as necessary, and determines which schedule quantities to back order and which ones to cancel. Creating a backorder creates a new shipment schedule on the sales order line. Canceling the backorder quantity adjusts the current shipment schedule down to the same amount as the pickup quantity.

A deposit can be taken for goods that are back ordered, special ordered or are not immediately fulfilled at order time. Deposits can not be taken for goods that the customer picks up and takes with them at the time the order is placed.

If the CSR has enough quantity for the transaction, and the inventory balances are not correct, and the system allows negative inventory, the CSR may override the pick-up quantity on the sales order line/schedule by using the Picking Feedback page from the sales order. The CSR can increase the pick-up quantity to be greater than what could be initially allocated or optionally they may select limited picking feedback from the main sales order pages under these conditions:

- Negative inventory is allowed.
- The product being shipped is a not a product kit. Limited picking feedback is not allowed on product kits. The Picking Feedback page must be used. After using the Picking Feedback for these negative quantities, changes to the pick-up quantity or order quantities on the Sales Order page will delete this information.

Note. Product kits that contain all nonstocks items are an exception and the pick-up quantity must be updated on the sales order.

- The product is not lot controlled or serial controlled. Limited picking feedback is not allowed on lot or serial controlled products because the system would not know what lot or serial ID to choose. The Picking Feedback page must be used. After using the Picking Feedback page for these negative quantities, any decrease in the pick-up quantity from the Sales Order page will first un-pick the negative balance entries.
- A default counter sale shipping storage location has been defined at the item or Inventory Business Unit level. Limited picking feedback is not allowed if a default location has not been defined. The Picking Feedback page must be used.
- A prior putaway to this default storage location using the ordered UOM as a picking UOM is present. The system is looking for a PHYSICAL_INV record to drive the storage location negative. If one exists, then the pick-up quantity can be overriden from the sales order. If the system does not find a storage location in PHYSICAL_INV then the Picking Feedback page must be used.

As a general rule, after changes have been made to drive a storage location negative, any subsequent changes to the pick-up quantity on the Sales Order page will attempt to adjust the pick-up quantity by first eliminating the negative balance entries. The user should re-verify the picking assignments especially if the overrides were not made to the default counter sale shipping storage location.

When a negative inventory transaction is created and shipped, Inventory Batch Picking Feedback is run against the negative entries sent. Depending on how the Inventory UOM Conversion Flag is set, these entries may be converted to another unit of measure and shipped against the storage location in that unit of measure.

The UOM Conversion Flag has three possible values:

1. 0 - Use entered UOM.

Note. We recommend that you use an option other than 0 - using the entered UOM could possibly subject the negative inventory demand line to UOM conversion. This flag is defined at the Inventory business unit and Inventory business unit/item level.

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2. 1 - Convert to standard UOM.

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3. 2 - Convert to default stocking UOM.

See Also

Chapter 9, "Setting Up Alternate Sources of Supply," page 91

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Defining Reservation and Backorder Rules"

PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook, "Pegging Supply and Demand"

Understand Payments in the Counter Sale Environment

PeopleSoft Order Management provides support for a counter sales environment where payment is accepted with an order and recorded in a cash drawer. The cash drawer functionality enables you to:

- Accept various methods of payment at the time of order entry, including "on account" payments, cash, check, credit cards, procurement cards, debit cards and corporate vouchers.

  Note. Procurement cards behave exactly like normal credit cards. However, there are additional fields that are made available to provide additional transaction data to the purchaser and they are normally limited to certain purchases from an organization, either at a monetary limit per transaction, or by a validation against a list of approved product ID's. Because of this, Procurement Cards can only be used to pay for items that are picked up at the time the order is placed.

- Accept immediate payments on a single order using multiple payment methods, such as splitting an order across two credit cards, or paying cash for some portion of the order and using a debit card for the rest of the order.
- Accept a mix of immediate payment (using cash, credit, or debit) and "on account" payment.
- Accept deposits from customers for sales orders with special order items.
- Cancel an order and issue a refund of deposit to customers.
- Cancel an order but not issue a refund of deposit.

Outstanding Account Balances in the Counter Sale Environment

When entering counter sale orders, it is possible to have an outstanding balance for which PeopleSoft Billing will ultimately invoice the customer. This situation could occur if some or all items are backordered and less than a 100% deposit is taken, or if goods are picked up by the customer but are not paid for in full at the time of pick up. This remaining balance is referred to as the "on account" balance.

In these situations, Billing will use the payment method from the sales order header when invoicing the customer. If the sales order header payment method is credit card, the credit card indicated on the order header, rather than those entered on the record payments screen, will be used for the on account balance when invoiced by billing.

This credit card should be authorized either at the time the sales order is created or by the batch authorization process at some point after the order is created. When the user chooses to complete a counter sale order, if there is any on account balance which is to be paid on a credit card, the user will receive a warning message. The message will inform the user that the on account credit card should be authorized for the outstanding on account balance. The user will be given two options by this message.

- Option one, and the most preferable, is to authorize the credit card during the completion process. By choosing this option, the authorization will occur behind the scenes as part of the completion process,

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ensuring that the customer has credit available to cover the outstanding balance, and reserving that credit for future invoicing.

- Option two does not authorize the credit card. The order will be completed with the credit card authorization hold remaining active if one was applied. However, all downstream processing through inventory and billing will be allowed to continue regardless of the status of any credit card authorization holds, or whether the credit card is eventually authorized or not. Under this option, there is no guarantee that the credit card will ever be authorized prior to invoicing. The card can be authorized by returning to the sales order and clicking the Authorize Credit Card link on the Order Entry page, or by the batch credit card authorization job.

Note. We recommend that order activity subject to an active credit card authorization hold be allowed to pass to the Unfulfilled state in Inventory. This will allow a counter sale order with an outstanding on account balance to be confirmed even though the credit card on the order header has yet to be authorized.

Recording Immediate Payment from a Sales Order

When you record an immediate payment, you typically do so during a face-to-face interaction. When you total the sales order, instead of the typical business process for billing "on account," you click the Record Payment button.

You can record payments using one of several payment methods:

- *Cash:* Sometimes the entire order is paid using the cash payment method.
- *Check:* The customer can pay by check.
- *Credit Card:* Occasionally the order is paid with a single credit card using the credit card payment method. The system also allows you to indicate multiple credit card payment amounts on an order, such as in the case where a customer wants to pay a portion of the order using one credit card and another portion using a different credit card.
- *Mixed Payment Methods:* The system enables you to log multiple payment methods, in a combination, against a single order, such as *Cash, Credit Card,* or *Debit Card.*
- *Procurement Card:* You cannot use any other form of payment with a procurement card. Procurement cards can only be used to pay for good that are taken with the customer.
- *Corporate Vouchers:* If a customer wants to pay for the order, or part of the order, with a corporate voucher, then you can select the *Corporate Voucher* payment method and enter the voucher amount in the Amount Tendered field.

  Voucher information is passed to Billing as a bill line to reduce the total invoice amount. The Voucher distribution code that is defined on the Order Management business unit is used to create the invoice line in Billing.

  Note. PeopleSoft Order Management will not track the issuance of gift vouchers or track face value or amount paid for the voucher.

- Unknown Payment Method: The system provides a way for you to create and print a receipt when the Payment Method is unknown.

  This is typically used in instances when the delivery truck goes out and delivers to a customer without knowing how the sale is to be paid. In this scenario, you can generate a receipt from the sales order using the Record Payment page. You can then save the receipt in a *hold* status and print the receipt. After printing, instead of updating the status to printed, the receipt will remain in a *hold* status. These receipts are not included in the cash drawer reconciliation process until an actual payment method is recorded. When the driver returns and knows the actual method of payment, the receipt can be updated to reflect the actual method of payment.

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Note. After you click the Record Payment button, at any time you can save the receipt data from the sales order in a status of new. When you save this data, the system generates a receipt number to record the cash received. Receipts for payments reference the sales order to facilitate payment matching downstream in Accounts Receivable. An invoice number is preassigned for the goods taken. The receipt and invoice numbers are written back to the schedules.

Recording a Deposit with an Order

You can record a deposit for a sales order that contains an unfulfilled item, either from a back order or special order. The cashier can initiate recording of the deposit from the Order Entry page by clicking the Record Payment link. If an unfulfilled order is detected on the sales order and if a deposit hasn't already been taken for the schedules, then the Record Payment page appears with these fields:

- Deposit Required Amount
- Record Deposit link
- Deposit ID

The Deposit Required Amount will default to the amount of the deposit that should be collected for the current transaction. To edit the deposit required amount, the cashier can click the Change Deposit link. The deposit percentage and deposit amount is shown on the Change Deposit page. Users with appropriate security can update the deposit percentage and or the amount on this page. A separate invoice number will be preassigned for the deposit taken.

See Chapter 5, "Establishing Feature Function Security," page 63.

In most cases, the deposit is considered non-refundable. However, if the deposit is refundable, you must select the Deposit Refundable check box.

When you collect a deposit and the lines don't ship all at once, rounding issues may occur. Since estimates are determined in PeopleSoft Order Management and variances in partial shipment quantity and prices could result in rounding discrepancies when partial shipment amounts are invoiced, the end result may not be the same as collected in the deposit. You may need to make an adjustment for any discrepancies in PeopleSoft Receivables.

Refunding a Deposit

Refunding a deposit is initiated from the cancellation of a sales order or an order line or schedule. This is different from an RMA, which is a return of goods. In this scenario, the goods have not yet been delivered.

When an order is cancelled, the system checks to see if a deposit has been placed with the order. The system sums the outstanding amounts in the deposit tracking table. If the sum is greater then zero, then a deposit balance exists.

If a deposit is detected upon cancelling an order, then a message appears guiding you to perform a refund. You can navigate to the refund page by selecting Customer Deposits from the Header Menu on the Order Entry page or from the Review Customer Information menu. If an entire order is canceled, then a refund should be issued for the entire balance of all deposits made against the order. If a line or a schedule is cancelled, then the amount to refund will automatically be calculated by the system and pre-populated on the refund page when you navigate there from the Order Entry Header menu. Alternatively, you can initiate a refund for a deposit at any time from the Deposit Refund page in the Review Customer Information menu. When navigating in this manner however, the amount to be refunded will not be pre-populated. The refund amount is displayed on the Order Summary section of the Order Entry Form page.

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Prerequisites for Counter Sales

Before you can enter a counter sale order, set up these options:

1. In the customer component, create a template customer (optional).
2. Create a customer pick-up hold code.
3. On the Hold Processing page for the Order Management business unit, enter the customer pick up hold code to prevent items from being shipped by the Inventory fulfillment process and select whether you want the order to be able to pass to the released or picked/confirmed state in Inventory fulfillment. Leaving these flags deselected indicates that the Inventory warehouse will not perform any fulfillment processing on these demand lines.
4. On the Order Entry Features page for the Order Management business unit, define a deposit and refund fee percent, elect to include pending payments and deposits in credit checking, establish pick plan display, print and sort options, select template customers for the sales order, quote, and RMA.
5. On the Accounting and Billing page for the Order Management business unit, define a deposit distribution code, refund fee product ID, and voucher distribution code.
6. On the Setup Fulfillment and Setup Item Fulfillment- Shipping Options page for the Inventory business unit, define the default counter sale shipping location.

   The system first checks the Setup Item Fulfillment-Shipping Options page; if the system does not find an option, it uses the location on the Inventory business unit.
7. On the User Preferences Order - Sales page, establish the order owner for notifications, the default order quantity, the default inventory unit (ship from) and the default cash drawer for the user.
8. On the Ship Via page, establish the Customer pick up option to default the customer pick-up flag to the order line if that ship via code is used.

   You would most likely establish a separate ship via for counter sales. The ship via code can default from the ship-to customer (or short-term customer template), the order group, or the buying agreement.
9. (Optional) On the Order Management page for installation options, set up Verity search for products and customers.
10. On the customer Bill to Options page, establish the deposit percent and if immediate payment is required.
11. Set up the cash drawers that will be used when collecting money from a counter sale.
12. On the Inventory Business Unit setup, select the tax code for the Inventory Business Unit for PeopleSoft simple tax.

    Note. The location address for the Inventory Business Unit must be set up and active for any counter sale transaction to process.
13. Establish feature function security.

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See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Additional Customer Information," Using Short-Term Customers

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up and Maintaining a Cash Drawer"

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Defining User Preferences," Defining Sales Order User Preferences

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Defining Financials and Supply Chain Management Common Definitions," Defining Shipping Codes

PeopleSoft Enterprise Managing Items 9.0 PeopleBook, "Defining Items by Business Unit"

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 19

Chapter 5, "Establishing Feature Function Security," page 63

Entering Sales Orders in a Counter Sale Environment

This section discusses how to:

- Enter header information for a counter sale order.
- Enter line information for a counter sale order.
- Record payments and deposits for a counter sales order.
- Change deposit information.
- Enter check payments.
- Enter payments for credit, debit, and procurement cards.
- Use counter sales picking feedback.

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Pages Used to Enter Sales Orders

Page Name	Object Name	Navigation	Usage
Short-term Customer Setup	CUST_STERM_CREATE	• In add mode, select the Short-Term Customer option from the sales order, quote, or RMA. • Click the Short-Term Customer Setup link from the GoTo Header Menu on the Order Entry Form page.	Create a short-term customer. **Note.** The option to enter a short-term customer is based on the Default Template setting on the Order Entry Features page for the Order Management Business Unit. See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining Additional Customer Information," Adding Short-Term Customers.
Order Entry Form	ORDENT_FORM	Order Management, Quotes and Orders, Create/Update Counter Sale	Enter a counter sales order.
Counting Sales Picking Feedback	ORDENT_PICK_FEEDBK	Click the Picking Feedback link on the Order Entry Form page.	Adjust the pick quantity for an item, change the storage location, enter serial ID information, lot ID, and ship serial number information.
Sales Order Messages	ORDENT_MESSAGES	The page appears when the order is saved or confirmed and problems occur processing the order.	Address issues when confirming an order, such as back order situation or payment hold.
Record Payment	ORDENT_PYMT	Click the Record Payment link on the Order Entry Form page.	Record payments and deposits to an order.
Record Deposit	ORDENT_PYMT_DEP	Click the Record Deposit link on the Record Payment page.	Edit the deposit attributes such as deposit percent.
Change Deposit	ORDENT_PYMT_DEP	Click the Change Deposit link on the Record Payment page.	Use to change the deposit.
Check Information	CDR_CHECK_DATA	Click the Additional Information link on the Record Payment page.	Add additional information to be associated with a check payment, such as check number or drivers license.
Card Information	CDR_CARD_DATA	Click the Additional Information link on the Record Payment page.	Record credit, debit, or procurement card payment details.

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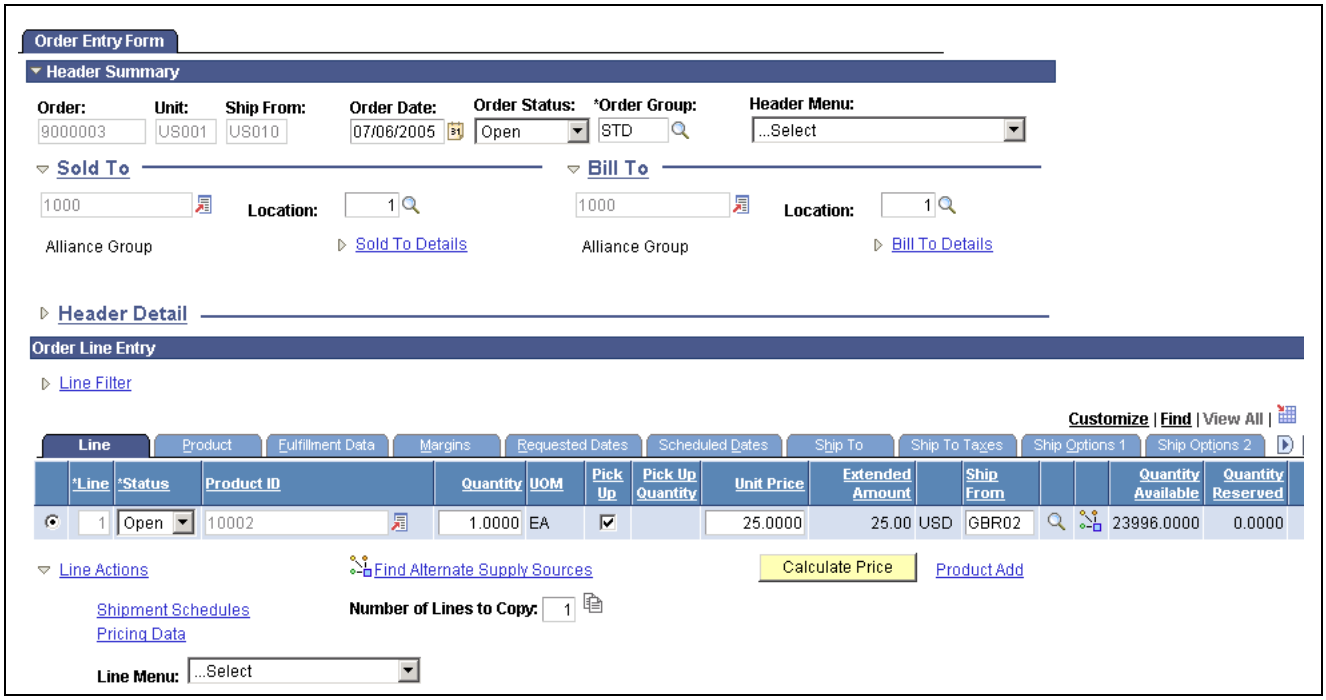
Page Name	Object Name	Navigation	Usage
Complete Order	ORDENT_COMPLETE	Click the Complete Order button on the Order Entry Form page.	Use to view the order number after completing the order. You can add another order or return to this order from the page.

Entering Header Information for a Counter Sales Order

Access the Order Entry Form page.

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Header Information, page 302.



Order Entry Form page for a counter sale (1 of 2)

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Order Entry Form page for a counter sale (2 of 2)

Short-Term Customer In add mode, select the option to create a new customer using a customer template.

Note. You must add a customer name, address, and phone on the Short-Term Customer Setup page and (if the order is paid by credit card) add credit card information on the Credit Card Data page.

Note. If you want to make changes to the short-term customer after adding it here on this page, you can access the page from the GoTo Header Menu on the Order Entry Form page.

See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining Additional Customer Information," Using Short-Term Customers.

Header Summary

Order Owner Displays the owner of the sales order, which is printed on the pick plan and receipt. The value can default from user preferences or from the user when the order is saved.

Sold To When you enter new customers using the short-term customer option, the ID is created and displays after the order is saved.

Line Filter

Use to filter the lines by Line Status, Ship From BU, Pick Up Only, and Section.

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Order Line Entry

Pick-Up Use to indicate that the customer is picking up the product.

Pick Up Quantity Defaults from the order quantity.

See Chapter 18, "Maintaining Order Header and Line Information," Entering Order Line Information, page 308.

Price Summary

Gross Order Total The list price for all schedules of the order.

Line Adjustments Adjustments for list price for all schedules.

Order Adjustment The total order adjustment amounts can only be applied once to the very first invoice. If the payment for the counter sales order is taken at the counter, then the Order Header Adjustment Billed flag must be set to yes. If there is subsequent order activity with this sales order, additional total order adjustment amounts will not apply.

Total Net Price The Gross Order Total Due minus the Line Adjustments and the Order Adjustments

Freight Amount Freight charges summed for all estimated shipments.

Freight Tax Freight taxes summed for all estimated shipments with schedules.

Tax Amount Sales tax summed for schedules.

Net Order Total The Total Net Price plus VAT Amount plus Freight Charge Amount plus Freight Tax plus Tax Amount.

Total Payment Received The total money received from the customer for the order. This amount includes all deposits and payments.

Payment Applied The payment that has been applied, used, or refunded. It is calculated as the difference between the Total Payment Received and the Order Deposit Balance.

Order Deposit Balance The balance of the total deposits made against the sales order minus any previously applied deposits or refund activity.

Deposit Required Basis Displays the sum of the unfulfilled schedules that haven't already had a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

Note. If you want to take a deposit for a product kit that is direct ship from the vendor, a non-inventoried item, or a kit with a non-inventoried component, turn off the Mark for Billing at Save option on the Order Entry Features page of the Order Management Business Unit. Otherwise after confirming and saving the order, the deposit can't be included because the non-stocked product will have already been shipped.

Deposit Percent Displays the amount of the deposit to be used against the current order transaction. This amount will be automatically calculated. When calculating this amount, the system will leave enough of the deposit to cover any existing backorders. The system generated amount can be overridden from the Record

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Payment page. The deposit percent defaults from the bill-to customer and then the Order Entry Feature page for the Order Management Business Unit.

Deposit Required Amount System calculated amount representing the deposit amount to be collected from the customer for the current transaction. Calculated by multiplying the Deposit Required Basis times the Deposit Percent. The amount can be overridden from the Record Payment page.

Pickup Amount Displays the amount that is currently being picked up (immediately picked up from the counter at the time the order transaction is placed).

Deposit Applied Displays the current refund amount available to offset the pick up amount, any remaining monies are used to offset the Deposit Required Basis.

For example, suppose an order is completed and payment is taken for an order line that has not been shipped or picked up. Then the order line is cancelled and a new order line is added to the sales order. The system uses the refund amount available for the cancelled order line as a credit to offset the pick up amount first and then the required deposit basis secondarily.

Total Due Displays the amount of the order that is due for the current order transaction.

Refund Due Refund Amount displays the refund due to the customer. It is calculated as the current order deposit balance, minus the amount withheld for the back order goods and any offset for the current transaction's pickup amount and basis for required deposit. It is displayed only if there is refund due.

***Payment Required** This message is displayed if the customer is required to make a payment at the time the order is placed. For example, if there is a Total Due on the order, and if the customer is marked as an Immediate Payment customer, then they will be required to pay in full for all items they are taking with them at order time. If the customer is marked as requiring a deposit, then they will be required to pay the deposit required amount at order time for any items that they are not taking with them, for example backorder or special ordered items.

See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Maintaining General Customer Information," Adding General Customer Information.

***Payment Not Required** This message is displayed if the customer is not required to make a payment at the time the order is placed. For example, if there is a Total Due on the order, and if the customer is not marked as an Immediate Payment customer, then the customer has the option to either pay in full, pay in part, or pay later for the items they are taking with them at order time. If the customer is not marked as requiring a deposit, then they will not be required to pay a deposit for any items that they are not taking with them.

Print Pick Plan Click this link to print the counter sales pick plan.

The pick plan can be configured to suit your business needs.

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, "Working with the Printable Documents Framework".

Picking Feedback Click this link to access the Counter Sales Picking Feedback page.

Confirm Order Click this button to indicate that you are done creating or changing the order and are ready to move to the next step. After clicking the button, the system

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determines backorder conditions, prompts for backorder decisions, indicates that the order is ready for payment, and perform edits to confirm the order.

Note. Only items that are in the buffer will be confirmed when you click the button. If you are processing a large order that requires chunking, only those rows that are currently viewed online will be confirmed. In addition, you cannot change the quantity for configured products after the button is clicked and the demand is moved to the releasable state in PeopleSoft Inventory.

Record Payment Click to access the Record Payment page.

If the order has not yet been confirmed, then the system will automatically confirm the order prior to displaying the Record Payment page.

Print Receipt Click to print the goods receipt.

You can reprint a goods receipt that has been printed for a previously completed order by clicking the Reprint Goods Receipt link from the Header menu at the top of the Order Entry Form page. The document reference number is required on the prompt page. You have the option of printing the receipt as it is or including the current backorder report as of the date you reprint. You can also choose to hide the prices when you reprint the goods receipt.

The receipt can be configured to suit your business needs.

Note. In order to view the goods receipt, you will need to grant full security access to the Web Libraries on your permission list for the iscripts located in the web library WEBLIB_SCM_UTIL. These iscripts are HTMLAREA.FieldFormula.IScript_isPrintReady and HTMLAREA.FieldFormula.IScript_PrintDoc.

Note. The will not set the status to *Printed.* To set a receipt to printed status, the order must be completed.

See *PeopleSoft Enterprise Supply Chain Management 9.0 Common Information PeopleBook*, “Working with the Printable Documents Framework”.

Complete Order Click this button to complete the transaction.

Note. Counter sale will use the Document Reference number to distinguish between every completed transaction. If you implement a ten character order number, the maximum number of completed transactions allowed for a single sales order is 99,999. Implementing less characters for the business unit and order number would allow for more complete transactions per order.

Save When you click the button, the system performs the same edits that it does for a regular sales orders such as performing lot allocation.

Note. You cannot perform lot allocations for a counter sale pick-up item if counter sale allocates the line and sets it to the released state.

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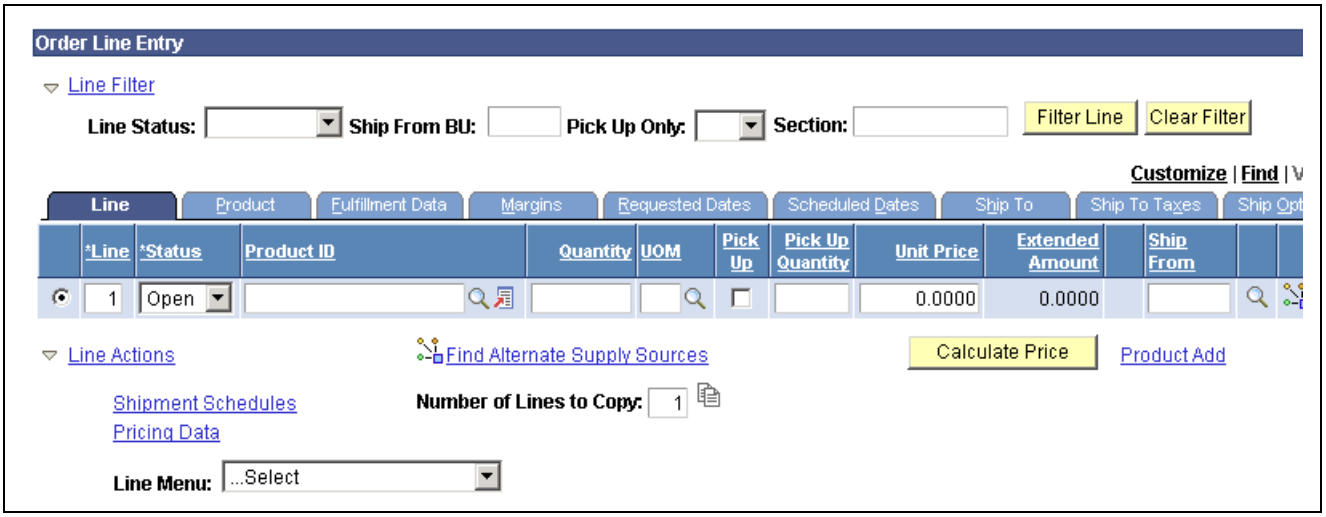
Note. If you click the Record Payment button without first pressing the Confirm Order button, the system automatically performs the confirmation processing first, then it performs the Record Payment actions. Likewise, if you click the Complete Order button before clicking any of the prior buttons, the system first performs the confirmation process, then does record payment . If the customer is 'on account' and there are no backorders, only pressing the Complete Order button will complete the order without requiring further action by the CSR.

See Chapter 21, "Entering Counter Sales," Recording Payments and Deposits for a Counter Sales Order, page 375.

Entering Line Information for a Counter Sales Order

Access the Order Entry Form page.



Order Entry Form – Line page

Hold Displays the hold indicator. When you click the Complete button, the hold is removed for customer pickup holds. On the counter sale, the order is placed on hold at the schedule level to prevent the product from being sent to the customer from PeopleSoft Inventory. The CSR won't be able to view the hold unless they navigate to the Schedule Holds/Change Reasons page. All other holds behave the same as in the regular sales order.

Pick Up Flags that the customer is taking the items or is picking them up at the will call area.

Pick Up Quantity The quantity defaults from the line and represents the quantity that the customer is taking. If the amount is less the value in the Quantity field, the balance goes on back order.

Ship From This Ship From is for the counter sale location where the goods are being picked up from. For counter sales, the Ship From BU from the Add page always defaults if the item is stocked in that Inventory Business Unit regardless of the distribution network assigned to the customer ID.

Recording Payments and Deposits for a Counter Sales Order

Access the Record Payment page.

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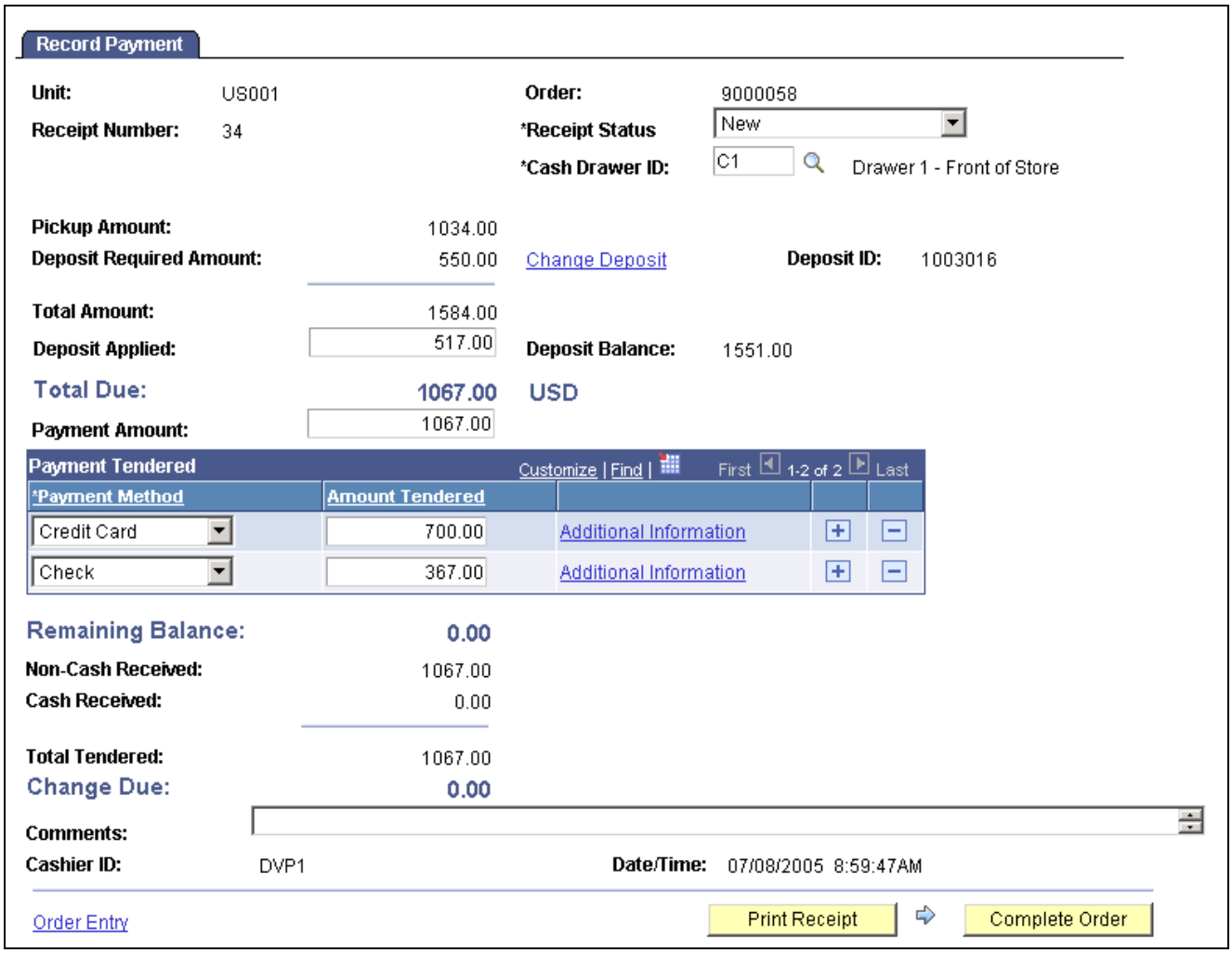

Record Payment page

Note. From this page, you can view only the receipt for the current order transaction. The receipt will typically be in a new or hold status from the sales order.

Receipt Number Displays a unique value that is auto generated at save time.

Receipt Status Select from the available options:

New: When you create a receipt, it's in a status of *new.* When in *new* status, you can edit all fields on the receipt. The cashier can change the status to a *hold* status.

Printed: After an order is completed, it will have a status of *printed.*

*Reconciled:*When you reconcile the cash drawer that is associated with the receipt, the status automatically changes from *printed* to *reconciled.* At this time, you cannot edit the receipt information.

Canceled: If a receipt was entered by mistake, you can mark it as canceled. Canceled receipts are not included in the Cash Drawer reconciliation process.

Hold: This status enables the cashier to handle the payment method "unknown" requirement for cash on delivery (COD) scenarios. Cashier can

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	update a *hold* status to a new or *canceled* status. These receipts are not included in the Cash Drawer reconciliation process.
Cash Drawer ID	Displays the Cash Drawer ID. This is defaulted from User Preferences page.
Pickup Amount	The amount of the goods that will be taken by the customer for the current transaction.
Deposit Required Amount	System calculated amount representing the deposit amount to be collected from the customer for the current order transaction. Calculated by multiplying the Deposit Required Basis times the Deposit Percent. The amount can be overridden from the Record Deposit page. This field will not display on the Payment page unless there is a Deposit Required Basis.
Change Deposit	Click the link to access the Change Deposit page and make changes to the deposit such as the deposit percent or to specify if a deposit is refundable. This link will not display on the Payment page unless there is a Deposit Required Basis.
Deposit ID	After a deposit is saved, a unique deposit ID will be assigned and will display in this field. This field will not display on the Payment page unless there is a Deposit Required Basis.
Total Amount	This is the Pickup Amount plus the Deposit Required Amount.
Deposit Applied	The amount of the deposit to be used against the transaction. The value is calculated by the system and the amount covers any existing backorders. It can be overridden on the Payment page if necessary. The field only displays if there is a deposit balance.
Deposit Balance	The balance of the total deposits made against the sales order minus any previously applied deposits or refund activity. The field only displays if there is a deposit balance greater then zero.
Total Due	This is the amount to be collected from the customer. It is the Pickup Amount plus the Deposit Required Amount minus the Applied Deposit.
Payment Amount	This amount defaults from the Total Due field. You can change this value if the customer wishes to pay for part of the Pickup Amount immediately and the balance to be billed to their account. Specify the amount to be paid at this time in the Payment Amount field. If the customer is marked as "Immediate Payment Required", then this field will not be editable.
Payment Method	Values are *Cash, Check, Corporate Voucher, Credit Card, Debit Card* and *Procurement Card* For checks, click the Additional Information link to access the Check Information page. For credit cards, debit cards, and procurement cards, click the Additional Information link to access the Card Information page.
Amount Tendered	Enter the amount received from the customer for each payment method.
Remaining Balance	As amounts are entered into the payment tendered grid, the remaining balance will be updated to reflect how much is still to be collected for the

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current transaction. This is helpful when collecting money in multiple payment methods.

Non-Cash Received Displays the system-calculated amount, which is a sum of the amount tendered column for all non-cash payments.

Cash Received Displays the system generated amount for the amount tendered for cash payments.

Total Tendered Displays the amount for all non-cash and cash payments, as calculated by the system.

Change Due Displays the amount calculated by subtracting the payment amount from the total tendered.

Comments The sales associate can enter comments (up to 256 characters) .

Note. Comments do not print on the goods receipt.

Cashier ID Upon saving the page, this field is set to the current user ID.

Date/Time Upon saving the page, this field is set to the last update date and time.

Print Receipt Click to print the goods receipt. The does not set the status to *Printed.*

Complete Order Click to complete the order.

Changing Deposit Information

Access the Change Deposit page.

Deposit Required Basis Displays the sum of the unfulfilled schedules that haven't already had a deposit placed for them. This basis amount will be used to calculate the amount of a deposit that is to be collected for an order.

Deposit Percent Displays the percentage of the Deposit Required Basis that will be collected for this order transaction. Deposit Percent defaults from the customer Bill to Options page and then from the Order Entry Features page for the Order Management business unit. The percentage can be overridden from here. The ability to change this amount is controlled through Feature Security.

Deposit Required Amount System calculated amount representing the deposit amount to be collected from the customer for current order transaction. Calculated by multiplying the Deposit Required Basis times the Deposit Percent. Alternatively, a flat deposit amount can be entered here. The ability to change this amount is controlled through Feature Security.

Deposit Refundable Select this check box to indicate that a deposit is refundable. Unless you select this check box, the deposit is considered non-refundable.

See Also

Chapter 5, "Establishing Feature Function Security," page 63

Entering Check Payments

Access the Additional Information – Check page.

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Your sales associate can enter as many fields as you require for the check payment.

Check Number Enter the number for the check.

Authorization If you are using a third-party application to authorize the fund, you can enter the number here.

Entering Payments for Credit, Debit, and Procurement Cards

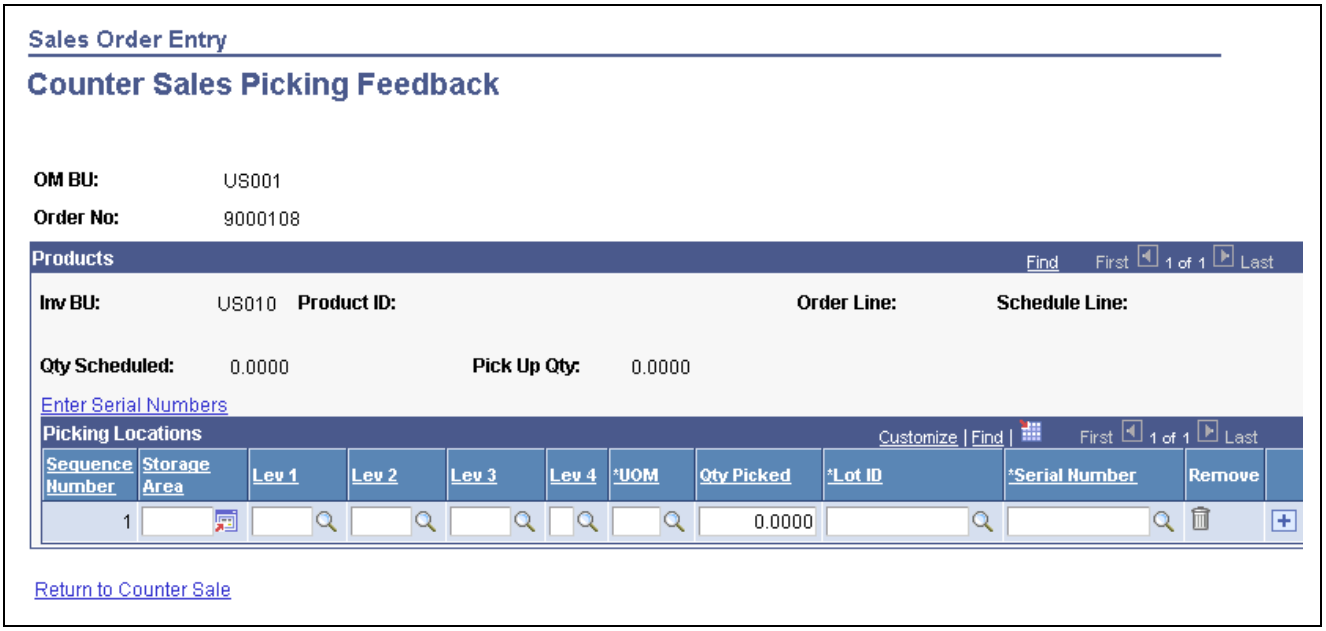
Access the Additional Information – Card page.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Processing Credit Cards," Processing Credit Cards for Immediate Payment

Using Counter Sales Picking Feedback

Access the Counter Sales Picking Feedback page.



Counter Sales Picking Feedback page

The system does not allow configured items or configured kits to be overpicked or under picked or to select demand lines or schedules that are already pegged.

Note. Lot allocations, on the Lot Allocation page, can not be made for counter sales orders when the customer takes the product with them. Lot can be allocated to demand that is not past the releaseable state in fulfilment. Customer picked up orders are automatically sent to PeopleSoft Inventory in the released state. However, you can specify a lot, and change the automatically selected lot, if the product is controlled at that level on the Picking Feedback page. Also, if the product is defined as a ship serial item, you can enter the ship serial IDs on the Picking Feedback page.

Storage Area Displays the location that appears by default from the Inventory business unit. You can adjust it here.

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Lev 1, Lev 2, Lev 3, Lev 4 (level)	Specify the level.
Qty Picked (quantity picked)	Adjust the amount picked.
Lot ID and **Serial Number**	If the item is lot controlled or has a serial number, it appears here.

Viewing and Refunding Deposits

This section discusses how to:

- View customer deposits.
- Refund deposits.
- Zero out deposits.

Pages Used to Refund Deposits

Page Name	Object Name	Navigation	Usage
Customer Deposits	CUST_DEPOSIT	Order Management, Quotes and Orders, Review Customer Information, Customer Deposits	Use to view and refund deposits.
Deposit Refund	CUST_DEPOSIT_RFND	Click the Refund Deposit button on the Customer Deposits page.	Use to refund deposits for a customer.
Process Non-refundable Deposit	CUST_DEPOSIT_ZERO	Click the Zero Refund button on the Customer Deposits page.	Use to process a non-refundable deposit.

Viewing Customer Deposits

Access the Customer Deposits page.

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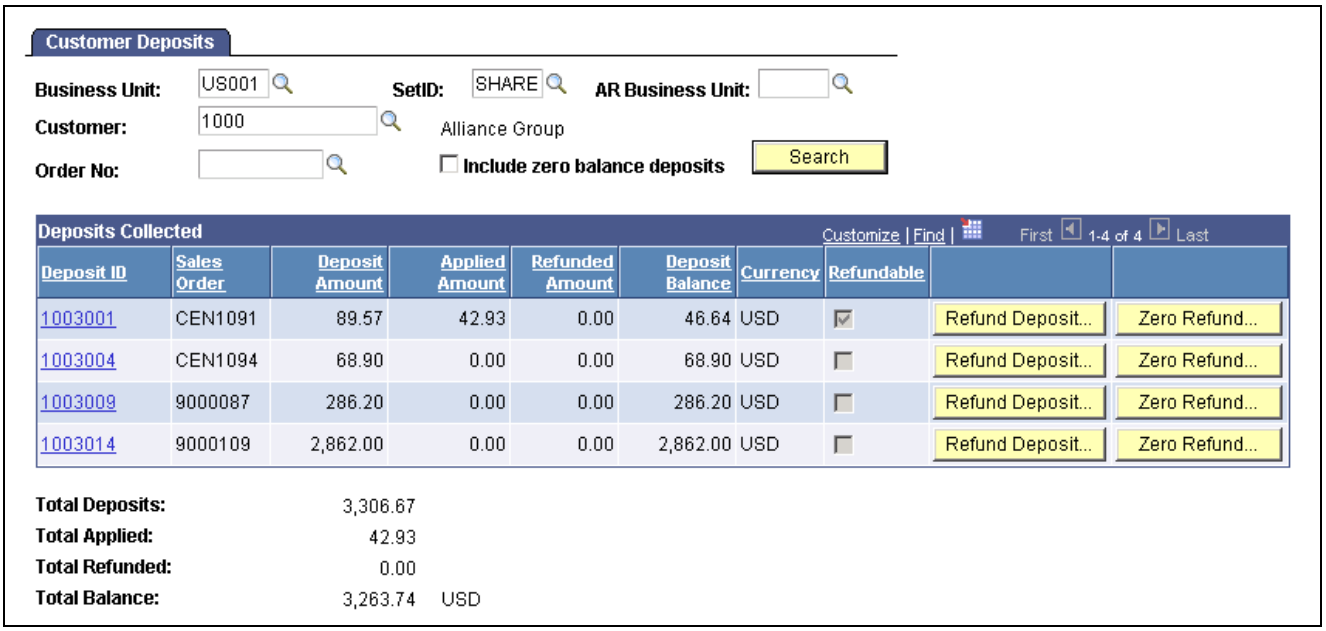

Customer Deposits page

Note. Even though a deposit may have been marked as non-refundable, the cashier can still decide to refund if necessary as long as they have the appropriate feature security.

Enter search criteria to bring up the deposits for a customer. You must enter either a Business Unit or SetID in addition to the Customer. You can further refine the search by including an AR Business Unit or Order No (order number).

If you want to include deposits that have been fully applied, include the Include zero balance deposits option.

Deposits Collected

Deposit ID Displays the deposit ID for the customer deposit. Click the link to view additional details about the deposit and to view deposit activity.

Sales Order Displays the sales order that the deposit was taken against.

Deposit Amount This is the amount that was collected for the order deposit.

Applied Amount This is the sum of all amounts that have been applied to the order for this deposit ID.

Refunded Amount This displays the total that has been refunded for this deposit ID.

Deposit Balance This is the amount that is available to be applied to the sales order or that can be refunded back to the customer. The Deposit Balance is the Deposit Amount minus the Applied Amount minus the Refunded Amount.

Refundable This indicates whether the deposit that was taken was marked as refundable or not at the time the deposit was collected.

Refund Deposit Click the button to access the Refund Deposit page and initiate a deposit refund.

Note. This option is not available if the total deposit balance is zero.

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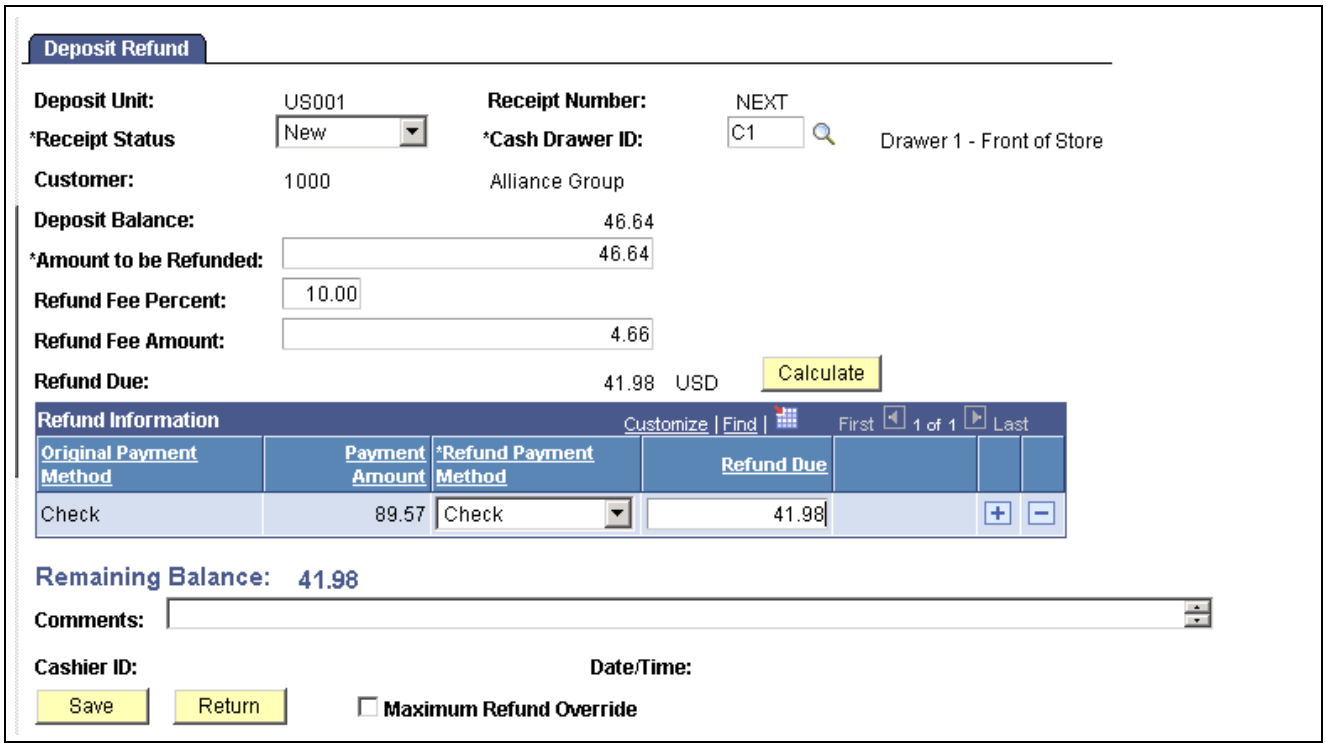
Zero Refund Click the button to access the Zero Out Non-refundable Deposit page and process a non-refundable deposit.

