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PeopleSoft FSCM 9.2: eBill Payment

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Contents

Preface.

Understanding the PeopleSoft Online Help and PeopleBooks

The PeopleSoft Online Help is a website that enables you to view all help content for PeopleSoft Applications and PeopleTools. The help provides standard navigation and full-text searching, as well as context-sensitive online help for PeopleSoft users.

PeopleSoft Hosted Documentation

You access the PeopleSoft Online Help on Oracle's PeopleSoft Hosted Documentation website, which enables you to access the full help website and context-sensitive help directly from an Oracle hosted server. The hosted documentation is updated on a regular schedule, ensuring that you have access to the most current documentation. This reduces the need to view separate documentation posts for application maintenance on My Oracle Support, because that documentation is now incorporated into the hosted website content. The Hosted Documentation website is available in English only.

Locally Installed Help

If your organization has firewall restrictions that prevent you from using the Hosted Documentation website, you can install the PeopleSoft Online Help locally. If you install the help locally, you have more control over which documents users can access and you can include links to your organization's custom documentation on help pages.

In addition, if you locally install the PeopleSoft Online Help, you can use any search engine for full-text searching. Your installation documentation includes instructions about how to set up Oracle Secure Enterprise Search for full-text searching.

See *PeopleTools 8.53 Installation* for your database platform, "Installing PeopleSoft Online Help." If you do not use Secure Enterprise Search, see the documentation for your chosen search engine.

Note: Before users can access the search engine on a locally installed help website, you must enable the Search portlet and link. Click the Help link on any page in the PeopleSoft Online Help for instructions.

Downloadable PeopleBook PDF Files

You can access downloadable PDF versions of the help content in the traditional PeopleBook format. The content in the PeopleBook PDFs is the same as the content in the PeopleSoft Online Help, but it has a different structure and it does not include the interactive navigation features that are available in the online help.

Common Help Documentation

Common help documentation contains information that applies to multiple applications. The two main types of common help are:

- Application Fundamentals

- Using PeopleSoft Applications

Most product lines provide a set of application fundamentals help topics that discuss essential information about the setup and design of your system. This information applies to many or all applications in the PeopleSoft product line. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of the appropriate application fundamentals help. They provide the starting points for fundamental implementation tasks.

In addition, the *PeopleTools: PeopleSoft Applications User's Guide* introduces you to the various elements of the PeopleSoft Pure Internet Architecture. It also explains how to use the navigational hierarchy, components, and pages to perform basic functions as you navigate through the system. While your application or implementation may differ, the topics in this user’s guide provide general information about using PeopleSoft Applications.

Field and Control Definitions

PeopleSoft documentation includes definitions for most fields and controls that appear on application pages. These definitions describe how to use a field or control, where populated values come from, the effects of selecting certain values, and so on. If a field or control is not defined, then it either requires no additional explanation or is documented in a common elements section earlier in the documentation. For example, the Date field rarely requires additional explanation and may not be defined in the documentation for some pages.

Typographical Conventions

The following table describes the typographical conventions that are used in the online help.

Typographical Convention	***Description***
Bold	Highlights 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	Highlights field values, emphasis, and PeopleSoft or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply. Italics also highlight references to words or letters, as in the following example: 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`	Highlights a PeopleCode program or other code example.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.

Typographical Convention	*Description*
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (|).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.
⇒	This continuation character has been inserted at the end of a line of code that has been wrapped at the page margin. The code should be viewed or entered as a single, continuous line of code without the continuation character.

ISO Country and Currency Codes

PeopleSoft Online Help topics use International Organization for Standardization (ISO) country and currency codes to identify country-specific information and monetary amounts.

ISO country codes may appear as country identifiers, and ISO currency codes may appear as currency identifiers in your PeopleSoft documentation. Reference to an ISO country code in your documentation does not imply that your application includes every ISO country code. The following example is a country-specific heading: "(FRA) Hiring an Employee."

The PeopleSoft Currency Code table (CURRENCY_CD_TBL) contains sample currency code data. The Currency Code table is based on ISO Standard 4217, "Codes for the representation of currencies," and also relies on ISO country codes in the Country table (COUNTRY_TBL). The navigation to the pages where you maintain currency code and country information depends on which PeopleSoft applications you are using. To access the pages for maintaining the Currency Code and Country tables, consult the online help for your applications for more information.

Region and Industry Identifiers

Information that applies only to a specific 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 region-specific heading: "(Latin America) Setting Up Depreciation"

Region Identifiers

Regions are identified by the region name. The following region identifiers may appear in the PeopleSoft Online Help:

- 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 the PeopleSoft Online Help:

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

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Using and Managing the PeopleSoft Online Help

Click the Help link in the universal navigation header of any page in the PeopleSoft Online Help to see information on the following topics:

- What’s new in the PeopleSoft Online Help.
- PeopleSoft Online Help acessibility.
- Accessing, navigating, and searching the PeopleSoft Online Help.
- Managing a locally installed PeopleSoft Online Help website.

PeopleSoft FSCM Related Links

Financial and Supply Chain Management information for Secure Enterprise Search (SES) can be found in PeopleSoft Application Fundamentals documentation. For application specific information, see the "Understanding Search Pages within Components *(PeopleSoft FSCM 9.2: Application Fundamentals)*" topic.

My Oracle Support

PeopleSoft Information Portal on Oracle.com

PeopleSoft Training from Oracle University

PeopleSoft Video Feature Overviews on YouTube

Contact Us

Send us your suggestions Please include release numbers for the PeopleTools and applications that you are using.

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Chapter 1

Getting Started with PeopleSoft eBill Payment

PeopleSoft eBill Payment Business Processes

PeopleSoft eBill Payment enables a customer to initiate these business processes:

- View invoices.
- Edit account information.
- Pay invoices.
- View payment information.
- Create customer conversations.
- Choose invoice delivery options.

PeopleSoft eBill Payment self-service applications enable customers to receive invoices, access supporting information and make payments using the internet. Self-service applications are an improved alternative to automated telephone prompting systems, and reduce the workload for internal support staff and customer service representatives.

Note: To implement PeopleSoft eBill Payment, you must first set up PeopleSoft Billing and PeopleSoft Receivables applications.

PeopleSoft eBill Payment Integrations

PeopleSoft eBill Payment sits on top of PeopleSoft Billing and PeopleSoft Receivables, so there is no effort