The totals for the deposits display at the bottom of the page.

Refunding Deposits

Access the Deposit Refund page.



Deposit Refund page

Receipt Status This is the status of the refund receipt.

Cash Drawer ID The value defaults from Order Management user preferences.

Deposit Balance Displays the remaining deposit that hasn't been applied. You can refund up to this amount.

Amount to be Refunded Enter the amount to refund. The amount must be less then the Deposit Balance.

Refund Fee Percent This is the percentage of the Amount to be Refunded that is to be retained as a fee. This percent defaults from the Order Management business unit. This amount can be changed by a user that has the appropriate Feature Security.

Refund Fee Amount This is the value of the Amount to be Refunded multiplied by the Refund Fee Percent. This is the amount of the refund that is to be retained as a fee. This amount can be changed by a user that has the appropriate Feature Security

Refund Due This is the Amount to be Refunded less the Refund Fee Amount. It represents the refund amount that is owed to the customer.

Calculate Click the button to calculate the Refund Fee Amount or the Refund Due.

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Original Payment Method Displays the payment method that was used to pay for the deposit.

Payment Amount This is the amount of the deposit that was paid in the original payment method. This amount may include a pick up amount as well as the deposit amount that was also saved to the same receipt. So the amount shown here may be greater than the amount that was collected for the deposit.

Refund Payment Method Select the method of the refund.

Cash: The cashier removes cash from the cash drawer to be handed to the customer. A negative payment gets tracked in the Cash Drawer Receipt table and passed to PeopleSoft Receivables.

Note. If the Refund Amount exceeds the maximum defined for the cash drawer, then cash cannot be used as a payment method for the refund. The refund will have to be issued by credit card or check.

Credit Card: The cashier issues a credit to a credit card. A negative payment gets tracked in the Cash Drawer Receipt table and passed to PeopleSoft Receivables.

Check: Select Check if the refund is to be credited back to a customer's account or to have a company check issued to the customer. The credit invoice will be sent to PeopleSoft Receivables. From there, a refund check can be manually initiated and a company check will be issued to the customer from PeopleSoft Accounts Payable. A negative payment gets tracked in the Cash Drawer Receipt table and is not passed to Receivables as a payment since an actual check was not issued to the customer at this time.

Note. Specifying a check refund will just issue a credit memo to PeopleSoft Receivables (through Billing). But it will not automatically initiate the refunding process in Receivables. This is a separate manual step in Receivables.

Refund Due Enter the amount to be refunded to the customer for each payment method.

Comments Enter comments about the refund. These comments will be printed on the refund receipt.

Cashier and **Date/Time** These fields are updated when you save the page.

Maximum Refund Override You can control how much cash a user and or a drawer is allowed to refund. The maximum refund amounts are defined for the user and the cash drawer. If a user is only allowed to refund 100 USD cash out of a drawer, and if the current refund transaction requires a cash refund that is greater than 100 USD, then a user with access to override this maximum can check this box and bypass the edit on maximum refund. This field can be controlled by Feature Security.

Note. Only give update or display access to this field to those who you would like to be able to override the maximum refund amount for a transaction.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up and Maintaining a Cash Drawer"

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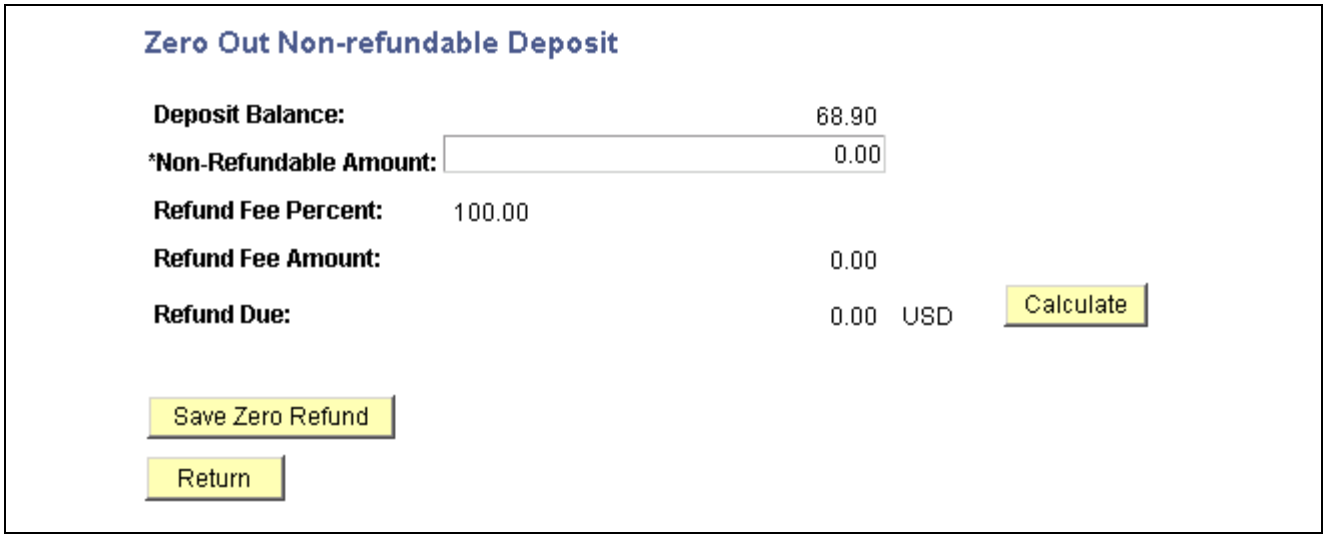
Zeroing Out Deposits

Access the Zero Out Non-refundable Deposit page.

If an order, which had a deposit taken for it, is cancelled and the deposit is not to be refunded back to the customer, then the deposit needs to be processed by filling out this page.



Zero Out Non-refundable Deposit page

Non-Refundable Amount Enter the amount of the deposit that is not to be refunded back to the customer. If the amount is for the full Deposit Balance, then enter the Deposit Balance here.

Calculate Click the button to calculate the Refund Fee Amount, which will be set to the Non-Refundable Amount.

Save Zero Refund Clicking this button will save a deposit activity row similar to a deposit refund activity only the refund fee will be set to one hundred percent. When the Populate Billing process (OM_BILL) is run, an invoice will get created to back out the non-refundable amount from the customer deposit account and increase the deposit fee revenue account. The invoice created will be a zero amount invoice

Using the Cash Drawer

This section provides an overview of the process flow for payments and deposits and how they are handled by PeopleSoft Order Management, Accounts Receivable, Billing, and Accounts Payable.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up and Maintaining a Cash Drawer"

Overview of the Payment Process Flow

The section describes:

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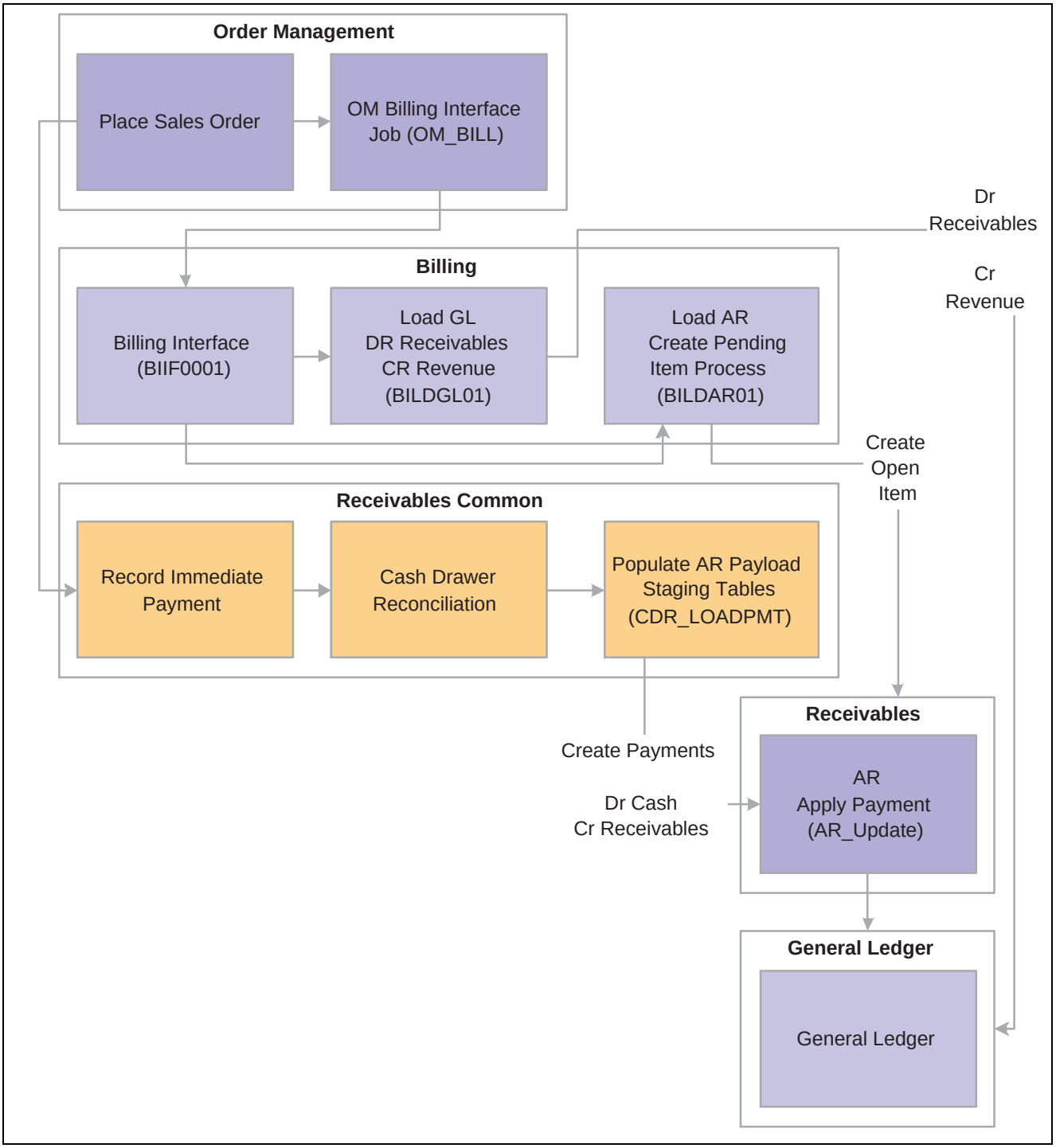
- Standard order payment processing.
- Processing orders with deposits.
- Processing refunds for cancelled orders.

As cash drawer payments are processed the receipts follow a standard flow. At a high level this flow is:



Cash Receipts Payment Flow

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Note. It is highly recommended that PeopleSoft Billing to Receivables processes be run prior to Cash Receipt Payments to Receivables processes. This is to help ensure that an open item is created for the invoice prior to the payment matching process. Also, it is recommended that the Receivables Payment Predictor process is run with the #REFS algorithm group.

Standard Order Payment Processing

These sections provide several examples of order payment processing.

Order is Paid in Full — Open Item for the Invoice is Created Before the Payment is Created in Receivables

Suppose you have a counter sale order for 100 USD and the customer pays the order in full at the time of purchase and immediately takes the goods. In this example, the invoice is sent to Accounts Receivable prior to the payment being created in Receivables.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing.
3. Billing creates a pending item in Accounts Receivable.
4. The Accounts Receivable Update process creates an open item for the invoice. The customer balance is updated by 100 USD. The open item has both an invoice and a sales order reference.
5. The cash drawer is reconciled and the Cash Drawer Receipts process (CDR_LOADPMT) sends a payment of 100 USD to Accounts Receivables referencing the sales order.
6. The Accounts Receivable Payment Interface process creates a payment for 100 USD referencing the same sales order.
7. The Accounts Receivable Payment Predictor process applies the payment to the open item by matching a payment sales order reference to an open item sales order reference. This assumes that the Payment Predictor method uses #REFS algorithm group.
8. The Accounts Receivable Update process updates open item activity and reduces the customer balance by 100 USD.

   The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	100 USD		100 USD	DR to Accounts Receivable for 100 USD CR Revenue 100 USD
Cash Payment (AR_Payload)		100 USD		DR Cash 100 USD
Cash Payment applied to Invoice WS-01	Closed	Applied	0 USD	CR to Accounts Receivable for 100 USD

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Order is Paid in Full — The Payment is Created Before the Open Item for the Invoice is Created in Receivables

Suppose you have a sales order for 100 USD and the customer pays the order in full at the time of purchase and immediately takes the goods. This example is the same as the above example, except the payment is sent to Accounts Receivable before the invoice is sent. Also in this example, the Accounts Receivable Payment Predictor is configured to create on-account open items for unapplied payments.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The cash drawer is reconciled and the Cash Drawer Receipts process (CDR_LOADPMT) sends a payment of 100 USD to Accounts Receivable referencing the sales order.
3. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 100 USD referencing this sales order.
4. Depending on your system configuration there are different ways the Accounts Receivable Payment Predictor might proceed. If the Accounts Receivable Payment Predictor process uses the #REFS algorithm group and if the Payment Predictor is configured to create an on-account open item for unapplied payments, then this will occur:
   - The Payment Predictor process will not find an open item to which it should apply the payment because an open item with an invoice has not been created yet.
   - The Payment Predictor process will create an on-account pending item for the unapplied payment.
5. The Accounts Receivable Update process creates an on-account open item for -100 USD and updates the customer balance by -100 USD.
6. OM_BILL sends an invoice to Billing.
7. Billing creates a pending item in Accounts Receivable.
8. The Accounts Receivable Update process creates an open item from invoice and updates the customer balance by 100 USD. Open item references both the invoice and the sales order.
9. The Accounts Receivable Auto Maintenance process attempts to match the invoice open item and the on-account item. This assumes the auto maintenance method is set to match by sales order number. The process finds a match because the on-account open item has the sales order number associated with the payment.
10. The Accounts Receivable Update closes all open items.

    The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Cash Payment (AR_Payload)		100 USD		Dr Cash 100 USD
Payment converted to On-Account WS-05	-$100 (on-account)	Applied	-100 USD	Cr Accounts Receivable 100 USD

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	100 USD (invoice)		0 USD	Dr Accounts Receivable 100 USD Cr Revenue 100 USD
Invoice Matched with On-Account MT-01	On-Account – closed Invoice – closed		0 USD	

Order is Paid in Full — The Payment is Created Before Open Item for the Invoice in Receivables — No Action for Unapplied Items

Suppose you have a sales order for 100 USD. This sales order is paid in full at the time of purchase and the goods are taken immediately. The payment is sent to Accounts Receivable in advance of the invoice. This example is the same as the above example, except that the Accounts Receivable Payment Predictor is configured not to do anything for unapplied payments.

1. The order is entered and the payment is recorded in the Counter Sale component.
2. The cash drawer is reconciled and the Cash Drawer Receipt (CDR_LOADPMT) process sends a payment of 100 USD to Accounts Receivable which references the sales order.
3. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 100 USD which also references the sales order.
4. The Accounts Receivable Payment Predictor does nothing for unapplied payments, and thus releases the payment for manual matching at a later time.

   Note. You must update the payment online in order for it to be picked up by payment predictor again.

5. The customer balance does not change as a result of this payment.
6. OM_BILL sends an invoice to Billing.
7. Billing creates a pending item in Accounts Receivable.
8. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by $100. The open item references both the invoice and the sales order.
9. You must now manually apply the customer's payment to the invoice open item using the Payment Worksheet.
10. The Accounts Receivable Update process closes the open items, and updates the customer balance by -100 USD.

    The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Cash Payment		100 USD		Dr Cash 100 USD
Invoice creates Open Item IT-01	100 USD		100 USD	Dr Accounts Receivable $100 Cr Revenue 100 USD
Cash Payment Applied to Invoice WS-01	Closed	Applied	0 USD	Cr Accounts Receivable 100 USD

Order is Paid in Full — Partial Payment Made with a Corporate Voucher Scenario

A sales order is created for 100 USD and paid in full at the time the order is placed. The sales order is partially paid with a 10 USD corporate voucher. The balance of 90 USD is paid with another payment method. In this example, the invoice is sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments using the #REFS algorithm group.

1. The order is entered and the corporate voucher payment is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD.
3. This same process also sends an invoice line to Billing for -10 USD for the voucher. The invoice total is 90 USD.
4. Billing creates a pending item in Accounts Receivable.
5. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 90 USD. The open item references both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipt (CDR_LOADPMT) process sends a payment of 90 USD to Accounts Receivable which references the sales order.
7. The Accounts Receivable Payment Interface (AR_PAYLOAD) process creates a payment for 90 USD, which references the sales order.
8. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment invoice reference to the open item invoice reference.
9. The Accounts Receivable Update process closes the open item.

   The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	90 USD		90 USD	Dr Accounts Receivable 90 USD Cr Revenue 100 USD Cr Voucher Discount -10 USD
Cash Payment (AR_ PAYLOAD)		90 USD		Dr Cash 90 USD
Cash Payment applied to Invoice WS-01	Closed	Applied	0 USD	Cr Accounts Receivable 90 USD

Sales Order Partial Immediate Pay Remainder on Account Scenario

A sales order is created for 100 USD. The sales order is partially paid, 25 USD, at the time the order is placed, and the balance is to be paid on account. For this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the partial payment or 25 USD is recorded in the Counter Sale component.
2. The Order Management Billing process, (OM_BILL) sends an invoice to Billing for 100 USD.
3. Billing creates a pending item in Accounts Receivable.
4. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 100 USD. The open item references both the invoice and the sales order.
5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 25 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 25 USD which references the sales order.
7. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment invoice reference to the open item invoice reference.
8. The Accounts Receivable Update process updates the customer balance to 75 USD.

   The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	100 USD		100 USD	Dr Accounts Receivable $100 Cr Revenue $100
Cash Payment (AR_Payload)		25 USD		Dr Cash $25
Cash Payment applied to Invoice		Applied	25 USD	Cr Accounts Receivable $25

Processing Orders with Deposits

These sections provide some examples of how sales orders that contain deposits are processed.

Deposit Payment Scenario

Suppose you have a sales order for 125 USD. The customer is unable to take the goods with them at the time of the order. Perhaps the goods are on backorder or special order. The customer is required to pay a 50 USD deposit for the order. In this example the invoice is sent to Accounts Receivable first.

1. The order is entered and a deposit payment of 50 USD is recorded in the Counter Sale component. Note: A deposit can also be recorded in the regular sales order entry component.
2. OM_BILL sends an invoice for the 50 USD deposit to Billing.
3. Billing creates a pending item in Accounts Receivable.
4. An open item is created for 50 USD for the invoice that contains the deposit.
5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 50 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 50 USD which references the sales order.
7. The Accounts Receivable Payment Predictor finds an open item to which it should apply the payment.
8. The payment is applied to the open item and the item is closed.
9. A Balance of 50 USD, the deposit, is shown under Deposits on the Customer Account Overview in Accounts Receivable.

   The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	50 USD		50 USD	Dr AR 50 USD Cr Customer Deposits 50 USD
Cash Payment (AR_ PAYLOAD)		50 USD		Dr Cash 50 USD
Cash Payment applied to Invoice WS-01	Closed	Applied	0 USD	Cr Accounts Receivable 50 USD

Sales Order is Fulfilled, Deposit was Taken when Order Placed- Balance To Be Billed

Continuing with the previous example, where you had a sales order for 125 USD and the customer paid with a deposit of 50 USD, suppose the sales order is shipped and customer is billed for the balance on the sales order.

1. OM_BILL sends an invoice for 125 USD to Billing.
2. OM_BILL also sends an invoice line for the deposit applied of -50 USD. The total due on the invoice is 75 USD.
3. Billing creates pending item in Accounts Receivable for 75 USD.
4. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 75 USD. The open item references both the invoice and the sales order.
5. The customer balance will have 75 USD open as a result of this transaction.

   The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	75 USD (invoice)		75 USD	Dr Accounts Receivable 75 USD Cr Revenue 125 USD Cr Customer Deposits -50 USD

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Sales Order is Fulfilled, Deposit was Taken when Order Placed- Balance Paid when Goods are Picked Up

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD, however in this example the sales order is picked up and paid for by the customer at time of pick up. In this example the invoice is sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The customer returns to pick up the goods. The 50 USD deposit is applied to the order and the balance of 75 USD is paid for and recorded in the counter sale component.
2. OM_BILL sends an invoice for 125 USD to Billing.
3. OM_BILL also sends an invoice line for the deposit applied of -50 USD. The total due on the invoice is 75 USD.
4. Billing creates a pending item in Accounts Receivable for 75 USD.
5. The Accounts Receivable Update process creates an open item from the invoice and updates the customer balance by 75 USD. The open item references both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 75 USD to Accounts Receivable which references the sales order.
7. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for 75 USD which references the sales order.
8. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment sales order reference to the open item invoice reference.
9. The Accounts Receivable Update process updates open item activity and updates the customer balance by -75 USD.
10. The Accounts Receivable Update process closes open items.

The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	75 USD		75 USD	Dr AR 75 USD Cr Revenue 125 USD Cr Customer Deposits –50 USD
Cash Payment (AR_ PAYLOAD)		75 USD		Dr Cash 75 USD
Cash Payment applied to Invoice WS-01	Closed	Applied	0 USD	Cr Accounts Receivable 75 USD

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Payment Plus Deposit Scenario

A sales order is created for 200 USD. This sales order is partially fulfilled. The customer paid for 100 USD worth of goods taken and left a 50 USD deposit for backordered goods. In this case the invoice was sent to Accounts Receivable first. Also in this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the payment of 150 USD is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD for the goods taken.
3. This same process creates a separate invoice for the deposit taken for 50 USD.
4. Billing creates two pending items in Accounts Receivable: one for the 100 USD goods invoice and one for 50 USD deposit invoice.
5. The Accounts Receivable Update process creates open items from invoices, and updates the customer balance by $150. The open items reference both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends payment of 150 USD to Accounts Receivable and references the sales order.
7. The Accounts Receivable Payment Interface process creates a payment for 150 USD which references the sales order.
8. The Accounts Receivable Payment Predictor applies the payment to one of the open items by matching the payment sales order reference to the open item sales order reference.
9. The Accounts Receivable Update process closes one of the open items.

The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	100 USD		100 USD	Dr AR 100 USD Cr Revenue 100 USD
Invoice creates Open Item IT-01	50 USD		150 USD	Dr AR 50 USD Cr Customer Deposit 50 USD
Cash Payment		150 USD		Dr Cash 150 USD

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Cash Payment applied to Invoice WS-01	Closed (one of the items gets closed, let's say the 50 USD)	Applied	100 USD	Cr Accounts Receivable 50 USD
Cash Payment applied to Invoice WS-01	Closed (the other item)	Applied	0	Cr Accounts Receivable 100

Partial Payment Plus Deposit Scenario

Similar to the previous scenario, suppose the customer orders 200 USD worth of goods. A portion of the goods can be taken immediately and a portion is backordered. The customer pays a partial payment of 25 USD for 100 USD worth of goods taken. The customer also pays a 50 USD deposit for backordered goods. In this example the invoice is sent to Accounts Receivable first. For this example, assume the Accounts Receivable Payment Predictor matches payments with open items using the #REFS algorithm group.

1. The order is entered and the payment of 75 USD is recorded in the Counter Sale component.
2. The Order Management Billing process (OM_BILL) sends an invoice to Billing for 100 USD.
3. This same process also creates a separate invoice for the deposit taken for 50 USD.
4. Billing creates pending items in Accounts Receivable: for the 100 USD goods invoice and one for 50 USD deposit invoice.
5. The Accounts Receivable Update process creates open items from the invoices and updates the customer balance by 150 USD. The open items reference both the invoice and the sales order.
6. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of 75 USD to Accounts Receivable which references the sales order.
7. The Accounts Receivable Payment Interface process creates a payment for 75 USD which references the sales order.
8. The Accounts Receivable Payment Predictor applies the payment to one of the open items by matching the payment sales order reference to the open item sales order reference.
9. Because both open items reference the same sales order it is difficult to predict which of the two invoices will be credited. For this example, the 75 payment was applied to the Deposit invoice to close the item
10. The Accounts Receivable Update process closes one of the open items, in this case the Deposit invoice.

    The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	$100 USD		100 USD	Dr Accounts Receivable 100 USD Cr Revenue 100 USD
Invoice creates Open Item IT-01	$50		150 USD	Dr Accounts Receivable 50 USD Cr Customer Deposit 50 USD
Cash Payment (AR_ PAYLOAD)		75 USD	--	Dr Cash 75 USD
Cash Payment applied to Invoice WS-01	Closed the 50 USD payment	Applied	75 USD	Cr Accounts Receivable $75

Processing Refunds for Cancelled Orders

These sections provide some examples of how refunds are processed when an order is cancelled.

Cancellation of a Sales Order with a Deposit, Full Refund with Company Check Scenario

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled. You allow refunds of deposits and as such a full refund will be given using company check.

Note. The Accounts Receivable Business Unit must have an associated Accounts Payable Business Unit and Accounts Payable origin ID. Customer must have related vendor ID.

---

1. The order is cancelled and a refund is recorded in the Customer Deposit component
2. The Order Management Billing component (OM_BILL) sends a negative invoice line to Billing for the deposit refund.
3. Billing creates a pending item for the credit in Accounts Receivable.
4. An open item is created in Accounts Receivable for -50 USD.
5. You then manually send a request to an Accounts Receivable clerk to create a refund for the sales order.

   Note. There is not automated method for notifying the Accounts Receivable clerk of the check refund.

   ---

6. The Accounts Receivable clerk then manually creates a refund using the Accounts Receivable Maintenance Worksheet. The on-account item, referencing the sales order, is selected from the worksheet.

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7. The Accounts Receivable Update process updates open item activity and the customer balance by 50 USD.
8. The Accounts Receivable Refunds Process loads the refunds into the Payables voucher tables.
9. The Accounts Payable Voucher Posting process builds the voucher payable to the customer.
10. The Accounts Payable Pay Cycle process creates the payment for 50 USD to customer.

Note. Alternatively, instead of refunding the credit using a company check, the credit can remain on the customer's account and then be applied to a subsequent open item.

The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	-50 USD		-50 USD	Dr AR -50 USD Cr Customer Deposit -50 USD
Refund on-account MT-09	Closed		0 USD	Dr AR 50 USD Cr Refund Control 50 USD
AR Refunds Process				Dr Refund Control 50 USD
AP Voucher Posting				Cr AP 50 USD
AP Pay Cycle				Dr AP 50 USD Cr Cash 50 USD

Cancellation of a Sales Order with Deposit, Full Cash Refund Scenario

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled and a full cash refund given.

1. The order is cancelled and a refund is recorded in the Customer Deposit component. The 50 USD payment is handed back to the customer at order cancellation time.
2. The Order Management Billing process (OM_BILL) creates a negative invoice line in Billing for the deposit refund.
3. Billing creates a pending item for the credit in Accounts Receivable.
4. An open item is created in Accounts Receivable for -50 USD.

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5. The Cash Drawer is reconciled and the Cash Drawer Receipts (CDR_LOADPMT) process sends a payment of -50 USD to Accounts Receivable which references the sales order.
6. The Accounts Receivable Payment Interface process (AR_Payload) creates a payment for -50 USD which references the sales order.
7. The Accounts Receivable Payment Predictor applies the payment to the open item by matching the payment sales order reference to the open item sales order reference.
8. The Accounts Receivable Update process closes the items and updates the customer balance.

   The table illustrates the accounting events that take place in this example:

Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	-50 USD		-50 USD	Dr AR -50 USD Cr Customer Deposit -50 USD
Cash Refund payment processed by AR_ PAYLOAD		-50 USD		Dr Cash –50 USD
Cash Payment applied to Invoice WS-01	Closed	Applied	0 USD	Cr AR –50 USD

Cancellation of Sales Order with Deposit, No Refund Scenario

Suppose you have a sales order for 125 USD where the customer paid with a deposit of 50 USD. The sales order is then cancelled however, in this example you do not allow a refund of the deposit.

1. The order is cancelled and the non-refundable deposit is processed in the Customer Deposit component (Zero Refund button).
2. The Order Management Billing process (OM_BILL) sends a negative invoice line for -50 USD to Billing.
3. The same process also sends an invoice line for a refund fee of 50 USD to Billing.
4. Billing creates a pending item in Accounts Receivable for 0 USD.
5. The Accounts Receivable Update process creates an open item from the invoice which references both the invoice and the sales order.
6. The Accounts Receivable Update process closes the open item.

   The table illustrates the accounting events that take place in this example:

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Event	Accounts Receivable Open Item	Accounts Receivable Payment	Customer Balance	Accounting Entries
Invoice creates Open Item IT-01	0 USD		0 USD	Dr AR $0 Cr Customer Deposits -50 USD Cr Deposit Refund Fee 50 USD

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CHAPTER 22

Using Self-Service Order Entry and Order Status

This chapter lists prerequisites and discusses how to:

- Enter self-service orders.
- Track self-service orders.

Prerequisites

The PeopleSoft Order Management self-service features enable customers to enter and track orders. Although the pages are designed for external people who access the system, customer service representatives (CSRs) can also use the self-service Sales Order Entry component by clicking the Express Order Entry link in the left-hand navigation or on the CSR Desktop page. Self-service order tracking uses the same pages as the CSR version, but the functionality is limited. These components are simplified versions of the Order Entry Form component and the Order Tracking component.

You must set up customers as external contacts before they can use the self-service features. Establish self-service contact information in the Contact Information component.

Note. The Self-Service Sales Order permission list (EPOM1100), which is attached to the Customer role, is delivered in sample data.

To set up customers as external contacts:

1. On the Contact page in the Contact Information component, set the Contact Flag field to *External.*
2. On the Contact User Profile page, create a user profile.
    a. Enter a user ID and a password, and then confirm the password.
    b. Select the EPOM1100 process profile and EPOM1100 permission list tables.
    c. Select the Customer (case-sensitive) role.

    Note. Entering the user profile information here automatically inserts appropriate data into the PeopleSoft security tables.

    ---
3. On the Contact Customer page, assign the contact to appropriate customers.
4. On the Self Service Security tab, establish customer-level security options.
5. If you are creating a new user profile, define the default PeopleSoft Order Management business unit and default order group for the user ID.

    On the Common Definitions User Preferences page, select Orders — Sales and then enter the default business unit value.

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See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Maintaining Contacts"

Entering Self-Service Orders

This section provides an overview of self-service order entry and discusses how to:

- Enter self-service orders.
- Enter payment information.
- Enter header notes.
- Copy from purchase history.
- Enter line details.
- Confirm orders.
- Submit orders.
- Change orders.

Understanding Self-Service Order Entry

The Self-Service Sales Order Entry component resembles the Order Entry Form component, but it is less complicated. This component is designed for brokers and other salespeople who are comfortable with sales order entry.

Header, line, and summary information appear on the Sales Order Entry page. Links on this page enable users to access shipping information, update payment information, and print notes on the order acknowledgement, picking plan, packing slip, bill of lading, and invoice. Once all the necessary information is complete, users can view an order confirmation page where they can either modify the order or submit it. After a user submits the order, the order status changes to *Open.* Users can also cancel or change an order after it has been submitted. When a user cancels an order or order line, PeopleSoft Order Management first checks with PeopleSoft Inventory to ensure the order is eligible for cancellation before the system cancels the line. For partial-shipped order lines, the quantity is adjusted to match the shipped quantity, but the line is not canceled.

Most order processing (defaulting, pricing, freight, estimated shipments, tax, buying agreements, reservations, automatic sales order processing, and so forth) is the same as for the Order Entry Form component. The component enables the self—service customer to:

- Create, view, and update orders only for customers associated with the contact ID associated with their user ID.
- Change the unit price for an order line only if these conditions are met:
  - The contact associated with the user ID is tied to a broker customer ID (the Broker Customer option on the customer General Info page must be selected).
  - The broker customer is associated with the sold to customer that appears on the sales order (the broker customer acts as a broker for the sold to customer).
- Edit only order lines, not schedules.
- Override the ship to address but not the sold to address.
- Enter payment and credit card information.

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- Create order header and order line notes.
- Copy orders or order lines from purchase history.
- Print a copy of the sales order or send an email notification.

Note. The self—service customer must enter a reason code when changing the unit price.

- Edit only these fields:
  - On the order header: Sold To, Requested Arrival Date, Requested Arrival Time, Customer PO (customer purchase order), and Payment Method.
  - On the order line: Product ID, UOM (unit of measure), Quantity, Requested Ship Date, Requested Ship Time, Requested Arrival Date, Requested Arrival Time, Customer PO, Customer PO Line, Ship-to Customer Ship-to Location, Ship-To Address, Carrier ID, Ship Via, Freight Terms, Partials, Ship Prior, Cancel Backorder.

See Also

Chapter 15, “Introduction to Sales Order Entry,” page 189

Chapter 18, “Maintaining Order Header and Line Information,” page 295

Chapter 19, “Maintaining Order Schedule Information,” page 339

Pages Used to Enter Self-Service Orders

Page Name	Object Name	Navigation	Usage
Sales Order Entry	ORDENT_FORM_LN_SS	• Order Management, Quotes and Orders, Express Order Add/Edit • Click the Go To Express Order Add/Edit link from the CSR Desktop page. • Customer Portal, Order Management, Create/Update Order	Enter self-service sales orders, including header and line information.
Sales Order Entry - Shipment Information	ORDENT_SHIPMENT_SS	Click the View Shipment Information link on the Sales Order Entry page.	View shipping information for all lines on the sales order.
Sales Order Entry - Payment Option	ORDENT_PAYMENT_SS	Click the View or Change Payment Option link on the Sales Order Entry page.	View payment information for an order. If the order is new, you can change the payment option.
Sales Order Entry - Order Header Notes	ORDENT_HDR_NOTE	Click the View or Change Order Notes link on the Sales Order Entry page.	Associate predefined standard notes or add custom notes to the order header. You can print these notes on the order acknowledgement, invoice, bill of lading, and packing list.

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Page Name	Object Name	Navigation	Usage
Sales Order Entry - Order Line Detail	ORDENT_LINE_DTL_SS	Click the Show Details button for a line on the Sales Order Entry page.	View and enter information for an order line.
Sales Order Entry - Ship To Address Override	ORDENT_ADDRSHP_LN	Click the Address Override link on the Sales Order Entry - Line Detail page.	Override the ship to customer address for an order line.
Sales Order Entry - Select/Copy From Purchase History, Sales Order Entry - Purchase History Search	ORDENT_CPYPH_SS	Click the Copy From Purchase History button on the Sales Order Entry page.	Copy order lines from previous orders by selecting one or more lines and clicking Copy. **Note.** Click the Purchase History Search link to search for orders by order number, order date, or product.
Sales Order Entry - Order Change Confirmation	ORDENT_CHANGES_SS	Click the Continue button on the Sales Order Entry page, if you changed the order.	View and confirm any changes made to an existing order.
Sales Order Entry - Order Confirmation	ORDENT_CONFIRM_SS	Click the Continue button on the Sales Order Entry page.	Confirm that a new order is correct.
Order Submitted	ORDENT_CONFIRM_SS	Click the Submit Order button on the Sales Order Entry - Order Confirmation page or the Sales Order Entry - Order Change Confirmation page.	Submit the order for fulfillment processing, print a copy of the order, send an email notification with the order information attached, update the order, or add a new order.
Send Notification	OM_WF_NOTIFY_SS	Click the Send Notification button on the Order Submitted page.	Create an email and send it with the order.

Entering Self-Service Orders

Access the Sales Order Entry page.

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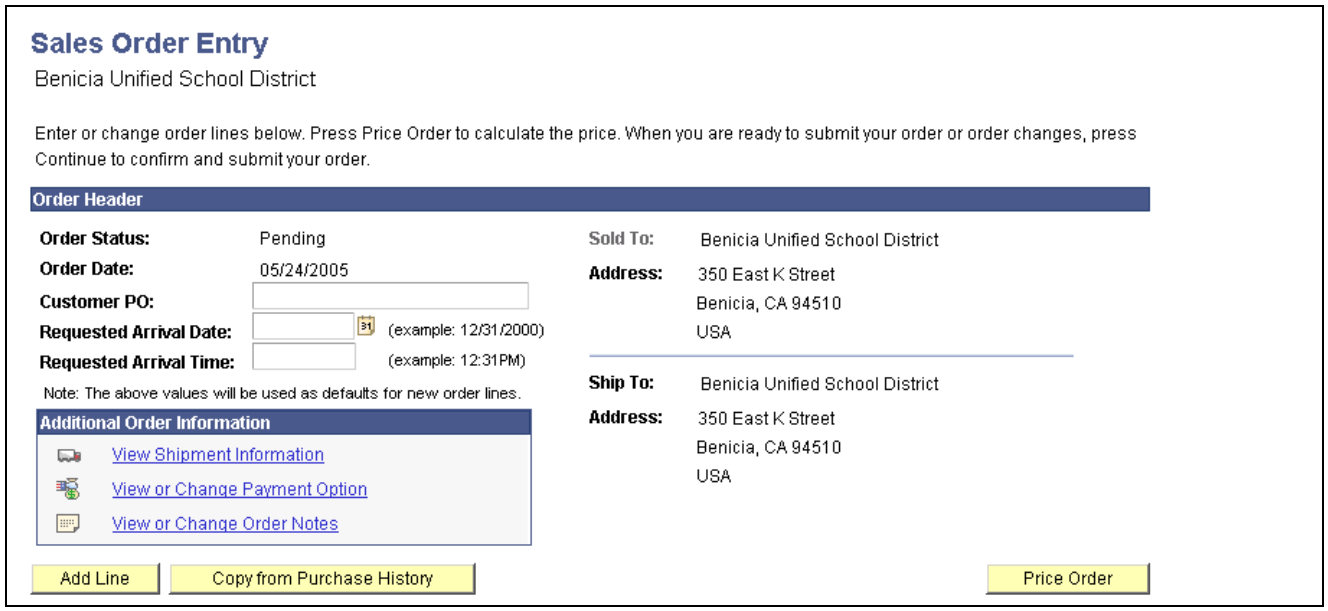
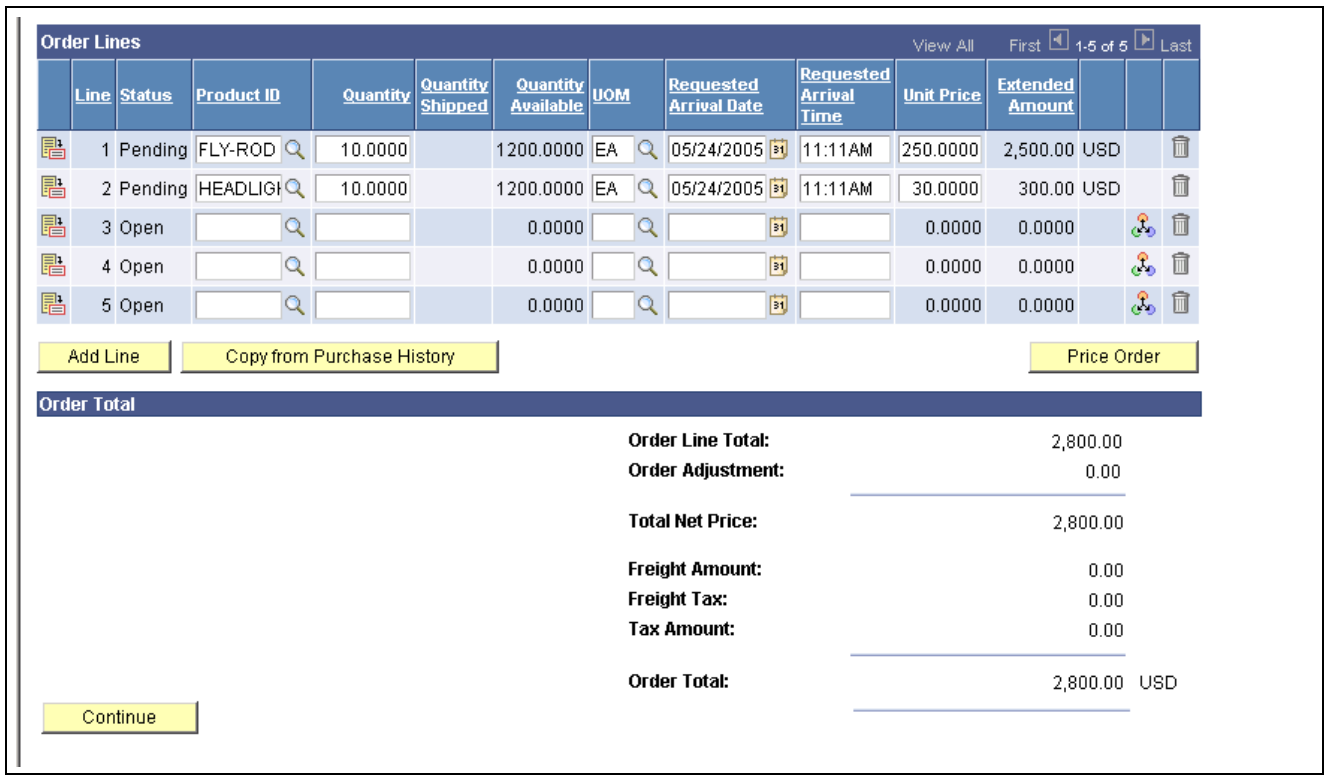


Sales Order Entry page (1 of 2)



Sales Order Entry page (2 of 2)

Common Information

Cancel Order Appears only if the order already exists.

Copy from Purchase History Click to access the Select/Copy from Purchase History page.

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Order Header

Order Status The default value is *Pending*. When the order is submitted, the status changes to *Open*.

View Shipment Information Click to access the Shipment Information page.

View or Change Payment Option Click to access the Payment Option page.

View or Change Order Notes Click to access the Order Header Notes page.

Order Lines

Quantity Shipped If the product has shipped, the quantity appears.

Quantity Available Displays the quantity available in the ship from PeopleSoft Inventory business unit.

Click the Configure button to select product options. The button appears only if the product is configured.

Click the View Configuration Results button to view the details of the configured product. The button appears only if the product is configured.

Click the Cancel Line button. The Status changes from *Pending* to *Canceled*.

Price Order Click the button to price the order.

Order Total

Order amounts appear for the entire order, including adjustments, freight charges and freight tax, and other tax.

Continue Click to access the Order Confirmation page.

Entering Payment Information

Access the Payment Option page.

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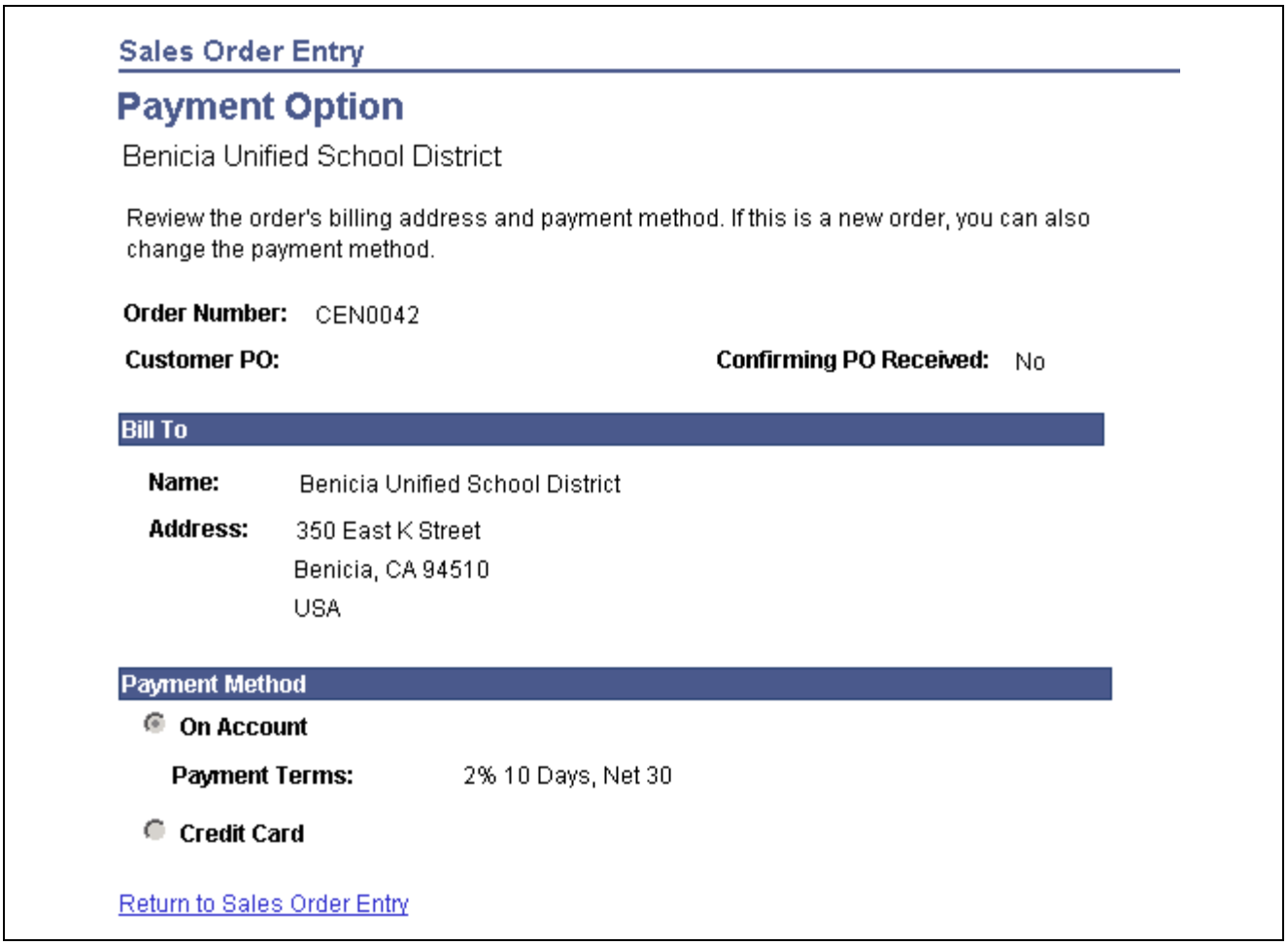

Payment Option page

Customer PO (customer purchase order) — Automatically populated from the Sales Order Entry page. You can enter a value for a new order.

Confirming PO Received (confirming purchase order received) — Selected if you've received a copy of the purchase order.

Bill To

Name and **Address** — Displays information for the bill to customer. This information cannot be changed.

Payment Method

The fields in this region differ depending on whether the payment method is on account or credit card. The fields also behave differently for new and existing orders. If the order is new, the customer can change the payment method and also change the credit cards used to pay for the order. For existing orders, the payment method is unavailable.

On Account — Automatically populated from the bill to customer. If this option is selected, the payment terms appear. They cannot be changed.

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Credit Card The option to use a credit card is populated from the bill to customer. Credit card information must also be established in the Contact Information component.

Use Stored Credit Card and **Edit Credit Card** These buttons appear depending on the:

The Edit Credit Card button appears if the customer wants to change the information for the stored credit card. After clicking the button, the customer can enter a new credit card or edit the existing credit card by using the rest of the fields.

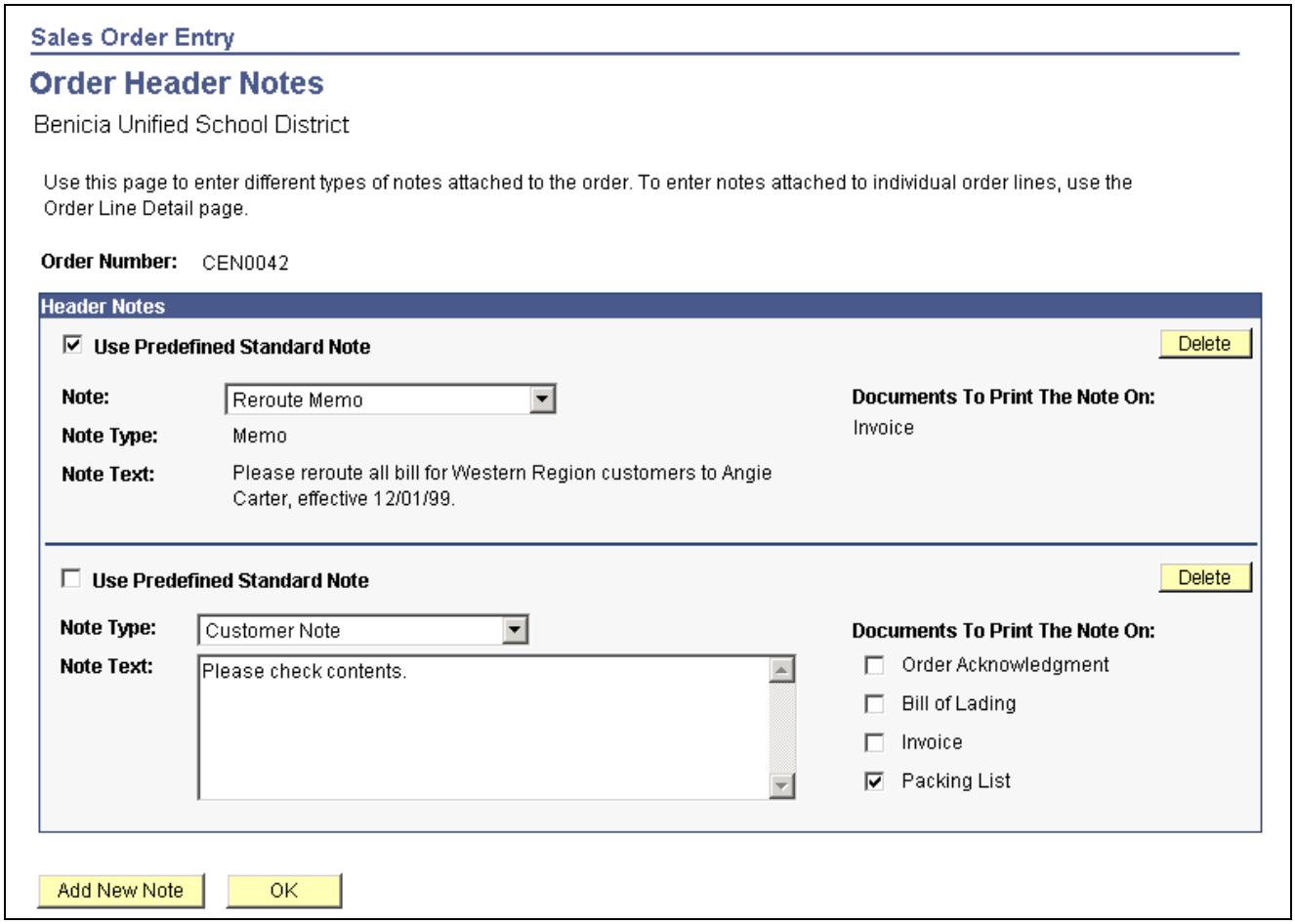
The Used Stored Credit Card button appears if the customer has changed the credit card information and wants to use the default credit card.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Processing Credit Cards," Entering Credit Card Data and Authorizing Credit Card Transactions Online

Entering Header Notes

Access the Order Header Notes page.



Order Header Notes page

Notes can be predefined or custom.

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Use Predefined Standard Note	Select to choose from predefined notes in the Note field. These notes are established on the Standard Notes page. The Note Type and Note Text, and Documents to Print The Note On fields are populated and can't be changed.
Note Type	For custom notes, select from a list of values defined on the Note Types page. For predefined notes, the value appears automatically.
Note Text	Enter up to 254 characters for the note. For predefined notes, the note text appears automatically.
Documents To Print the Note On:	For custom notes, select the print locations from the available options. You can print notes on invoices, bills of lading, order acknowledgements, picking plans, and quotations without additional configuration
Add New Note	Click to add a new predefined note or a custom note.

Copying From Purchase History

Access the Select/Copy from Purchase History page.

Select	Select the lines that you want copied to the order.
Copy	Click to add the lines that are selected to the order.
Cancel	Click to cancel the search page.
Purchase History Search	Click to search for orders by order number, order date, or product.

Entering Line Details

Access the Order Line Detail page.

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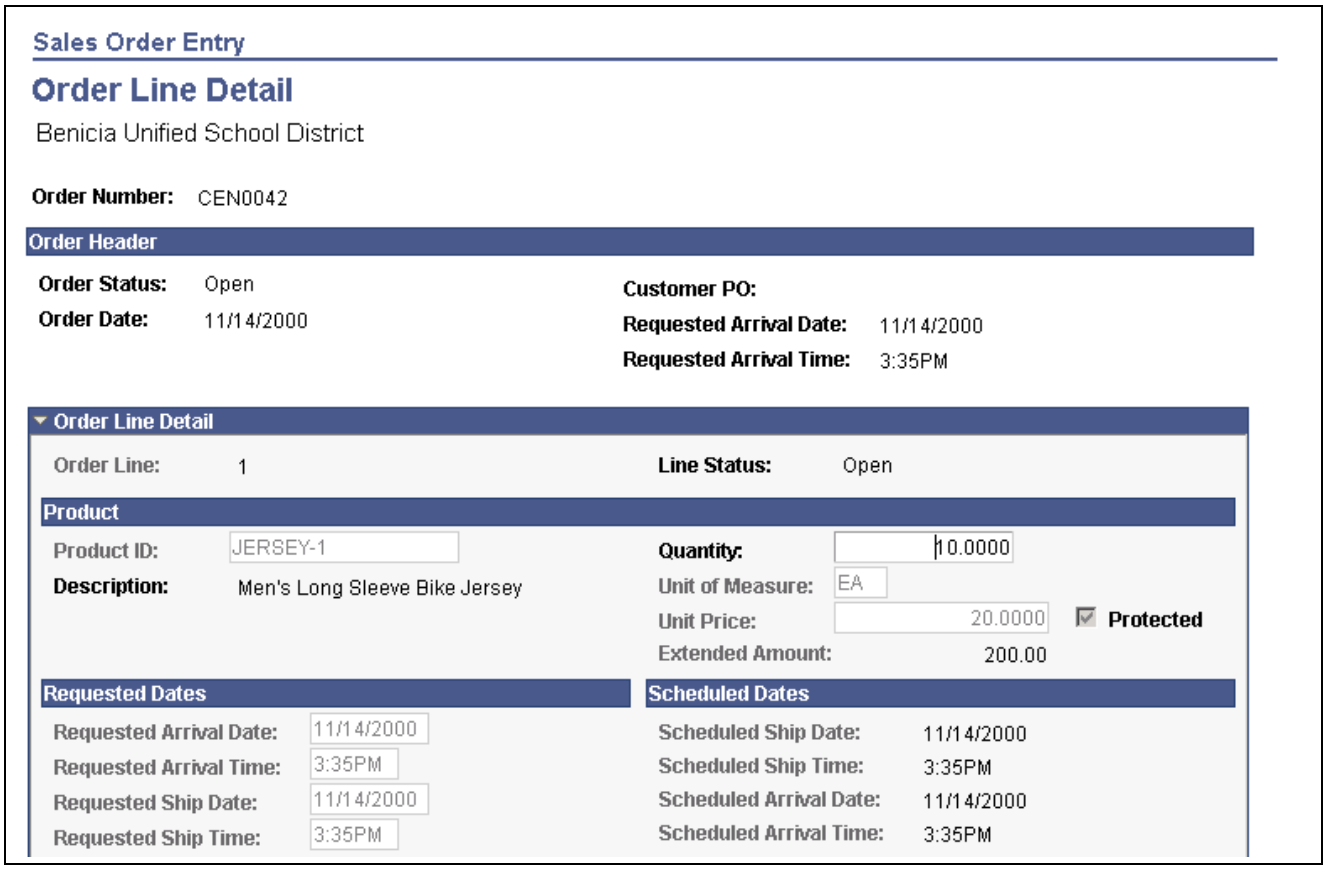

Order Line Detail page (1 of 2)

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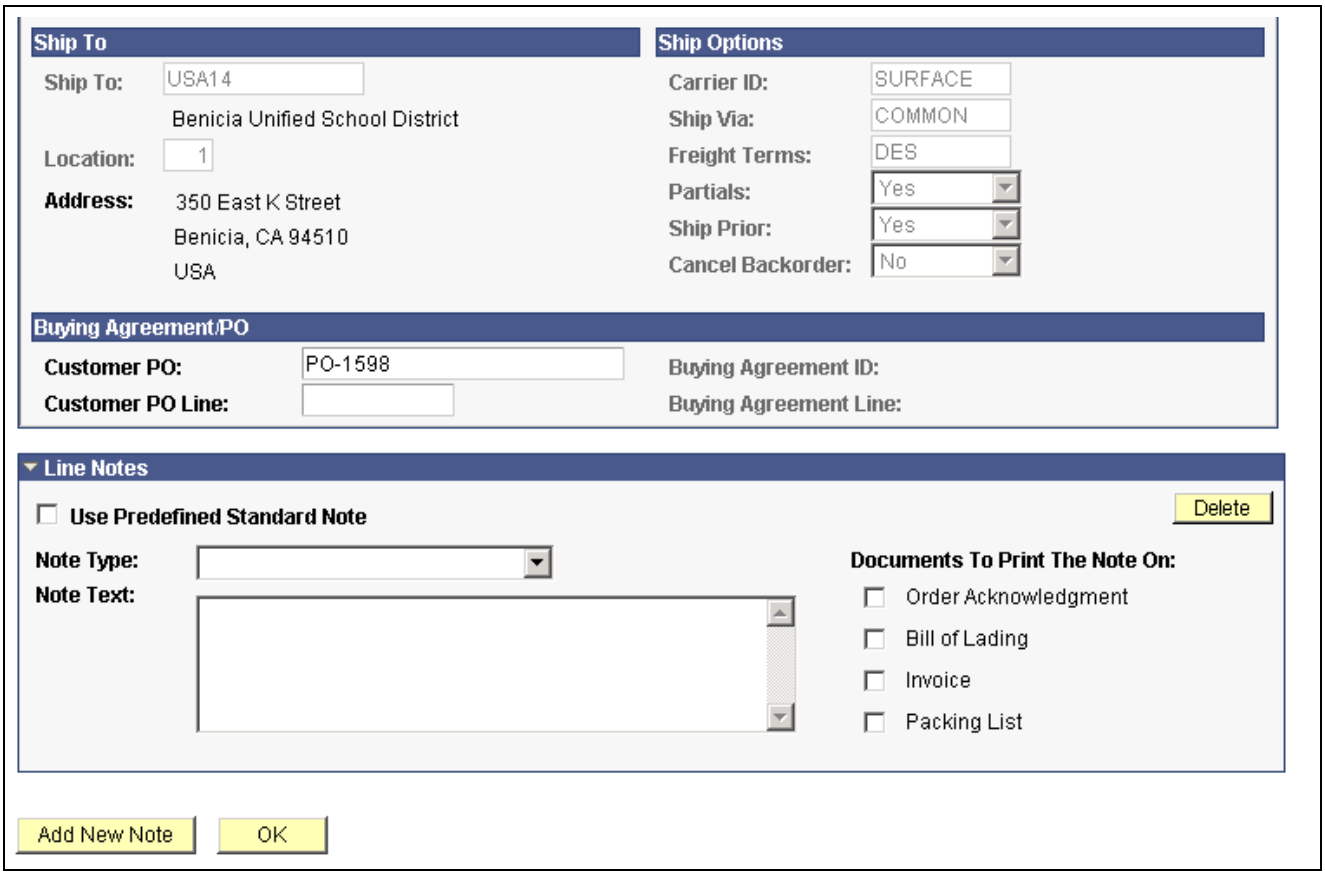

Order Line Detail page (2 of 2)

Note. If the line has been shipped, only the quantity can be updated.

Requested Dates

Requested Dates Changing these values updates the Scheduled Dates fields.

Ship To

Address Override Click to change the ship to address for the line on the Ship To Address Override page.

Ship Options

The same restrictions apply as in the Order Entry Form component.

Line Notes

The fields are the same as those on the Order Header page. The line notes apply to each individual line.

See Chapter 22, "Using Self-Service Order Entry and Order Status," Entering Header Notes, page 408.

Confirming Orders

Access the Order Confirmation page.

Review the order before it is submitted.

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Click the Print button to print a copy of the order. The order can be printed in a *Web Friendly Page* or a *Print Friendly Page* format.

Status The status is changed from *Pending* to *Open* after the order is submitted.

Submit Order Click to access the Order Submitted page.

Return to Sales Order Entry Click return to the order and make changes.

Submitting Orders

Access the Order Submitted page.

Click the Print button to print a copy of the order. The order can be printed in a *Web Friendly Page* or a *Print Friendly Page* format.

Send Notification Click to access the Send Notification page and create an email and send it to the person defined as the contact. The system sends a link to the sales order and also sends a copy of the sales order in text format.

Status After the order is submitted, the status changes to *Open*.

Change this Order Click to access the Sales Order Entry page and make changes to the order.

Add Order, Same Customer Click to access the Sales Order Entry page and enter a new order.

Add Order, New Customer Click to select a customer for a new order.

Changing Orders

Access the Order Change Confirmation page.

The page displays the changes to the order.

Submit Order Click to submit changes and access the Order Submitted page.

Tracking Self-Service Orders

This section provides an overview of self-service order tracking and lists the pages used to track self-service orders.

Understanding Self-Service Order Tracking

The self-service Order Tracking component enables external customers to view sales order fulfillment status and details. The self-service Order Tracking pages are similar to the internal Order Tracking pages, but navigation from the tracking page is limited. Self-service order tracking differs from regular order tracking in these ways:

- Self-service users have default to the basic search criteria.
- Self-service users can only view orders for the customer IDs associated with their user IDs.

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- Self-service users do not see the Credit and Conversations links in the results grid on the Order Tracking page.
- Self-service users can only view and change order detail through the Self-Service Order Entry component. They cannot navigate to other areas in the system.

See Also

Chapter 15, “Introduction to Sales Order Entry,” Tracking Orders, page 229

Pages Used to Track Self-Service Orders

Page Name	Object Name	Navigation	Usage
Order Tracking - Search	ORDER_TRACK_SRCH	• Click the Go To Order Track link from the CSR Desktop page. • Customer Portal, Order Management, Track Order	Establish order tracking search criteria.
Order Tracking	ORDER_TRACKING	Click the Search button on the Order Tracking - Search page.	Track an order or group of orders through the fulfillment cycle.

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CHAPTER 23

Maintaining Quotation Information

This chapter discusses:

- Sales quotations.
- How to establish quotation defaults.
- Functional differences between sales orders and quotes.
- How to copy quotes to buying agreements.

Sales Order Quotations

In PeopleSoft Order Management, you can create sales order quotations the same way as you do sales orders. This section discusses the differences between them.

Note. It isn't necessary to enter a quote to give customers product price and availability information. You can use the Price and Availability - Price Calculations Page for immediate access to product information.

See Also

Chapter 15, "Introduction to Sales Order Entry," page 189

Chapter 16, "Setting Default Sales Order Values," page 255

Chapter 18, "Maintaining Order Header and Line Information," page 295

Chapter 19, "Maintaining Order Schedule Information," page 339

Chapter 20, "Working with Large Orders and Quotes," page 349

Chapter 22, "Using Self-Service Order Entry and Order Status," page 401

Pages Used to Maintain Order Quotations

Page Name	Object Name	Navigation	Usage
Quote Competition	ORDENT_HDR_ADDTL	Select Quotation Data from the Header Menu on the Quote Entry Form page.	Enter information about the success percentage competitor, and win loss reason. The competitor data is for information only.

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Setting Up Quotation Defaults

Set up a default business unit, beginning sequence, default order quantity, price adjustment reason, quote owner, as well as quote display options for each of the system users. You can also establish a short-term customer template on the Order Management business unit.

See Also

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Defining User Preferences," Defining Sales Order User Preferences

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 19

Functional Differences Between Sales Orders and Quotes

At both the line and schedule of a quotation, you do not have access to the Load Planning process in PeopleSoft Inventory. Lot selection and soft allocation, available from sales order lines and schedules, do not apply to quotations. When entering a quotation, you must enter an expiration date to note the date that prices and terms on the quote are no longer valid.

This section discusses how to:

- Use the quote competition page.
- Copy quotes to a sales order.
- Establish commission information for quotes.

Using the Quote Competition Page

Access the Quote Competition page.

Quotation Data

Success % (success percent) A best-guess forecast that the quotation results in a sales order. Quotations are considered as demand when the success percentage is over the parameters that you define in PeopleSoft Supply Planning.

Due Date The quote deadline that is specified by the customer or prospect.

Competitors Enter competitor information for this potential sale.

Won/Loss Reasons Enter reason codes for why the sale is won or lost.

Copying Quotes to Sales Orders

Quotes are available for copying to sales orders. When order lines or schedules are created from quotations, the system automatically activates the Price Protected option. This option prevents the Order Repricing process from changing line and schedule pricing. Quotes can only be copied if they include an expiration date on the Quote Entry Form page. Quotes that are expired are not available to copy.

Quote lines are copied directly to the sales order, except for those with a status of canceled. You can also individually select which lines to copy to the sales order.

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Lines for a quote can only be deleted if you don't enter a quantity. The status for all copied sales order lines is open so that the user does not have to change the status for each line; demand feeds immediately to Inventory.

Establishing Commission Information for Quotes

You can establish commission information for quotes to reduce the data that you must enter on a sales order when it is copied from a quote. The process for defining commission percentages for quotes is the same as the process for sales orders.

The Update Order Commission Data process retrieves commission percentages from team member schedules and populates the same fields on quotes as it does on orders. The difference is that quotes are not considered in calculating the total bookings or shipments for a team member to determine the level of his or her commission schedule for a particular calendar period.

See Also

Chapter 11, "Structuring Commissions," page 123

Copying Quotes to Buying Agreements

In the business, sales cycles with customers may flow from a quotation to a buying agreement and finally to sales orders. PeopleSoft Order Management is designed to facilitate the transfer of information in each step of this process with minimal additional data entry. You can copy quote header information, all lines, or selective lines to a buying agreement.

See Also

Chapter 12, "Creating Buying Agreements," Copying Quotes or Existing Buying Agreements, page 141

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CHAPTER 24

Processing Sales Orders

This section provides an overview of order entry required processing and discusses how to:

- Run order completion/repricing.
- Run close order.

Understanding Order Entry Required Processing

Depending on the method that you use to enter sales orders in PeopleSoft Order Management, you must run different background processes to complete the transactions and to pass order information to PeopleSoft Inventory and PeopleSoft Billing. The table lists the required processes for each method of order entry:

Background Processes Required	Order Entry Form	EDI/XML	Buying Agreement Releases	Replacement Orders Created from RMAs
Electronic Commerce (OM_EC).*		Required.		
Create Sales Orders (OMCNTRCT).			Required. (Only if you create sales orders in batch, otherwise it can be done online, and then only Order Completion needs to be run.)	
Order Completion /Repricing (OM_ BACKGRND).*		Required.	Required.	Required.
Request Price Check (OM_ AUDIT).		Required. (Only if receiving customer prices through EDI.)		

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Background Processes Required	Order Entry Form	EDI/XML	Buying Agreement Releases	Replacement Orders Created from RMAs
Hold Checking (OM_HOLD).*	Required. (Only for background hold processing.)	Required. (Only for online or background hold processing.)	Required. (Only for online or background hold processing.)	Required. (Only for online or background hold processing.)
Credit Checking - Customers and Source Codes (OM_CREDIT).*	Required. (Only for background credit processing.)	Required. (Only for online or background credit processing.)	Required. (Only for online or background credit processing.)	Required. (Only for online or background credit processing.)
Populate Demand (OM_DEMAND).*	Required. (Only if orders that are on hold are not sent to Inventory.)	Required.	Required.	Required.
Populate Billing (OM_BILL).	Required. (Only if interfaced to PeopleSoft Billing.)	Required. (Only if interfaced to PeopleSoft Billing.)	Required. (Only if interfaced to PeopleSoft Billing.)	Required. (Only if interfaced to PeopleSoft Billing.)
Mark Lines for Billing (OMMARKLN).	Required. (Only if using nonstock and direct-shipped products.)	Required. (Only if using nonstock and direct-shipped products.)	Required. (Only if using nonstock and direct-shipped products.)	Required. (Only if using nonstock and direct-shipped products.)
Load Credit Card Interface (OM_CRCARD).	Required. (Only for credit card processing and credit card authorizations are not performed online.)	Required. (Only for credit card processing.)	Required. (Only for credit card processing.)	Required. (Only for credit card processing.)

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Background Processes Required	Order Entry Form	EDI/XML	Buying Agreement Releases	Replacement Orders Created from RMAs
Credit Card Processing (OM_CRC000).	Required. (Only for credit card processing and credit card authorizations are not performed online.)	Required. (Only for credit card processing.)	Required (Only for credit card processing.)	Required (Only for credit card processing.)
Tax Applicability (OM_EXS_APPL)	Required (Only for processing Indian taxes.)			

*When processing large volumes of orders through to PeopleSoft Inventory, you can stream the various batch processes together by selecting from the post process options on the run control page. All data selected as part of the process will be evaluated in subsequent processing.

The application engine processes take advantage of features including parallel processing and set processing that utilize temporary tables to reduce risk by date contention and deadlocks. To take full advantage of this, set up your runs to partition data. For example, for a Order Management Business Unit, you can process all orders coming from a specific source.

See *Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Application Engine*

This section provides details for these processes:

- Order Completion/Repricing
- Order Close

See Also

Chapter 12, “Creating Buying Agreements,” page 131

Chapter 25, “Billing Orders,” page 427

Chapter 26, “Placing Sales Orders on Hold,” page 439

Chapter 27, “Using Sales Order and Quotation Enterprise Integration Points,” page 465

Chapter 30, “Processing Taxes for India,” page 515

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, “Processing Credit Cards”

Running Order Completion/Repricing

The Order Completion/Repricing process (OM_BACKGRND) completes processing for orders that are entered by these methods and enables you to access the orders from the Order Entry Form component:

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- EDI/XML messages.
- Buying agreement releases.
- Replacement orders that are created from RMAs.

The Order Completion/Repricing process:

- Adds the default order schedule based on information at the order line level.
- Applies the buying agreement, sold to customer, ship to customer, bill to customer, and order group defaults to the header, lines, and schedules.
- Performs order pricing and tax defaults and calculations.
- Processes estimated shipments, freight calculation (internal and external), and weight and volume pricing.

The Order Completion/Repricing process is made up of these programs:

OM_BACKGRND	Calls all of the sub application engine programs to perform the processing.
OM_PRICER & OM_GIVEAWAY	Perform pricing or repricing.
OM_BACKGRND3	Performs tax calculations.
OM_LOAD_PRC	Performs weight and volume pricing.
OM_CALC_FRT	Performs internal freight calculations.
OM_CLC_EXTFR	Performs external freight calculations.

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Pages Used to Run Order Completion/Repricing

Page Name	Object Name	Navigation	Usage
Order Completion	RUN_OM_BACKGRND	Order Management, Quotes and Orders, Process Orders, Order Completion	Process orders that are entered by EDI/XML, Buying Agreement Releases, and replacement orders that are created by RMAs. The process also updates the pricing for all open sales order lines and schedules that are not price protected, that is, the Price Protected option is cleared. The process recalculates prices based on changes that are made to orders and changes or additions to price rules.
Order Repricing	RUN_OM_REPRICE	Order Management, Quotes and Orders, Update Price, Reprice Order	Updates the pricing for all open sales order lines and schedules that are not price protected, that is, the Price Protected option is cleared. The process recalculates prices based on changes that are made to orders and changes or additions to price rules.

Running Close Order

The Close Orders process (OM_CLOSE) checks the status of orders, lines, and schedules, and closes them when appropriate. Orders cannot be closed online.

Closing Order Headers

The Close Orders process updates the order header status to close) when the order header is not already closed or canceled and one of the conditions exists:

- All lines for the order are either closed or canceled.
- The backorder for the order is canceled because the cancel backorder option is yes.

Closing Order Lines

The Close Orders process updates the order line status to closed when the order line is not already closed or canceled and one of the conditions exists:

- All schedules for the line are either closed or canceled.
- The line for the backorder is canceled because the cancel backorder option is yes.

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Closing Order Schedules

The Close Orders process updates the order schedule status to closed when the order schedule is not already closed or canceled, and one of the conditions exists:

- The schedule is completely shipped: quantity scheduled minus quantity shipped is zero.
- The backorder for the schedule is canceled because the cancel backorder option is yes.

Pages Used to Run Close Orders

Page Name	Object Name	Navigation	Usage
Close Orders	RUN_OM_CLOSE	Order Management, Quotes and Orders, Process Orders, Close Order	Checks the status of orders, lines, and schedules and closes them when appropriate. Note: OM_CLOSE should be run regularly for best system performance. Important! As a safeguard to ensure that you are making changes to the correct tables, do investigation using a SQL tool before making any modifications. The lists of tables accessed and updated that PeopleSoft provides are overviews and may not be comprehensive.

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PART 4

Defining Sales Order Business Processes

Chapter 25
Billing Orders

Chapter 26
Placing Sales Orders on Hold

Chapter 27
Using Sales Order and Quotation Enterprise Integration Points

Chapter 28
Analyzing Sales Using PS/nVision and Online Analytical Processing

CHAPTER 25

Billing Orders

This chapter discusses the way in which sales orders are billed in PeopleSoft Billing. The chapter provides an overview of the billing process, prerequisites, and discusses how to:

- Use direct invoicing.
- Populate billing.
- Prepare nonstock products for billing.

Understanding How Orders Are Submitted For Billing

PeopleSoft Billing invoices customers for sales orders. Information is passed to PeopleSoft Billing by using either:

- Direct Invoicing.
- Populate Billing.

Invoices can be generated by either:

- Ship from warehouse from shipment history in PeopleSoft Inventory.
- PeopleSoft Order Management business unit.

Note. Divide sales order transactions among different Billing business units if you're billing by Inventory business unit. Each Inventory business unit can be linked to a separate Billing business unit. A PeopleSoft Order Management business unit can only be linked to a single PeopleSoft Billing business unit.

After the invoice is created, the invoice number, date, and line number appear on shipment history inquiries in PeopleSoft Order Management.

Note. Sales orders that are created from PeopleSoft Contracts are billed from Contracts. Shipment history data for contracts sales orders are not updated with invoice information.

Using Bill-by Criteria

PeopleSoft Billing uses the bill-by concept to group sales activity on invoices. For example, it can generate a separate invoice for each shipping ID or for each sales order number. Define a different bill by for each customer so that one customer is billed by order number and another by shipping ID. Establish bill-by criteria on the Bill By Identifier page in PeopleSoft Billing.

Payment Method, Payment Terms Code, and Address Sequence Number are implicit bill bys for PeopleSoft Order Management.

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Note. Associate the Bill By Identifier with a Bill To customer on the General Information - Bill To Options page. If sales transactions are liable for value added tax (VAT), these fields are implicitly included in the bill-by fields list for the bill-by identifier: Ship To Country, Ship From Country, Buyer's VAT Registration Country (customer's VAT registration country), Seller's VAT Registration Country (reporting country) and VAT Treatment Group.

Note. When billing sales order activity that is subject to VAT, the Populate Billing process passes VAT parameters to PeopleSoft Billing. When this occurs, the Billing Interface process creates new bills rather than adding activity to existing similar bills within PeopleSoft Billing. Therefore, if you choose to bill customers according to bill cycles, it is recommended that you run the Populate Billing process on a schedule that enables you to produce fewer invoices per bill cycle.

See Chapter 29, "Order Processing in a VAT Environment," page 493.

Pricing Considerations for Billing Sales Orders

Sales orders can have pricing UOM's that are different from the ordering UOM. The Populate Billing (OM_BILL) will always invoice order activity in the pricing UOM. The UOM and prices reflected on the invoice will be in the pricing UOM.

If you are using tiered pricing and an order schedule is broken out into more than one pricing schedule, quantities from each pricing schedule will be on individual lines of an invoice. In this example, there are two pricing schedules for an order schedule—the first schedule for 10 units at 10 USD and the second schedule for 10 units at 8 USD. If the pricing schedules shipped before the Populate Billing process was run, there would be two invoice lines, even though there was only one order schedule. If all of the schedules have not shipped before the Populate Billing process is run, the lines would be invoiced in this example. Using the same scenario with two pricing schedules, however only 7 units shipped before the Populate Billing process was run. There would be one on an invoice for 7 units at 10 USD. When the remaining 13 units shipped and the Populate Billing process was run again, there would be two additional invoice lines— one line for 3 units at 10 USD and another line for 10 units at 8 USD.

Using Direct Invoicing

Direct invoicing streamlines the billing process combining several steps in the order-to-invoice cycle. PeopleSoft designed direct invoicing for order management environments that require immediate invoicing for shipped goods, instead of a traditional cycle billing. Direct invoicing is active by default. Leave the option selected for customers who require time-sensitive invoices based on shipment ID. Deactivate the option for customers who prefer summarized billing (perhaps monthly) on the customer General Information - Bill To Options page. The direct invoicing option moves by defaults to the Bill To section of the Order Entry Form page on the sales order. Because you can change the direct invoicing option by order as well as by customer, you can configure customers' billing requirements.

If you don't use the direct invoicing option, you must run individually each of the processes that are included in direct invoicing.

Note. When using the Direct Invoicing, you must specify the Range Selection ID and Direct Invoicing on the Bill-By Identifier page.

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Direct invoicing is run from PeopleSoft Inventory or PeopleSoft Order Management. This table discusses each option to run direct invoicing:

Process	Run Control Page	Description	Processes
Direct Invoicing (DIRCTIVC).	• Shipping Issues - Order Summary page in PeopleSoft Inventory. • Populate Billing in PeopleSoft Order Management.	Launches the multiprocess job to move invoices into PeopleSoft Billing. Invoices are finalized and printed and also loaded into PeopleSoft Receivables and General Ledger.	• Populate Billing (OM_BILL). • Billing Interface (BIIF001). • Process VAT Defaults (process value-added tax defaults) (BIPVAT00). • Pre-Process and Finalization (BIIVC000). • Invoice Extract Process (BI_IVCEXT). • Print SQR Invoice (BISPJ00) • Print Crystal Invoice (BICPJ00) • XML Publisher Invoice (BI_PRNXPN01) • Print Crystal Acceptgiro Inv (BICPJA00) • Landscape Summarizes Invoices (BISLSUM). • Crystal Summarizes Invoices (BICLSUM). • Billing Currency Conversion (BICURCNV). • Billing Pre-Load Process (BIPRELD). • Load AR Pending Items (load accounts receivable pending items) (BILDAR01). • Load GL Interface (load general ledger interface) (BILDGL01). • Generate AP Voucher (generate accounts payable voucher) (BIGNAP01).

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Process	Run Control Page	Description	Processes
Direct Invoicing - No Load (DIRCTIV2).	• Shipping Issues - Order Summary page in PeopleSoft Inventory. • Populate Billing in PeopleSoft Order Management.	Launches the multiprocess job to move invoices into PeopleSoft Billing. Invoices are finalized and printed, but not loaded into PeopleSoft Receivables and General Ledger.	• Populate Billing (OM_BILL). • Billing Interface (BIIF001). • Process VAT Defaults (process value-added tax defaults) (BIPVAT00). • Pre-Process and Finalization (BIIVC000) • Invoice Extract Process (BI_IVCEXT). • Print SQR Invoice (BISPJ00) • Landscape Summarizes Invoices (BISLSUM).
Direct Invoicing with Auto-ship (DIRAUTO).	Ship and Invoice page in PeopleSoft Inventory.	Launches Direct Invoicing with the Auto-Ship multiprocess job (DIRAUTO), which confirms, ships, depletes, and creates invoices for the shipped stock in addition to launching all of the processes in the Direct Invoicing (DIRCTIVC) multiprocess job.	• Picking Confirmation (IN_FUL_CONF). • Packing Slip (INS6500). • Publish Outbound Message ASN (publish outbound message advanced shipping notice) (IN_PUB_MSG). • Populate Billing (OM_BILL). • InterUnit Transfers Bill Load (INS6300). • Billing Interface (BIIF001). • Process VAT Defaults (process value-added tax defaults) (BIPVAT00). • Pre-Process and Finalization (BIIVC000).

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Process	Run Control Page	Description	Processes
Direct Invoicing with Auto-ship (DIRAUTO continued).			• Invoice Extract Process (BI_IVCEXT). • Print SQR Invoice (BISPJ00) • XML Publisher Invoice (BI_PRNXPN01) • Print Crystal Invoice (BICPJ00) • Landscape Summarizes Invoices (BISLSUM). • Crystal Summarizes Invoices (BICLSUM). • Billing Currency Conversion (BICURCNV). • Billing Pre-Load Process (BIPRELD). • Load AR Pending Items (load accounts receivable pending items) (BILDAR01). • Load GL Interface (load general ledger interface) (BILDGL01). • Generate AP Voucher (generate accounts payable voucher) (BIGNAP01).

Warning! Important! To remove processes from the Direct Invoicing job, you must modify the PeopleCode that controls this job. Because there is more than one Application Engine application being run by this job, only the first application is defined as a process in the job definition. PeopleCode sets up the additional Application Engine request for additional applications, such as PeopleSoft Currency Conversion. You must modify the PeopleCode to disable the creation of this request.

Important! Important! Direct invoicing always runs on a server, never on a client. You must select a server that is appropriate for direct invoicing processes. For example, if you're running Taxware or Vertex, you need to select a server that is appropriate for tax module processing in that operating environment.

See Also

PeopleSoft Enterprise Billing 9.0 PeopleBook, "Processing Billing Interface Activity"

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Shipping Inventory"

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Populating Billing

The section provides an overview of the Populate Billing process, lists prerequisites, and discusses how to run the Populate Billing process (OM_BILL).

Understanding the Populate Billing Process

You can populate PeopleSoft Billing with sales orders data for invoicing using the Direct Invoicing from the Populate Billing run control page. You can select either Direct Invoicing (DIRCTIVC) or Direct Invoicing — No Load (DIRCTIV2).

To populate PeopleSoft Billing without using the Direct Invoicing job, these two processes must be completed:

- Populate Billing (OM_BILL): Populates the interface tables in PeopleSoft Billing with the shipment history that is from PeopleSoft Inventory:
  - INTFC_BI
  - INTFC_BI2
  - INTFC_BI_AEDS
  - INTFC_BI_NOTE
  - INTFC_BI_HDR
  - INTFC_BI_EXSD
  - INTFC_BI_TAX (This table is only used for fully paid counter sales where Order Management passes the tax detail to Billing and Billing does not recalculate taxes.
- Billing Interface (BIIF0001): Moves the data from the interface tables to the PeopleSoft Billing tables in order to finalize and print the invoices.

These processes can be run individually or together with the Populate Billing job (OM_IVC), which combines both processes and runs these processes:

- Populate Billing (OM_BILL)
- Billing Interface (BIIF0001)
- Process VAT Defaults (BIPVAT00)

Note. If you run the Populate Billing process individually, run the Billing Interface to move the data from the interface tables to the Billing tables to create invoices. Use the Populate Billing interface ID from the OM Billing Message Log page to run the Billing Interface.

Note. The Billing Interface table (INTFC_BI) doesn't store the invoice number. After the Billing Interface is run, it updates the IN_DEMAND_BI table with the Invoice Number and the Invoice line number.

Note. Sales orders that are generated from PeopleSoft Contracts are billed from Contracts, not Order Management.

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Prerequisites

Associate a PeopleSoft Billing business unit, distribution codes, a bill type, a bill source, and product IDs for restocking, freight, and miscellaneous charges with the PeopleSoft Order Management business units or PeopleSoft Inventory business units. The Inventory business unit billing options take precedence over the billing options on the Order Management business unit. The bill type field on the sales order defaults from the customer or order group, in that order. If there is not a bill type on the sales order, the Populate Billing process will determine if the bill type field from the Inventory Business Unit or Order Management Business Unit will be used.

Important! The billing interface is structured to work with PeopleSoft Billing. If you use a own or a third-party billing system, you cannot use the Populate Billing process.

Note. Business unit setup also affects returned material authorization (RMA) processing. The RMA Adjustments process (BIRMAADJ) in PeopleSoft Billing requires that you always associate an Order Management business unit with a Billing business unit, even if you are invoicing by Inventory business unit.

As a prerequisite for the Populate Billing process, set up these parameters.

1. Establish business unit options.
    a. If you're billing by billing business unit, select a Billing business unit with an Order Management business unit on the Order Management Definition - Order Management Setup page and Accounting and Billing page.
    b. If you're billing by inventory business unit, select the Billing business on the Inventory Definition - Business Unit Definition page and the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.
2. Establish distribution codes and required billing options to send information to PeopleSoft General Ledger through PeopleSoft Billing.
    a. If you're billing by billing business unit, use the Accounting and Billing page.
    b. If you're billing by inventory business unit, use the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.
3. Establish automatic numbering for invoices on the Installation Options - Billing - General Options page.
4. On the Accounting and Billing page:
    - Determine how weight and volume and total order price adjustments are sent to PeopleSoft Billing
    - Determine whether discounts and surcharges pass to PeopleSoft Billing and appear on invoices.

See Also

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Defining Your Operational Structure in PeopleSoft Inventory"

PeopleSoft Enterprise Application Fundamentals 9.0 PeopleBook, "Setting Installation Options for PeopleSoft Applications," Defining Billing Installation Options

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," page 19

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Page Used to Populate Billing

Page Name	Object Name	Navigation	Usage
Populate Billing	RUN_OM_BILLING1	Order Management, Quotes and Orders, Create OM Billing Entries, Process OM Billing	Establish process parameters to run the Populate Billing process (OM_BILL) to populate the Billing Interface or the OM Invoicing multi-process job (OM_IVC). The OM Invoicing process runs the Poplulate Billing, the Billing Interface, and the Process VAT Defaults or as part of Direct Invoicing (DIRCTIVC) or Direct Invoicing — No Load (DIRCTIV2).

Populate Billing Page

Access the Populate Billing page.

Billing Unit, Order Management Unit, Inventory Business Unit

Select a combination. If you want to select data for all PeopleSoft Order Management or Inventory business units, enter the Billing Unit but leave the Order Management Unit or Inventory Business Unit blank. The Populate Billing process then selects data for all Order Management or Inventory business units that are tied to the Billing Unit on the page.

Sold To Customer, Bill To Customer, Order No, Shipping ID, Instance, Interface ID

Use these fields to narrow the scope of the shipment history that is sent to PeopleSoft Billing for invoicing.

Only Process Paid Orders

You can optionally select paid orders.

Run

The Process Scheduler Request page appears, choose to run:

- The Direct Invoicing (DIRCTIVC) multi-process job.

  The Direct Invoicing— No Load (DIRCTIV2) multi-process job.
- The Populate Billing process individually.
- The OM Invoicing multiprocess job which runs Populate Billing, Billing Interface, and Process VAT Defaults.

Note. If you run Populate Billing (OM_BILL) individually, you must run the Billing Interface (BIIF001) to move the data from the interface tables to the Billing tables so that the invoice can be created. You need the Populate Billing ID from the Populate Billing instance to run the Billing Interface. The Interface ID is found in the message log of the Populate Billing process instance.

Set up the EMP_SERVLET for the notifications used with URL Locations prior to running the process.

See Chapter 4, “Implementing PeopleSoft Order Management Options,” Setting the URL Location for Notifications, page 61.

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Preparing Nonstock Products for Billing

This section provides an overview, common elements, and discusses how to :

- Process billing activity automatically.
- Process billing activity manually.

Understanding Billing Nonstock Products

Because nonstock products aren't shipped, the system builds shipment history for nonstock products when they are marked for billing.

When an order is saved or Populate Demand (OM_DEMAND) is run, non-stock products and products that are shipped directly from the vendor to the customer, will be inserted as IN_FULFILL_STATE = '10' (Pending) in IN_DEMAND. When Mark Lines for Billing is run, the status in IN_DEMAND will be updated to '70' (Depleted).

A row will be inserted into IN_DEMAND_ADDR with the correct ship to address for the order schedule. If an override exists, that address will be used and the IN_DEMAND.ADDR_OVRD_LEVEL will be set to 'D'. If the quantity is less then the quantity scheduled, a new pending row will be inserted into IN_DEMAND representing the difference between the quantity shipped and the quantity scheduled.

Note. You can not Mark Lines for Billing if an active hold exists for the schedule and the pass to billing flag for that hold type on the order management business unit definition is turned off.

Note. Sales orders that PeopleSoft Contracts generates that have nonstocked or direct-shipped order schedules must also run any of the options to mark lines for billing to create the shipping history and costing data for Order Management and Inventory. Only nonstock products that are type General Use Including Contracts or General Use Excluding Contracts are processed through Mark Lines for Billing.

The Populate Billing process handles billing for products and product kits differently:

- Products for shipment history are selected, even if the scheduled quantity is only partially shipped.

  For example, if 10 workstations are scheduled and four are shipped today, then four are billable today. If six more ship next week, then they are billable when shipped. In other words, products can be billed even if the order line quantity is partially shipped. A bill line is eventually generated for each shipment after the billing interface is run.

- Product kits, on the other hand, are billable when the required components ship in ratios that form a complete kit. If you have components that are not marked as required, those components are not considered when determining if a full kit has shipped.

  A product kit that has required stock and nonstock items is invoiced when the stock items are shipped.

  For example:

  An order is placed for five of product kit 670001−Standard Desktop System. This table lists the components for each kit and the components that are available to pick and ship:

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Components	Required	Component Per Kit	Component Quantity Available
10001-Monitor	Yes	1	5
10002-Keyboard	Yes	1	5
10003-Hard-drive	Yes	1	4
10004–Software	No	1	5

Because only four hard-drives are available, four kits are shipped and PeopleSoft Billing invoices for the four complete kits that are shipped. The non-required component is not included in the calculation.

Billing Product Kits/Configured Kits with Nonstock Components

If a kit contains required nonstock products, the number of these components that are marked for billing must equal the available stocked components to maintain the correct kit completion ratio.

Note. A product/configured kit that has required stock and nonstock items is invoiced when the stock items are shipped. If you select the Mark for Billing at Order Save option on the Order Entry Features page, the nonstock items are marked for billing when the order schedule is saved. If the Populate Billing process is run before the stocked components are shipped, the kit isn't invoiced, even though the nonstock items are billable. The kit is invoiced when the stock items are shipped.

Changes to Product Kit Schedules

When an order schedule for a product kit is saved with a status of open, the demand for the stocked components is staged in the PeopleSoft Inventory demand table (IN_DEMAND) as separate demand lines that are tied to the parent product ID. The date for the demand lines is the scheduled shipment date of the order schedule. The system compares the effective date for each of the stocked components to the shipment date to determine the valid components for the kit at the time of shipment.

If you mark a product kit component obsolete after demand for the kit is sent to PeopleSoft Inventory, the demand for the kit is not changed. The fulfillment and invoicing process for the schedule continues. To correct Inventory demand, you must cancel the existing schedule for the kit and add a new schedule.

See Chapter 15, "Introduction to Sales Order Entry," Changing Orders, page 251.

Common Elements Used in This Section

Distrib. Type (distribution type) Distribution types determine which cost of goods sold account is debited and which offset account is credited. PeopleSoft Inventory handles the distribution type for stocked items at the time of shipment. For nonstock products, optionally select a value on the Order Schedule Distribution page. If a value doesn't exist for nonstock order schedules, use this field to select a value for the system to use as the default for those schedules.

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Note. If a direct-shipped order schedule is for a product that is normally stocked in PeopleSoft Inventory, the system uses the distribution type that is defined for that product in Inventory and not the default that you choose on this page.

Pages Used to Process Nonstock Products for Billing

Page Name	Object Name	Navigation	Usage
Mark Lines For Billing process	RUN_OM_MARKLN	Order Management, Quotes and Orders, Create OM Billing Entries, Process Mark Lines for Billing	Establish the process parameters to automatically insert order schedule lines into the PeopleSoft Inventory shipping history staging table (IN_DEMAND) for nonstock and direct-shipped order schedules, insert costing data to CM_CST_NSSHIP, and set the status for nonstock products to *Ready for Invoicing.* For direct-shipped schedules, you can include matched lines only, when there is a matching payables invoice for the purchasing receipt. **Note.** This process is for all non-stock products and direct ships.
Mark Lines for Billing	SHIP_NONSTK	Order Management, Quotes and Orders, Create OM Billing Entries, Mark Lines For Billing	Manually record shipment history for all nonstock products, product kit components and configured kit components.

Automatically Process Billing Activity for Nonstock Products

Access the Mark Lines for Billing process page.

Mark Direct Ship If Matched Only If you select the check box, the process inserts demand lines for direct-shipped order schedules only if there is a PeopleSoft Payables invoice for the Purchasing receipt. If you do not select this check box, all direct-shipped schedules are inserted as shipped lines (IN_DEMAND) in PeopleSoft Inventory.

Schedule Thru Date/Time To restrict the order schedules that are picked up by the process to a range of dates, enter a value in the field. All order schedules that are scheduled to ship at any time up to and including the value that you enter are included.

Ship Date/Time The system uses the date that you enter as the default for nonstock order schedules. Because these schedules don't actually ship, this date indicates when the service is provided.

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Manually Process Billing Activity for Non-Stock Products

Access the Mark Lines for Billing page.

Quantity Shipped The value appears by default from the line and can't be changed if it's shipped or billed.

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CHAPTER 26

Placing Sales Orders on Hold

The section provides an overview, prerequisites and describes how to:

- Apply holds automatically.
- Apply holds manually.
- Manage holds with the Order Hold Workbench.

Understanding Sales Order Holds in PeopleSoft Order Management

This section discusses:

- Sales order holds and Inventory processing.
- Hold information appearing on sales orders.

In PeopleSoft Order Management, holds can be applied automatically, manually at order entry, or by using the Order Hold Workbench. Entry violations can prevent fulfillment in PeopleSoft Inventory, or PeopleSoft Purchasing for direct-shipped orders, if the violation of the order parameter is serious, or the system simply displays a warning message for less important infractions. Hold codes also determine whether demand should be included in the PeopleSoft Supply Planning algorithms or the sales order should be sent to PeopleSoft Billing for invoicing.

Price-related holds will not be placed on the order if the order is from a buying agreement. The price-related holds are Minimum Selling Price, Less Than Minimum Margin, and Exceeds Maximum Margin.

The system can perform hold checks online at order entry or use two processes: Automatic Hold Check and Automatic Credit Check to periodically review quote and order headers, lines, and schedules to apply and release holds. A third process, Populate Demand, sends demand data to PeopleSoft Inventory for orders with released holds, if the order schedule is saved in an open status. If the order schedule is saved in pending status and is subsequently released manually from hold, changing the status to open sends the demand data to PeopleSoft Inventory. In this case, the Populate Demand process need not be run for that order.

Updating holds is controlled using role security. Hold codes are assigned to roles and given authority to add, release or delete and then roles are associated with user id. For example, the security can prevent a CSR from releasing a credit related hold but allow the CSR to manage order related holds. The hold security is enabled when using the sales order, Order Hold Workbench, messages, and applying messages to customers and products. For example, a user could only add a message hold to a product or customer if they have the appropriate security for the hold code.

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Note. Additional processes remove other holds. The Request Price Check process (OM_AUDIT) is used for price discrepancy holds and the CC Processing (OM_CRC000) process removes credit card holds after they are authorized.

See Chapter 27, "Using Sales Order and Quotation Enterprise Integration Points," Using Request Price Check, page 482.

See *PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook*, "Processing Credit Cards".

This section discusses:

- Sales order holds and inventory processing.
- Hold information that appears on sales orders.

Sales Order Holds and Inventory Processing

When a new sales order schedule is saved in the Open status and it goes on hold, order information is not passed to PeopleSoft Inventory. When the underlying hold is removed by the Automatic Hold Check or Automatic Credit Check process, the Populate Demand process should be run. The exception to this rule is for hold conditions that are not severe enough to prevent order fulfillment. In these cases, you can determine which state to process through by checking the Pass to Unfulfilled, Pass to Releasable, Pass to Released, Pass to Picked/Confirmed, or Pass to Shipped options on the Hold Processing Page. When any of these items are checked, at the specified state, processing proceeds even when the order violates the hold parameter.

Sales orders can be put on hold after the demand line is sent to PeopleSoft Inventory. The inventory system checks for holds at two points in the fulfillment cycle:

- When the Picking Plan process runs.
- When an order is selected for shipment on the Shipping/Issues - Order Summary page.

  If the Picking Plan process determines that a hold is applied to an order, the demand line is not printed on the picking plan. If you select an order that is on hold from the Shipping/Issues component, the system prevents shipment of the order.

  Note. Orders must be released from hold in PeopleSoft Order Management or the Order Hold Workbench. Inventory personnel aren't able to remove the hold for sales orders.

  Note. Run the Automatic Credit Check process and the Automatic Hold Check process in PeopleSoft Order Management to reevaluate the status of orders that are put on hold after demand data is sent to PeopleSoft Inventory.

  Note. If you are working with large volume orders, it's important to run the Automatic Credit Check and Automatic Hold Check process frequently to ensure that orders that exceed the maximum line/schedule thresholds are updated for hold and credit checking.

  See Chapter 20, "Working with Large Orders and Quotes," page 349.

The diagram outlines the effect of sales order holds on Inventory order fulfillment.

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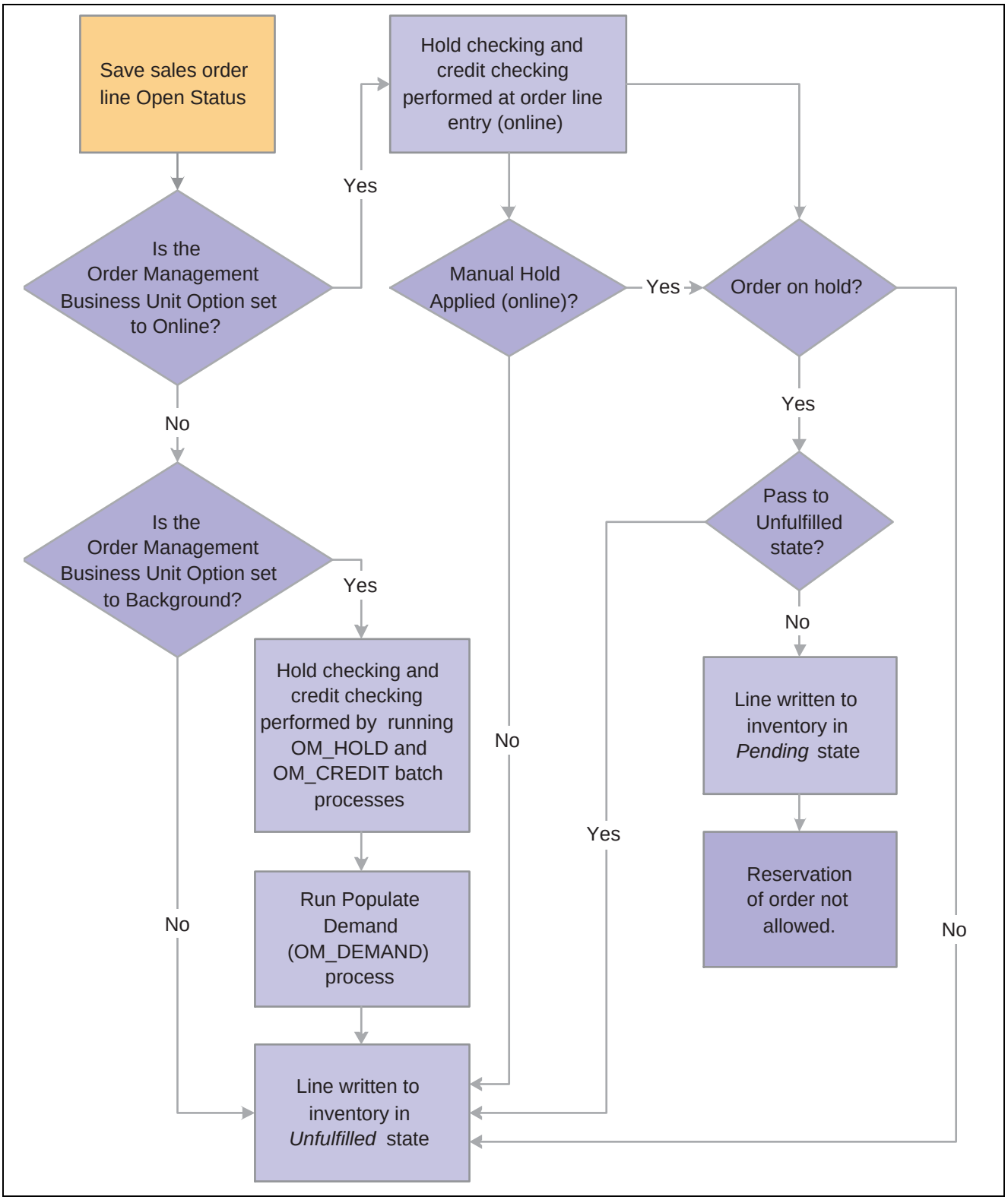

Effect of sales order holds on inventory (1 of 3)

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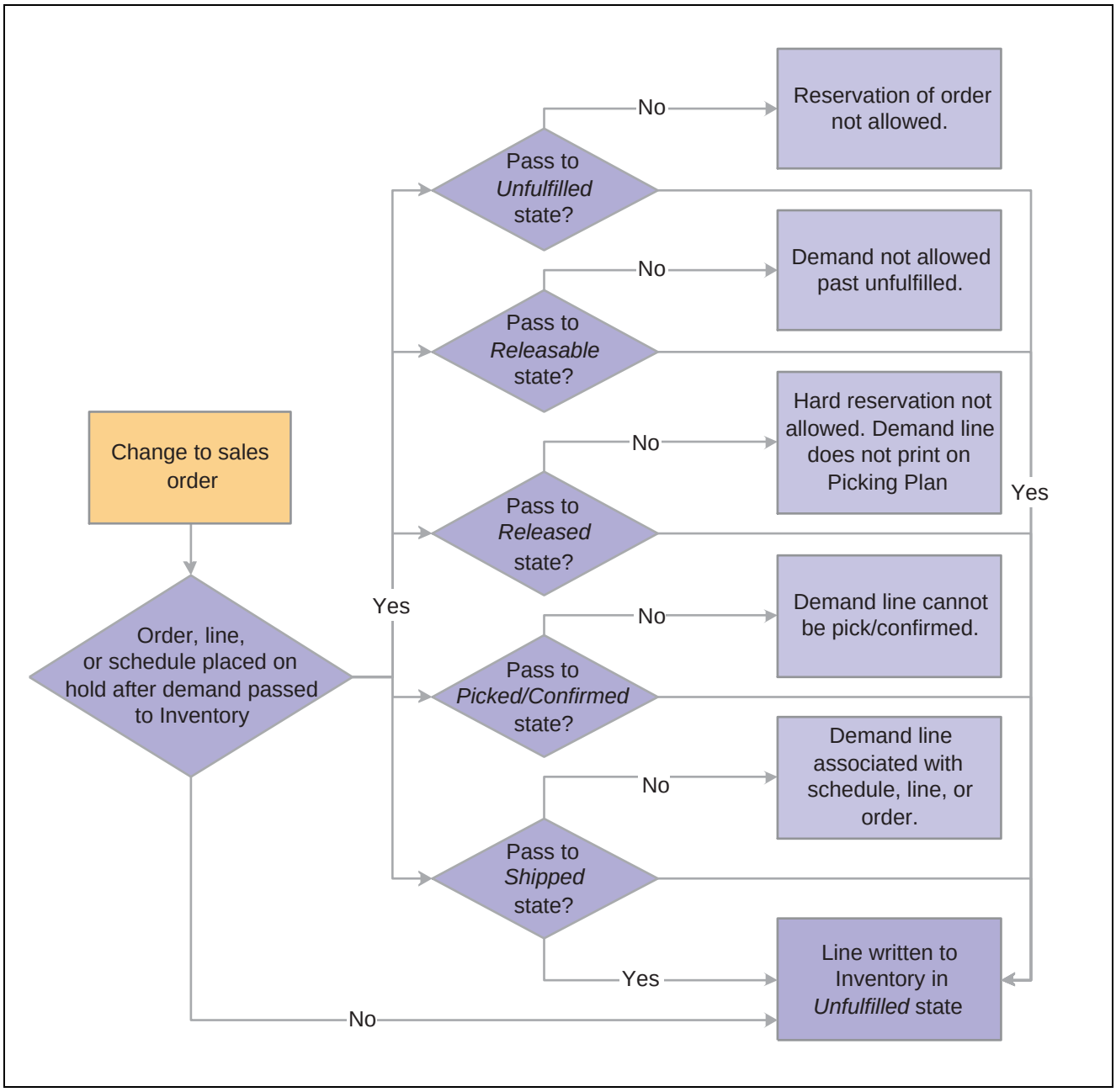

Effect of sales order holds on inventory (2 of 3)

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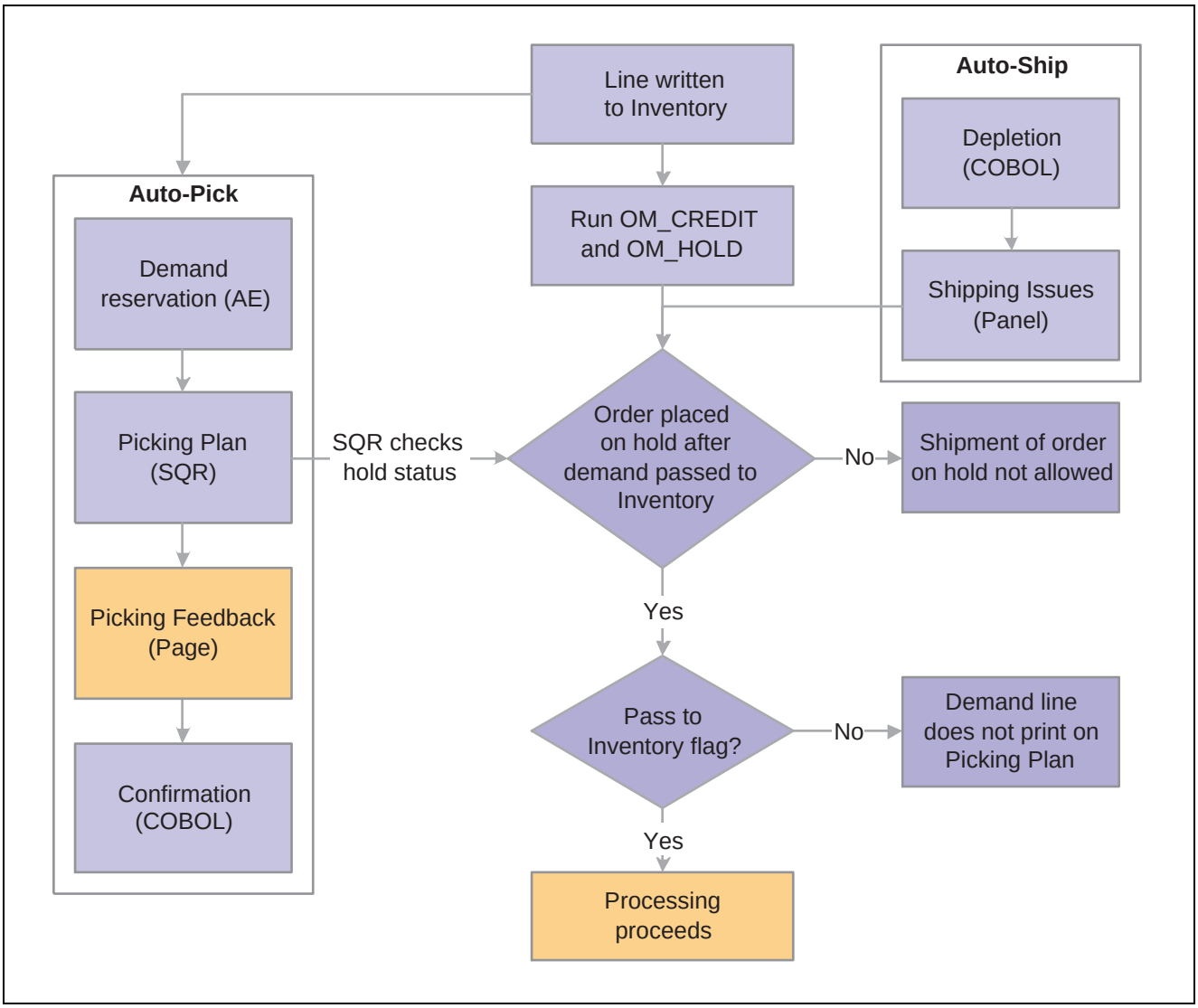

Effect of sales order holds on inventory (3 of 3)

Note. Whenever a hold is updatedrow is written to the ORD_HOLD_AUDIT table capturing the event.

Hold Information Appearing on Sales Orders

On the Order Form Entry page, you can access the Order Hold History page from the Header Menu to view hold information for the entire order. From the header, line, and schedule Hold/Change Reasons page, you can access a hold history page for each of the levels. When making changes to holds on the sales order, you must provide a reason code.

The sections discuss how hold information appears on sales orders.

Header Holds

When an order is on hold at the header level, this occurs:

- A red ORDER HOLD indicator appears on the Order Header section of the Order Entry Form page.
- A row is written to the ORD_HOLD table with an active status.

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- A row is written to the ORD_HOLD_AUDIT table capturing the event.

Line Holds

When an order is on hold at the line level, this occurs:

- The Hold column of the Order Lines section of the Order Entry Form page displays a red L for each line that has a line hold.
- A row is written to the ORD_HOLD table with an active status.
- A row is written to the ORD_HOLD_AUDIT table capturing the event.

Schedule Holds

When an order is on hold at the schedule level, this occurs:

- The Hold column of the Shipment Schedules page display a red *S* for each schedule that has a schedule hold.
- A row is written to the ORD_HOLD table with an active status.

  A row is written to the ORD_HOLD_AUDIT table capturing the event.

Note. The Hold column of the Order Lines section of the Order Entry Form page displays a red S for each line that has at least one schedule hold. If the order line also has a line hold, then a red L/S appears to indicate that the order line has both line and schedule holds.

The automatic holds that apply to the sales order header, line, and schedule are listed in this table:

Header	Line	Schedule
Bill to customer exceeds credit limit. Bill to customer has a message attached with an action of hold. No sold to ID entered. No bill to ID entered. VMI. Financial Sanctions Screening.	Product has a message attached with an action of hold. Components are not defined for a product kit. Minimum or maximum order quantity violations. Buying agreement violations. Configuration violations.	No ship to ID entered. Margin violations. Minimum selling price violation. Counter sale. Margin rule. Product kit component product has a message attached with an action of hold.

Prerequisites

Establish to set up options for hold processing.

1. Establish default reason codes.
2. Define hold codes on the Hold Codes page.
3. Define automatic hold parameters, determine the impact of manual holds on order processing, and elect online or background processing for hold checking, and establish holds on the Holds Processing page.

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4. Define Holds Setup options on the Holds Setup page.
5. Assign hold codes to user roles to control what holds a role can manage.
6. To associate a Message Action hold with a customer or product, define a message with an action of Hold on the Messages page.
   - Attach messages to customers on the General Information - Messages page and to products on the Messages page.
   - When these customers or products are referenced on an order, the order (or line in the case of products, schedule in case of product kit component products) is placed on hold. The customer or product remains on hold until the message is removed, or until the hold code is manually inactivated on the Hold page or Order Hold Workbench for each order with this message attached.

See Also

Chapter 4, "Implementing PeopleSoft Order Management Options," Setting Up Order Processing Options, page 47

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 58

Applying Holds Automatically

This section provides and overview and discusses how to:

- Perform automatic hold checking.
- Performing automatic credit checking for customers.
- Performing automatic credit checking by order source codes.

Understanding Automatic Hold Processing

Perform these steps to use automatic hold processing.

1. Run the Automatic Hold Check Process.
2. Run the Automatic Credit Check process by customer or source code.
3. Run the Populate Demand process to populates PeopleSoft Inventory demand tables after the holds are released.

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Pages Used to Process Holds Automatically

Page Name	Object Name	Navigation	Usage
Automatic Hold Check	RUN_OM_HOLD	Order Management, Quotes and Orders, Process Orders, Apply/Release Order Hold	Establish process parameters to apply and remove holds that are not related to credit holds.
Customers	RUN_OM_CREDIT	Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Customers	Establish process parameters to run credit checking for all orders by setID, customer, or customer group.
Source Codes	RUN_OM_CREDIT2	Order Management, Quotes and Orders, Process Orders, Apply/Release Credit Hold, Source Codes	Establish process parameters to run credit checking by source codes.
Populate Demand	RUN_OM_DEMAND	Order Management, Quotes and Orders, Process Orders, Release Demand to Inventory	Establish process parameters to pick up data for orders that are released from hold and send the information to PeopleSoft Inventory for fulfillment processing.

Performing Automatic Hold Checking

Access the Automatic Hold Check page.

The Automatic Hold Check process (OM_HOLD) reviews open orders, lines, and shipment schedules for hold conditions based on the criteria that are established on the Hold Processing page as well as Message Action Holds. If conditions that previously put an order (header, line, or schedule) on hold no longer exist, this process automatically removes the hold.

Note. Run this process prior to picking or shipping in PeopleSoft Inventory to reevaluate the hold status for orders placed on hold after demand data is sent to Inventory.

Performing Automatic Credit Checking for Customers

Access the Apply/Release Credit Hold - Customers page.

The Automatic Credit Check process (OM_CREDIT) determines which orders have credit holds that should be applied or released based on the credit hold criteria that is established on the:

- Order Management business unit Credit Processing page.
- General Information - Credit Profile - Credit Check page.
- Order Group Terms page.

All three of these credit-checking options must be selected in order for the process to perform credit checks. If a customer normally has credit checking run on their orders, you can bypass credit checking for a particular order by assigning an order group that has credit check turned off. Use this option when shipping customer goods on an order where you do not want the value of the order included in the credit-checking algorithm.

This process is enabled when Sales Order and or Quote is selected in the background group box on the Credit Processing page. Run the Automatic Credit Check process for customers and source codes.

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Note. The credit-checking algorithm only includes orders in open status. Orders with order schedules in Pending status are ignored until they are moved to open. Automatic Credit Check should be run regularly if sales orders are modified after being created in open status. Run Automatic Credit Check for both customers and sales orders to ensure that orders changed to open from pending status are included in the process.

Note. You should run this process before picking or shipping in PeopleSoft Inventory to reevaluate the hold status for orders after demand data is sent to Inventory.

Customer Group Only customer groups that you designate as a reporting group type on the Customer Group Table page appear on the list of available options.

Performing Automatic Credit Checking by Order Source Codes

Access the Apply/Release Credit Hold - Source Codes page.

Inclusive Source Code If you leave the field blank, the Automatic Credit Check process runs for all source codes. Source Codes are set up on the Order Source Codes page. Elect to run this process for a specific order source. For example, if you want to run Automatic Credit Check against orders that you receive from the web, you enter the source code that you set up for web orders.

Populating Demand

Access the Populate Demand page.

When an order is placed on hold, the system may not send demand to PeopleSoft Inventory depending on the selections on the Holds Processing page for the various states in Inventory. When holds prevent order information transfer to Inventory, the Populate Demand process picks up data from these orders that are in open status and populates PeopleSoft Inventory demand tables when the holds are released.

Applying Holds Manually

Automatic hold processing handles the majority of order holds, but there may be circumstances that require clerks to place order or quote headers, lines, or schedules on hold manually. Determine the effect of manual holds on order processing and planning consideration on the Hold Processing page.

Use these pages to apply manual holds for sales orders and quotes:

- Header Holds/Change Reasons page.
- Line Holds/Change Reasons page.
- Schedule Holds/Change Reasons page.
- Order Hold Workbench pages.

Note. Orders that are placed on hold manually must have the holds removed manually.

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Pages Used to Apply Holds Manually

Page Name	Object Name	Navigation	Usage
Header Holds/Change Reasons	ORDENT_HDR_RSN	Select Holds / Change Reasons in the …Header Menu field on the Order Entry Form page.	Place or remove manual order holds at the header level.
Line Holds/Change Reasons	ORDENT_LINE_RSN	Select Holds / Change Reasons in the …Lines Menu field on the Order Entry Form page.	Place or remove manual order holds at the line level.
Schedule Holds/Change Reasons	ORDENT_SCH_RSN	Select Holds / Change Reasons in the …Schedule Menu field on the Shipment Schedules page.	Place or remove manual order holds at the schedule level.
Order Hold Workbench — Overview	HWB_OVERVIEW	Order Management, Quotes and Orders, Order Hold Workbench	Use this page to view analytic data across sales orders on hold. Hold data can be searched/summarized using business unit, hold code or customer.

Managing Holds With the Order Hold Workbench

This section provides an overview of the Order Hold Workbench and discusses how to:

- Use the Order Hold Workbench.
- Searching for holds.
- Manage header holds.
- Manage line holds.
- Manage schedule holds.

Understanding the Order Hold Workbench

The Order Hold Workbench enables visibility into holds across orders, lines and schedules and to make it easier to apply, release, and delete individual holds against multiple orders. You can release or apply holds using the workbench instead of manually manipulating the holds on the sales order or using the background processes. The workbench includes:

- Search criteria for retrieving orders.
- The ability to see certain analytic data about holds across your organization.
- The ability to manually apply, release, or delete holds across multiple orders at the header, line or schedule level.
- The ability to have a message evaluated against an order and have holds applied or deleted depending if the message should be active against a customer or product.

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- Role security to control the hold codes that each role can manipulate.
- Links to product and customer messages and hold codes.

Understanding the Select All and Deselect All Options

This table describes the behavior of the Select All and Deselect All buttons on the header, line, and schedule hold pages.

Page when Select All/ Deselect All button is pushed	Hold Action = Apply	Hold Action = Release/Delete	Hold Action = Message
Header	Select All will select all grid lines at the Header level. Deselect All will deselect all grid lines at the Header level.	Select All will select all grid lines at the Header, Header Hold, Line, Line Hold, Schedule, and Schedule Hold level. Deselect All will deselect all grid lines at the Header Hold level.	Select All will select all grid lines at the Header Hold level. Deselect All will unselect all grid lines at the Header Hold level.
Header Hold	Select All will select all grid lines at the Header Hold level. Deselect All will deselect all grid lines at the Header Hold level.	Select All will select all grid lines at the Header Hold level. Deselect All will deselect all grid lines at the Header Hold level.	Select All will select all grid lines at the Header Hold level. Deselect All will deselect all grid lines at the Header Hold level.
Line	Select All will select all grid lines at the Line level. Deselect All will deselect all grid lines at the Line level.	Select All will select all grid lines at the Line, Line Hold, Schedule, and Schedule Hold level. Deselect All will deselect all grid lines at the Line, Line Hold, Schedule, and Schedule Hold level.	Select All will select all grid lines at the Line, and Schedule level. Deselect All will deselect all grid lines at the Line and Schedule level.
Line Hold	Select All will select all grid lines at the Line Hold level. Deselect All will deselect all grid lines at the Line Hold level.	Select All will select all grid lines at the Line Hold level. Deselect All will deselect all grid lines at the Line Hold level	Select All will select all grid lines at the Line Hold level. Deselect All will deselect all grid lines at the Line Hold level.

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Page when Select All/ Deselect All button is pushed	Hold Action = Apply	Hold Action = Release/Delete	Hold Action = Message
Schedule	Select All will select all grid lines at the Schedule level. Deselect All will deselect all grid lines at the Schedule level.	Select All will select all grid lines at the Schedule and Schedule Hold level. Deselect All will deselect all grid lines at the Schedule, and Schedule Hold level.	Select All will select all grid lines at the Schedule level. Deselect All will deselect all grid lines at the Schedule level.
Schedule Hold	Select All will select all grid lines at the Schedule Hold level. Deselect All will deselect all grid lines at the Schedule Hold level.	Select All will select all grid lines at the Schedule Hold level. Deselect All will deselect all grid lines at the Schedule Hold level.	Select All will select all grid lines at the Schedule Hold level. Deselect All will deselect all grid lines at the Schedule Hold level.

Note. Manually selecting and deselecting the Select For Change field has the same behavior in the table but only at a particular order header, line, or schedule level.

Note. After determining your Hold Action and selecting rows, your selections will be cleared if the Hold Action is changed. The only exception is if you toggle between the Delete and Release Hold Action.

Common Elements in the Holds Workbench

Apply Changes Click the button to perform the hold changes.

Note. This is a powerful feature so make sure that you are only modifying the holds/orders that you are intending.

Clear Click the button to reset to the default values to when you first entering the page.

Current Holds Displays the level of an active hold in the sales order. Values are:

H: header holds, *L:* line holds, and *S:* schedule holds.

Note. Multiple holds can be present. For example, a hold on the line and schedule would display as *LS.*

Deselect All Click the button to deselect all of the lines in the grid.

Header Holds and **Line Holds** and **Schedule Holds** If there is an active hold at the header, line, or schedule, click the Hold Code to view additional information about the hold.

If there are more active holds than can be displayed in the field, there will be a plus '+' symbol in the field.

Hold Action Select which action to perform on the holds. Values are:

Apply: Select to apply holds.

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Delete: Select to delete holds.

Message: Select to evaluate whether or not a message hold should be added or deleted. If the message condition applies, the hold will be applied. If a hold is applied from a message and the condition no longer applies, the hold is deleted.

Release: Select to release a hold.

Hold Code Select the hold code or codes that you want to modify.

If you are applying a hold, you need to specify at least one Hold Code.

If you are releasing or deleting a hold you can optionally leave the field blank, the system will apply the Hold Action to all the rows that were selected based on your hold security. For example, if you are not authorized to release credit holds, they system will not let you modify those types of holds. This is a powerful feature and should be used carefully.

Note. This field does not appear if the Hold Action is Message.

Hold Codes I'm Authorized For Use to limit search for hold codes that are assigned to the user by Hold Code Security by Role. By default this field is checked when accessing the page for the first time.

Message Code Use to search by the holds with message codes.

This field displays if the Hold Action is message on the . Enter a message.

Order No (number) Click to open the order in the Order Entry Form.

Reason Code If you make any changes to the hold condition, select a reason code.

If the Hold Action is Message, the Reason Code field is automatically populated with the system message code defined at the Order Management Business Unit. The workbench follows system rules for applying and or deleting messages to orders. The user may also not have direct security to the hold code. This is to make clear the user didn't directly apply or delete a hold when the message was evaluated.

Select All Click the button to select all of the lines in the grid that were returned by the search criteria.

See Chapter 26, "Placing Sales Orders on Hold," Understanding the Select All and Deselect All Options, page 449.

Select for Change Use to select the orders to modify. You can also use the Select All and Deselect All buttons to work with multiple holds.

Show Lines Click the button to view the line information in the grid.

Show Scheds Click the button to view the schedule information in the grid.

Status Select either *Active* or *Inactive* to limit the search criteria. By default this field is set to Active.

View History Click the link to access the Header Hold History page.

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See Also

Chapter 4, "Implementing PeopleSoft Order Management Options," Defining Hold Code Security by Role, page 58

Pages Used to Manage Holds With the Order Hold Workbench

Page Name	Object Name	Navigation	Usage
Order Hold Workbench — Overview	HWB_OVERVIEW	Order Management, Quotes and Orders, Order Hold Workbench	Use this page to view analytic data across sales orders on hold. Hold data can be searched/summarized using business unit, hold code or customer.
Current Active Average Hold Days	HWB_CURRHLD	Click the More Current Active Hold Days link on the Order Hold Workbench — Overview page.	Use to view the days on hold for additional Hold codes.
Average Days on Hold	HWB_AVGHLD	• Click the Average Dates on Hold with Different Dates on the on the Order Hold Workbench — Overview page. • Click the More Average Days on Hold link on the Order Hold Workbench — Overview page.	Use to change the date criteria for the average days on hold.
Order Amounts by Hold Code Detail	HWB_AMTHLD_DTL	Click the Hold Code in the Order Amounts by Hold Code section of the Order Hold Workbench — Overview page.	Use to view the holds for each order by line and schedule. The value of the hold is displayed for each line and schedule. You can navigate directly to the order by clicking the order number.
Top Order Amounts on Hold Detail	HWB_TOPORDHLD_DTL	Click the Order Number in the Top Order Amounts on Hold section of the Order Hold Workbench — Overview page.	Use to view the line and schedule with the corresponding value of the hold on the order.
Top Order Amounts On Hold	HWB_TOPORDHLD	Click the More Top Orders on Hold link on the Order Hold Workbench — Overview page.	Use to view additional top order amounts on hold.

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Page Name	Object Name	Navigation	Usage
Order Hold Workbench — Search	HWB_SEARCH	• Click the Advanced Search link on the Order Hold Workbench — Overview page. • Click the Basic Search link on the Order Hold Workbench — Overview page.	Use to search for orders with holds. Additional search fields appear if you select the Advanced Search link.
Order Hold Workbench — Header	HWB_HEADER	The page displays after using Advanced Search or Basic Search on the Order Hold Workbench — Overview page.	Use to modify the hold conditions for the order.
Order Hold Workbench — Line	HWB_LINE	Click the Show Lines button on the Order Hold Workbench — Header page.	Use to modify the hold conditions for the line.
Order Hold Workbench — Schedule	HWB_SCHEDULE	Click the Show Sched button on the Order Hold Workbench — Header page or Order Hold Workbench — Line page.	Use to modify the hold conditions for the schedule.
Order Hold Workbench — Header Holds	HWB_HEADER_HOLD	• Click the link for the Header Hold on the Order Hold Workbench — Header page. • Click the link for the Header Hold on the Order Hold Workbench — Line page. • Click the link for the Header Hold on the Order Hold Workbench — Schedule page.	Use to display additional information about the header holds.
Order Hold Workbench — Line Holds	HWB_LINE_HOLD	• Click the link for the Line Hold on the Order Hold Workbench — Header page. • Click the link for the Line Hold on the Order Hold Workbench — Line page. • Click the link for the Line Hold on the Order Hold Workbench — Schedule page.	Use to display additional information about the line holds.

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Page Name	Object Name	Navigation	Usage
Order Hold Workbench — Schedule Holds	HWB_SCHEDULE_HOLD	• Click the link for the Schedule Hold on the Order Hold Workbench — Header page. • Click the link for the Schedule Hold on the Order Hold Workbench — Line page. • Click the link for the Schedule Hold on the Order Hold Workbench — Schedule page.	Use to display additional information about the header holds.
Header Hold History	ORDENT_HLDHIST_SEC	• Click the View History link on the Order Hold Workbench — Header page. • Click the View History link on the Order Hold Workbench — Line page. • Click the View History link on the Order Hold Workbench — Schedule page.	Use to view information about the hold such as when it was added or updated and which user made the change.
Kit Component Quantity Detail	HWB_PRODKIT_SEC	Click the Kit Component Qty Detail button from the Product tab on the Order Hold Workbench Line or Schedule page.	Use to view product kit components if the product ID is for a kit. If the kit has one schedule you can view it from the line page. If the kit has multiple schedules, you can only see the kit components from the schedule page.

Using the Order Hold Workbench

Access the Order Hold Workbench — Overview page.

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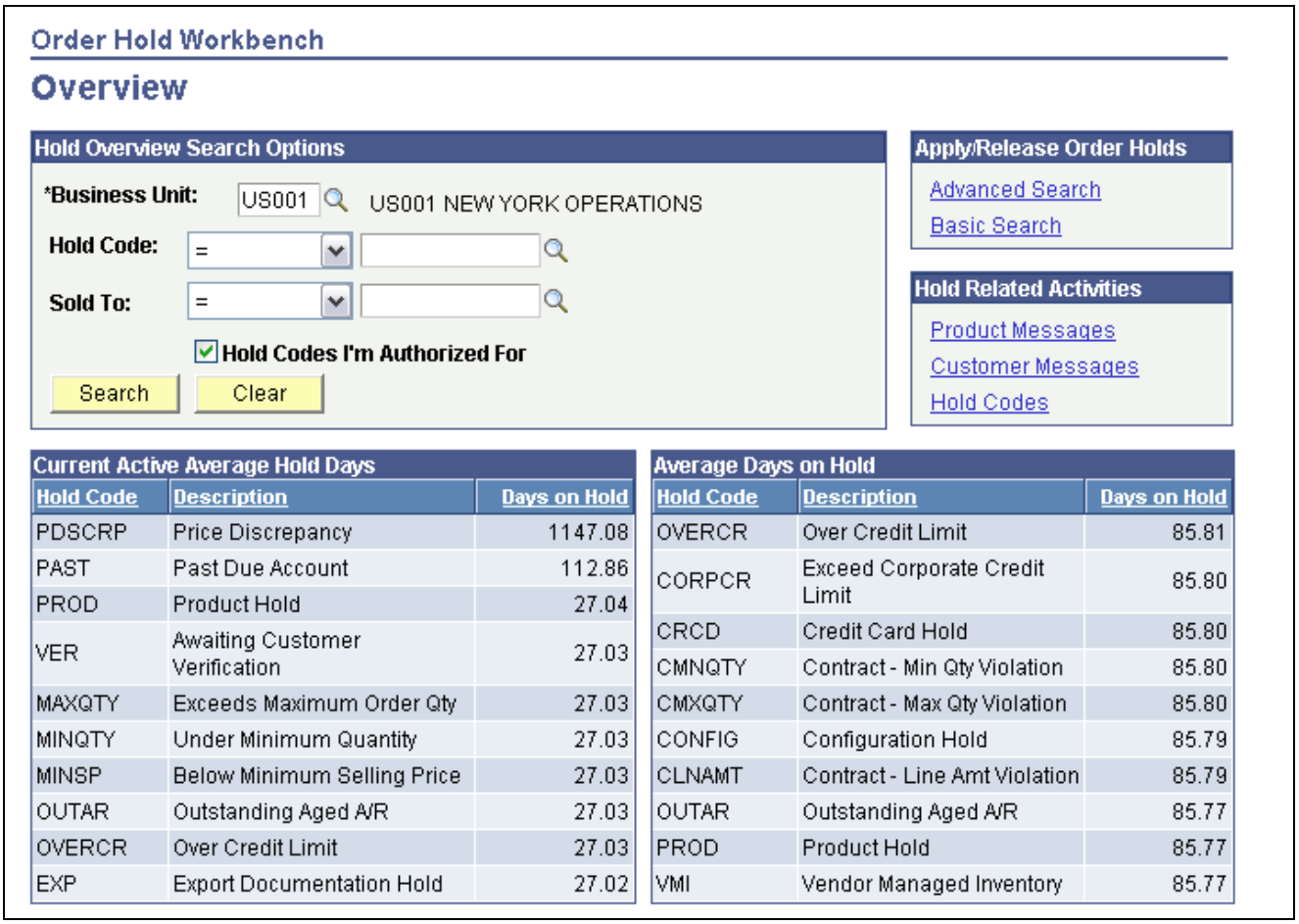

Order Hold Workbench — Overview page (1 of 2)

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More Current Active Average Hold Days... More Average Days on Hold...

Order Amounts by Hold Code

Hold Code	Description	Order Count	Hold Amount	Currency
VER	Awaiting Customer Verification	1	4619.20	USD
OUTAR	Outstanding Aged A/R	1	3375.00	USD
FSSORD	Order Sanctions	1	1000.00	USD
EXP	Export Documentation Hold	1	599.80	USD
PAST	Past Due Account	1	599.80	USD
MAXQTY	Exceeds Maximum Order Qty	1	500.00	USD
OVERCR	Over Credit Limit	1	242.00	USD
MAXMG	Exceeds Maximum Margin	1	225.00	USD
PROD	Product Hold	2	99.90	USD
MINSP	Below Minimum Selling Price	1	96.00	USD

More Order Amounts by Hold Code...

Top Order Amounts on Hold

Order No	Sold To	Customer Name	Hold Amount	Currency
WES3321	1006	Sara Outdoor	4619.20	USD
CEN1119	USA04	Western Pacific Wholesaler	3375.00	USD
CEN2543	1007	Surplus Co.	1000.00	USD
CEN1120	USA10	Hexcel Corporation	599.80	USD
CEN1105	1009	Tropical Outdoor Equipment	599.80	USD
CEN1117	1009	Tropical Outdoor Equipment	509.99	USD
CEN1115	50034	Kelly Jones	242.00	USD
CEN1118	1005	Golden Inc.	96.00	USD
CEN1114	1004	Advanced Consulting	89.91	USD
CEN1116	1000	Alliance Group	25.00	USD

More Top Order Amounts on Hold...

Order Hold Workbench — Overview page (2 of 2)

Hold Overview Search Options

Search using Business Unit, Hold Code, and Sold To customer or a combination of the fields.

Apply/Release Order Holds

Use the links to search for orders with holds so you can apply or release holds.

Hold Related Activities

Use this section to navigate to hold codes or products and customers with hold-related messages.

Current Active Average Hold Days

This section displays the hold codes based on your search criteria. The Days on Hold are the active holds in the system. .

Days on Hold This is the average time for active holds calculated in days. There is a timestamp on the order hold record indicating when it was last set to the active status.

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More Current Active Average Hold Days	Click the link to access the Current Active Average Hold Days page. The link displays if there are more then ten hold codes for the search criteria.

Average Days on Hold

Displays the average days on hold was active for a given time period. By default, the system calculates the average based on holds released in the last 30 days

Average Days on Holds with Different Dates	Click to access the Average Days on Hold page to change the range of holds to be included in average days on hold calculation
Average Days on Hold	Click the link to access the Average Days on Hold page. The link displays if there are more then ten hold codes for the search criteria.

Order Amounts by Hold Code

This section displays the Hold Codes for orders that are on hold based on the search criteria. You can view the value that is on hold and the number of orders on hold for each hold code.

Hold Code	Click the link to access the Order Amounts by Hold Code Detail page.
More Order Amounts by Hold Code	Click the link to access the Active Average Hold Days page. The link displays if there are more then ten hold codes for the search criteria.

Top Order Amounts on Hold

This section displays the orders that are on hold based on the search criteria.

Order No	Click the link to access the Top Order Amounts on Hold Detail page.
More Top Order Amounts On Hold	Click the link to access the Top Order Amounts on Hold page. The link displays if there are more then ten hold codes for the search criteria.

Searching for Holds

Access the Order Holds Workbench — Search page.

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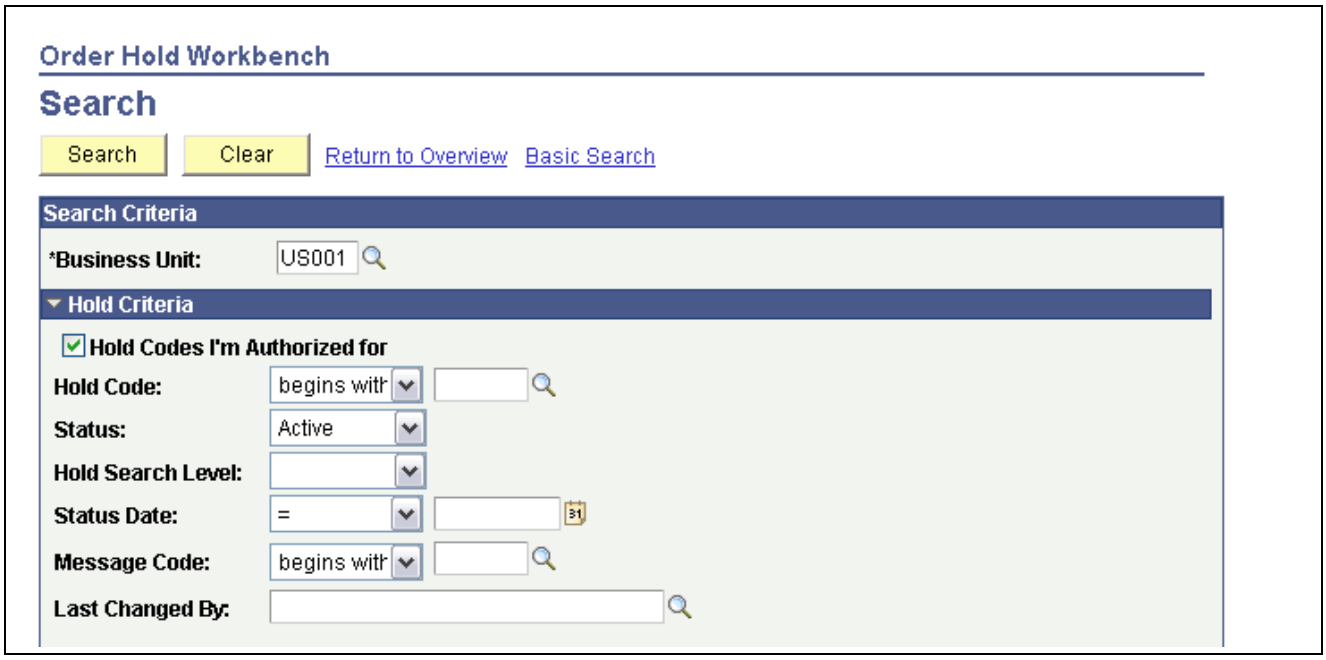
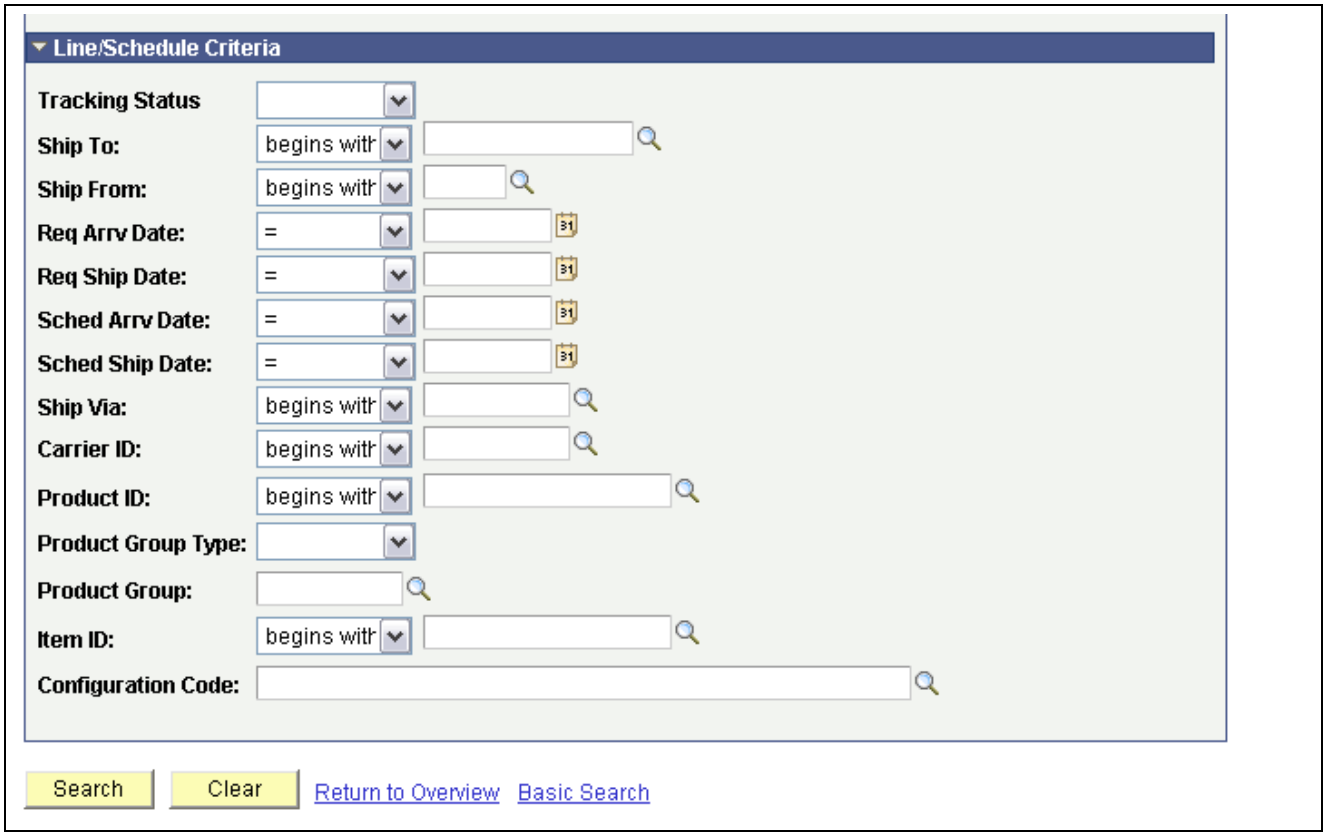


Order Hold Workbench — Search page (1 of 2)



Order Hold Workbench — Search page (2 of 2)

Note. Additional fields display if you are performing an advanced search.

By default, the system does not select closed or cancelled orders, lines or schedules. It also does not select orders that require processing by the Order Completion Process.

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The customer pickup hold is not searchable and will not be brought into the workbench because it can only be released from the sales order. However, if customer pickup hold code is manually added, it will be brought in to the workbench.

Warning! It is highly recommended that the customer pickup hold not be granted role security.

Hold Search Level Use this field to restrict the level (Header, Line, or Schedule) when searching for hold codes. This is helpful if you know what level you are searching for and want to reduce the amount of data brought into the workbench.

Note. This option only appears when using Advanced Search.

Certain fields may not be available for search because they are no longer applicable.

Header: Use to search for header holds only. The system will only retrieve the header data. It does not bring in any line or schedule information and you cannot navigate to line or schedule pages.

Line: Use to search for line holds. The system will retrieve the header and line data.

Schedule: Use to search for schedule holds. The system will retrieve the header, line, and schedule data.

Product Group Type This is required if you want to search using a Product Group.

Managing Header Holds

Access the Order Hold Workbench — Header page.

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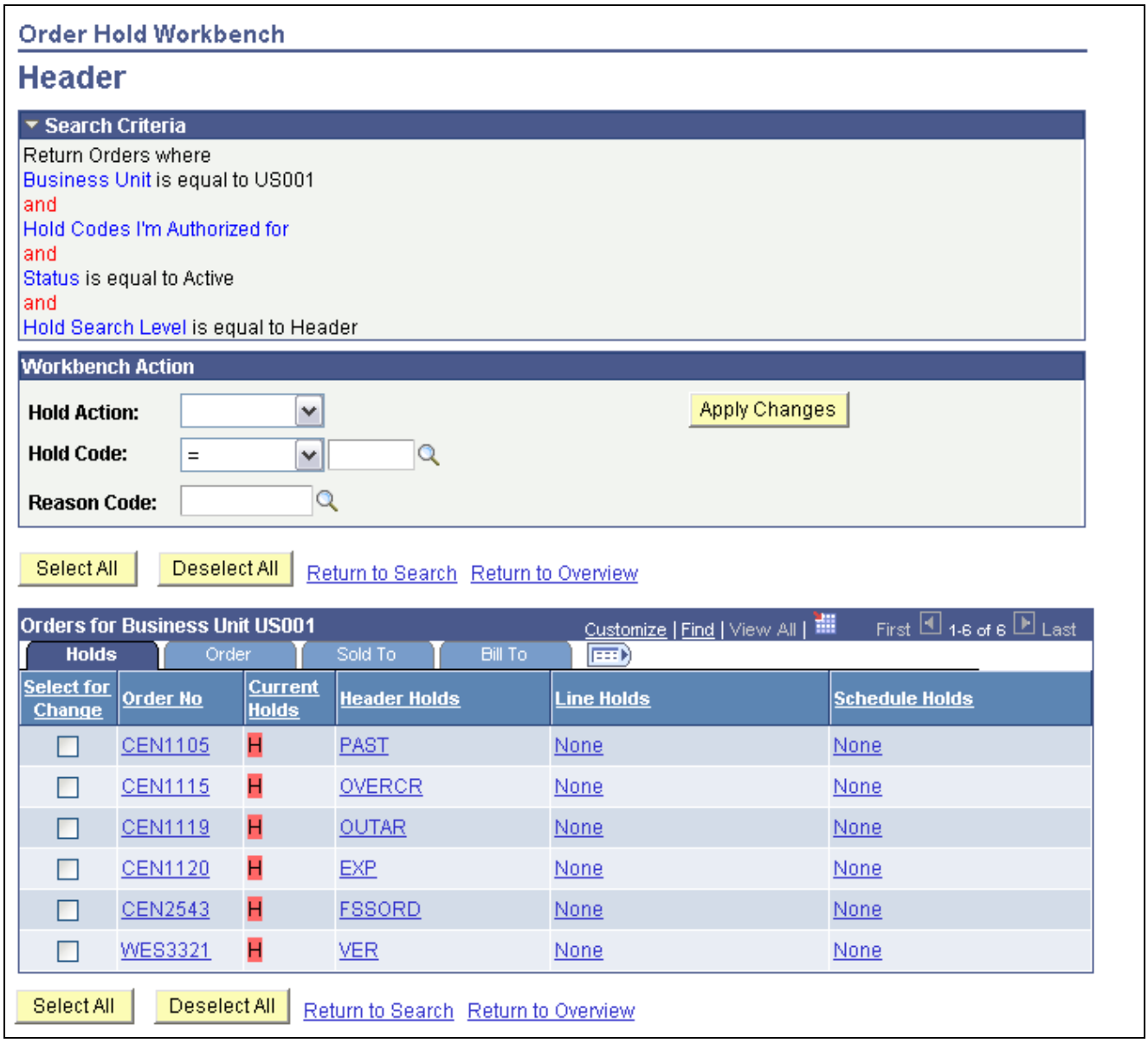

Order Hold Workbench — Header page

Search Criteria

The search fields that you used on the Order Hold Workbench — Search appear in this section.

Workbench Action

Use this section to make changes to holds.

Orders for Business Unit

Use this section to select holds for changing and to view additional information.

Viewing Header Holds

Access the Header Hold History page.

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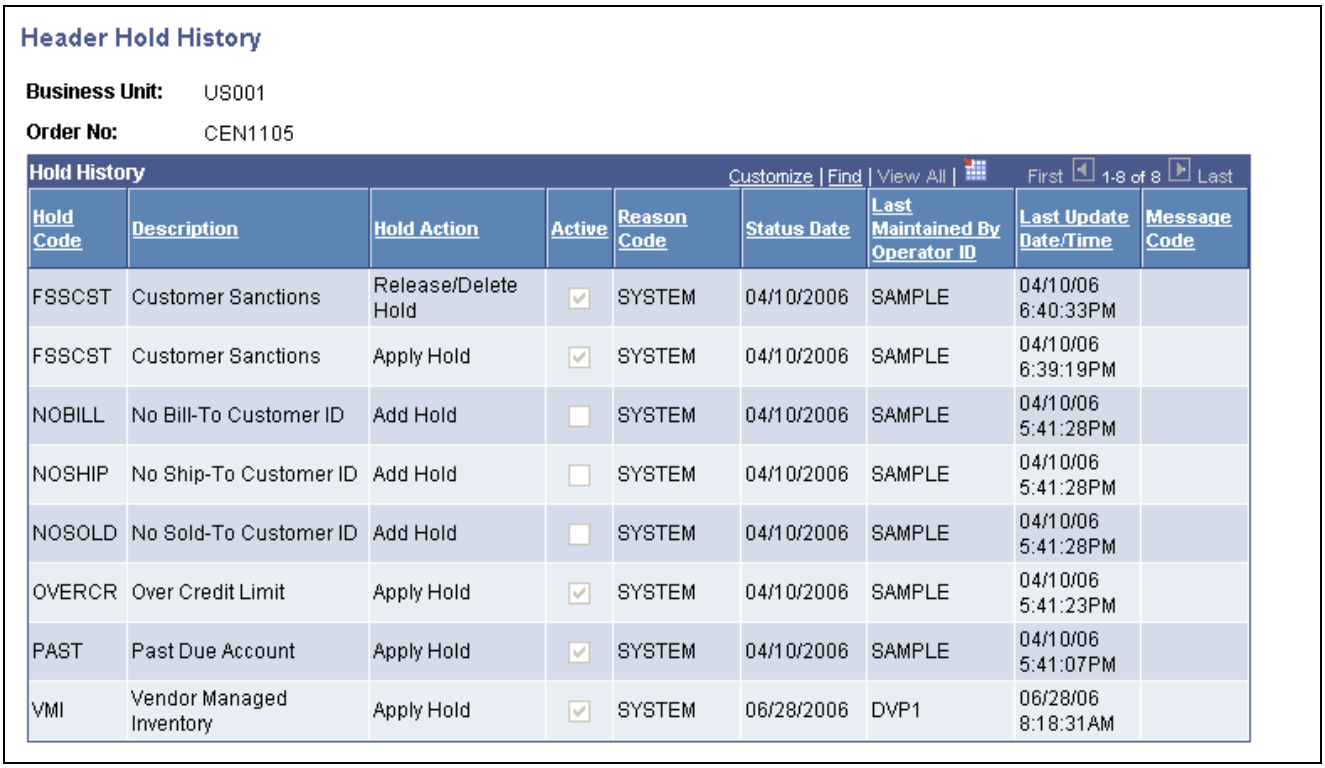

Header Hold History

Business Unit: US001

Order No: CEN1105

Hold History — Customize | Find | View All | First 1-8 of 8 Last

Hold Code	Description	Hold Action	Active	Reason Code	Status Date	Last Maintained By Operator ID	Last Update Date/Time	Message Code
FSSCST	Customer Sanctions	Release/Delete Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:40:33PM	
FSSCST	Customer Sanctions	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 6:39:19PM	
NOBILL	No Bill-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
NOSHIP	No Ship-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
NOSOLD	No Sold-To Customer ID	Add Hold	☐	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:28PM	
OVERCR	Over Credit Limit	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:23PM	
PAST	Past Due Account	Apply Hold	☑	SYSTEM	04/10/2006	SAMPLE	04/10/06 5:41:07PM	
VMI	Vendor Managed Inventory	Apply Hold	☑	SYSTEM	06/28/2006	DVP1	06/28/06 8:18:31AM	

Header Hold History page

This page displays hold information for header, line, and schedule holds.

See Chapter 26, "Placing Sales Orders on Hold," Common Elements in the Holds Workbench, page 450.

Managing Line Holds

Access the Order Hold Workbench — Line page.

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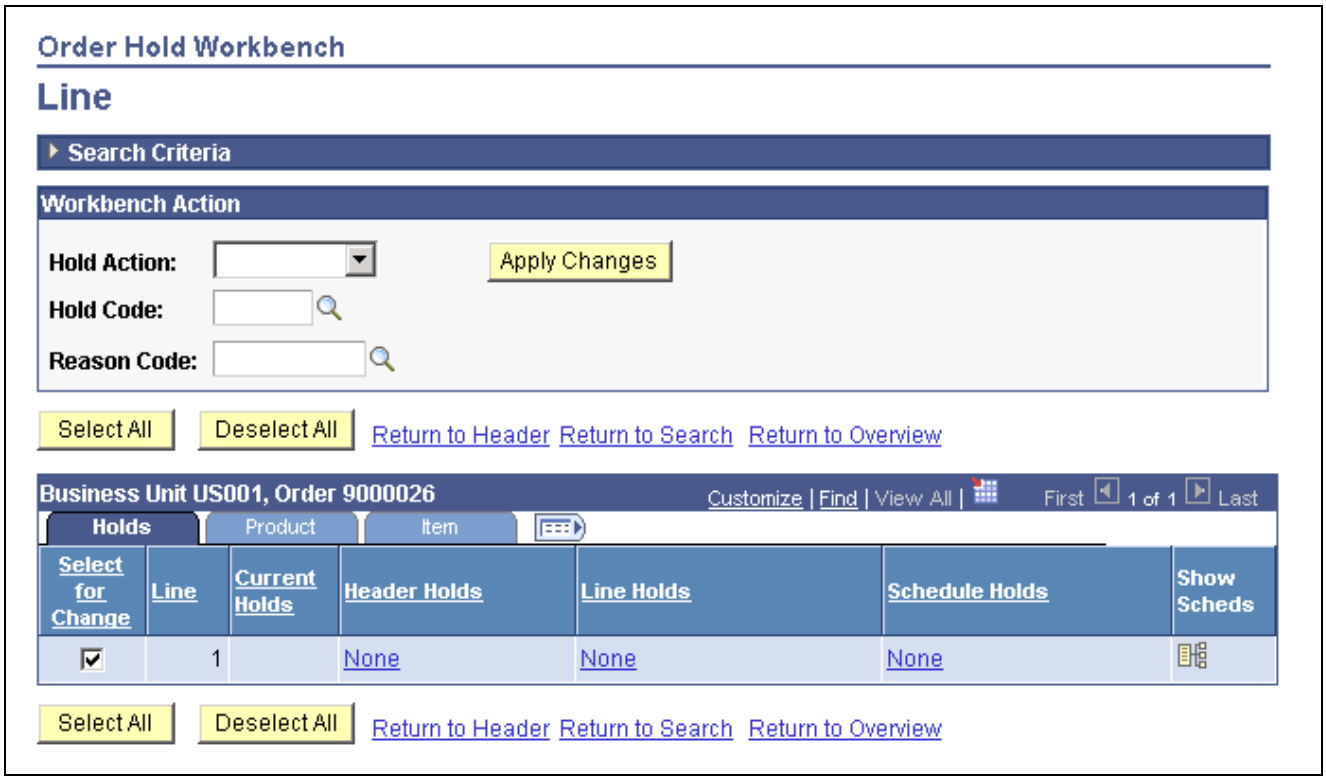

Order Hold Workbench — Line page

The page functions similar to the Order Hold Workbench — Header page however different fields display for the line.

See Chapter 26, "Placing Sales Orders on Hold," Common Elements in the Holds Workbench, page 450.

Managing Schedule Holds

Access the Order Hold Workbench — Schedule page.

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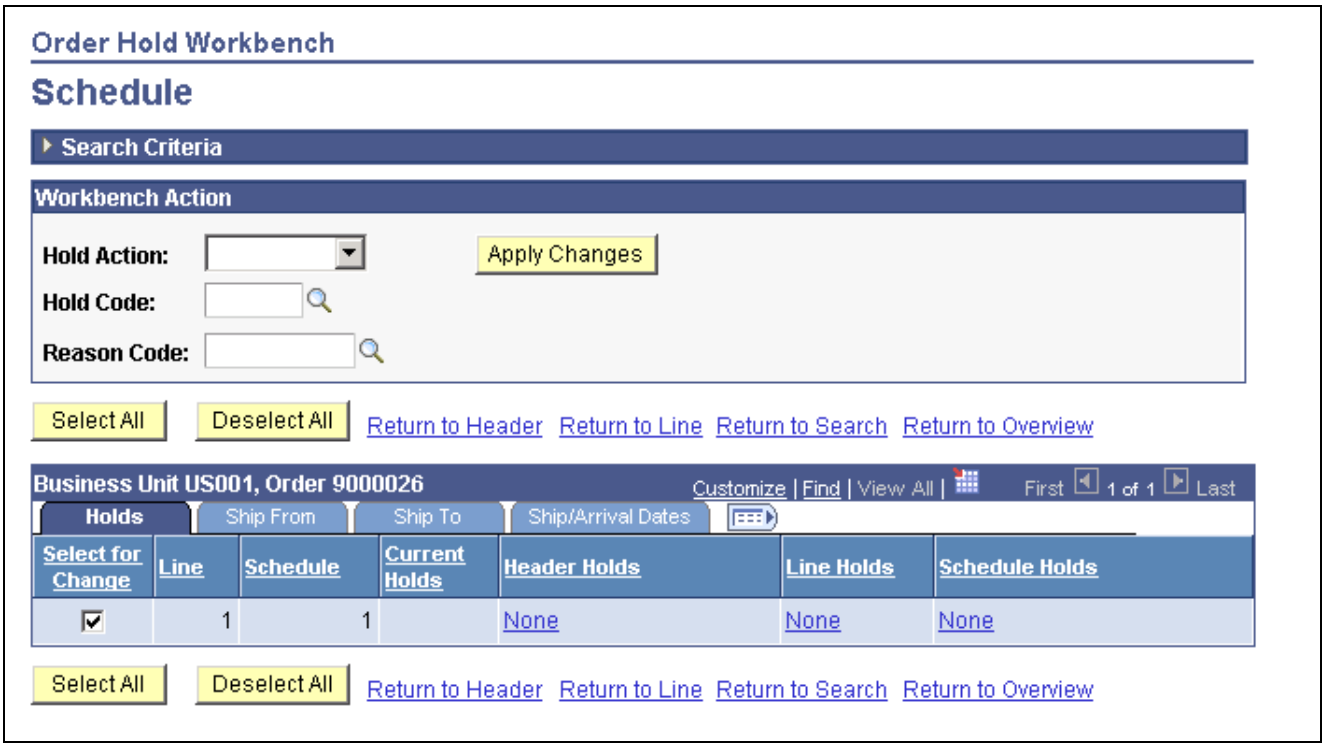

Order Hold Workbench — Schedule page

The page functions similar to the Order Hold Workbench — Header page however different fields display for the schedule.

See Also

Chapter 26, "Placing Sales Orders on Hold," Common Elements in the Holds Workbench, page 450

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CHAPTER 27

Using Sales Order and Quotation Enterprise Integration Points

This section provides an overview of sales order and quotation Enterprise Integration Points (EIPs) and discusses how to:

- Run Electronic Commerce for inbound sales order and quote EIPs.
- Publish outbound sales order and quote EIPs.
- Use Sales Order Change and Sales Order Change Notice.
- Use request price check.

Understanding Sales Order and Quotation EIPs in PeopleSoft Order Management

PeopleSoft is delivered with many enterprise integration points (EIPs) to send and receive sales order and quote data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are service operations within PeopleSoft Integration Broker.

PeopleSoft delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM. If you are using chunking for outbound service operations, the handlers must be active on the Handlers page.

Use the information in the table below and refer to the setup instruction in the PeopleSoft Supply Chain Management Integrations 9.0 PeopleBook, “Implementing Integrations” chapter, Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
PRODUCT_ PRICELIST_SYNC	Outbound Asynchronous		No	EDI, Third-party
SALES_CRM_ ORDER_CHANGE_ LOAD	Inbound Asynchronous	SalesCRMOrderChangeLoad	No	CRM
SALES_CRM_ ORDER_LOAD	Inbound Asynchronous	SalesCRMOrderLoad	No	CRM

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Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
SALES_CRM_ QUOTE_LOAD	Inbound Asynchronous	SalesCRMQuoteLoad	No	CRM
SALES_ORDER_ ACKNOWLEDGEMENT (855) EDI_TXN_855	Outbound Asynchronous	ROUTERSENDHDLR	Yes	CRM, EDI (X12 standard format), Third-party
SALES_ORDER_ CHANGE_LOAD (860)	Inbound Asynchronous	SalesOrderChangeLoad	No	EDI, Third-party
SALES_ORDER_ CHANGE_NOTICE (865)	Outbound Asynchronous	ROUTERSENDHDLR	Yes	CRM, EDI, Third-party
SALES_ORDER_ LOAD (850) EDI_TXN_850	Inbound Asynchronous	SalesOrderLoad	No	EDI (X12 standard format), Third-party
SALES_ORDER_ STATUS	Outbound Asynchronous	ROUTERSENDHDLR	Yes	CRM, EDI, Third-party
SALES_QUOTE_ LOAD (840) EDI_TXN_840	Inbound Asynchronous	SalesQuoteLoad	No	EDI (X12 standard format), Third-party
SALES_QUOTE_ NOTICE (845) EDI_TXN_845	Outbound Asynchronous	ROUTERSENDHDLR	Yes	CRM, EDI (X12 standard format), Third-party

These EIPs have two versions. The Version 2 contains new attributes for this release.

- Sales Quote Notice (845)
- Sales Order Acknowledgement (855)
- Sales Order Change Notice (865)

Integrating with PeopleSoft CRM and SCM Databases

If both PeopleSoft CRM and SCM are installed, use the Exclusions by Source Code page when running CRM Sales Order or CRM Sales Quote to have the system exclude calculating freight, sales tax, price adjustments, or value-added tax (VAT) for sales orders or quotes when Order Completion (OM_BACKGRND) is run. Otherwise, Order Completion (OM_BACKGRND) will calculate them again.

See *PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook*, “Integrating with PeopleSoft CRM”.

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UPC and Universal Item IDs

The UPC and Universal Item Identifiers can be received from the various EDI transactions and those fields are stored on the sales order, buying agreement, and RMA. A customer's ordering preference is established at the customer level on the Sold To Options page. New options, in addition to the existing "System" and "Customer" Product Identifier are now "UPC" and "Universal Item Identifier".

If the Universal Item ID option is used, you will be able to assign any valid Universal Item ID type to that sold to customer to be used specifically for product entry. The Electronic Commerce (OM_EC) process transforms the Universal Item ID provided on a sales order/quote inbound EDI EIP into a corresponding system Product ID and unit of measure by looking for a match with ID's of the type specified on the sold to customer. If the UPC option is used, Electric Commerce (OM_EC) will transform the UPC provided on the EIP into the corresponding system Product ID. The system Product ID, Universal Item ID and UPC will be stored on the sales order line, and the Universal Item ID and UPC will be available on outbound EDI EIPs such as the Sales Order Acknowledgement, Quotation Notice, Advanced Shipping Notice (ASN), and Billing Invoice.

Your customers can also send in user-defined fields and these fields will be stored on the sales order and sent back with the oubound EDI EIP. If there are any errors, they can be corrected after Electric Commerce is run using the Header (cont.) page for the custom fields.

Inbound and Outbound Process Flow Diagrams

This diagram displays the process for inbound sales order and quote EIPs.

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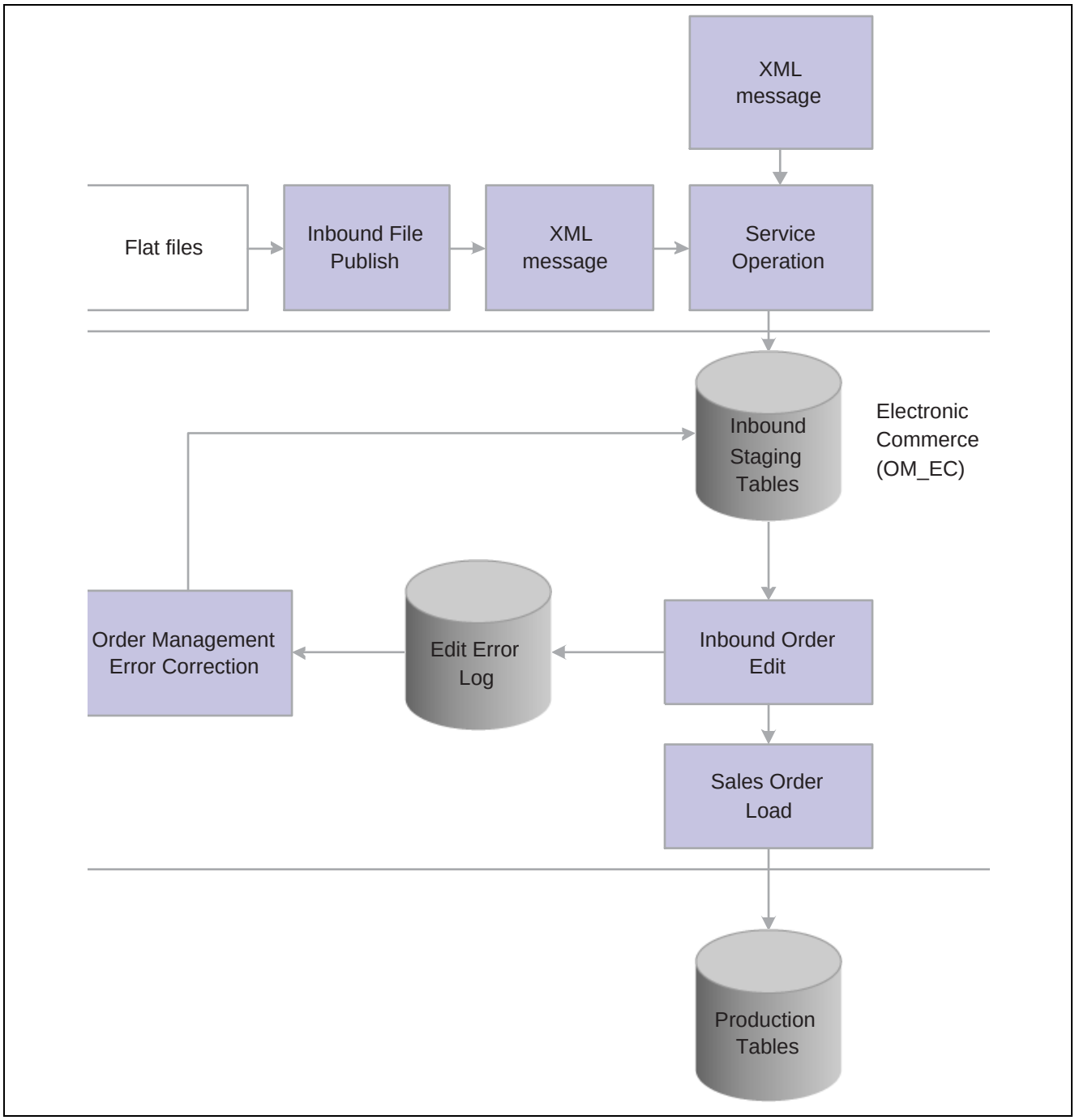

Inbound process flow

This diagram displays the process flow for outbound sales order and quote EIPs.

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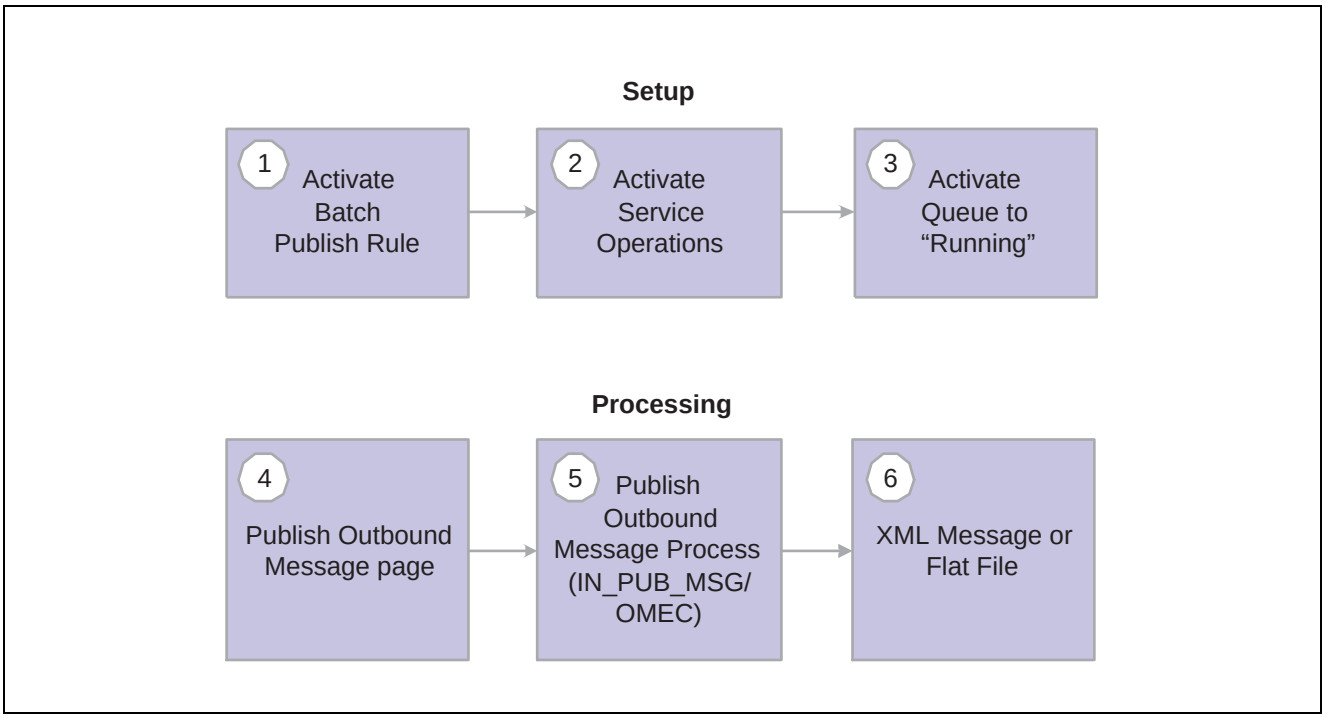

The steps to send an outbound EIP

See Also

PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook

Enterprise PeopleTools 8.48 PeopleBook: Integration Broker

Running Electronic Commerce for Inbound Sales Order and Quote EIPs

This section provides an overview and discusses how to run Electronic Commerce.

Understanding the Electronic Commerce Process

The Electronic Commerce process (OM_EC) is part of the overall inbound electronic commerce flow and is the process that takes items that are loaded in the staging tables and validates the fields that are on the record to insure that the values are correct. The process performs these steps:

- Edits the data, such as customer numbers and units of measure, to ensure that they are valid.
- Converts the customer’s product, UPC, or universal item ID or item number to a PeopleSoft product identifier, when a PeopleSoft product identifier is not provided.
- Assigns PeopleSoft order numbers.
- Sets system defaults and status flags.
- Validates data changes to ensure that they are valid.
- Loads data into the production order tables (order staging data that is found to have errors is not loaded into the production tables until the errors are resolved).

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Important! If any data that is related to a specific document (Order, Order Change, or Request for Quote) is in error, the complete document remains in the staging tables until all errors are corrected.

When the data is loaded into the production order tables, you must run additional processes to complete EDI/XML orders and to make them accessible by using the standard order entry pages.

See Chapter 24, "Processing Sales Orders," Understanding Order Entry Required Processing, page 419.

Note. If you are integrating to PeopleSoft CRM, use the Exclusions by Source Code page to have the system exclude calculating freight, sales tax, price adjustments, or VAT for sales orders or quotes when Order Completion (OM_BACKGRND) is run. Otherwise, Order Completion (OM_BACKGRND) calculates them.

Note. If pricing should not be calculated, set the price protected flag to prevent the system from calculating pricing.

These staging tables are used for processing inbound transactions:

- Header (ORD_HEADER_EC).
- Line (ORD_LINE_EC).
- Schedule (ORD_SCHEDULE_EC).
- Address (ORD_ADDR_EC).
- Notes (ORD_NOTES_EC).
- Configuration Options Header (ORD_OPT_HDR_EC).
- Configuration Options Detail (ORD_OPT_DETL_EC).
- User Defined Reference (ORD_CDATA_EC).

When there are errors after the Order Management Electronic Commerce process runs, the data remain in the order staging tables. You need to correct the errors by using the error correction pages.

At each of the staging tables, there are two types of pages. The first type displays the errors; the fields with errors are the only ones that are available for data entry. These tables have multiple pages that display the errors: Order Header, Order Line, and Order Schedule. The second type lists the errors and explains the nature of the violations.

Many editing errors occur when the business unit is incorrect. This is because many of the edits depend on setID; when the business unit is invalid, the system cannot derive a setID. Even though the data (other than business unit) appear correct, an error may be generated because of an invalid business unit. Correcting the business unit often resolves other edit errors.

Note. When the Order Management business unit is incorrect for any inbound data, it must be corrected on the Electronic Commerce Header Errors - Order Header page. When it is corrected there, all data that is associated with that document—lines, schedules, addresses and so on—are automatically updated with the correct business unit value. If, for example, a document has 1000 order lines associated with it, each with an incorrect business unit, the incorrect business unit is corrected once at the header level.

The Error Summary page includes all the errors for a particular EIP Control ID.

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Pages Used to Run and Correct Data Errors with Electronic Commerce

Page Name	Object Name	Navigation	Usage
Electronic Commerce	RUN_OM_EC	Order Management, Electronic Commerce, Process Staged Orders/RFQs	Establish process parameters for inbound request for quotation, sales order, and sales order change.
Exclusions by Source Code	SRC_CD_EXCLUSIONS	Order Management, Electronic Commerce, Source Code Exclusions	If you are integrating to PeopleSoft CRM, use this page to have the system exclude calculating freight, price adjustments, sales tax, and VAT for sales orders or quotes when Order Completion (OM_BACKGRND) is run. Otherwise, Order Completion (OM_BACKGRND) calculates them again. If the installation includes PeopleSoft Contracts, you must define exclusions for the CA (contracts order) and RCA (replacement order from contracts order returns) for quotes and sales orders. PeopleSoft Contracts performs the freight, sales tax, VAT, and price calculations. See Chapter 15, "Introduction to Sales Order Entry," Sales Orders from Contracts, page 213.
Header	OMEC_HDR	• Order Management, Electronic Commerce, Review Staging Details, Header • Order Management, Electronic Commerce, Correct Staging Errors, Header	Correct Electronic Commerce errors that appear on the document header.
Header (continued)	OMEC_HDR2	• Order Management, Electronic Commerce, Review Staging Details, Header • Order Management, Electronic Commerce, Correct Staging Errors, Header	Correct Electronic Commerce errors that are found on the document header.

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Page Name	Object Name	Navigation	Usage
Header (continued)	OMEC_HDR3	• Order Management, Electronic Commerce, Review Staging Details, Header • Order Management, Electronic Commerce, Correct Staging Errors, Header	Correct Electronic Commerce errors that appear on the document header.
Header (continued)	OMEC_HDR4	• Order Management, Electronic Commerce, Review Staging Details, Header • Order Management, Electronic Commerce, Correct Staging Errors, Header	Correct Electronic Commerce errors that appear on the document header for the customized fields.
Header Errors	OMEC_HDR_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Header	View the list of errors and the nature of the violations at the header level.
Line	OMEC_LIN	• Order Management, Electronic Commerce, Review Staging Details, Line • Order Management, Electronic Commerce, Correct Staging Errors, Line	Correct Electronic Commerce errors that appear on the document line.
Line (continued)	OMEC_LIN2	• Order Management, Electronic Commerce, Review Staging Details, Line • Order Management, Electronic Commerce, Correct Staging Errors, Line	Correct Electronic Commerce errors found on the document line.
Line (continued)	OMEC_LIN3	• Order Management, Electronic Commerce, Review Staging Details, Line • Order Management, Electronic Commerce, Correct Staging Errors, Line	Correct Electronic Commerce errors that appear on the document line.
Line Errors	OMEC_LIN_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Line	View the list of errors and the nature of the violations that are at the line level.

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Page Name	Object Name	Navigation	Usage
Schedule	OMEC_SCH	• Order Management, Electronic Commerce, Review Staging Details, Schedule • Order Management, Electronic Commerce, Correct Staging Errors, Schedule	Correct Electronic Commerce errors that appear on the document schedule.
Schedule (continued)	OMEC_SCH2	• Order Management, Electronic Commerce, Review Staging Details, Schedule • Order Management, Electronic Commerce, Correct Staging Errors, Schedule	Correct Electronic Commerce errors that appear on the document schedule.
Schedule (continued)	OMEC_SCH3	• Order Management, Electronic Commerce, Review Staging Details, Schedule • Order Management, Electronic Commerce, Correct Staging Errors, Schedule	Correct Electronic Commerce errors that appear on the document schedule.
Schedule Errors	OMEC_SCH_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Schedule	View the list of errors and the nature of the violations at the schedule level.
Address	OMEC_ADR	• Order Management, Electronic Commerce, Review Staging Details, Address • Order Management, Electronic Commerce, Correct Staging Errors, Address	Correct Electronic Commerce errors that appear in the document ship-to or sold-to override address.
Address Errors	OMEC_ADR_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Address	View the list of errors and the nature of the violations in the order address.
Note	OMEC_NOT	• Order Management, Electronic Commerce, Review Staging Details, Note • Order Management, Electronic Commerce, Correct Staging Errors, Note	Correct Electronic Commerce errors that appear in the document note.

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Page Name	Object Name	Navigation	Usage
Note Errors	OMEC_NOT_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Note	View the list of errors and the nature of the violations about order notes.
User Defined Reference	OMEC_CDATA	• Order Management, Electronic Commerce, Review Staging Details, User Defined • Order Management, Electronic Commerce, Correct Staging Errors, User Defined	Correct Electronic Commerce errors that appear in the user defined reference data.
User Defined Reference Errors	OMEC_CDATA_ERR	Order Management, Electronic Commerce, Correct Staging Errors, User Defined	View the list of errors and the nature of the violations that are in the user defined reference data.
Option Header	OMEC_OPH	• Order Management, Electronic Commerce, Review Staging Details, Option Header • Order Management, Electronic Commerce, Correct Staging Errors, Option Header	Correct Electronic Commerce errors found in configuration options at the header level.
Option Header Errors	OMEC_OPH_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Option Header	View the list of errors and the nature of the violations for configuration information at the header level.
Option Detail	OMEC_OPD	• Order Management, Electronic Commerce, Review Staging Details, Option Detail • Order Management, Electronic Commerce, Correct Staging Errors, Option Detail	Correct Electronic Commerce errors found in configuration options at the detail level.
Option Detail Errors	OMEC_OPD_ERR	Order Management, Electronic Commerce, Correct Staging Errors, Option Detail	View the list of errors and the nature of the violations for configuration information at the detail level.
Error Summary	OM_EIP_ORDERS	Order Management, Electronic Commerce, Correct Order/RFQ Errors	Navigate to the individual error pages to make corrections.
Delete Electronic Commerce	RUN_OM_EC_DEL	Order Management, Electronic Commerce, Review Staging Details, Delete Staging Tables	Use to clean up the staging tables after the order has been moved to the production order tables.

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Running Electronic Commerce

Access the Electronic Commerce page.

Delete staging records	Select to remove the data from the staging tables.
Business Unit	If you enter a specific business unit for inbound processing and the inbound staging data has an invalid business unit value, that data is not processed.
Transaction Type	These options are valid for inbound EDI/XML transactions: *PO:* Inbound Sales Order. *POCHG:* Sales Order Change. *RFQ:* Inbound Request for Quote.
EIP Control ID	Select to further define the processing run.
Source Code	Use to limit the transactions. For example, you could process only data from PeopleSoft CRM.
Run Order Completion	Select to run the order completion process (OM_BACKGRND).
Run Hold Checking	Select to run the hold checking process (OM_HOLD).
Run Credit Checking	Select to run the credit checking process (OM_CREDIT).
Run Populate Demand	Select to run the demand population process (OM_DEMAND).
Run Reservations	Select to run the reservations process (INV_FUL_RSV).

Set up the EMP_SERVLET for the notifications used with URL Locations prior to running the process.

See Chapter 4, "Implementing PeopleSoft Order Management Options," Setting the URL Location for Notifications, page 61.

When processing large volumes of orders through to PeopleSoft Inventory, you can stream the various batch processes together by selecting from the post process options on the run control page. All data selected as part of the process will be evaluated in subsequent processing.

The application engine processes take advantage of features including parallel processing and set base processing that utilize temporary tables to reduce risk by date contention and deadlocks. To take full advantage of this, set up your runs to partition data. For example, for a Order Management Business Unit, you can process all orders coming from a specific source.

See *Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Application Engine*

Publishing Outbound Sales Order and Quote EIPs

This section discusses how to :

- Process outbound EIPs for order acknowledgements, sales order changes, and sales quote notices.
- Process outbound EIPS for product price lists.
- Processing outbound EIPs for order and quote status.

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See Also

PeopleSoft Enterprise Supply Chain Management Integration 9.0 PeopleBook, "Understanding PeopleSoft Supply Chain Management Enterprise Integration Points," PeopleSoft SCM Outbound EIPs

Common Elements Used in this Section

Business Unit You can enter a value to limit the EIP to publish.

Request ID Appears by default from the run control ID. You can change the value.

Description Use to describe the outbound EIPs.

Pages Used to Process Sales Order and Quotation Outbound EIPs

Page Name	Object Name	Navigation	Usage
Publish Outbound Message	IN_RUN_PUB_MSG	SCM Integrations, Publish Outbound Message	Initiate the outbound message publish process for outbound PeopleSoft SCM EIPs.
Order Acknowledgement Message Selection Criteria	OM_RUN_OUTBOUND_EC	• SCM Integrations, Publish Outbound Message • Click Sales Order Acknowledgement link on the Publish Outbound Message page. • Click Sales Order Change Notice link on the Publish Outbound Message page. • Click Sales Quote Notice link on the Publish Outbound Message page.	Enter processing options for the Sales Order Acknowledgement, Sales Order Change Notice, and Sales Quote Notice outbound EIPs. You can select processing options for only one EIP at a time.
Product Price List Message Selection Criteria	OM_RUN_PRODPRC_OUT	• SCM Integrations, Publish Outbound Message • Select Product Price List on the Publish Outbound Message page to enable the Product Price List link. Click Product Price Link on the Publish Outbound Message page.	Select processing criteria for the price sales catalog.
Order/Quote Status Message Selection Criteria	OM_RUN_OUTORD_STAT	• SCM Integrations, Publish Outbound Message • Click the Sales Order/Quote Status link on the Publish Outbound Message page.	Enter processing options for the Sales Order/Quote Status EIP.

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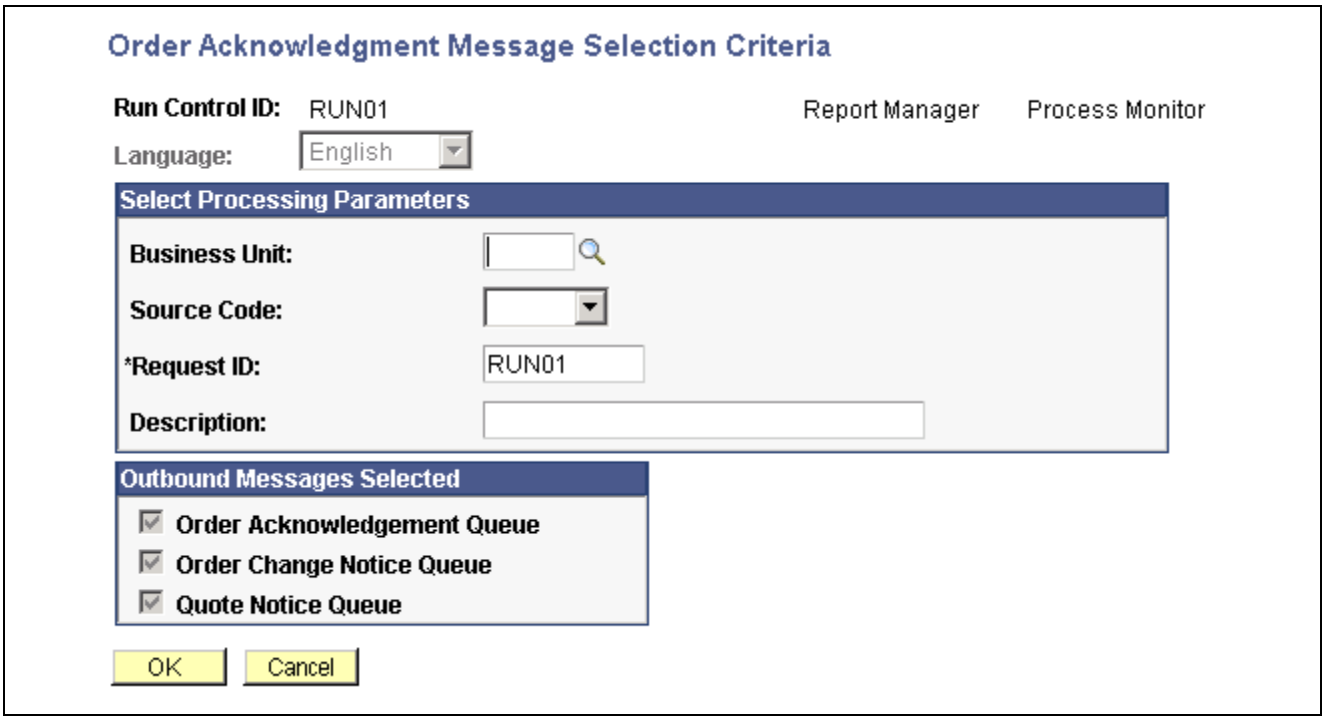
Processing Outbound EIPs for Order Acknowledgements, Sales Order Changes, and Sales Quote Notices

Access the Order Acknowledgement, Order Change Notice, or Quote Notice Message Selection Criteria page.

Note. The page is the same for the order acknowledgements, order change notices, and quote notices.



Order Acknowledgement Message Selection Criteria page

Select Processing Parameters

Source Code Use to further define processing options for the EIPs.

Outbound Messages Selected

You can select multiple EIPs to process.

Processing Outbound EIPs for Product Price Lists

Access the Product Price List Message Selection Criteria page.

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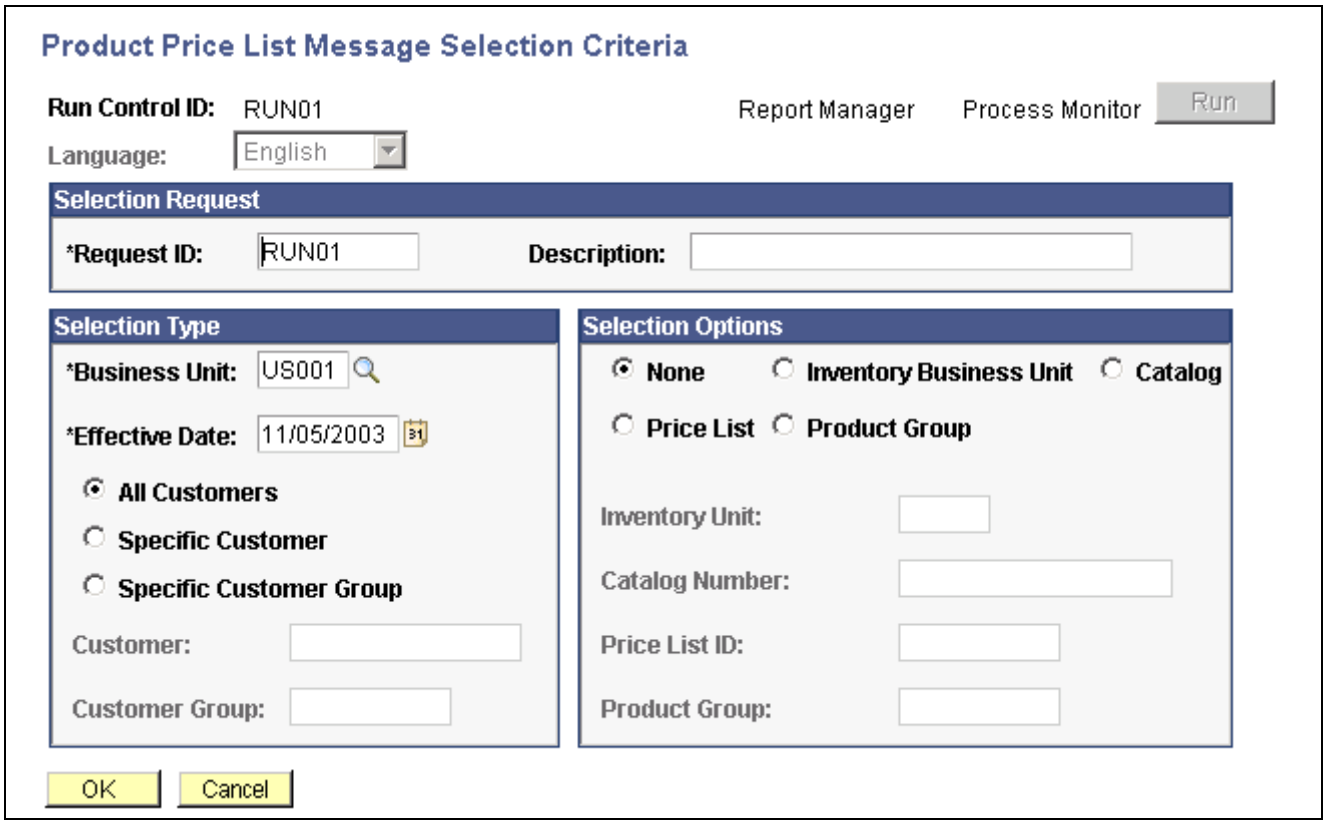

Product Price List Message Selection Criteria page

The example describes how the OM_PPRC_OUT application engine program determines the products and prices to include in the Product Price List using the retail catalog retail.

1. The OM_PPRC_OUT application engine program first determines what sold-to customer contacts are set up to receive the Product Price List information by EDI/XML from the Contact Additional Info page.

   If a customer or customer group is entered on the Product Price List Message Selection page, the program only sends product price list information to the specified contact for the customer or sold-to customers belonging to the specified pricing customer group that is set up on the Customer Group Table page. For each of these customers, the program inserts any products that are attached to the retail catalog into a temporary table. If a particular customer is not attached to the retail catalog, or any catalog, if no catalog number is entered in the selection options that are on the Product Price List Message Selection page:

   a. The program attempts to retrieve products from the retail catalog where the customer's pricing customer group is attached to the catalog.

   b. If there isn't a customer group attached to the catalog, the program attempts to retrieve products from the Price List tables.

      The program looks for any records that exist on the Price List tables for the sold-to customer being processed and inserts those products into a temporary table. If a price list ID is entered as optional criteria, the program only selects products for that price list ID.

   c. If no price list records are found for the sold to customer being processed, the program looks at the Price List tables to determine if any price lists are attached to the sold to customer's pricing customer group and inserts those products into a temporary table. If a price list ID is entered as optional criteria, the program only selects products for that price list ID.

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d. Finally, if a particular customer has no catalogs or price lists, the program retrieves all active products from the PROD_ITEM table. If a product group is entered as optional criteria, the program only selects products that are for the specified product group.

2. When the program has a list of products for each customer, it retrieves prices for each of the products.

   The system uses the lowest price on the most recent start date on or before today's date.

   a. The program first determines if price lists are set up for the sold to customer and product that is being processed and inserts the lowest list price, start date, unit of measure, and so on, into a temporary table. Again, if a price list ID is entered as optional criteria, the program only looks at prices from the specified price list ID.

   b. If no price lists are found for the customer and product ID combination, the program then determines whether price lists are set up for the customer's pricing customer group and product that is being processed. The system inserts the lowest list price, start date, unit of measure, and so on into a temporary table. Again, if a price list ID is entered as optional criteria, the program only looks at prices from the specified price list ID.

   c. If no price lists are found for the customer and product ID or customer group and product ID combination, the program retrieves the prices from the PROD_PRICE table and inserts those prices into a temporary table. If an inventory business unit is entered as optional criteria, the program only loads PROD_PRICE records for the specified inventory business unit.

Selection Type

All Customers Select to have the process run for all of the customers.

Specific Customer If you select this option, enter the Customer.

Specific Customer Group If you select this option, enter the Customer Group.

Selection Options

These options can only be selected if you are running the process for all customers.

None No further selection options are available.

Inventory Business Unit If you select this option, enter the inventory unit.

Catalog If you select this option, enter the catalog number.

Price List If you select this option, enter the price list ID.

Product Group If you select this option, enter the inventory unit.

Processing Outbound EIPs for Order and Quote Status

Access the Order/Quote Status Message Selection Criteria page.

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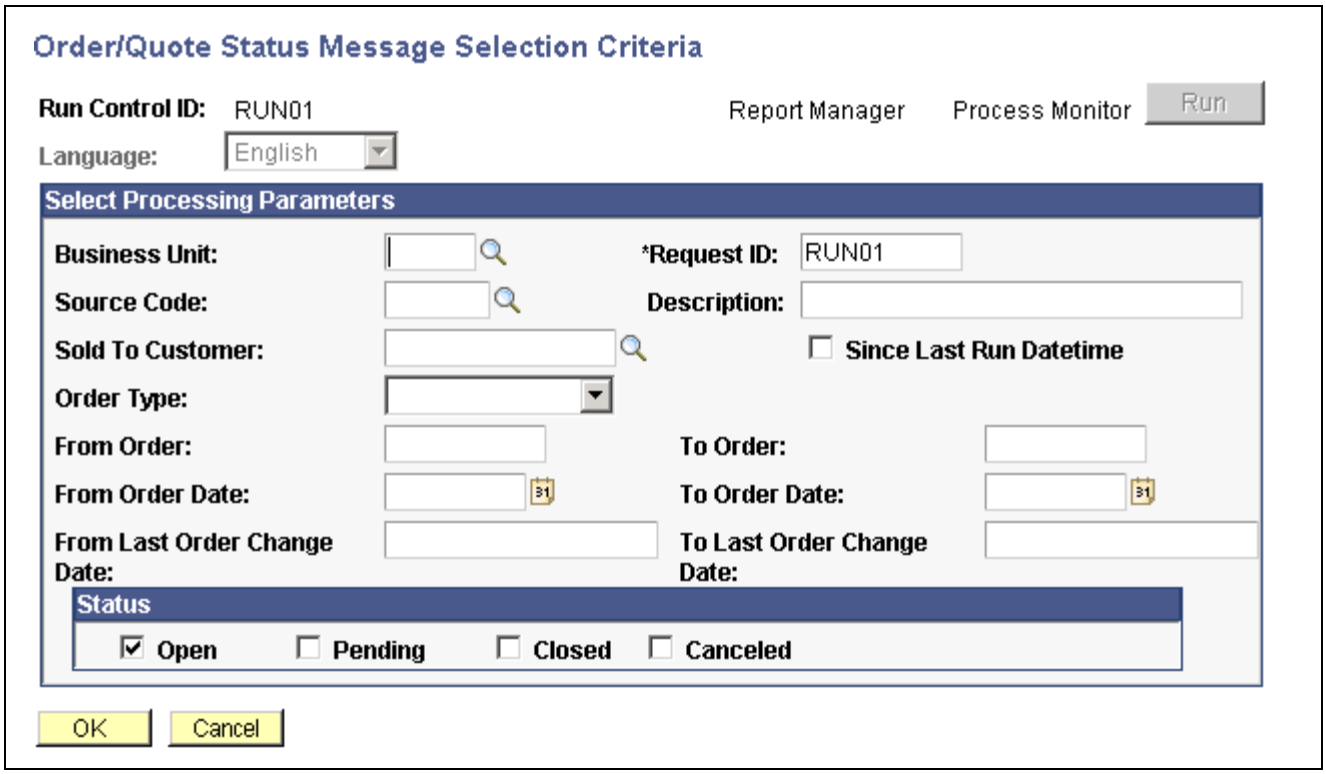

Order/Quote Status Message Selection Criteria page

Select Processing Parameters

Enter to limit the processing parameters for the order or quote status EIP.

Status Select any of the order statuses for the EIP.

Using Sales Order Change (860) and Sales Order Change Notice (865)

This section provides and overview and discusses how to modify order change records.

Understanding Sales Order Change (860) and Sales Order Change Notice (865)

For EDI/XML orders, changes can occur as they do for orders that are entered online. Customers may want to change carriers, increase an order quantity, and so on after they have sent the inbound Sales Order (850). Sales Order Change (860) and Sales Order Change Notice (865) enable you to accept, process, and send acknowledgements to the customers for changes that are made to inbound sales orders. You can also use this process to send an acknowledgement to a customer if you changed an EDI order online.

When the acknowledgement is sent, information for the entire order is sent and requested field changes are confirmed as accepted or rejected.

Sales Order Change Notice (865) includes these statuses:

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AC1 (accept with no exceptions) All of the requested changes are made.

AC2 (accept with exceptions) The changes are accepted, but not all the changes are applied to the order, either because the requested field is not eligible for change, or the requested field cannot be changed due to the order's status in the fulfillment process.

RJ1 (reject) The original inbound sales order doesn't exist in the system.

RJ2 (reject) The request is rejected because the original inbound sales order is closed, canceled, or actually a quote.

Pages Used to Use Order Change and Order Change Notice

Page Name	Object Name	Navigation	Usage
Order Change Maintenance	OMEC_ORDCHG_FLD	Order Management, Electronic Commerce, Identify Order Changes	Use to modify the list of records that can be changed in Sales Order Change.

Modifying Order Change Records

Access the Order Change Maintenance page.

Inventory Edit If selected, the filed change must be validated against PeopleSoft Inventory.

Work Field Used by PeopleCode to determine if the change can still be made in PeopleSoft Inventory. The Electronic Commerce process (OM_EC) returns a *Yes* if the field can be changed, and a *No* if the field can't be changed. For example, if the change request is to change the carrier, the program checks PeopleSoft Inventory to verify that the change can still be made. If the order line is already shipped, Electronic Commerce returns a *No*.

Access the Data Propagation Properties page.

Propagation Rule Shows whether the change requests are made to the line, schedule, or both. For example, if the line has only one schedule, a change request to change the carrier on the order line is propagated down to the schedule. If there is more then one schedule, then the change isn't propagated.

Alternate Field Used if the field name is different at the corresponding level.

Invoice Edit If selected, the field change is validated at the schedule level if the schedule is invoiced.

Can Change for Kit If PRODKIT_EDIT is selected yes in the database), then the field can be changed.

Note. The system already defined the fields that can be changed in the Sales Order Change. If you want to modify the list of records, use the Order Change Maintenance page. You also need to add the new fields on the SALES_ORDER_CHANGE_LOAD messagepermit the change.

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Using Request Price Check

This section provides and overview and discusses how to run Request Price Check.

Understanding the Request Price Check Process (OM_AUDIT)

The Request Price Check process enables you to validate a customer's net price, which is included in the EDI file, against the system-calculated net price.

When processing an EDI/XML order, the Request Price Check process (OM_AUDIT) should be run along with the other required background jobs. Run them in this order:

1. OM Electronic Commerce (OM_EC).
2. Order Completion (OM_BACKGRND).
3. Request Price Check (OMAUDIT).
4. Automatic Credit Check (OM_CREDIT).
5. Automatic Hold Check (OM_HOLD).
6. Populate Demand (OM_DEMAND).

Request Price Check Process Procedure

Perform these steps to use Request Price Check to validate the customer's net price that is sent by EDI against the system-calculated net price.

1. Run Request Price Check process.
2. Use the Price Hold Release page to review the customer and system-calculated net unit price.

   Change any of the prices that are on the page and accept the customer's price in lieu of the system-calculated price. If you want to accept the customer's price, change the List Price and Net Unit Price fields to match the customer's price. When you save the page, the system sets the Price Protected flag at the schedule level to Y so that Order Pricing does not recalculate the price. The order schedule is also updated with the selected price. If the price validation is performed on an order change, the order acknowledgement isn't sent to the customer until the price discrepancy is reviewed and the order is released from hold. The Order Acknowledgement includes the adjusted net unit price.

Understanding How the System Performs Price Checking for EDI/XML Orders

The data that the customers sends in for these fields triggers the system to perform the comparison against the system-calculated prices and discounts.

- CUST_PO_PRICE (the customer's price before discounts).
- CUST_PO_PRC_BASE (customer's price before discounts in base currency).
- CUST_NET_PRICE (the customer's price after discounts).
- CUST_NET_PRC_BASE (customer's net price in base currency).
- CUST_BILL_BACK_ALL (customer's bill backs).
- CUST_BBACK_ALL_BSE (customer's bill back in base currency).
- CUST_OFF_INV_BASE (customer's off-invoice discounts in base currency).
- CUST_OFF_INV_DISC (customer's off invoice discounts).

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The Automatic Request Price Check process selects order schedules that do not have a blank net unit price and the Price Protected flag is set to NO. It compares the customer's net unit price against the system-calculated net unit price. On the inbound purchase order, the customer's net unit price can include promotional discounts such as off-invoice or bill-back discounts.

In situations where the customer's inbound purchase order includes promotional discounts, the off-invoice and bill-back discounts are summed in the ORD_PRICE_ADJST table to get a total discount amount on the inbound purchase order.

This example illustrates how the customer's net unit price and system-price are calculated for an inbound purchase order with the criteria that is listed below:

- List Price of 100 USD for 1 case.
- Off-invoice discount of 10 USD per case.
- Bill-back allowance of 10 USD per case. (The bill-back adjustment is an accrued adjustment.)
- Customer's net unit price is 90 USD.
- System calculated price 100 USD.

To validate these fields, the system calculates the price by using the pricing structure (price rules, price lists, and so on) set up in PeopleSoft Enterprise Pricer. The system calculates the price for each order line or schedule based on the pricing structure and then compares the calculated values against the values that are sent by way of the EDI/XML Inbound Purchase Order.

The validation is as follows, assuming that the price discrepancy hold is set up on the Order Management Business Unit Hold Processing page.

- If the customer's list price does not equal the system-calculated price, the Request Price Check validation routine checks the customer's pricing and promotion fields in this order:
    1. Net unit price
    2. Bill-back allowances
    3. Off-invoice discount
    4. List price
- If the customer's bill-back allowance amount is not zero, the validation routine should check that the system calculates a bill-back adjustment for the same amount.
    - If the bill-back allowance does not match the customer's bill-back allowance, the validation routine places the order on hold.
    - If the bill-back allowance does match the system calculated bill-back allowance, the validation routine checks the off-invoice discount.
- If the off-invoice discount does not match, the validation routine places the order on hold.
- If the off-invoice discount does match, the validation routine checks the list price.
- If the list price does not match, the validation routine places the order on hold.

Common Elements Used in This Section

Order Use the check box to select the order for which you want to change the price. When you select an order, additional fields become available to edit.

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Pages Used to Use Request Price Check

Page Name	Object Name	Navigation	Usage
Hold Codes	HOLD_CD	Financials/Supply Chain, Product Related, Order Management Foundation, Hold Codes	Establish a price discrepancy hold code.
Hold Processing	BUS_UNIT_TBL_OM2	• Set Up Financials/Supply Chain, Business Unit Related, Order Management • Click the Hold Processing link on the Order Management Definition - Order Management Setup page.	Assign a price discrepancy hold code for the business unit
Request Price Check-EDI/XML	RUN_OM_AUDIT	Order Management, Quotes and Orders, Update Price, Request Price Check-EDI/XML	Validate the customer's net price against the system-calculated net price for orders that are processed by EDI/XML.
Price Hold Release: System Information, Customer Prices	OM_PRC_HOLD	Order Management, Quotes and Orders, Update Price, Update Price Discrepancies	View and update the customer's and the system-calculated net unit price.

Running Request Price Check

Access the Price Release Hold page.

System Information tab

List Price (Base), Net Unit Price (Base) View the system calculated prices and override them as necessary. Any changes are passed to the sales order.

Customer Prices tab

The prices that are on this page are the customer's purchase order prices that differ from the system-calculated prices. You can override them as necessary. Any changes are passed to the sales order.

PO Price (Base) The customer's price before discounts.

Net Price (Base) The customer's price after discounts.

Bill Back (Base) The bill-back discount for the line that the customer takes as a credit or payment.

Off Invoice (Base) The off-invoice discount for the line that the customer takes off the net price.

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CHAPTER 28

Analyzing Sales Using PS/nVision and Online Analytical Processing

This section provides an overview and describes how to analyze sales using:

- Ps/nVision.
- Online Analytical Processing (OLAP).

Using PS/nVision

To set up forecasting, use the Forecast OM and Forecast Product components.

PeopleSoft Order Management makes it easy for you to analyze your sales. You can forecast how many orders a customer, group of customers, or an entire region will book or ship in any given fiscal period. You can also predict how many products or groups of products will be sold per month, as well as their total revenue. If you want to be more specific, you can forecast the quantity of a certain product, a customer, customer group, or region will book or ship.

In addition, PeopleSoft Order Management comes with several predefined sales analysis report examples that you can generate using PS/nVision. PS/nVision is a powerful reporting tool that enables you to create reports and graphics to enhance your decision-making process.

PeopleSoft Order Management provides you with a number of sample sales analysis reports. You can use these reports as delivered, or use the flexibility of PS/nVision to modify them to meet your unique business requirements. The sample sales analysis reports address product bookings, product sales, customer bookings, and customer sales.

To use this functionality, log on to the PeopleTools windows client.

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Pages Used for Sales Analysis

Page Name	Object Name	Navigation	Usage
Forecasts	FORECAST_OM	Order Management, Analyze Sales, Forecast Sales Bookings	Forecast bookings and sales of products and product groups. You can also elect to indicate bookings or sales by customer, customer group, or region. **Note.** PeopleSoft Order Management does not provide any standard analysis reports that use this forecast data, but you can use our flexible reporting tools to modify a report that meets your business requirements.
Forecast Products	FORECAST_PROD	Order Management, Analyze Sales, ForecastProducts	Forecast products. **Note.** PeopleSoft Order Management does not provide any standard analysis reports that use this forecast data, but you can use our flexible reporting tools to modify a report that meets your business requirements.

Using Online Analytical Processing

When you analyze sales order data, you probably want to look at it from several perspectives, by customer group, product group, sales region, and so on. You might think of a dimension as a column or row on a spreadsheet; however, since a spreadsheet is only two-dimensional, you would have a hard time representing customers, products, sales regions, and time using a single spreadsheet. Therefore, when data has three or more dimensions, we refer to it as being arranged in a cube, with each side representing a dimension. Once you have defined an OLAP cube, you can pivot your data to view it from different perspectives, or *slice and dice* the data based on combinations of these dimensions. When you analyze the data, you slice off part of the cube or dice it to get to an individual cell. These multidimensional views of your financial data provide you with valuable information for effective data analysis, decision-making, and forecasting.

You use the PeopleTools Cube Manager to build multidimensional databases of information. The Cube Manager works with two OLAP tools: Arbor Essbase and Cognos PowerPlay. When you use Cognos PowerPlay, which is shipped with PeopleTools, in conjunction with the PeopleTools Cube Manager, you have everything you need to begin building cubes to analyze your data. PeopleSoft Order Management uses Cognos PowerPlay.

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Preparing Trees and Queries

After you have determined the dimensions for the cube, you need to set up the way each of the dimensions will roll up. You also need to specify how detail values roll up to higher levels for each dimension. You can use existing trees or queries with OLAP. In addition, you need to define a query to extract the data from your PeopleSoft database to the OLAP cube.

PeopleSoft Order Management provides sample queries and trees. You can use them as delivered or modify them as you like. This list describes the queries and trees delivered with PeopleSoft Order Management. There is one main data query input file used for margin analysis, and three dimension queries. A tree, Sales Regions, is used as a fourth dimension.

Tree/Query	Name	Function
OLAP_OM_MARGIN_DATA	Margin analysis data query	Main data query that pulls information from six key tables: sales order header, sales order line, customer, customer group, product group, and product costing. It selects order lines that are in open or closed status to estimate the revenue and cost information for the Inventory product-costing file.
OLAP_OM_CUSTOMER_DIM	Customer dimensional query	Query over the Customer Group Link table to view margin information by customer or customer groups.
OLAP_OM_ORDER_DIM	Order number dimensional query	Query over the Order Group Table to view the margin information by order group or order number.
OLAP_OM_PRODUCT_DIM	Product dimensional query	Query over the Product Group Link table to view margin information by product group or product.
Sales Region Tree	Hierarchy of Sales Regions	Hierarchy of Sales Regions to view margin level at different sales region levels.

Designing Dimensions

The Dimension page and its component pages enable you to define the sources, tree, query, or tree and query combination, and associated settings for dimensions. You'll have one entry for each dimension in your cube. At this point, you are only beginning to build the structure of each dimension that will comprise your cube. You are not yet defining any data for the cube.

We deliver some sample dimensions with PeopleSoft Order Management. You can use the dimensions as delivered or modify them as you like. The list details the dimensions provided:

- Customer Group (OLAP_OM_CUSTOMER_DIM).

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- Order Group (OLAP_OM_ORDER_DIM).
- Product Group (OLAP_OM_PRODUCT_DIM).
- Sales Regions (SALES_PERSONS).

Designing Analysis Models

After creating data source queries and defining dimensions, you define the analysis model by mapping fields from the data source queries to the dimensions you have defined. For each dimension, you must specify which field in the data source query is the source field for the particular dimension. You can also define the measures that will be used in your cube on this page.

We deliver a sample Analysis Model with PeopleSoft Order Management. You can use the Analysis Model as delivered or modify it as you like.

No.	Description	Type	Field
1	All Customers	Dimension	Sold To Customer
2	All Orders	Dimension	Order Number
3	All Products	Dimension	Product ID
4	All Sales Regions	Dimension	Sales Person
5	Profit	Measure	Expression: Net Price*Qty Ordered - Cost* Qty Ordered (list price quantity ordered - cost quantity ordered)
6	Total Net	Measure	Expression: Total Net/Cost*Qty Ordered (total net or cost quantity ordered)
7	List Price	Measure	List Price
8	Total List	Measure	Expression: List Price* Qty Ordered
9	Net Price	Measure	Price on Order Line
10	Quantity Ordered	Measure	Quantity Ordered on Order Line

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No.	Description	Type	Field
11	This Level Cost	Measure	Cost from Product Cost Table
12	Total Cost	Measure	Expression: Cost* Qty Ordered

Designing Cube Templates

A Cube Template simplifies your work in managing updates to the cube structure, data loads, and reloads, and in setting platform-specific options for Essbase and PowerPlay.

The Customer and Product Profitability Cube Template we deliver as a sample Cube Template with PeopleSoft Order Management enables you to see profitability levels by product, customer, and market. By adding four dimensions to the cube, the Cube Template enables managers to quickly and easily see the profit margins by sales regions, customer groups, order groups, and products by slicing and dicing sales order information multiple ways. In addition, the Cube Template has eight different measurements so that you can view profitability from the overall profit of the product, down to the cost of the product. The Cube Template provides a ready-made tool to empower management, as well as the sales force, to make pricing and sales decisions based on the direct profit contribution in order to maximize profitability.

You can use the template as delivered or modify it as you like.

Viewing and Analyzing Cube Data

Once you've built your cube, you can use PowerPlay to view the cube. You can pivot, reposition, and manipulate your data, as well as create graphs and charts. You can view margin information for customers, customer groups, sales regions, products, and product groups, and rank your most profitable products.

See Also

Cognos PowerPlay documentation

PowerPlay documentation

Pages Used Online Analytical Processing

Page Name	Object Name	Navigation	Usage
Build Margin Analysis Cube	OM_OLAP_MAR_REQ	Order Management, Analyze Sales, Build Analysis Cube	Create the cube for analysis.

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PART 5

Processing Taxes for VAT and India

Chapter 29
Order Processing in a VAT Environment

Chapter 30
Processing Taxes for India

CHAPTER 29

Order Processing in a VAT Environment

This chapter provides an overview and describes how to:

- Set up the value-added-tax (VAT) environment.
- Update and viewing sales order VAT information.

Understanding How VAT is Used with Sales Orders

VAT default data is used in sales orders where you can alter certain information.

Note. PeopleSoft Billing and PeopleSoft Order Management calculate and display VAT amounts.

This section discusses how to:

- Pass VAT information is passed to PeopleSoft Billing.
- Invoice product kits in a VAT environment.
- Invoice products with VAT in a counter sale environment.

Passing VAT Information to PeopleSoft Billing

VAT information for sales orders is inserted into the billing interface tables by using Process VAT Defaults (BIPVATOO). The Billing Interface process (BIIF0001) inserts the data into the billing tables for invoicing. VAT amounts are calculated in PeopleSoft Billing.

The table lists the order level and field in PeopleSoft Order Management and the corresponding table and field in PeopleSoft Billing.

Process VAT Defaults (BIPVATOO) and the Billing Interface process (BIIF0001) can be run individually or as part of the OM Invoicing (OM_IVC) multiprocess job.

Note. The fields are delivered as implicit Bill By Fields on the Bill By Identifier page and are not available from the available options: Ship from Country, Ship to Country, Seller's Registration Country, Buyer's Registration Country, and VAT Treatment Group.

Note. When you are consolidating orders or shipments onto a single bill, these VAT-related fields must be identical: Ship from Country, Ship to Country, Seller's Registration Country, Buyer's Registration Country, Vat Treatment Group, Calculate at Gross or Net, VAT Declaration Point, VAT Declaration Date Source, VAT Exception Certificate, VAT Exception Type, VAT Recalculate at Payment, Buyer's VAT Registration ID, Seller's VAT Registration ID, VAT Round Rule, and VAT Declaration Date.

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Note. When you specify a VAT Declaration Point the system sets the VAT Declaration Date Source and VAT Declaration fields automatically.

Note. When you're billing sales order activity that is subject to VAT, the Populate Billing process passes VAT parameters to billing. When this occurs, the Billing Interface process creates new bills rather than adding activity to existing similar bills that are within PeopleSoft Billing. Therefore, if you choose to bill customers according to bill cycles, it is recommended that you plan the Populate Billing process on a schedule that enables you to produce fewer invoices per bill cycle:

Sales Order Level	Order Management Field	Billing Interface Table	Billing Field
Schedule	COUNTRY_LOC_ BUYER	INTFC_BI_HDR	COUNTRY_LOC_ BUYER
Schedule	COUNTRY_LOC_ SELLER	INTFC_BI_HDR	COUNTRY_LOC_ SELLER
Schedule	COUNTRY_VAT_ PERFRM	INTFC_BI_HDR	COUNTRY_VAT_ PERFRM
Schedule	COUNTRY_VAT_ SUPPLY	INTFC_BI_HDR	COUNTRY_VAT_ SUPPLY
Schedule	STATE_LOC_BUYER	INTFC_BI_HDR	STATE_LOC_BUYER
Schedule	STATE_LOC_SELLER	INTFC_BI_HDR	STATE_LOC_SELLER
Schedule	STATE_VAT_DEFAULT	INTFC_BI_HDR	STATE_VAT_DEFAULT
Schedule	STATE_VAT_PERFRM	INTFC_BI_HDR	STATE_VAT_PERFRM
Schedule	VAT_DCLRTN_POINT	INTFC_BI_HDR	VAT_DCLRTN_POINT

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Sales Order Level	Order Management Field	Billing Interface Table	Billing Field
Schedule	VAT_DCLRTN_POINT 1. If "I" 2. If "P" 3. If "D" 4. If "A"	INTFC_BI_HDR	1. VAT_DCLRTN_DT_SRC = "I" and VAT_DCLRTN_DT "blank." 2. VAT_DCLRTN_DT_SRC = "N" and VAT_DCLRTN_DT = "blank." 3. VAT_DCLRTN_SRC = "D" and VAT_DCLRTN_DT = "ship date of transaction." 4. VAT_DCLRTN_SRC = N and VAT_DCLRTN_DT = "blank"
Schedule	VAT_CALC_GROSS_NET	INTFC_BI_HDR	VAT_CALC_GROSS_NET
Schedule	VAT_DST_ACCT_TYPE	INTFC_BI_HDR	VAT_DST_ACCT_TYPE
Schedule	VAT_RECALC_FLAG	INTFC_BI_HDR	VAT_RECALC_FLAG
Schedule	VAT_EXCPTN_CERTIF	INTFC_BI_HDR	VAT_EXCPTN_CERTIF
Schedule	VAT_EXCPTN_TYPE	INTFC_BI_HDR	VAT_EXCPTN_TYPE
Schedule	VAT_RGSTRN_BUYER	INTFC_BI_HDR	VAT_RSTRN_BUYER
Schedule	VAT_ROUND_RULE	INTFC_BI_HDR	VAT_ROUND_RULE
Schedule	VAT_SERVICE_TYPE	INTFC_BI_HDR	VAT_SERVICE_TYPE
Schedule	VAT_SVC_SUPPLY_FLG	INTFC_BI_HDR	VAT_SVC_SUPPLY_FLG
Schedule	COUNTRY_LOC_BUYER	INTFC_BI	COUNTRY_LOC_BUYER

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Sales Order Level	Order Management Field	Billing Interface Table	Billing Field
Schedule	COUNTRY_LOC_ SELLER	INTFC_BI	COUNTRY_LOC_ SELLER
Schedule	COUNTRY_SHIP_ FROM	INTFC_BI	COUNTRY_SHIP_ FROM
Schedule	COUNTRY_SHIP_TO	INTFC_BI	COUNTRY_SHIP_TO
Schedule	COUNTRY_VAT_ BILLFR	INTFC_BI	COUNTRY_VAT_ BILLFR
Schedule	COUNTRY_VAT_ BILLTO	INTFC_BI	COUNTRY_VAT_ BILLTO
Schedule	COUNTRY_VAT_ PERFRM	INTFC_BI	COUNTRY_VAT_ PERFRM
Schedule	COUNTRY_VAT_ SUPPLY	INTFC_BI	COUNTRY_VAT_ SUPPLY
Schedule	IST_TXN_FLG	INTFC_BI	IST_TXN_FLG
Schedule	STATE_LOC_BUYER	INTFC_BI	STATE_LOC_BUYER
Schedule	STATE_LOC_SELLER	INTFC_BI	STATE_LOC_SELLER
Schedule	STATE_VAT_DEFAULT	INTFC_BI	STATE_VAT_DEFAULT
Schedule	STATE_VAT_PERFRM	INTFC_BI	STATE_VAT_PERFRM
Schedule	STATE_SHIP_FROM	INTFC_BI	STATE_SHIP_FROM
Schedule	STATE_SHIP_TO	INTFC_BI	STATE_SHIP_TO
Schedule	VAT_SVC_SUPPLY_ FLG	INTFC_BI	VAT_SVC_SUPPLY_ FLG
Schedule	VAT_SERVICE_TYPE	INTFC_BI	VAT_SERVICE_TYPE
Schedule	VAT_TXN_TYPE_CD	INTFC_BI	VAT_TXN_TYPE_CD*

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Sales Order Level	Order Management Field	Billing Interface Table	Billing Field
Schedule	TAX_CD_VAT	INTFC_BI	TAX_CD_VAT*
Schedule	VAT_APPLICABILITY	INTFC_BI	VAT_APPLICABILITY*
N/A	Pass SetID value for record PRODGP_ NGVAT_VW	INTFC_BI	PROD_GRP_SETID*
Schedule	VAT_TREATMENT	INTFC_BI	VAT_TREATMENT
Schedule	VAT_TREATMENT_ GRP	INTFC_BI	VAT_TREATMENT_ GRP
Line	• PRODUCT_ID* • PRODUCT_ID* (if the product is a kit) • Component product IDs	INTFC_BI	• PRODUCT_ID • PRODUCT_KIT_ID • PRODUCT_ID and IDENTIFIER
Line	PHYSICAL_NATURE	INTFC_BI	PHYSICAL_NATURE
N/A	“PRD”	INTFC_BI	IDENTIFIER_TBL

Note. * For product kits, VAT fields are determined based on the components that make up the kit if you assign VAT percentages to the components.

Invoice Product Kits in a VAT Environment

For value-added tax (VAT), the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules. If the customer wants the items shipped to their address instead of picking up the items, the CSR must add an order line for the freight product ID in order to calculate VAT on the freight. Otherwise, the system does not calculate VAT of the sales order freight amount.

PeopleSoft Order Management typically estimates taxes, which are recalculated in PeopleSoft Billing. In the counter sale environment, taxes are not recalculated in PeopleSoft Billing when the transaction is paid up front or paid fully by a deposit. Taxes are calculated in PeopleSoft Order Management at the tax authority level. Similarly, third-party tax calculations and freight tax are also stored at the tax authority level.

For counter sale customers, typically if the customer wants the items shipped to their address instead of picking up the items, the system will calculate the VAT of the sales order freight automatically. However the CSR can also add an order line for the freight product ID in order to pass additional freight charges on to the customer.

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For product kits, VAT defaults will be determined based on the product kit (parent) level on the sales order. VAT amounts will be calculated at the parent kit level. These orders will not be exploded into separate components if the order has been paid for up front. If you do not enter the VAT percentages for a kit, the Populate Billing process passes the parent product ID for the kit to PeopleSoft Billing and uses as defaults the current values for VAT applicability, VAT transaction type, and VAT code that are stored on the order schedule.

For example, Product Kit 670001 is priced at 1000 EUR. You elect to apply the VAT percentages. Each component represents an individual bill line:

Components	Qty Per	VAT %	Price Each
10001	1	50	500 EURO
30010	2	30	150 EURO
50001	1	20	200 EURO
90001	1	0	0 EURO

If you do not elect to apply VAT percentages, Populate Billing passes product ID 67001 and the price of 1000 EUR to PeopleSoft Billing as a single bill line.

See Also

PeopleSoft Enterprise Order to Cash Common Information 9.0 PeopleBook, "Setting Up Products," Defining Product Kits

Invoice Products With VAT in a Counter Sale Environment

PeopleSoft Order Management typically estimates taxes, which are recalculated in PeopleSoft Billing. In the counter sale environment, taxes are not recalculated in PeopleSoft Billing when the transaction is paid up front or paid fully by a deposit. However, Billing always recalculates taxes for partially paid invoices and fully paid invoices if a third-party tax package is being used. Taxes are calculated in PeopleSoft Order Management at the tax authority level. Similarly, third-party tax calculations and freight tax are also be stored at the tax authority level.

For value-added tax (VAT), the schedules are grouped by VAT code, and the tax is calculated and prorated to the schedules. If the customer wants the items shipped to their address instead of picking up the items, the CSR must add an order line for the freight product ID in order to calculate VAT on the freight. Otherwise, the system does not calculate VAT of the sales order freight amount.

For product kits, VAT defaults will be determined based on the product kit (parent) level on the sales order. VAT amounts will be calculated at the parent kit level. These orders will not be exploded into separate components if the order has been paid for up front.

For counter sale customers, typically the customer wants the items shipped to their address instead of picking up the items, the system will calculate the VAT of the sales order freight automatically. However the CSR can also add an order line for the freight product ID in order to pass additional freight charges on to the customer.

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Setting Up the VAT Environment

This section discusses how to:

- Link Order Management or Inventory business units to a VAT entity.
- Establish VAT defaults.

Linking Order Management or Inventory Business Units to a VAT Entity

In PeopleSoft Order Management, you can invoice by Order Management business unit or by Inventory business unit. In a VAT environment, the Order Management or Inventory business unit by which you choose to bill must be linked to a VAT entity that is associated with a Billing business unit that is, in turn, linked to a General Ledger business unit.

- If you are billing by Order Management business unit, the billing business unit on the Order Management Definition - Order Management Setup page is used.
- If you are billing by Inventory business unit, the billing unit that is on the Inventory Definition - Business Unit Definition page is used.

Note. The only VAT processing that PeopleSoft Inventory performs is for Order Management sales orders.

How the system determines the VAT Entity for sales order is as follows: The Billing business unit that is associated with the Inventory business unit takes precedence over the Billing business unit that is associated with the Order Management business unit if both business units have the Billing business unit assigned. Which Billing business unit is assigned determines where the VAT entity is derived. See the table below:

Order Management Billing Business Unit/VAT Entity Setup	Inventory Billing Business Unit/VAT Entity Setup	Billing Business Unit used to determine VAT Entity	VAT Entity Assigned
Yes/No	No/No	Order Management Billing business unit.	No
Yes/Yes	No/No	Order Management Billing business unit.	Yes
Yes/Yes	Yes/No	Inventory Billing business unit.	No
Yes/Yes	Yes/Yes	Inventory Billing business unit.	Yes
No/No	Yes/Yes	Inventory Billing business unit.	Yes
No/No	Yes/No	Inventory Billing business unit.	No

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Note. The Inventory business unit that is determined at the header level uses the Priority 1 Inventory business unit in the customer's distribution network. If no distribution network is assigned at the customer, the system takes the Inventory Business Unit from either the Order Management distribution network priority 1 Inventory business unit or the Default Inventory business unit that is established on the Order Management business unit Shipping and Receiving page.

See Also

Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing the Order Management Definition, page 22

PeopleSoft Enterprise Inventory 9.0 PeopleBook, "Defining Your Operational Structure in PeopleSoft Inventory," Defining Basic Business Unit Attributes

Setting Up VAT Defaults

Two main components control VAT defaults: the VAT Defaults Setup component and the Services VAT Treatment Defaults Setup component. You can access these components from the common VAT menu (Set Up Financials/Supply Chain, Common Definition, VAT and Intrastat, Value Added Taxes) or from the Order Management Business Unit definition, product definition, or customer pages. If you access these components from the VAT menu, the driver that you select determines the fields that appear. If you access either of these components from the application pages, the component from which you are accessing determines the fields that appear.

The table lists the VAT drivers and associated VAT driver keys in VAT default hierarchy sequence from most specific to least specific for the VAT Defaults component that are used with PeopleSoft Order Management. The table also indicates which drivers control defaults for the Services VAT Treatment:

VAT Driver	VAT Driver Keys	Country	State	Applicable to Regular VAT Defaults	Applicable to Services VAT Treatment Defaults
Sales Line Identifier. **Note.** PeopleSoft Order Management uses the Product ID value for the Identifier.	SetID. Identifier Tabl.e. Identifier.	Optional	Optional	Yes	Yes
Sales Line Identifier Group. **Note.** PeopleSoft Order Management uses the Product Group value for the Identifier.	Sales Line Identifier Group SetID. Identifier Table. Sales Line Identifier Group.	Optional	Optional	Yes	Yes

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VAT Driver	VAT Driver Keys	Country	State	Applicable to Regular VAT Defaults	Applicable to Services VAT Treatment Defaults
Customer Location.	Customer SetID. Customer ID. Address Sequence Number.	Optional	Optional	Yes	Yes
Customer.	Customer SetID Customer ID.	Optional	Optional	Yes	Yes
Order Management Business Unit.	Business Unit.	Optional	Optional	Yes	Yes
VAT Entity Registration.	VAT Entity. Country.	Required	Optional	Yes	No
VAT Country	Country.	Not applicable	Optional	Yes	No

Updating and Viewing Sales Order VAT Information

This section provides and overview and discusses how to modify:

- Header VAT data.
- Line VAT data.
- Schedule VAT data.

Understanding Sales Order VAT Information

This section discusses:

- VAT sales order processing
- Header defaults
- Line defaults
- Schedule defaults

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VAT Sales Order Processing

Because complex algorithms are used to obtain the VAT defaults, avoid manually changing these values. However, if the algorithms encounter problems in finding defaults, then manual intervention is necessary. For this reason, PeopleSoft doesn't protect most of the fields on the VAT Information pages.

Be careful when manually changing defaults, especially the VAT Treatment field, since this value is used as a VAT default value for sales order lines.

You can change the customer Exception Type only if there is a valid country in the bill from VAT country field and the treatment is domestic or domestic distance sale. You can change Exception Type to Suspended only if suspension is allowed for the sellers VAT registration country.

The fields should be populated before the VAT default function is called to avoid errors or incorrect calculations. The table also displays the source for the fields:

Field	Header Source	Line/Schedule Source
Customer Location Country (COUNTRY_LOC_BUYER).	Customer bill to location.	Default value from header.
Customer Location State (STATE_LOC_BUYER).	Customer bill to location.	Default value from header.
Location Country (COUNTRY_LOC_ SELLER).	Order Management Business Unit location.	Default value from header.
Location State (STATE_LOC_ SELLER).	Order Management Business Unit location.	Default value from header.
Ship from Country (COUNTRY_ SHIP_FROM).	Default Inventory Business Unit location country.	If line ship from Inventory Business Unit is the same as the header Inventory Business Unit, the header default value is used. Otherwise, the Inventory Business Unit location country where the product is shipping from is used.
Ship from State (STATE_SHIP_ FROM).	Default Inventory Business Unit location state.	If line ship from Inventory Business Unit is the same as the header Inventory Business Unit, the header default value is used. Otherwise, the Inventory Business Unit location state where the product is shipping from is used.
Ship to Country (COUNTRY_SHIP_ TO).	Ship to customer location country or override value.	Header default value if the ship to locations are the same, otherwise use the ship to location or override on the line.
Ship to State (STATE_SHIP_TO).	Ship to customer location state or override value.	Header default value if the ship to locations are the same, otherwise use the ship to location or override on the line.

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Field	Header Source	Line/Schedule Source
Service Performed Country (COUNTRY_VAT_PERFRM).	Depends on value in the Where Services Performed flag at the header. • If the flag specifies the ship from location, this field is set to the Order Management business unit country. • If the flag specifies the ship to location, this field is set to the customer ship to country. • If the flag specifies the buyers location, this field is set to the customer's bill to location country. • If the flag specifies the suppliers location, this field is set to the Order Management business unit location country.	Depends on value in the Where Services Performed field at the line. • If the flag specifies the ship from location, this field is set to the Order Management business unit country. • If the flag specifies the ship to location, this field is set to the customer ship to country. • If the flag specifies the buyers location, this field is set to the customer's bill to location country. • If the flag specifies the supplier's location, this field is set to the Order Management business unit location country.
STATE_VAT_PERFRM	Depends on value that is in the Where Services Performed field at the header. • If the flag specifies the ship from location, this field is set to the Order Management business unit state. • If the flag specifies the ship to location, this field is set to the customer ship to state. • If the flag specifies the buyers location, this field is set to the customer's bill to location state. • If the flag specifies the suppliers location, this field is set to the Order Management business unit location state.	Depends on value in the Where Services Performed field at the line. • If the flag specifies the ship from location, this field is set to the Order Management business unit state. • If the flag specifies the ship to location, this field is set to the customer ship to state. • If the flag specifies the buyers location, this field is set to the customer's bill to location state. • If the flag specifies the suppliers location, this field is set to the Order Management business unit location state.

The fields are always unavailable for entry; they automatically change in response to a ship from inventory business unit change or ship to address change. If the ship from or ship to country that is involved does not require tracking VAT at the state level, the state field is blank.

- State ship from
- Country ship from
- State ship to
- Country ship to

Header Defaults

Initial header level defaults are determined when this occurs:

- At save time/edit for the entire order.

  Header level defaults are determined prior to line defaults.
- When the Header VAT Information page is accessed.

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- When the Calculate Price button is selected.
- If a line default is triggered, the system checks to make sure that the header level defaults are applied. If the defaults are needed, they are determined.

The Where Services Performed flag is retrieved from either the bill to customer location, or the Order Management Business Unit.

Defaults are automatically reapplied if VAT defaults are already determined at the header and the fields are changed at the line level:

- Address Ship To Sequence change or Ship To Address Override.

  If the resulting change causes the ship to country or state to change, the system automatically reapplies the VAT defaults to the header, line, and any schedules that have their addresses updated as a result of this change.
- Sold to or bill to customer changes cause the entire order to be move again by default; however this type of change can only occur before the sales order is saved.

Note. If the bill to location is changed and this results in changes to the customer location and state, VAT defaults are not automatically reapplied. Any lines or schedules to which defaults have been applied prior to making the change must be reapplied manually, as needed.

Line Defaults

Initial line level defaults are determined when this occurs:

- At save time/edit for the entire order.
- When the Line VAT Information page is accessed.
- When the Shipment Schedule page for the line is accessed.
- When the Calculate button is selected.

The default Physical Nature and Where Services Performed flag are automatically applied when the Product ID is entered. The fields are applied based on this hierarchy: product definition, bill to customer location, Order Management business unit.

The header level VAT defaults are copied to the line if the fields on the header and line match:

- Physical nature.
- Ship from and ship to country/state.
- Buyer and seller location/state.
- Country and state where the service is physically performed.
- VAT Entity.
- VAT service type.
- VAT service place of supply driver.

VAT defaults are automatically reapplied if the VAT defaults are already determined and the fields are changed at the line level:

- Product ID.

  The VAT defaults are reapplied to the line and all schedules.
- Address ship to sequence change or ship to address override.

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If the resulting change causes the ship to country or state to change, the system automatically reapplies the VAT defaults to the line, and any schedules that have their addresses updated as a result of this change.

- Ship from Inventory business unit.

  If the resulting change causes the ship from country or state, or the VAT Entity to change, the system automatically reapplies the VAT defaults to the line. If there is a single schedule, the schedule defaults are also be reapplied.

Schedule Defaults

Initial schedule-level defaults are determined when this occurs:

- At save time/edit for the entire order.
- When the Calculate button is selected.
- When the Shipment Schedule page is accessed for the first time.
- When a shipment is copied or split into additional schedules.

The line level VAT defaults are copied to the schedule if the fields on the line and schedule match:

- VAT Entity.
- Ship from and ship to country/state.
- Buyer and seller location/state.
- Country and state where the service is physically performed.
- VAT Service Type.
- VAT Service Place of Supply Driver.

VAT defaults are automatically reapplied if the VAT defaults are already determined and these fields are changed at the schedule level:

- Address ship to sequence

  If the resulting change causes the ship to country or state to change, the system automatically reapplies the VAT defaults to the schedule. If there is a single schedule, the line defaults are also reapplied.

- Address override.

  If the resulting change causes the ship to country or state to change, the system automatically reapplies defaults to the schedule.

- Ship from Inventory business unit.

  If the resulting change causes the ship from country or state, or the VAT entity to change, the system automatically reapplies the VAT defaults to the schedule. If there is a single schedule, the line defaults are also reapplied.

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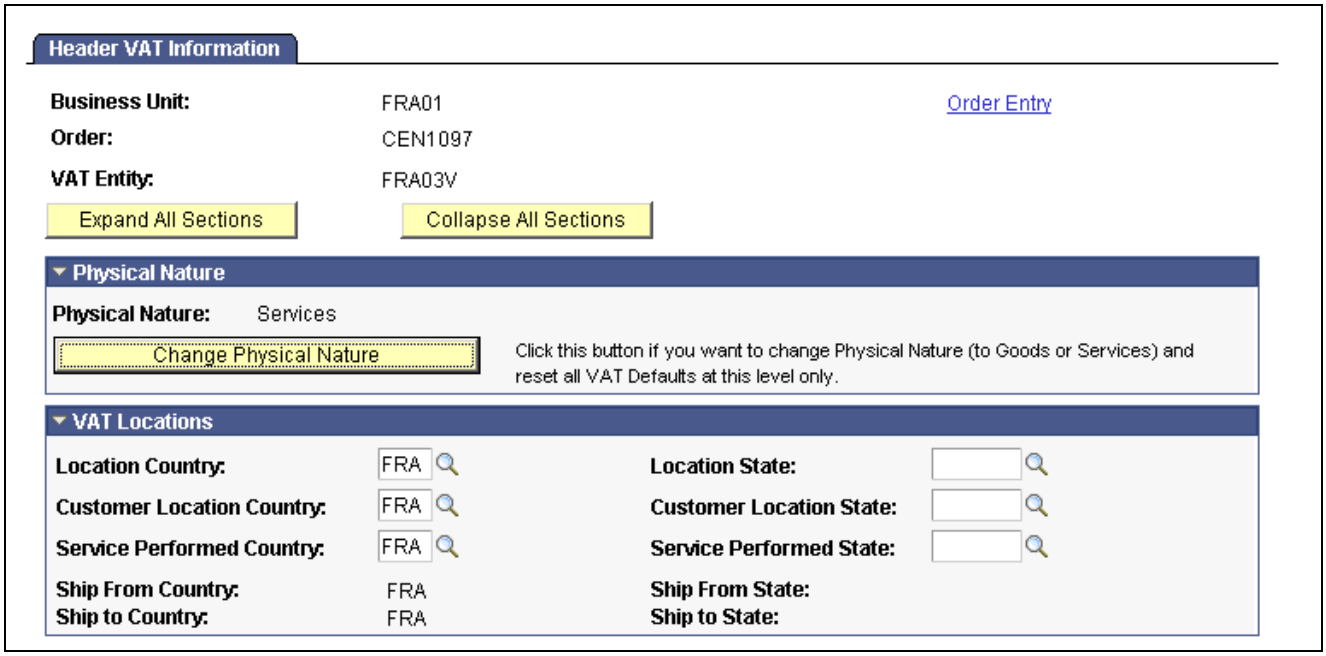
Pages used to Update and View Sales Order VAT Information

Page Name	Object Name	Navigation	Usage
Header VAT Information	ORDENT_HDR_VAT	Select VAT Information in the Header Menu field on the Order Entry Form page.	Override VAT header default values.
Line VAT Information	ORDENT_LINE_VAT	Select VAT Information in the Lines Menu field on the Order Entry Form page.	Override VAT line default values.
Schedule VAT Information	ORDENT_SCH_VAT	Select VAT Information from the Schedule Menu field on the Shipment Schedules page.	Override VAT schedule default values.
Freight VAT Information	ORDENT_FRT_VAT	Click the VAT Information on the Freight Detail page.	Override VAT freight default values.

Modifying Header VAT Data

Access the Header VAT Information page.



Header VAT Information page (1 of 2)

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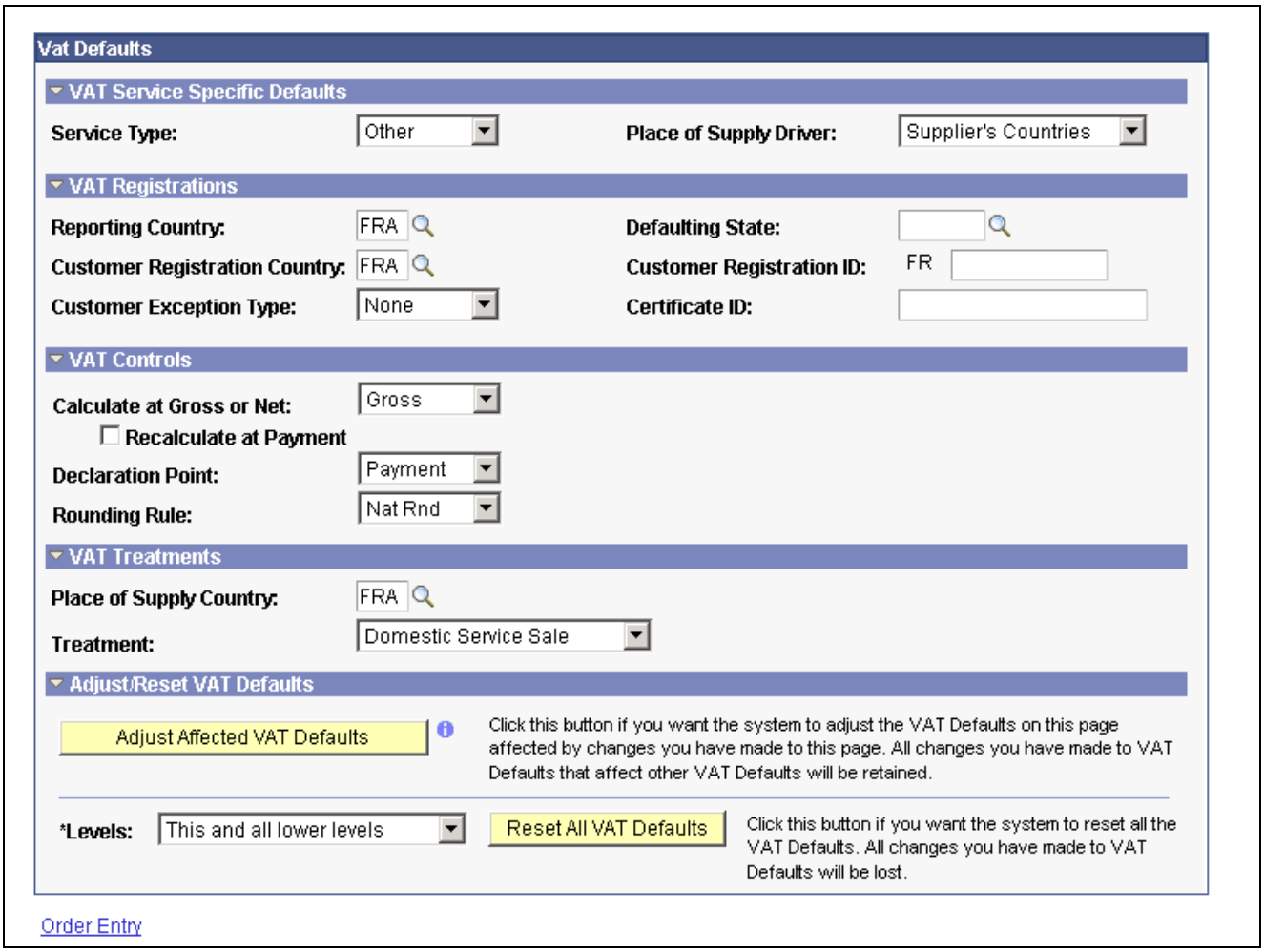

Header VAT Information page (2 of 2)

Expanding and Collapsing Sections

To manage the VAT data more efficiently, you can expand and collapse sections that are on this page.

Expand All Sections Click the expand button to scroll to and access every section on the page. You can also expand one or more sections by clicking the arrow that is next to the section's name.

Collapse All Sections Click to collapse all sections displaying only the header information. If you expand one or more sections, you can click the arrow that is next to the section's name to collapse the section.

Physical Nature

Change Physical Nature Click the button to change to *Goods* or *Services*. When you click the button, the VAT defaults are reset for the new value.

VAT Locations

Location Country For services only, displays the Order Management business unit country.

Location State For services only, displays the Order Management business unit state.

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Customer Location Country For services only, displays the customer's bill to location country.

Customer Location State For services only, displays the customer's bill to location state.

Service Performed Country Depending on the services performed flag setting that is in the VAT default hierarchy (for example at customer or business unit level), the system sets the value for this field as follows:

- If the flag specifies the ship from location, this field is set to the Inventory business unit country.
- If the flag specifies the ship to location, this field is set to the customer ship to country.
- If the flag specifies the buyers location, this field is set to the customer's bill to location country.
- If the flag specifies the suppliers location, this field is set to the Order Management business unit location country.

Service Performed State If the Service Performed Country requires that VAT be tracked by state, this field is populated depending on the services performed flag setting that is in the VAT default hierarchy (for example customer or business unit level). The system sets the value for this field as follows:

- If the flag specifies the ship from location, this field is set to the Inventory business unit state.
- If the flag specifies the ship to location, this field is set to the customer ship to state.
- If the flag specifies the buyers location, this field is set to the customer's bill to location state.
- If the flag specifies the suppliers location, this field is set to the Order Management business unit location state.

Ship From Country Displays the ship from location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship From State If the Ship From Country requires that VAT be tracked by state, displays the ship from location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship To Country Displays the ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Ship To State If the Ship To Country requires that VAT be tracked by state, displays the ship to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

VAT Defaults

This group box contains the:

- VAT service-specific defaults.
- VAT registrations defaults.

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- VAT controls defaults.
- VAT treatments.
- Adjust/reset VAT defaults.

Service Type If the transaction is for a service, it displays the VAT service type of *Freight* or *Other.* The value that is in this field determines whether or not the special rules for freight transport within the European Union (EU) apply.

Place of Supply Driver If the transaction is for a service, displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Options are: *Buyer's Countries, Supplier's Countries,* or *Where Physically Performed.*

Reporting Country Displays the country for which VAT is reported. This is the VAT Entity VAT registration country and determines many of the VAT defaults.

Defaulting State If the reporting country requires that VAT be tracked by state or province, this field displays the state that is within the reporting country that is used to retrieve values from the VAT Defaults table.

Customer Registration Country and **Customer Registration ID** Displays the registration country and ID of the bill to customer.

Customer Exception Type Displays the exception that is granted to the customer. Options are: *None, Exonerated,* or *Suspended.* This value is specified on the bill to customer.

Certificate ID If applicable, displays the ID of the VAT exception certificate that may have been issued to the customer.

Calculate at Gross or Net Indicates how VAT is calculated. Options are:

Gross: The system calculates VAT before it applies any early-payment discounts.

Net: The system calculates VAT after it deducts early payment discounts. If there are two percentage discounts, the system uses the larger of the two when it calculates VAT. The system does not use discount amounts, only discount percentages.

The default value comes from the VAT entity driver.

Recalculate at Payment Select this check box to enable the recalculation of VAT at payment time to allow for any early payment discounts, if you are calculating VAT at gross. This causes the system to adjust the VAT amount at the time of payment if the discount is taken. This is set on the VAT entity driver.

Declaration Point Determines when the VAT transaction information will be recognized for reporting purposes. Options are:

Invoice: VAT is recognized at time of invoice.

Payment: VAT is recognized at time of payment.

Delivery: VAT is recognized on delivery.

Accounting: VAT is recognized at the date of accounting.

This value may be set at any level in the VAT hierarchy: VAT entity registration, business unit options, customer or customer location.

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Rounding Rule Displays the VAT rounding rule. The value comes from the VAT country driver or VAT Entity driver definition. Options are:

Nat Rnd (natural round): Amounts are rounded normally (up or down) to the precision that is specified for the currency code. For example, for a currency that is defined with two decimal places, 157.4659 rounds up to 157.47, but 157.4649 is rounded down to 157.46.

Down: Amounts are rounded down. For example, for a currency that is defined with two decimal places, 157.4699 is rounded down to 157.46.

Up: Amounts are rounded up with a rounding precision to one additional decimal place. For example, for a currency that is defined with two decimal places, 157.4659 rounds up to 157.47, but 157.4609 is rounded to 157.46.

Place of Supply Country For services, displays the country in which the VAT is liable.

Treatment Displays the VAT treatment. Options are:

Deemed Service Export: Services that are provided in the supplier's country to a foreign buyer, where the supply of these services must be zero-rated (that is, the place of supply is the country in which the supplier is located and registered for VAT, but the customer is located in another country).

Domestic Goods Sale: Sale of goods where the supplier and customer are located in the same country.

EU Goods Distance Sale: Sale of goods between EU countries in which the supplier is registered in an EU country and the purchaser is not registered in an EU country. The VAT rate that is charged is the rate that is applicable in the supplier's country.

EU Goods Sale: Sale of goods between VAT registered traders in different EU countries.

EU Sale (Simplification): Used for a transaction between an intermediary and the purchaser in cases when there is a sale of goods between EU countries involving three parties: the purchaser, an intermediary (bill from) supplier, and the actual goods supplier. Each party is located in a different EU country and registered in his own country, and not in either of the other two countries. The only difference between this VAT treatment and that which is applied to normal EU sales is that the supplier is required to print a different message on the invoice referencing the statute that applies to triangulation, rather than the one that references the statute for normal EU sales.

No VAT Processing: No VAT processing required.

Out of Scope EU Service Sale: EU services outside of the scope of VAT.

Outside of Scope Service Export: Export services outside of the scope of VAT.

Outside of Scope: Outside of the scope of VAT.

Zero-rated EU Service Sale: Sale of services within the EU subject to zero-rated VAT.

Zero-rated Goods Export: Export of goods that are subject to zero-rated VAT.

Zero-rated Services Export: Export of services that are subject to zero-rated VAT.

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Within PeopleSoft detail VAT treatment values that are on the transaction lines are used for applying the precise defaults that are applicable to the transaction lines. The treatment is determined based on the rules that are applicable to the transaction.

Adjust/Reset VAT Defaults Any changes you make to fields on this page may affect VAT defaults on this page. Adjusting or resetting VAT defaults will only affect fields within the VAT Defaults group box.

Adjust Affected VAT Defaults Click this button to have the system adjust the VAT defaults that are affected by your changes. All changes you have made to VAT Defaults on this page that affect other VAT Defaults on this page will be retained. PeopleSoft recommends that you always click the Adjust Affected VAT Defaults button after changing any defaults on the VAT page. Since values that appear lower down on the page can be dependent on values that appear higher up on the page, you should work from top to bottom and click the Adjust Affected VAT Defaults button in the Adjust/Reset VAT Defaults collapsible region as needed. This avoids updating values that you have already overridden.

Click the i button to list the fields that are to be adjusted.

Levels Before you click the Reset All VAT Defaults button, select the levels to which you want the action to apply:

- *All lower levels:* Select this field value to reset all VAT defaults at lower levels for this page. From the sales order header, selecting this value will reset all VAT defaults on all the sales order lines and all the sales order schedule lines. From the sales order line, selecting this value will reset all VAT defaults on all of the schedule lines associated with the current sales order line.
- *This and all lower levels:* Select this field value to reset all VAT defaults that are on this VAT page and at any lower levels of this page. From the sales order header, selecting this value will reset all VAT defaults on the header plus all the sales order lines and all the sales order schedule lines. From the sales order line, selecting this value will reset all VAT defaults on the sales order line plus all of the schedule lines associated with the current sales order line.
- *This level only:* Select this field value to reset all VAT defaults that are on this VAT page.

Reset All VAT Defaults Click to reset any fields that you may have overridden on this page (including those that you changed by clicking the Adjust Affected VAT Defaults button) back to the original defaults before you save the page. Depending on your selection in the Levels field, the VAT default values will be reset for the sales order header, the sales order line, the sales order schedule line, or all three.

Note. Reset completely redetermines the VAT defaults. If you have changed a VAT driver field, resetting VAT defaults does not necessarily return the original default values. Rather, it resets all of the default values based on the new driver value.

Modifying VAT Line Data

Access the Line VAT Information page.

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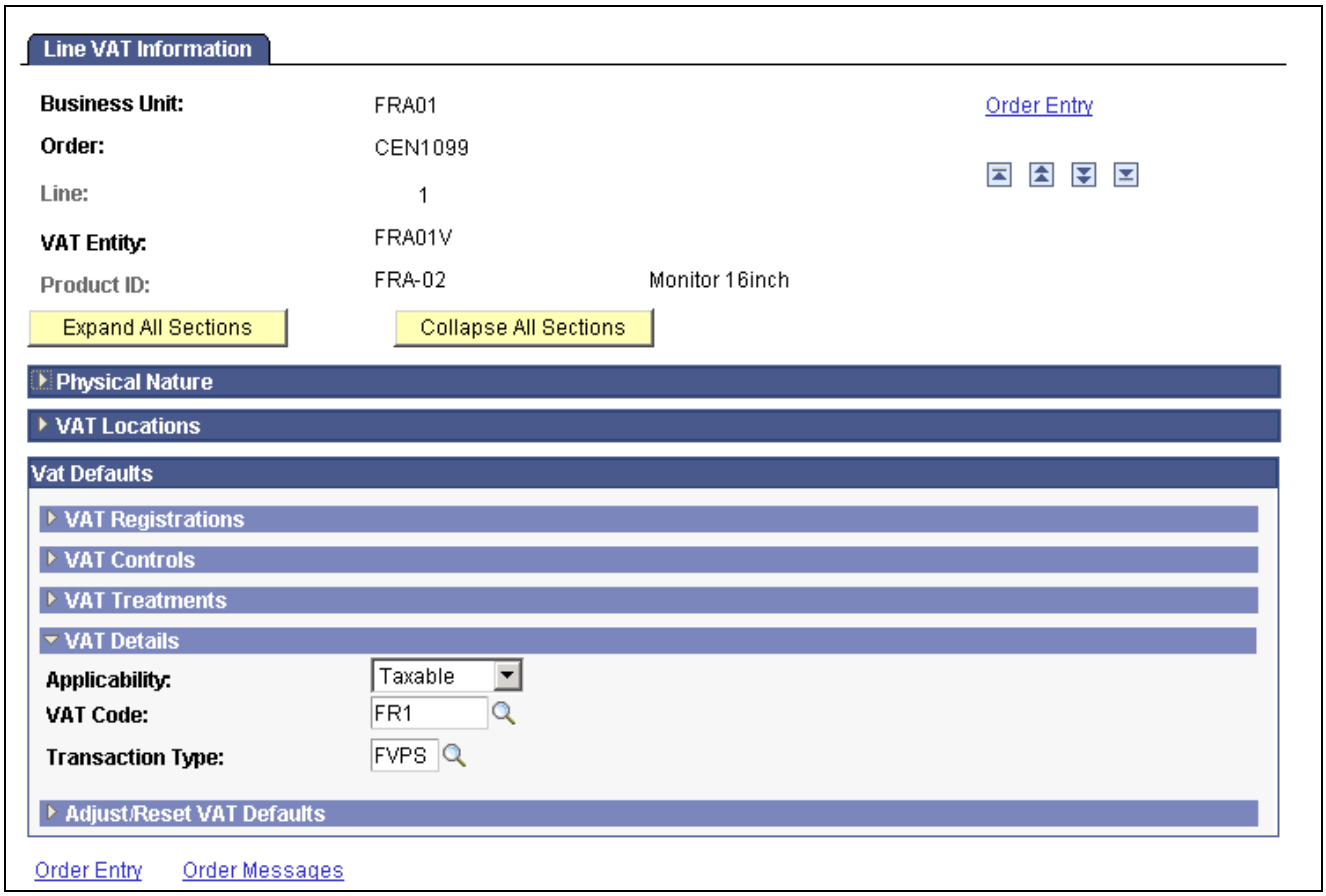
Many of the fields that are on this page are the same as those that appear on the Header VAT Information page.

See Chapter 29, "Order Processing in a VAT Environment," Modifying Header VAT Data, page 506.

The table below displays the required setting for the fields that are in the VAT Details section:

If Applicability Equals	You Must
Taxable, Suspended or Exonerated.	Have a VAT Code and Transaction type. For Suspended or Exonerated lines, the VAT Code should be a zero-rate VAT Code.
Exempt or Out of Scope.	Leave VAT Code blank but have a Transaction type.
N/A (VAT Applicability can equal N/A only on non-VAT lines).	Leave VAT Code and Transaction type blank.



Line VAT Information page

VAT Details

Applicability Displays the VAT status. Valid options are:*Taxable, Exempt* (not subject to VAT) *Exonerated, NA,* (not applicable) *Outside, Suspend, Taxable. (VAT Only is not valid in Order Management).*

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VAT Code Displays the VAT code that defines the rate at which VAT is calculated.

VAT Transaction Type Displays the code that categorizes and classifies this transaction for VAT reporting and accounting.

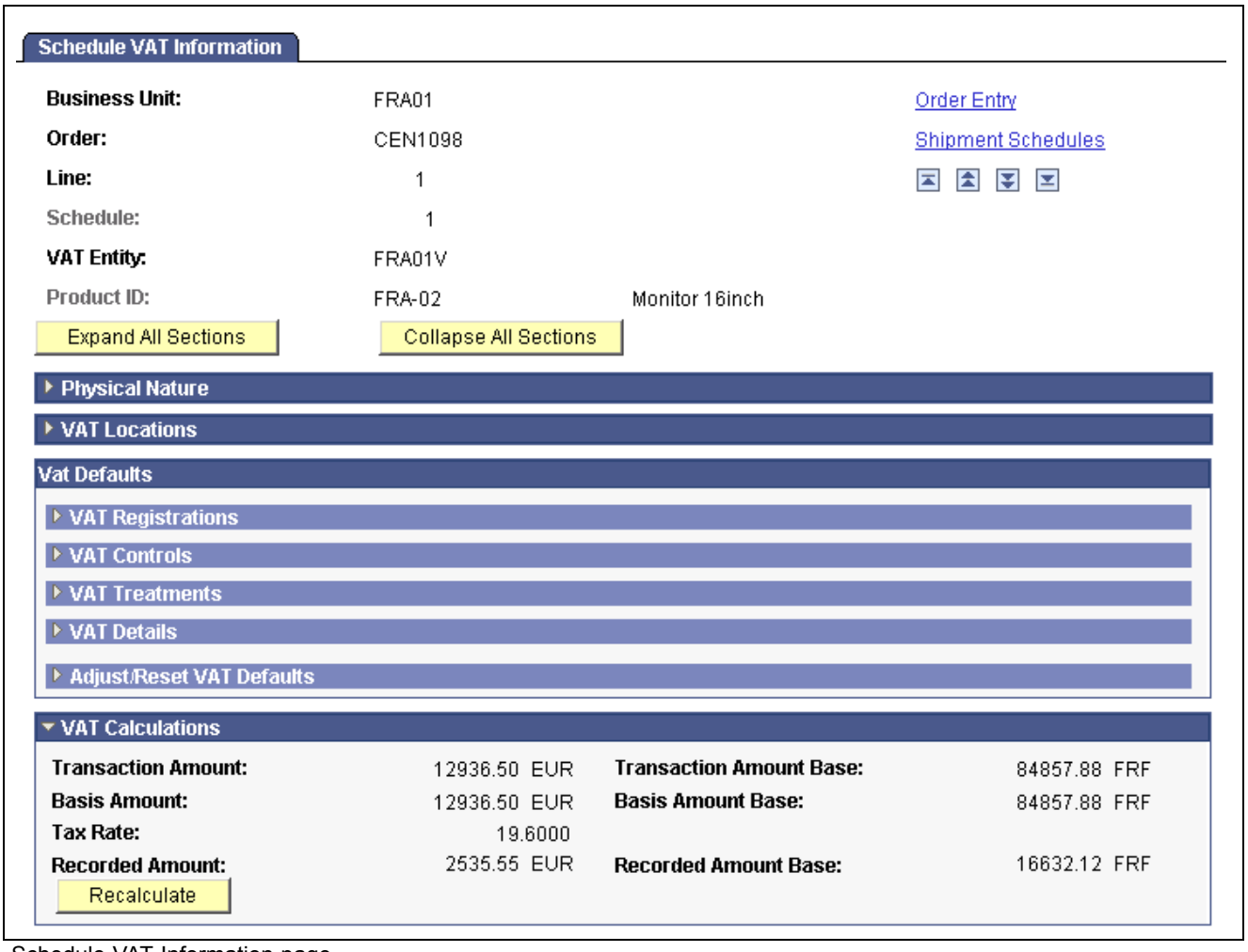
Modifying VAT Schedule Data

Access the Schedule VAT Information page.

Many of the fields on this page are the same as those that appear on the Header VAT Information and Line VAT Information page.

See Chapter 29, "Order Processing in a VAT Environment," Modifying Header VAT Data, page 506.

See Chapter 29, "Order Processing in a VAT Environment," Modifying VAT Line Data, page 511.



Schedule VAT Information page

Physical Nature

Physical Nature The field is unavailable for entry on the schedule.

Reviewing and Updating VAT Calculations

Use this group box to review the VAT calculations for the line.

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Note. At sales order entry, VAT amounts are estimates and are recalculated at the time of invoicing.

Transaction Amount	Displays the amount of the transaction in the transaction currency for the sales order line amount.
Transaction Amount Base	Displays the amount of the transaction in the base currency.
Basis Amount	Displays the amount on which the VAT is calculated. If you are calculating VAT at Net, this is the transaction amount net of any discounts in the transaction currency
Basis Amount Base	Displays the amount on which the VAT is calculated in base currency. If you are calculating VAT at Net, this is the transaction amount net of any discounts in the base currency.
Tax Rate	Displays the applicable VAT percentage.
Recorded Amount	Displays calculated VAT amount in the transaction currency.
Recorded Amount Base	Displays calculated VAT amount in the base currency.
Recalculate	Click to recalculate VAT for the schedule.

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CHAPTER 30

Processing Taxes for India

This chapter discusses how to:

- Process Indian taxes for sales orders and quotes.
- Populate the Billing Interface with Indian tax information.

Processing Indian Taxes for Sales Orders and Quotes

This section provides an overview and discusses how to:

- Access Indian tax information at the header and line level.
- Access Indian tax information at the schedule level.

Note. Indian taxes are calculated only during online sales order entry.

Understanding Indian Tax Processing for Sales Orders and Quotes

In order to calculate excise and sales tax, the ship to customer's tax transaction type appears by default on the sales order header from the Customer Tax Applicability page when adding a sales order or quote. It then appears by defaults on the line and schedule. The tax transaction type can be changed at the header, line, or schedule level. If you change the ship to customer or ship to customer location, the tax transaction type is redetermined.

Note. If you change the tax transaction type at the header level after lines are added, it does not update existing lines or schedules. The system only updates new lines.

If the tax transaction type is for an export sale, you are required to select a benefit scheme for the export products on the order schedule to fulfill customs duty obligations. You can enter the benefit scheme on the order line. The benefit scheme is informational only and can help in the reporting of export sales.

Tax information is established for items that are associated to the product on the Item Tax Applicability page. For product kits, the tax information is established on the Product Tax Applicability page. Excise duties and sales taxes are calculated once when a product, quantity, unit of measure, ship from business unit, and ship to customer are entered and the order is priced. When a product kit is entered on a sales order and the entire product kit cannot be shipped, the excise invoice are not created. There can only be one ship ID for each product kit that is ordered on a sales order line.

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The Tax Determination process is called to determine the excise tax rate code and sales tax rate code. Then the Tax Calculation process is called to calculate the excise and sales tax amounts. All taxes are calculated at the schedule level and appear on the Excise and Sales Tax page. You are only able to change the tax rate codes from this page. Excise duty and sales tax information can also be viewed on the Order Lines and Order Summary page.

Taxes are calculated in this order:

1. Excise duties.
2. Sales taxes.

Note. The Total Order/Load Adjust Option on the Accounting and Billing page for the Order Management Definition, controls how total order and weight and volume pricing discounts and surcharges are sent to PeopleSoft Billing, and how they appear on invoices. For total order or load-based sales subject to India excise tax, pricing will be sent to PeopleSoft Billing as individual invoice lines so that PeopleSoft Billing will calculate taxes.

Copying Sales Orders and Quotes

Indian tax information is copied in the same manner as sales orders and quotes with this exception: excise duties and sales tax are not re-determined when you are copying lines or schedules, but the taxes will be recalculated.

Note. You can always click the Reprice button on the sales order to recalculate the taxes if you have added new lines/schedules or changed any fields.

Calculating Excise Duty when Multiple Pricing Schedules are in Use

If you've implemented tiered pricing rules in your pricing arbitration plan, the excise duty and sales tax on your shipping excise invoice is calculated based on the net unit price defined on the order schedule in the case where the excise duties should not be calculated based on the assessable value. The Net Unit Price field represents a weighted average price of all of the pricing schedules for a given order schedule.

Note. While the invoice will be correct it is important to note that it will not display the fact that customer paid a certain portion of the order schedule at price A and another portion at price B.

If an order with India Excise Duty has more than one pricing schedule it will be passed to Billing as if the Price Adjustment Detail Option, on the Accounting and Billing page for the Order Management Definition, is set to *Netted with Revenue*. This means that:

- Adjustments are not sent to billing.
- Only an invoice line where the list price and the net unit price both equal the net unit price after all adjustments is sent to billing.

Note. It is important to note that the bill reflects the final price after adjustments but the detail of how that price was arrived at is not reflected in the invoice.

Note. It is also important to consider the Excise Duty regulations in force if you decide to implement the Multiple Pricing Schedules.

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Note. If you are not using tiered pricing, the system will use the Price Adjustment Detail Option you set on the Accounting and Billing page of the Order Management Definition.

See Chapter 3, "Setting Up PeopleSoft Order Management Business Units," Establishing Accounting and Billing Options, page 32.

Copying Sales Orders and Quotes

Indian tax information is copied in the same manner as sales orders and quotes with this exception: excise duties and sales tax are not redetermined when you are copying lines or schedules, but the taxes are recalculated.

Note. You can always click the Reprice button on the sales order to recalculate the taxes if you add new lines or schedules or change any fields.

See Also

Chapter 30, "Processing Taxes for India," Processing Indian Taxes for Sales Orders and Quotes, page 515

Common Elements Used in this Section

Benefit Scheme Benefit schemes are established on the Customs Duty Benefit Scheme page. The benefit scheme appears on the Order Lines page. A value is required if the transaction is identified as an export sale. These Tax Transaction Types are valid for export sales:

DEB: (direct export with bond).

DEWB: (direct export without bond).

LEB (local export with bond)

LEWB: (local export without bond).

Tax Transaction Type Tax transaction type that is assigned to the transaction. Values are:

DEB: (direct export with bond).

DEWB: (direct export without bond).

DOM: (domestic).

IUT: (interunit transfer).

LEB: (local export with bond).

LEWB: (local export without bond).

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Pages Used to Process Sales Order and Quote Transactions With Indian Taxes

Page Name	Object Name	Navigation	Usage
Order Entry Form	ORDENT_FORM_LINE	Order Management, Quotes and Orders, Create/Update Order Order Management, Quotes and Orders, Create/Update Quote	Modify the tax transaction type and enter customer and order information pertaining to the entire order. You can also view total excise duty and sales tax amounts for each individual line and for the order.
Line Pricing Data	ORDENT_LINE_PRICE	Click the Pricing Data link on the Order Lines page.	View and modify pricing information for the line. You can also enter manual adjustments.
Shipment Schedules	ORDENT_SCH_ENTRY	Click the Schedules link on the Order Lines page.	Modify the tax transaction type. Define multiple order line shipments or change default information.
Excise and Sales Tax	ORDENT_EXS_TAX_PG	Select *Excise and Sales Tax* in the ...More field on the Shipment Schedules page.	View excise and sales taxes and modify the tax rate codes.
Schedule Pricing Data	ORDENT_SCH_PRICE	Click the Pricing Data link on the Shipment Schedules page.	View and modify pricing information for the schedule. You can also enter manual adjustments.
Order Summary	ORDENT_SUMMARY	Order Management, Quotes and Orders, Review Order Information, Summary	Quickly view information about an individual sales order. You can view the excise duty and sale tax that is calculated for the order.

Accessing Indian Tax Information at the Header and Line Level

Access the Order Entry Form page.

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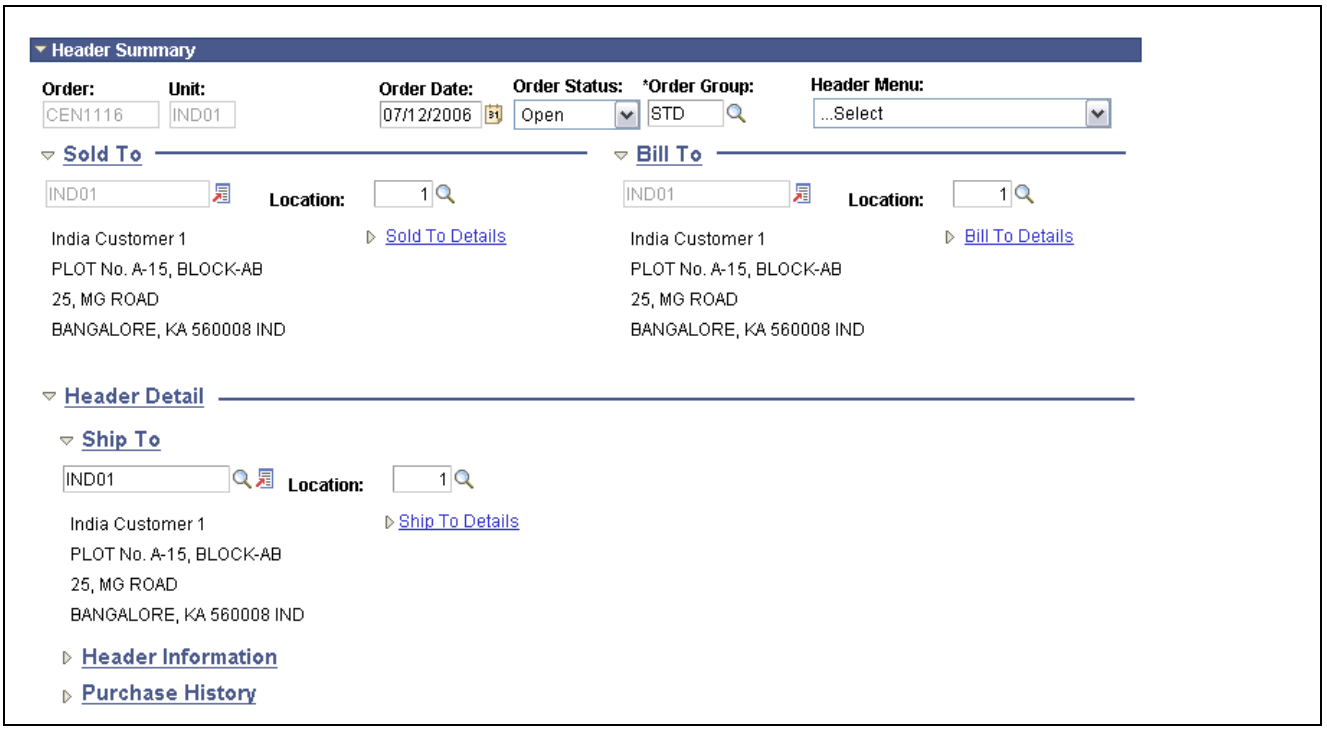

Order Entry page (1 of 2)

Order Entry page (1 of 2)

Total Excise Duty and **Total Sales Tax/VAT** You can view the values for the line from the Taxes tab and for the entire order in the Price Summary area.

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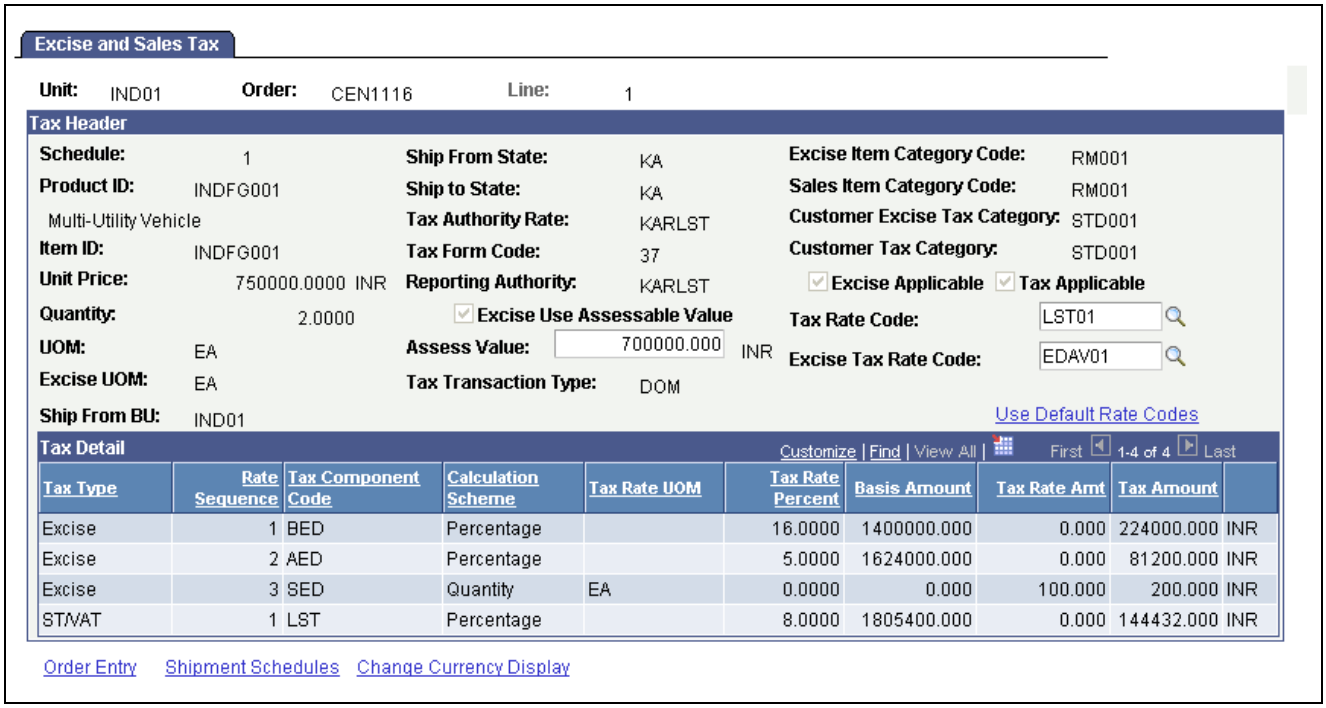
See Also

Chapter 18, “Maintaining Order Header and Line Information,” page 295

Accessing Indian Tax Information at the Schedule Level

Access the Excise and Sales Tax page.



Excise and Sales Tax page

Note. If you change any of the values that can be edited (Assess Value, Sales Tax Rate Code, Excise Tax Rate Code, Use Default Rate Codes, Switch Currency Display), the Tax Calculation process uses the new values to determine or recalculate excise duty and sales tax.

Excise UOM (excise unit of measure) — Appears by default from the Item Tax Applicability page, Item Business Unit Tax Applicability page, or the Product Tax Applicability page. The calculated excise duty is multiplied by the conversion rate between the transaction unit of measure and the excise unit of measure to arrive at a final excise duty amount.

Tax Authority Rate — The tax authority rate is derived by using the tax determination process and assigned to the transaction.

Tax Form Code — Define form codes, which are groupings of form names. Form codes are assigned to tax rate codes. When a tax rate code is associated with a transaction, the form code helps determine the applicable forms for the transaction for form tracking purposes. Values are defined on the Sales Tax Form Codes page.

Excise Use Assessable Value — If the flag is selected, the assessable value is used to calculate the tax amounts. If the option isn’t selected, the Unit Price is used to calculate the tax amounts.

Assess Value — For items and products, this is the assessable value that is defined if you want to calculate duties based on a value other than the basic item or product

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value. If you edit this field, the Tax Calculation process uses this value to calculate tax amounts.

Excise Item Category Code Default excise tax category code that is defined for the item.

Sales Item Category Code Default sales tax category code that is defined for the item.

Customer Excise Tax Category Appears by default from the Customer Tax Applicability page.

Customer Sales Tax Category Appears by default from the Customer Tax Applicability page.

Excise Use Assessable Value If the flag is selected, the assessable value is used to calculate the tax amounts. If the option isn't selected, the Unit Price is used to calculate the tax amounts.

Excise Tax Rate Code and **Tax Rate Code** Taxes are recalculated if you change either the Excise Tax Rate Code or Tax Rate Code field values.

Use Default Rate Codes Click the link to call the Tax Determination process to determine the default excise and sales tax rate codes. Then the Tax Calculation process is called to calculate the tax amounts.

Tax Type Select a tax type with which to associate the tax component code. Defining this information filters tax component codes in the Tax Rate Code table to ensure that tax rate code definitions contain only tax component code lines of the same tax type. Values are *Excise* this is the default value) and *Sales Tax.*

Tax Component Code You define tax components on the Tax Component Code page. Use to group tax component codes of the same tax type under a common tax rate code.

Calculation Scheme Assign a default calculation scheme to the tax component code. The value that you assign here appears by default to the Tax Rate Code page, where it can be overridden. Values are:

Amount: Ad hoc amount-based tax calculation.

Percentage: Percentage-based tax calculation. This is the default value.

Quantity: Quantity-based tax calculation.

Tax Rate UOM (tax rate unit of measure) The unit of measure that is associated with the corresponding rate code.

Note. If the transaction unit of measure is different from the tax rate code unit of measure, the system performs the conversion using the PeopleSoft-delivered unit of measure conversion feature.

Tax Rate Percent If the Calculation Scheme field value is set to *Percentage,* enter a percentage that is to be applied against the taxable amount.

Basis Amount Base amount against which taxes are calculated.

Tax Rate Amt (tax rate amount) If the Calculation Scheme field value is set to *Quantity,* amount to be applied against the transaction quantity, according to the transaction quantity in the Tax Rate UOM value.

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Note. If the transaction unit of measure is different from the tax rate code unit of measure, the system performs the conversion by using the PeopleSoft-delivered unit of measure conversion feature.

If the Calculation Scheme is set to *Amount,* this is the calculated tax amount.

If the Calculation Scheme is set to *Percentage,* this field is clear and the tax calculation parameter is the Tax Rate Percent field value.

Tax Amount Tax amount for the tax rate sequence.

Switch Currency Display Click to switch between the transaction and base currencies.

See Also

Chapter 19, "Maintaining Order Schedule Information," page 339

Populating the Billing Interface With Indian Tax Information

The process to pass information to PeopleSoft Billing depends on whether the item is a shipped item or a non-shipped item. Shipped items require an excise invoice. If an excise invoice is required, an excise invoice must be generated and in a ready state. This is when the excise duty and sales tax is calculated. The Populate Billing process retrieves the calculated excise duty and sales tax information from the excise invoice and passes it to the Billing Interface.

Note. Excise duty or sales tax is not calculated for direct-ship products.

If the item is not going to be shipped, in the case of a service, the Tax Applicability process must be run. The Tax Applicability process determines sales tax applicability and sales tax defaults for the item so that they can be passed to the Billing Interface. In addition, if an item requires an excise invoice and it isn't created, it sets the excise duty applicable flag on the Excise and Sales Tax page to indicate that an excise invoice is needed. PeopleSoft Inventory creates the excise invoice in subsequent runs of the Applicability Check process (OM_EXS_APPL) so it can be passed to the Billing Interface for billing.

PeopleSoft Billing calculates the actual sales tax amounts.

The scenarios describe what is passed to PeopleSoft Billing.

- When neither excise duties nor sales taxes are applicable, Populate Billing passes a blank excise invoice number, excise tax applicability as no, sales tax applicability as no, and passes no tax parameters or tax details.
- When both excise duties and sales taxes are applicable and the excise invoice is created, the Populate Billing process passes the excise invoice number, excise tax applicability as yes, sales tax applicability as yes, and all tax parameters for excise duties and sales taxes are passed.

  If the excise invoice is not yet created, billing activity is not passed. This activity can be passed in a later processing run after the excise invoice is created.
- When excise duties are not applicable but sales taxes are applicable, no excise invoice is needed. The Populate Billing process passes a blank excise invoice number, excise tax applicability as no, sales tax applicability as yes, and all tax parameters for sales tax are passed.

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The table summarizes how excise duty and sales tax information are passed to the Billing Interface by the Populate Billing process.

Excise Tax Applicability	Sales Tax Applicability	Passed to PeopleSoft Billing Interface
Yes	No	• Excise tax components • Excise tax amounts
Yes	Yes	• Excise tax components • Excise tax amounts • Sales tax components • Sales tax amounts
No	Yes	• Sales tax components • Sales tax amounts
No	No	None

See Also

Chapter 25, “Billing Orders,” page 427

PeopleSoft Enterprise Inventory 9.0 PeopleBook, “Creating Shipping Documentation,” (IND) Creating Shipping Excise Invoices for India

PeopleSoft Enterprise Billing 9.0 PeopleBook, “Setting Up the Billing Interface”

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Pages Used to Populate the Billing Interface with Excise Duty and Sales Tax Information

Page Name	Object Name	Navigation	Usage
Applicability Check	RUN_OM_EXS_APP_CHK	Inventory, Fulfill Stock Orders, Shipping Excise IND, Tax Applicability	Run the Applicability Check process, which checks each ship line to determine if excise duties and sales taxes are applicable. Specify a business unit or all ship lines for all business units are selected.
Populate Billing	RUN_OM_BILLING1	Order Management, Quotes and Orders, Create OM Billing Entries, Process OM Billing	Run the Populate Billing process (OM_BILL) or run the OM Invoicing multi-process job (OM_INC) to populate the Billing Interface tables with excise duty and sales tax information from the excise invoice. When you select the OM Invoicing process, the Populate Billing, Billing Interface, and Process VAT Defaults processes are run. These processes are also part of the Direct Invoicing multi-process job (DIRCTIV2). See Chapter 25, "Billing Orders," Populating Billing, page 432.

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APPENDIX A

PeopleSoft Order Management Reports

This appendix provides an overview of PeopleSoft Order Management reports.

Note. For samples of these reports, see the Portable Document Format (PDF) files published on CD-ROM with your documentation.

PeopleSoft Order Management Standard Reports: A to Z

The sections list the reports used with PeopleSoft Order Management:

- Crystal reports.
- SQR reports.

PeopleSoft Order Management Crystal Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMC1000 OM Business Unit Options	Order Management business unit information as specified on the Order Management Definition Business Unit pages, such as credit check and automatic hold processing options, and distribution defaults.	Set Up Financials/Supply Chain, Business Unit Related, Reports, Order Management Options,	RUN_OMC1000
OMC3250 Buying Agreement Renewal	Letter notifying your customer that their buying agreement is about to expire.	Order Management, Buying Agreements, Reports, Renewal Agreement, Agreement Renewal	RUN_OMC3250
OMC5210 Orders on Hold	Lists all orders currently on hold by business unit. Shows hold type and code, status date, and the date/time of the last update, among other details.	Order Management, Quotes and Orders, Reports, Orders on Hold	RUN_OMC5210
OMC5250 Order Changes	Lists all orders by business unit that were changed, showing the reason for changes and the date and times changes were made.	Order Management, Quotes and Orders, Reports, Order Changes	RUN_OMC5250

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PeopleSoft Order Management SQR Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMS1000 Sales Order	Sales order to be sent to your customer.	Order Management, Quotes and Orders, Reports, Print Sales Orders	RUN_OMS1000
OMS1000 Sales Quotation	Quotation to be sent to your prospect.	Order Management, Quotes and Orders, Reports, Print Sales Quotation	RUN_OMS1000
OMS5100 Quote Register	Lists quotations for a business unit. Identifies sold to customer, PO number, status, and total order amount.	Order Management, Quotes and Orders, Reports, Quote Register	RUN_OMS5100
OMS5200 Sales Order Register	Lists orders for a business unit. Identifies sold to customer, PO number, status, and total order amount.	Order Management, Quotes and Orders, Reports, Sales Order Register	RUN_OMS5200
OMS5300 Update Order Commission Data	Details orders that were updated by the Update Order Commission Data process. Identifies team member, quota dates and amounts, and commission percent.	Order Management, Quotes and Orders, Process Orders, Update Commission Data, Update Order Commission Data	RUN_OMS5300
OMS6100 Order Backlog	Lists orders on backlog by sold to customer, ship to customer, or by product. Identifies backlog quantities and amounts.	Order Management, Quotes and Orders, Reports, Order Backlog	RUN_OMS6100
OMS6210 Overdue Shipments	Lists orders that were not shipped by scheduled ship date. Identifies Ship To customer, product, overdue quantity, and days overdue.	Order Management, Quotes and Orders, Reports, Overdue Shipments	RUN_OMS6210
OMS8100 Buying Agreement Status	Summary version lists status, start and end dates, and customer or customer group. Detail version lists the buying agreement lines and the sales orders referencing each line as well as the ordered to date and remaining quantities.	Order Management, Buying Agreements, Reports, Status, Agreement Status	RUN_OMS8100

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Report ID and Report Name	Description	Navigation	Run Control Page
CBS1000 Product Profitability	Generate the data used to analyze product profitability by running the Generate Profitability Report process, CB_GENPROFIT. Review the claimback contract impact on product profitability, margins, and revenue. Select the Print Profitability Report process, CBS1000, to see the data that was generated by the Generate Profitability Report process.	Order Management, Claimbacks, Product Profitability Report	CB_RUN_CBS1000
PORB7010 Claimback Claims Print	Batch process that prints claimback claims by SetID, Claimback Contract ID, or Claim ID. This process will print the formal claim(s) to send to the vendor for payment.	Order Management, Claimbacks, Claimback Claims, Claimback Claims Print	VRBT_CLAIMS_PRT_RC

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Glossary of PeopleSoft Enterprise Terms

absence entitlement	This element defines rules for granting paid time off for valid absences, such as sick time, vacation, and maternity leave. An absence entitlement element defines the entitlement amount, frequency, and entitlement period.
absence take	This element defines the conditions that must be met before a payee is entitled to take paid time off.
academic career	In PeopleSoft Enterprise Campus Solutions, all course work that a student undertakes at an academic institution and that is grouped in a single student record. For example, a university that has an undergraduate school, a graduate school, and various professional schools might define several academic careers—an undergraduate career, a graduate career, and separate careers for each professional school (law school, medical school, dental school, and so on).
academic institution	In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.
academic organization	In PeopleSoft Enterprise Campus Solutions, an entity that is part of the administrative structure within an academic institution. At the lowest level, an academic organization might be an academic department. At the highest level, an academic organization can represent a division.
academic plan	In PeopleSoft Enterprise Campus Solutions, an area of study—such as a major, minor, or specialization—that exists within an academic program or academic career.
academic program	In PeopleSoft Enterprise Campus Solutions, the entity to which a student applies and is admitted and from which the student graduates.
accounting class	In PeopleSoft Enterprise Performance Management, the accounting class defines how a resource is treated for generally accepted accounting practices. The Inventory class indicates whether a resource becomes part of a balance sheet account, such as inventory or fixed assets, while the Non-inventory class indicates that the resource is treated as an expense of the period during which it occurs.
accounting date	The accounting date indicates when a transaction is recognized, as opposed to the date the transaction actually occurred. The accounting date and transaction date can be the same. The accounting date determines the period in the general ledger to which the transaction is to be posted. You can only select an accounting date that falls within an open period in the ledger to which you are posting. The accounting date for an item is normally the invoice date.
accounting split	The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.
accumulator	You use an accumulator to store cumulative values of defined items as they are processed. You can accumulate a single value over time or multiple values over time. For example, an accumulator could consist of all voluntary deductions, or all company deductions, enabling you to accumulate amounts. It allows total flexibility for time periods and values accumulated.
action reason	The reason an employee's job or employment information is updated. The action reason is entered in two parts: a personnel action, such as a promotion, termination, or change from one pay group to another—and a reason for that action. Action reasons are used by PeopleSoft Enterprise Human Resources, PeopleSoft Enterprise Benefits

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Administration, PeopleSoft Enterprise Stock Administration, and the COBRA Administration feature of the Base Benefits business process.

action template In PeopleSoft Enterprise Receivables, outlines a set of escalating actions that the system or user performs based on the period of time that a customer or item has been in an action plan for a specific condition.

activity In PeopleSoft Enterprise Learning Management, an instance of a catalog item (sometimes called a class) that is available for enrollment. The activity defines such things as the costs that are associated with the offering, enrollment limits and deadlines, and waitlisting capacities.

In PeopleSoft Enterprise Performance Management, the work of an organization and the aggregation of actions that are used for activity-based costing.

In PeopleSoft Enterprise Project Costing, the unit of work that provides a further breakdown of projects—usually into specific tasks.

In PeopleSoft Workflow, a specific transaction that you might need to perform in a business process. Because it consists of the steps that are used to perform a transaction, it is also known as a step map.

address usage In PeopleSoft Enterprise Campus Solutions, a grouping of address types defining the order in which the address types are used. For example, you might define an address usage code to process addresses in the following order: billing address, dormitory address, home address, and then work address.

adjustment calendar In PeopleSoft Enterprise Campus Solutions, the adjustment calendar controls how a particular charge is adjusted on a student's account when the student drops classes or withdraws from a term. The charge adjustment is based on how much time has elapsed from a predetermined date, and it is determined as a percentage of the original charge amount.

administrative function In PeopleSoft Enterprise Campus Solutions, a particular functional area that processes checklists, communication, and comments. The administrative function identifies which variable data is added to a person's checklist or communication record when a specific checklist code, communication category, or comment is assigned to the student. This key data enables you to trace that checklist, communication, or comment back to a specific processing event in a functional area.

admit type In PeopleSoft Enterprise Campus Solutions, a designation used to distinguish first-year applications from transfer applications.

agreement In PeopleSoft Enterprise eSettlements, provides a way to group and specify processing options, such as payment terms, pay from a bank, and notifications by a buyer and supplier location combination.

allocation rule In PeopleSoft Enterprise Incentive Management, an expression within compensation plans that enables the system to assign transactions to nodes and participants. During transaction allocation, the allocation engine traverses the compensation structure from the current node to the root node, checking each node for plans that contain allocation rules.

alternate account A feature in PeopleSoft Enterprise General Ledger that enables you to create a statutory chart of accounts and enter statutory account transactions at the detail transaction level, as required for recording and reporting by some national governments.

analysis database In PeopleSoft Enterprise Campus Solutions, database tables that store large amounts of student information that may not appear in standard report formats. The analysis database tables contain keys for all objects in a report that an application program can use to reference other student-record objects that are not contained in the printed report. For instance, the analysis database contains data on courses that are considered

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	for satisfying a requirement but that are rejected. It also contains information on courses captured by global limits. An analysis database is used in PeopleSoft Enterprise Academic Advisement.
Application Messaging	PeopleSoft Application Messaging enables applications within the PeopleSoft Enterprise product family to communicate synchronously or asynchronously with other PeopleSoft Enterprise and third-party applications. An application message defines the records and fields to be published or subscribed to.
AR specialist	Abbreviation for *receivables specialist.* In PeopleSoft Enterprise Receivables, an individual in who tracks and resolves deductions and disputed items.
arbitration plan	The arbiter when multiple price rules match the transaction. This plan determines the order in which the price rules are applied to the transaction base price.
assessment rule	In PeopleSoft Enterprise Receivables, a user-defined rule that the system uses to evaluate the condition of a customer's account or of individual items to determine whether to generate a follow-up action.
asset class	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
attribute/value pair	In PeopleSoft Enterprise Directory Interface, relates the data that makes up an entry in the directory information tree.
auction event	In PeopleSoft Strategic Sourcing, a sourcing event where bidders actively compete against one another to achieve the best price or score.
audience	In PeopleSoft Enterprise Campus Solutions, a segment of the database that relates to an initiative, or a membership organization that is based on constituent attributes rather than a dues-paying structure. Examples of audiences include the Class of '65 and Undergraduate Arts & Sciences.
authentication server	A server that is set up to verify users of the system.
base time period	In PeopleSoft Enterprise Business Planning, the lowest level time period in a calendar.
benchmark job	In PeopleSoft Enterprise Workforce Analytics Solution, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources.
bid response	In PeopleSoft Strategic Sourcing, the response by a bidder to an event.
billing career	In PeopleSoft Enterprise Campus Solutions, the one career under which other careers are grouped for billing purposes if a student is active simultaneously in multiple careers.
bio bit or bio brief	In PeopleSoft Enterprise Campus Solutions, a report that summarizes information stored in the system about a particular constituent. You can generate standard or specialized reports.
book	In PeopleSoft Enterprise Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
branch	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
budgetary account only	An account used by the system only and not by users; this type of account does not accept transactions. You can only budget with this account. Formerly called "system-maintained account."

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budget check In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.

budget control In commitment control, budget control ensures that commitments and expenditures don't exceed budgets. It enables you to track transactions against corresponding budgets and terminate a document's cycle if the defined budget conditions are not met. For example, you can prevent a purchase order from being dispatched to a vendor if there are insufficient funds in the related budget to support it.

budget period The interval of time (such as 12 months or 4 quarters) into which a period is divided for budgetary and reporting purposes. The ChartField allows maximum flexibility to define operational accounting time periods without restriction to only one calendar.

business activity The name of a subset of a detailed business process. This might be a specific transaction, task, or action that you perform in a business process.

business event In PeopleSoft Enterprise Receivables, defines the processing characteristics for the Receivable Update process for a draft activity.

In PeopleSoft Enterprise Sales Incentive Management, an original business transaction or activity that may justify the creation of a PeopleSoft Enterprise Incentive Management event (a sale, for example).

business process A standard set of 17 business processes are defined and maintained by the PeopleSoft Enterprise product families and are supported by the Business Process Engineering group. An example of a business process is Order Fulfillment, which is a business process that manages sales orders and contracts, inventory, billing, and so forth.

See also *detailed business process.*

business unit constraints In PeopleSoft Strategic Sourcing, these constraints apply to a selected Strategic Sourcing business unit. Spend is tracked across all of the events within the selected Strategic Sourcing business unit.

business task The name of the specific function depicted in one of the business processes.

business unit A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions.

buyer In PeopleSoft Enterprise eSettlements, an organization (or business unit, as opposed to an individual) that transacts with suppliers (vendors) within the system. A buyer creates payments for purchases that are made in the system.

buy event In PeopleSoft Strategic Sourcing, for event creators, the purchase of goods or services, most typically associated with a request for quote, proposal, or reverse auction.For bidders, the sale of goods or services.

campus In PeopleSoft Enterprise Campus Solutions, an entity that is usually associated with a distinct physical administrative unit, that belongs to a single academic institution, that uses a unique course catalog, and that produces a common transcript for students within the same academic career.

cash drawer A repository for monies and payments taken locally.

catalog item In PeopleSoft Enterprise Learning Management, a specific topic that a learner can study and have tracked. For example, "Introduction to Microsoft Word." A catalog item contains general information about the topic and includes a course code, description, categorization, keywords, and delivery methods. A catalog item can have one or more learning activities.

catalog map In PeopleSoft Enterprise Catalog Management, translates values from the catalog source data to the format of the company's catalog.

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catalog partner In PeopleSoft Enterprise Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.

categorization Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.

category In PeopleSoft Enterprise Campus Solutions, a broad grouping to which specific comments or communications (contexts) are assigned. Category codes are also linked to 3C access groups so that you can assign data-entry or view-only privileges across functions.

channel In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.

ChartField A field that stores a chart of accounts, resources, and so on, depending on the PeopleSoft Enterprise application. ChartField values represent individual account numbers, department codes, and so forth.

ChartField balancing You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.

ChartField combination edit The process of editing journal lines for valid ChartField combinations based on user-defined rules.

ChartKey One or more fields that uniquely identify each row in a table. Some tables contain only one field as the key, while others require a combination.

checkbook In PeopleSoft Enterprise Promotions Management, enables you to view financial data (such as planned, incurred, and actual amounts) that is related to funds and trade promotions.

checklist code In PeopleSoft Enterprise Campus Solutions, a code that represents a list of planned or completed action items that can be assigned to a staff member, volunteer, or unit. Checklists enable you to view all action assignments on one page.

claimback In the wholesale distribution industry, a contract between supplier and distributor, in which monies are paid to the distributor on the sale of specified products or product groups to targeted customers or customer groups.

class In PeopleSoft Enterprise Campus Solutions, a specific offering of a course component within an academic term.

See also *course.*

Class ChartField A ChartField value that identifies a unique appropriation budget key when you combine it with a fund, department ID, and program code, as well as a budget period. Formerly called *sub-classification.*

clearance In PeopleSoft Enterprise Campus Solutions, the period of time during which a constituent in PeopleSoft Enterprise Contributor Relations is approved for involvement in an initiative or an action. Clearances are used to prevent development officers from making multiple requests to a constituent during the same time period.

clone In PeopleCode, to make a unique copy. In contrast, to *copy* may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.

cohort In PeopleSoft Enterprise Campus Solutions, the highest level of the three-level classification structure that you define for enrollment management. You can define a cohort level, link it to other levels, and set enrollment target numbers for it.

See also *population* and *division*.

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collection To make a set of documents available for searching in Verity, you must first create at least one collection. A collection is set of directories and files that allow search application users to use the Verity search engine to quickly find and display source documents that match search criteria. A collection is a set of statistics and pointers to the source documents, stored in a proprietary format on a file server. Because a collection can only store information for a single location, PeopleTools maintains a set of collections (one per language code) for each search index object.

collection rule In PeopleSoft Enterprise Receivables, a user-defined rule that defines actions to take for a customer based on both the amount and the number of days past due for outstanding balances.

comm key See *communication key.*

communication key In PeopleSoft Enterprise Campus Solutions, a single code for entering a combination of communication category, communication context, communication method, communication direction, and standard letter code. Communication keys (also called *comm keys* or *speed keys*) can be created for background processes as well as for specific users.

compensation object In PeopleSoft Enterprise Incentive Management, a node within a compensation structure. Compensation objects are the building blocks that make up a compensation structure's hierarchical representation.

compensation structure In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.

component interface A component interface is a set of application programming interfaces (APIs) that you can use to access and modify PeopleSoft Enterprise database information using a program instead of the PeopleSoft client.

condition In PeopleSoft Enterprise Receivables, occurs when there is a change of status for a customer's account, such as reaching a credit limit or exceeding a user-defined balance due.

configuration parameter catalog Used to configure an external system with PeopleSoft Enterprise. For example, a configuration parameter catalog might set up configuration and communication parameters for an external server.

configuration plan In PeopleSoft Enterprise Incentive Management, configuration plans hold allocation information for common variables (not incentive rules) and are attached to a node without a participant. Configuration plans are not processed by transactions.

constituents In PeopleSoft Enterprise Campus Solutions, friends, alumni, organizations, foundations, or other entities affiliated with the institution, and about which the institution maintains information. The constituent types delivered with PeopleSoft Enterprise Contributor Relations Solutions are based on those defined by the Council for the Advancement and Support of Education (CASE).

constraint A business policy or rule that affects how a sourcing event is awarded. There are three types of constraints: business, global, and event.

content reference Content references are pointers to content registered in the portal registry. These are typically either URLs or iScripts. Content references fall into three categories: target content, templates, and template pagelets.

context In PeopleCode, determines which buffer fields can be contextually referenced and which is the current row of data on each scroll level when a PeopleCode program is running.

In PeopleSoft Enterprise Campus Solutions, a specific instance of a comment or communication. One or more contexts are assigned to a category, which you link to

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	3C access groups so that you can assign data-entry or view-only privileges across functions. In PeopleSoft Enterprise Incentive Management, a mechanism that is used to determine the scope of a processing run. PeopleSoft Enterprise Incentive Management uses three types of context: plan, period, and run-level.
control table	Stores information that controls the processing of an application. This type of processing might be consistent throughout an organization, or it might be used only by portions of the organization for more limited sharing of data.
cost plus contract line	A rate-based contract line associated with a fee component of Award, Fixed, Incentive, or Other. Rate-based contract lines associated with a fee type of None are not considered cost-plus contract lines.
cost plus pricing	In PeopleSoft Enterprise Pricer, a pricing method that begins with cost of goods as the basis.
cost profile	A combination of a receipt cost method, a cost flow, and a deplete cost method. A profile is associated with a cost book and determines how items in that book are valued, as well as how the material movement of the item is valued for the book.
cost row	A cost transaction and amount for a set of ChartFields.
counter sale	A face-to-face customer transaction where the customer typically selects items from the storefront or picks up products that they ordered ahead of time. Customers pay for the goods at the counter and take the goods with them instead of having the goods shipped from a warehouse.
course	In PeopleSoft Enterprise Campus Solutions, a course that is offered by a school and that is typically described in a course catalog. A course has a standard syllabus and credit level; however, these may be modified at the class level. Courses can contain multiple components such as lecture, discussion, and lab. See also *class.*
course share set	In PeopleSoft Enterprise Campus Solutions, a tag that defines a set of requirement groups that can share courses. Course share sets are used in PeopleSoft Enterprise Academic Advisement.
current learning	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.
data acquisition	In PeopleSoft Enterprise Incentive Management, the process during which raw business transactions are acquired from external source systems and fed into the operational data store (ODS).
data cube	In PeopleSoft Analytic Calculation Engine, a data cube is a container for one kind of data (such as Sales data) and works with in tandem with one or more dimensions. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and online analytical processing (OLAP) cubes in PeopleSoft Cube Manager.
data elements	Data elements, at their simplest level, define a subset of data and the rules by which to group them. For Workforce Analytics, data elements are rules that tell the system what measures to retrieve about your workforce groups.
dataset	A data grouping that enables role-based filtering and distribution of data. You can limit the range and quantity of data that is displayed for a user by associating dataset rules with user roles. The result of dataset rules is a set of data that is appropriate for the user's roles.

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delivery method

In PeopleSoft Enterprise Learning Management, identifies the primary type of delivery method in which a particular learning activity is offered. Also provides default values for the learning activity, such as cost and language. This is primarily used to help learners search the catalog for the type of delivery from which they learn best. Because PeopleSoft Enterprise Learning Management is a blended learning system, it does not enforce the delivery method.

In PeopleSoft Enterprise Supply Chain Management, identifies the method by which goods are shipped to their destinations (such as truck, air, and rail). The delivery method is specified when creating shipment schedules.

delivery method type

In PeopleSoft Enterprise Learning Management, identifies how learning activities can be delivered—for example, through online learning, classroom instruction, seminars, books, and so forth—in an organization. The type determines whether the delivery method includes scheduled components.

detailed business process

A subset of the business process. For example, the detailed business process named Determine Cash Position is a subset of the business process called Cash Management.

dimension

In PeopleSoft Analytic Calculation Engine, a dimension contains a list of one kind of data that can span various contexts, and it is a basic component of an analytic model. Within the analytic model, a dimension is attached to one or more data cubes. In PeopleSoft Cube Manager, a dimension is the most basic component of an OLAP cube and specifies the PeopleSoft metadata to be used to create the dimension's rollup structure. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and OLAP cubes in PeopleSoft Cube Manager.

direct receipt

Items shipped from a warehouse or vendor to another warehouse.

direct ship

Items shipped from the vendor or warehouse directly to the customer (formerly referred to as *drop ship*).

directory information tree

In PeopleSoft Enterprise Directory Interface, the representation of a directory's hierarchical structure.

division

In PeopleSoft Enterprise Campus Solutions, the lowest level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and Admissions for enrollment management. You can define a division level, link it to other levels, and set enrollment target numbers for it.

See also *population* and *cohort*.

document sequencing

A flexible method that sequentially numbers the financial transactions (for example, bills, purchase orders, invoices, and payments) in the system for statutory reporting and for tracking commercial transaction activity.

dynamic detail tree

A tree that takes its detail values—dynamic details—directly from a table in the database, rather than from a range of values that are entered by the user.

edit table

A table in the database that has its own record definition, such as the Department table. As fields are entered into a PeopleSoft Enterprise application, they can be validated against an edit table to ensure data integrity throughout the system.

effective date

A method of dating information in PeopleSoft Enterprise applications. You can predate information to add historical data to your system, or postdate information in order to enter it before it actually goes into effect. By using effective dates, you don't delete values; you enter a new value with a current effective date.

EIM ledger

Abbreviation for *Enterprise Incentive Management ledger.* In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.

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elimination set In PeopleSoft Enterprise General Ledger, a related group of intercompany accounts that is processed during consolidations.

entry event In PeopleSoft Enterprise General Ledger, Receivables, Payables, Purchasing, and Billing, a business process that generates multiple debits and credits resulting from single transactions to produce standard, supplemental accounting entries.

equitization In PeopleSoft Enterprise General Ledger, a business process that enables parent companies to calculate the net income of subsidiaries on a monthly basis and adjust that amount to increase the investment amount and equity income amount before performing consolidations.

equity item limit In PeopleSoft Enterprise Campus Solutions, the amounts of funds set by the institution to be awarded with discretionary or gift funds. The limit could be reduced by amounts equal to such things as expected family contribution (EFC) or parent contribution. Students are packaged by Equity Item Type Groups and Related Equity Item Types. This limit can be used to assure that similar student populations are packaged equally.

event A predefined point either in the Component Processor flow or in the program flow. As each point is encountered, the event activates each component, triggering any PeopleCode program that is associated with that component and that event. Examples of events are FieldChange, SavePreChange, and RowDelete.

In PeopleSoft Enterprise Human Resources, also refers to an incident that affects benefits eligibility.

event constraints In PeopleSoft Strategic Sourcing, these constraints are associated with a specific sourcing event. Spend is tracked within the selected event.

event propagation process In PeopleSoft Enterprise Sales Incentive Management, a process that determines, through logic, the propagation of an original PeopleSoft Enterprise Incentive Management event and creates a derivative (duplicate) of the original event to be processed by other objects. PeopleSoft Enterprise Enterprise Sales Incentive Management uses this mechanism to implement splits, roll-ups, and so on. Event propagation determines who receives the credit.

exception In PeopleSoft Enterprise Receivables, an item that either is a deduction or is in dispute.

exclusive pricing In PeopleSoft Enterprise Order Management, a type of arbitration plan that is associated with a price rule. Exclusive pricing is used to price sales order transactions.

fact In PeopleSoft Enterprise applications, facts are numeric data values from fields from a source database as well as an analytic application. A fact can be anything you want to measure your business by, for example, revenue, actual, budget data, or sales numbers. A fact is stored on a fact table.

financial aid term In PeopleSoft Enterprise Campus Solutions, a combination of a period of time that the school determines as an instructional accounting period and an academic career. It is created and defined during the setup process. Only terms eligible for financial aid are set up for each financial aid career.

financial sanctions For U.S. based companies and their foreign subsidiaries, a federal regulation from the Office of Foreign Assets Control (OFAC) requires that vendors be validated against a Specially Designated Nationals (SDN) list prior to payment.

For PeopleSoft Payables, eSettlements, Cash Management, and Order to Cash, you can validate your vendors against any financial sanctions list (for example, the SDN list, a European Union list, and so on).

forecast item A logical entity with a unique set of descriptive demand and forecast data that is used as the basis to forecast demand. You create forecast items for a wide range of uses, but they ultimately represent things that you buy, sell, or use in your organization and for which you require a predictable usage.

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fund In PeopleSoft Enterprise Promotions Management, a budget that can be used to fund promotional activity. There are four funding methods: top down, fixed accrual, rolling accrual, and zero-based accrual.

gap In PeopleSoft Enterprise Campus Solutions, an artificial figure that sets aside an amount of unmet financial aid need that is not funded with Title IV funds. A gap can be used to prevent fully funding any student to conserve funds, or it can be used to preserve unmet financial aid need so that institutional funds can be awarded.

generic process type In PeopleSoft Process Scheduler, process types are identified by a generic process type. For example, the generic process type SQR includes all SQR process types, such as SQR process and SQR report.

gift table In PeopleSoft Enterprise Campus Solutions, a table or so-called *donor pyramid* describing the number and size of gifts that you expect will be needed to successfully complete the campaign in PeopleSoft Enterprise Contributor Relations. The gift table enables you to estimate the number of donors and prospects that you need at each gift level to reach the campaign goal.

GDS Abbreviation for *Global Distribution System.* Broad-based term to describe all computer reservation systems for making travel plans.

GL business unit Abbreviation for *general ledger business unit.* A unit in an organization that is an independent entity for accounting purposes. It maintains its own set of accounting books.

See also *business unit.*

GL entry template Abbreviation for *general ledger entry template.* In PeopleSoft Enterprise Campus Solutions, a template that defines how a particular item is sent to the general ledger. An item-type maps to the general ledger, and the GL entry template can involve multiple general ledger accounts. The entry to the general ledger is further controlled by high-level flags that control the summarization and the type of accounting—that is, accrual or cash.

GL Interface process Abbreviation for *General Ledger Interface process.* In PeopleSoft Enterprise Campus Solutions, a process that is used to send transactions from PeopleSoft Enterprise Student Financials to the general ledger. Item types are mapped to specific general ledger accounts, enabling transactions to move to the general ledger when the GL Interface process is run.

global constraints In PeopleSoft Strategic Sourcing, these constraints apply across multiple Strategic Sourcing business units. Spend is tracked across all of the events from the multiple Strategic Sourcing business units.

group In PeopleSoft Enterprise Billing and Receivables, a posting entity that comprises one or more transactions (items, deposits, payments, transfers, matches, or write-offs).

In PeopleSoft Enterprise Human Resources Management and Supply Chain Management, any set of records that are associated under a single name or variable to run calculations in PeopleSoft business processes. In PeopleSoft Enterprise Time and Labor, for example, employees are placed in groups for time reporting purposes.

ideal response In PeopleSoft Strategic Sourcing, a question that requires the response to match the ideal value for the bid to be considered eligible for award. If the response does not match the ideal value, you can still submit the bid, but it will be disqualified and ineligible for award.

incentive object In PeopleSoft Enterprise Incentive Management, the incentive-related objects that define and support the PeopleSoft Enterprise Incentive Management calculation process and results, such as plan templates, plans, results data, and user interaction objects.

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incentive rule In PeopleSoft Enterprise Sales Incentive Management, the commands that act on transactions and turn them into compensation. A rule is one part in the process of turning a transaction into compensation.

incur In PeopleSoft Enterprise Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities.

initiative In PeopleSoft Enterprise Campus Solutions, the basis from which all advancement plans are executed. It is an organized effort targeting a specific constituency, and it can occur over a specified period of time with specific purposes and goals. An initiative can be a campaign, an event, an organized volunteer effort, a membership drive, or any other type of effort defined by the institution. Initiatives can be multipart, and they can be related to other initiatives. This enables you to track individual parts of an initiative, as well as entire initiatives.

inquiry access In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user only to view data.

See also *update access.*

institution In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.

integration A relationship between two compatible integration points that enables communication to take place between systems. Integrations enable PeopleSoft Enterprise applications to work seamlessly with other PeopleSoft Enterprise applications or with third-party systems or software.

integration point An interface that a system uses to communicate with another PeopleSoft Enterprise application or an external application.

integration set A logical grouping of integrations that applications use for the same business purpose. For example, the integration set ADVANCED_SHIPPING_ORDER contains all of the integrations that notify a customer that an order has shipped.

item In PeopleSoft Enterprise Inventory, a tangible commodity that is stored in a business unit (shipped from a warehouse).

In PeopleSoft Enterprise Demand Planning, Inventory Policy Planning, and Supply Planning, a noninventory item that is designated as being used for planning purposes only. It can represent a family or group of inventory items. It can have a planning bill of material (BOM) or planning routing, and it can exist as a component on a planning BOM. A planning item cannot be specified on a production or engineering BOM or routing, and it cannot be used as a component in a production. The quantity on hand will never be maintained.

In PeopleSoft Enterprise Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment.

item shuffle In PeopleSoft Enterprise Campus Solutions, a process that enables you to change a payment allocation without having to reverse the payment.

itinerary In PeopleSoft Expenses, a collection of travel reservations. Itineraries can have reservations that are selected and reserved with the travel vendor. These itineraries are not yet paid for and can be referred to as *pending reservations.* Reservations that have been paid for are referred to as *confirmed reservations.*

joint communication In PeopleSoft Enterprise Campus Solutions, one letter that is addressed jointly to two people. For example, a letter might be addressed to both Mr. Sudhir Awat and Ms. Samantha Mortelli. A relationship must be established between the two individuals in the database, and at least one of the individuals must have an ID in the database.

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keyword In PeopleSoft Enterprise Campus Solutions, a term that you link to particular elements within PeopleSoft Enterprise Student Financials, Financial Aid, and Contributor Relations. You can use keywords as search criteria that enable you to locate specific records in a search dialog box.

KPI An abbreviation for *key performance indicator.* A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.

KVI Abbreviation for *Known Value Item.* Term used for products or groups of products where the selling price cannot be reduced or increased.

landlord In PeopleSoft Real Estate Management, an entity that owns real estate and leases the real estate to tenants.

LDIF file Abbreviation for *Lightweight Directory Access Protocol (LDAP) Data Interchange Format file.* Contains discrepancies between PeopleSoft Enterprise data and directory data.

learner group In PeopleSoft Enterprise Learning Management, a group of learners who are linked to the same learning environment. Members of the learner group can share the same attributes, such as the same department or job code. Learner groups are used to control access to and enrollment in learning activities and programs. They are also used to perform group enrollments and mass enrollments in the back office.

learning components In PeopleSoft Enterprise Learning Management, the foundational building blocks of learning activities. PeopleSoft Enterprise Learning Management supports six basic types of learning components: web-based, session, webcast, test, survey, and assignment. One or more of these learning component types compose a single learning activity.

learning environment In PeopleSoft Enterprise Learning Management, identifies a set of categories and catalog items that can be made available to learner groups. Also defines the default values that are assigned to the learning activities and programs that are created within a particular learning environment. Learning environments provide a way to partition the catalog so that learners see only those items that are relevant to them.

learning history In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.

lease In PeopleSoft Real Estate Management, a legally binding agreement between a landlord and a tenant, where the tenant rents all or part of a physical property from the landlord.

lease abstract In PeopleSoft Real Estate Management, a summarized version of the complete lease contract with only the important terms. The lease abstract usually fits on one page and does not include legal terminology.

ledger mapping You use ledger mapping to relate expense data from general ledger accounts to resource objects. Multiple ledger line items can be mapped to one or more resource IDs. You can also use ledger mapping to map dollar amounts (referred to as *rates*) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.

library section In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan (or template) and that is available for other plans to share. Changes to a library section are reflected in all plans that use it.

line In PeopleSoft Strategic Sourcing, an individual item or service upon which there can be a bid.

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linked section In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan template but appears in a plan. Changes to linked sections propagate to plans using that section.

linked variable In PeopleSoft Enterprise Incentive Management, a variable that is defined and maintained in a plan template and that also appears in a plan. Changes to linked variables propagate to plans using that variable.

LMS Abbreviation for *learning management system.* In PeopleSoft Enterprise Campus Solutions, LMS is a PeopleSoft Enterprise Student Records feature that provides a common set of interoperability standards that enable the sharing of instructional content and data between learning and administrative environments.

load In PeopleSoft Enterprise Inventory, identifies a group of goods that are shipped together. Load management is a feature of PeopleSoft Enterprise Inventory that is used to track the weight, the volume, and the destination of a shipment.

local functionality In PeopleSoft Enterprise HRMS, the set of information that is available for a specific country. You can access this information when you click the appropriate country flag in the global window, or when you access it by a local country menu.

location Locations enable you to indicate the different types of addresses—for a company, for example, one address to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each address has a different location number. The primary location—indicated by a *1*—is the address you use most often and may be different from the main address.

logistical task In PeopleSoft Enterprise Services Procurement, an administrative task that is related to hiring a service provider. Logistical tasks are linked to the service type on the work order so that different types of services can have different logistical tasks. Logistical tasks include both preapproval tasks (such as assigning a new badge or ordering a new laptop) and postapproval tasks (such as scheduling orientation or setting up the service provider email). The logistical tasks can be mandatory or optional. Mandatory preapproval tasks must be completed before the work order is approved. Mandatory postapproval tasks, on the other hand, must be completed before a work order is released to a service provider.

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

mass change In PeopleSoft Enterprise Campus Solutions, mass change is a SQL generator that can be used to create specialized functionality. Using mass change, you can set up a series of Insert, Update, or Delete SQL statements to perform business functions that are specific to the institution.

See also *3C engine.*

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

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

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

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

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

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

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

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

NDP Abbreviation for *Non-Discountable Products.* Term used for products or groups of products where the selling price cannot be decreased.

need In PeopleSoft Enterprise Campus Solutions, the difference between the cost of attendance (COA) and the expected family contribution (EFC). It is the gap between the cost of attending the school and the student's resources. The financial aid package is based on the amount of financial need. The process of determining a student's need is called *need analysis.*

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

Optimization Engine A PeopleTools component that Strategic Sourcing leverages to evaluate bids and determine an ideal award allocation. The award recommendation is based on maximizing the value while adhering to purchasing and company objectives and constraints.

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

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

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

See also *compensation object.*

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

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

payment shuffle In PeopleSoft Enterprise Campus Solutions, a process allowing payments that have been previously posted to a student's account to be automatically reapplied when a higher priority payment is posted or the payment allocation definition is changed.

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

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PeopleCode PeopleCode is a proprietary language, executed by the PeopleSoft Enterprise component processor. PeopleCode generates results based on existing data or user actions. By using various tools provided with PeopleTools, external services are available to all PeopleSoft Enterprise applications wherever PeopleCode can be executed.

PeopleCode event See *event.*

PeopleSoft Pure Internet Architecture The fundamental architecture on which PeopleSoft 8 applications are constructed, consisting of a relational database management system (RDBMS), an application server, a web server, and a browser.

performance measurement In PeopleSoft Enterprise Incentive Management, a variable used to store data (similar to an aggregator, but without a predefined formula) within the scope of an incentive plan. Performance measures are associated with a plan calendar, territory, and participant. Performance measurements are used for quota calculation and reporting.

period context In PeopleSoft Enterprise Incentive Management, because a participant typically uses the same compensation plan for multiple periods, the period context associates a plan context with a specific calendar period and fiscal year. The period context references the associated plan context, thus forming a chain. Each plan context has a corresponding set of period contexts.

person of interest A person about whom the organization maintains information but who is not part of the workforce.

personal portfolio In PeopleSoft Enterprise Campus Solutions, the user-accessible menu item that contains an individual's name, address, telephone number, and other personal information.

phase A level 1 task, meaning that if a task had subtasks, the level 1 task would be considered the phase.

pickup quantity The product quantity that the customer is taking with them from the counter sales environment.

plan In PeopleSoft Enterprise Sales Incentive Management, a collection of allocation rules, variables, steps, sections, and incentive rules that instruct the PeopleSoft Enterprise Incentive Management engine in how to process transactions.

plan context In PeopleSoft Enterprise Incentive Management, correlates a participant with the compensation plan and node to which the participant is assigned, enabling the PeopleSoft Enterprise Incentive Management system to find anything that is associated with the node and that is required to perform compensation processing. Each participant, node, and plan combination represents a unique plan context—if three participants are on a compensation structure, each has a different plan context. Configuration plans are identified by plan contexts and are associated with the participants that refer to them.

plan template In PeopleSoft Enterprise Incentive Management, the base from which a plan is created. A plan template contains common sections and variables that are inherited by all plans that are created from the template. A template may contain steps and sections that are not visible in the plan definition.

planned learning In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.

planning instance In PeopleSoft Enterprise Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.

population In PeopleSoft Enterprise Campus Solutions, the middle level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and

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	Admissions for enrollment management. You can define a population level, link it to other levels, and set enrollment target numbers for it. See also *division* and *cohort.*
portal registry	In PeopleSoft Enterprise applications, the portal registry is a tree-like structure in which content references are organized, classified, and registered. It is a central repository that defines both the structure and content of a portal through a hierarchical, tree-like structure of folders useful for organizing and securing content references.
predecessor task	A task that you must complete before you start another task.
price breaks	In PeopleSoft Strategic Sourcing, a price discount or surcharge that a bidder may apply based on the quantity awarded.
price components	In PeopleSoft Strategic Sourcing, the various components, such as material costs, labor costs, shipping costs, and so on that make up the overall bid price.
price list	Enables you to select products and conditions for which the price list applies to a transaction. During a transaction, the system either determines the product price based on the predefined search hierarchy for the transaction or uses the product's lowest price on any associated, active price lists. This price is used as the basis for any further discounts and surcharges.
price rule	The conditions that must be met for adjustments to be applied to the base price. Multiple rules can apply when conditions of each rule are met.
price rule conditions	Conditions that select the price-by fields, the values for the price-by fields, and the operator that determines how the price-by fields relate to the transaction.
price rule key	The fields that are available to define price rule conditions (which are used to match a transaction) on the price rule.
primacy number	In PeopleSoft Enterprise Campus Solutions, a number that the system uses to prioritize financial aid applications when students are enrolled in multiple academic careers and academic programs at the same time. The Consolidate Academic Statistics process uses the primacy number indicated for both the career and program at the institutional level to determine a student's primary career and program. The system also uses the number to determine the primary student attribute value that is used when you extract data to report on cohorts. The lowest number takes precedence.
primary name type	In PeopleSoft Enterprise Campus Solutions, the name type that is used to link the name stored at the highest level within the system to the lower-level set of names that an individual provides.
process category	In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.
process group	In PeopleSoft Enterprise Financials, a group of application processes (performed in a defined order) that users can initiate in real time, directly from a transaction entry page.
process definition	Process definitions define each run request.
process instance	A unique number that identifies each process request. This value is automatically incremented and assigned to each requested process when the process is submitted to run.
process job	You can link process definitions into a job request and process each request serially or in parallel. You can also initiate subsequent processes based on the return code from each prior request.

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process request A single run request, such as a Structured Query Report (SQR), a COBOL or Application Engine program, or a Crystal report that you run through PeopleSoft Process Scheduler.

process run control A PeopleTools variable used to retain PeopleSoft Process Scheduler values needed at runtime for all requests that reference a run control ID. Do not confuse these with application run controls, which may be defined with the same run control ID, but only contain information specific to a given application process request.

product A PeopleSoft Enterprise or third-party product. PeopleSoft organizes its software products into product families and product lines. Interactive Services Repository contains information about every release of every product that PeopleSoft sells, as well as products from certified third-party companies. These products appear with the product name and release number.

product adds The pricing functionality where buying product A gets product B for free or at a price (formerly referred to as *giveaways*).

product bidding In PeopleSoft Strategic Sourcing, the placing of a bid on behalf of the bidder, up or down to the bidder's specified amount, so that the bidder can be the leading bidder.

product category In PeopleSoft Enterprise Incentive Management, indicates an application in the PeopleSoft Enterprise Incentive Management suite of products. Each transaction in the PeopleSoft Enterprise Incentive Management system is associated with a product category.

product family A group of products that are related by common functionality. The family names that can be searched using Interactive Service Repository are Oracle's PeopleSoft Enterprise, PeopleSoft EnterpriseOne, PeopleSoft World, and third-party, certified partners.

product line The name of a PeopleSoft Enterprise product line or the company name of a third-party certified partner. Integration Services Repository enables you to search for integration points by product line.

programs In PeopleSoft Enterprise Learning Management, a high-level grouping that guides the learner along a specific learning path through sections of catalog items. PeopleSoft Enterprise Learning Systems provides two types of programs—curricula and certifications.

progress log In PeopleSoft Enterprise Services Procurement, tracks deliverable-based projects. This is similar to the time sheet in function and process. The service provider contact uses the progress log to record and submit progress on deliverables. The progress can be logged by the activity that is performed, by the percentage of work that is completed, or by the completion of milestone activities that are defined for the project.

project transaction In PeopleSoft Enterprise Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.

promotion In PeopleSoft Enterprise Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume.

prospects In PeopleSoft Enterprise Campus Solutions, students who are interested in applying to the institution.

In PeopleSoft Enterprise Contributor Relations, individuals and organizations that are most likely to make substantial financial commitments or other types of commitments to the institution.

proxy bidding In PeopleSoft Strategic Sourcing, the placing of a bid on behalf of the bidder, up or down to the bidder's specified amount, so that the bidder can be the leading bidder.

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publishing In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.

rating components In PeopleSoft Enterprise Campus Solutions, variables used with the Equation Editor to retrieve specified populations.

record group A set of logically and functionally related control tables and views. Record groups help enable TableSet sharing, which eliminates redundant data entry. Record groups ensure that TableSet sharing is applied consistently across all related tables and views.

record input VAT flag Abbreviation for *record input value-added tax flag.* Within PeopleSoft Enterprise Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT on the transaction. This flag, in conjunction with the record output VAT flag, is used to determine the accounting entries created for a transaction and to determine how a transaction is reported on the VAT return. For all cases within Purchasing and Payables where VAT information is tracked on a transaction, this flag is set to Yes. This flag is not used in PeopleSoft Enterprise Order Management, Billing, or Receivables, where it is assumed that you are always recording only output VAT, or in PeopleSoft Enterprise Expenses, where it is assumed that you are always recording only input VAT.

record output VAT flag Abbreviation for *record output value-added tax flag.*

See *record input VAT flag.*

recname The name of a record that is used to determine the associated field to match a value or set of values.

recognition In PeopleSoft Enterprise Campus Solutions, the recognition type indicates whether the PeopleSoft Enterprise Contributor Relations donor is the primary donor of a commitment or shares the credit for a donation. Primary donors receive hard credit that must total 100 percent. Donors that share the credit are given soft credit. Institutions can also define other share recognition-type values such as memo credit or vehicle credit.

reference data In PeopleSoft Enterprise Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, and channels.

reference object In PeopleSoft Enterprise Incentive Management, this dimension-type object further defines the business. Reference objects can have their own hierarchy (for example, product tree, customer tree, industry tree, and geography tree).

reference transaction In commitment control, a reference transaction is a source transaction that is referenced by a higher-level (and usually later) source transaction, in order to automatically reverse all or part of the referenced transaction's budget-checked amount. This avoids duplicate postings during the sequential entry of the transaction at different commitment levels. For example, the amount of an encumbrance transaction (such as a purchase order) will, when checked and recorded against a budget, cause the system to concurrently reference and relieve all or part of the amount of a corresponding pre-encumbrance transaction, such as a purchase requisition.

regional sourcing In PeopleSoft Enterprise Purchasing, provides the infrastructure to maintain, display, and select an appropriate vendor and vendor pricing structure that is based on a regional sourcing model where the multiple ship to locations are grouped. Sourcing may occur at a level higher than the ship to location.

relationship object In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects.

remote data source data Data that is extracted from a separate database and migrated into the local database.

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REN server Abbreviation for *real-time event notification server* in PeopleSoft MultiChannel Framework.

requester In PeopleSoft Enterprise eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders.

reservations In PeopleSoft Expenses, travel reservations that have been placed with the travel vendor.

reversal indicator In PeopleSoft Enterprise Campus Solutions, an indicator that denotes when a particular payment has been reversed, usually because of insufficient funds.

RFI event In PeopleSoft Strategic Sourcing, a request for information.

RFx event In PeopleSoft Strategic Sourcing, a request for proposal or request for a quote event when bidders submit their overall best bids and during which bidders do not actively compete against one another.

role Describes how people fit into PeopleSoft Workflow. A role is a class of users who perform the same type of work, such as clerks or managers. Your business rules typically specify what user role needs to do an activity.

role user A PeopleSoft Workflow user. A person's role user ID serves much the same purpose as a user ID does in other parts of the system. PeopleSoft Workflow uses role user IDs to determine how to route worklist items to users (through an email address, for example) and to track the roles that users play in the workflow. Role users do not need PeopleSoft user IDs.

roll up In a tree, to roll up is to total sums based on the information hierarchy.

run control A run control is a type of online page that is used to begin a process, such as the batch processing of a payroll run. Run control pages generally start a program that manipulates data.

run control ID A unique ID to associate each user with his or her own run control table entries.

run-level context In PeopleSoft Enterprise Incentive Management, associates a particular run (and batch ID) with a period context and plan context. Every plan context that participates in a run has a separate run-level context. Because a run cannot span periods, only one run-level context is associated with each plan context.

saved bid In PeopleSoft Strategic Sourcing, a bid that has been created but not submitted. Only submitted bids are eligible for award.

score In PeopleSoft Strategic Sourcing, the numerical sum of answers (percentages) to bid factors on an event. Scores appear only to bidders on auction events.

SCP SCBM XML message Abbreviation for *Supply Chain Planning Supply Chain Business Modeler Extensible Markup Language message.* Supply Chain Business Modeler uses XML as the format for all data that it imports and exports.

search query You use this set of objects to pass a query string and operators to the search engine. The search index returns a set of matching results with keys to the source documents.

search/match In PeopleSoft Enterprise Campus Solutions and PeopleSoft Enterprise Human Resources Management Solutions, a feature that enables you to search for and identify duplicate records in the database.

seasonal address In PeopleSoft Enterprise Campus Solutions, an address that recurs for the same length of time at the same time of year each year until adjusted or deleted.

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section In PeopleSoft Enterprise Incentive Management, a collection of incentive rules that operate on transactions of a specific type. Sections enable plans to be segmented to process logical events in different sections.

security event In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.

sell event In PeopleSoft Strategic Sourcing, for event creators, the sale of goods or services most typically associated with forward auctions. For bidders, the purchase of goods or services.

serial genealogy In PeopleSoft Enterprise Manufacturing, the ability to track the composition of a specific, serial-controlled item.

serial in production In PeopleSoft Enterprise Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.

service impact In PeopleSoft Enterprise Campus Solutions, the resulting action triggered by a service indicator. For example, a service indicator that reflects nonpayment of account balances by a student might result in a service impact that prohibits registration for classes.

service indicator In PeopleSoft Enterprise Campus Solutions, indicates services that may be either withheld or provided to an individual. Negative service indicators indicate holds that prevent the individual from receiving specified services, such as check-cashing privileges or registration for classes. Positive service indicators designate special services that are provided to the individual, such as front-of-line service or special services for disabled students.

session In PeopleSoft Enterprise Campus Solutions, time elements that subdivide a term into multiple time periods during which classes are offered. In PeopleSoft Enterprise Contributor Relations, a session is the means of validating gift, pledge, membership, or adjustment data entry . It controls access to the data entered by a specific user ID. Sessions are balanced, queued, and then posted to the institution's financial system. Sessions must be posted to enter a matching gift or pledge payment, to make an adjustment, or to process giving clubs or acknowledgements.

In PeopleSoft Enterprise Learning Management, a single meeting day of an activity (that is, the period of time between start and finish times within a day). The session stores the specific date, location, meeting time, and instructor. Sessions are used for scheduled training.

session template In PeopleSoft Enterprise Learning Management, enables you to set up common activity characteristics that may be reused while scheduling a PeopleSoft Enterprise Learning Management activity—characteristics such as days of the week, start and end times, facility and room assignments, instructors, and equipment. A session pattern template can be attached to an activity that is being scheduled. Attaching a template to an activity causes all of the default template information to populate the activity session pattern.

setup relationship In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.

share driver expression In PeopleSoft Enterprise Business Planning, a named planning method similar to a driver expression, but which you can set up globally for shared use within a single planning application or to be shared between multiple planning applications through PeopleSoft Enterprise Warehouse.

short-term customer A customer not in the system who is entered during sales order entry using a template.

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single signon With single signon, users can, after being authenticated by a PeopleSoft Enterprise application server, access a second PeopleSoft Enterprise application server without entering a user ID or password.

source key process In PeopleSoft Enterprise Campus Solutions, a process that relates a particular transaction to the source of the charge or financial aid. On selected pages, you can drill down into particular charges.

source transaction In commitment control, any transaction generated in a PeopleSoft Enterprise or third-party application that is integrated with commitment control and which can be checked against commitment control budgets. For example, a pre-encumbrance, encumbrance, expenditure, recognized revenue, or collected revenue transaction.

sourcing objective For constraints, the option to designate whether a business rule is required (mandatory) or is only recommended (target).

speed key See *communication key.*

SpeedChart A user-defined shorthand key that designates several ChartKeys to be used for voucher entry. Percentages can optionally be related to each ChartKey in a SpeedChart definition.

SpeedType A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.

staging A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.

standard letter code In PeopleSoft Enterprise Campus Solutions, a standard letter code used to identify each letter template available for use in mail merge functions. Every letter generated in the system must have a standard letter code identification.

statutory account Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft Enterprise, this is equivalent to the Alternate Account (ALTACCT) ChartField.

step In PeopleSoft Enterprise Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.

storage level In PeopleSoft Enterprise Inventory, identifies the level of a material storage location. Material storage locations are made up of a business unit, a storage area, and a storage level. You can set up to four storage levels.

subcustomer qualifier A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.

Summary ChartField You use summary ChartFields to create summary ledgers that roll up detail amounts based on specific detail values or on selected tree nodes. When detail values are summarized using tree nodes, summary ChartFields must be used in the summary ledger data record to accommodate the maximum length of a node name (20 characters).

summary ledger An accounting feature used primarily in allocations, inquiries, and PS/nVision reporting to store combined account balances from detail ledgers. Summary ledgers increase speed and efficiency of reporting by eliminating the need to summarize detail ledger balances each time a report is requested. Instead, detail balances are summarized in a background process according to user-specified criteria and stored on summary ledgers. The summary ledgers are then accessed directly for reporting.

summary time period In PeopleSoft Enterprise Business Planning, any time period (other than a base time period) that is an aggregate of other time periods, including other summary time periods and base time periods, such as quarter and year total.

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summary tree A tree used to roll up accounts for each type of report in summary ledgers. Summary trees enable you to define trees on trees. In a summary tree, the detail values are really nodes on a detail tree or another summary tree (known as the *basis* tree). A summary tree structure specifies the details on which the summary trees are to be built.

syndicate To distribute a production version of the enterprise catalog to partners.

system function In PeopleSoft Enterprise Receivables, an activity that defines how the system generates accounting entries for the general ledger.

system source The system source identifies the source of a transaction row in the database. For example, a transaction that originates in PeopleSoft Enterprise Expenses contains a system source code of BEX (Expenses Batch).

When PeopleSoft Enterprise Project Costing prices the source transaction row for billing, the system creates a new row with a system source code of PRP (Project Costing pricing), which represents the system source of the new row. System source codes can identify sources that are internal or external to the PeopleSoft Enterprise system. For example, processes that import data from Microsoft Project into PeopleSoft Enterprise applications create transaction rows with a source code of MSP (Microsoft Project).

TableSet A means of sharing similar sets of values in control tables, where the actual data values are different but the structure of the tables is the same.

TableSet sharing Shared data that is stored in many tables that are based on the same TableSets. Tables that use TableSet sharing contain the SETID field as an additional key or unique identifier.

target currency The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.

task A deliverable item on the detailed sourcing plan.

tax authority In PeopleSoft Enterprise Campus Solutions, a user-defined element that combines a description and percentage of a tax with an account type, an item type, and a service impact.

template A template is HTML code associated with a web page. It defines the layout of the page and also where to get HTML for each part of the page. In PeopleSoft Enterprise, you use templates to build a page by combining HTML from a number of sources. For a PeopleSoft Enterprise portal, all templates must be registered in the portal registry, and each content reference must be assigned a template.

tenant In PeopleSoft Real Estate Management, an entity that leases real estate from a landlord.

territory In PeopleSoft Enterprise Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.

third party A company or vendor that has extensive PeopleSoft Enterprise product knowledge and whose products and integrations have been certified and are compatible with PeopleSoft Enterprise applications.

tiered pricing Enables different portions of a schedule to be priced differently from one another.

time span A relative period, such as year-to-date or current period, that various PeopleSoft General Ledger functions and reports can use when a rolling time frame, rather than a specific date, is required.

total cost In PeopleSoft Strategic Sourcing, the estimated dollar cost (sum of real price dollars and potential “soft” or non-price dollars) of a particular award approach.

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travel group In PeopleSoft Expenses, the organization's travel rules and polices that are associated with specific business units, departments, or employees. You must define at least one travel group when setting up the PeopleSoft Expenses travel feature. You must define and associate at least one travel group with a travel vendor.

travel partner In PeopleSoft Expenses, the travel vendor with which the organization has a contractual relationship.

3C engine Abbreviation for *Communications, Checklists, and Comments engine.* In PeopleSoft Enterprise Campus Solutions, the 3C engine enables you to automate business processes that involve additions, deletions, and updates to communications, checklists, and comments. You define events and triggers to engage the engine, which runs the mass change and processes the 3C records (for individuals or organizations) immediately and automatically from within business processes.

3C group Abbreviation for *Communications, Checklists, and Comments group.* In PeopleSoft Enterprise Campus Solutions, a method of assigning or restricting access privileges. A 3C group enables you to group specific communication categories, checklist codes, and comment categories. You can then assign the group inquiry-only access or update access, as appropriate.

trace usage In PeopleSoft Enterprise Manufacturing, enables the control of which components will be traced during the manufacturing process. Serial- and lot-controlled components can be traced. This is maintained in the Item Master record.

transaction allocation In PeopleSoft Enterprise Incentive Management, the process of identifying the owner of a transaction. When a raw transaction from a batch is allocated to a plan context, the transaction is duplicated in the PeopleSoft Enterprise Incentive Management transaction tables.

transaction state In PeopleSoft Enterprise Incentive Management, a value assigned by an incentive rule to a transaction. Transaction states enable sections to process only transactions that are at a specific stage in system processing. After being successfully processed, transactions may be promoted to the next transaction state and "picked up" by a different section for further processing.

Translate table A system edit table that stores codes and translate values for the miscellaneous fields in the database that do not warrant individual edit tables of their own.

tree The graphical hierarchy in PeopleSoft Enterprise systems that displays the relationship between all accounting units (for example, corporate divisions, projects, reporting groups, account numbers) and determines roll-up hierarchies.

tuition lock In PeopleSoft Enterprise Campus Solutions, a feature in the Tuition Calculation process that enables you to specify a point in a term after which students are charged a minimum (or *locked*) fee amount. Students are charged the locked fee amount even if they later drop classes and take less than the normal load level for that tuition charge.

unclaimed transaction In PeopleSoft Enterprise Incentive Management, a transaction that is not claimed by a node or participant after the allocation process has completed, usually due to missing or incomplete data. Unclaimed transactions may be manually assigned to the appropriate node or participant by a compensation administrator.

universal navigation header Every PeopleSoft Enterprise portal includes the universal navigation header, intended to appear at the top of every page as long as the user is signed on to the portal. In addition to providing access to the standard navigation buttons (like Home, Favorites, and signoff) the universal navigation header can also display a welcome message for each user.

update access In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user to edit and update data.

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	See also *inquiry access*.
user interaction object	In PeopleSoft Enterprise Sales Incentive Management, used to define the reporting components and reports that a participant can access in his or her context. All PeopleSoft Enterprise Sales Incentive Management user interface objects and reports are registered as user interaction objects. User interaction objects can be linked to a compensation structure node through a compensation relationship object (individually or as groups).
variable	In PeopleSoft Enterprise Sales Incentive Management, the intermediate results of calculations. Variables hold the calculation results and are then inputs to other calculations. Variables can be plan variables that persist beyond the run of an engine or local variables that exist only during the processing of a section.
VAT exception	Abbreviation for *value-added tax exception.* A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
VAT exempt	Abbreviation for *value-added tax exempt.* Describes goods and services that are not subject to VAT. Organizations that supply exempt goods or services are unable to recover the related input VAT. This is also referred to as exempt without recovery.
VAT exoneration	Abbreviation for *value-added tax exoneration.* An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
VAT suspension	Abbreviation for *value-added tax suspension.* An organization that has been granted a temporary exemption from paying VAT.
warehouse	A PeopleSoft Enterprise data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.
weight or weighting	In PeopleSoft Strategic Sourcing, how important the line or question is to the overall event. Weighting is used to score and analyze bids. For RFx and RFI events, weightings may or may not appear to bidders.
work order	In PeopleSoft Enterprise Services Procurement, enables an enterprise to create resource-based and deliverable-based transactions that specify the basic terms and conditions for hiring a specific service provider. When a service provider is hired, the service provider logs time or progress against the work order.
worker	A person who is part of the workforce; an employee or a contingent worker.
workset	A group of people and organizations that are linked together as a set. You can use worksets to simultaneously retrieve the data for a group of people and organizations and work with the information on a single page.
worksheet	A way of presenting data through a PeopleSoft Enterprise Business Analysis Modeler interface that enables users to do in-depth analysis using pivoting tables, charts, notes, and history information.
worklist	The automated to-do list that PeopleSoft Workflow creates. From the worklist, you can directly access the pages you need to perform the next action, and then return to the worklist for another item.
XML link	The XML Linking language enables you to insert elements into XML documents to create a links between resources.
XML schema	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
XPI	Abbreviation for *eXtended Process Integrator.* PeopleSoft XPI is the integration infrastructure that enables both real-time and batch communication with JD Edwards EnterpriseOne applications.

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yield by operation In PeopleSoft Enterprise Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.

zero-rated VAT Abbreviation for *zero-rated value-added tax.* A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.

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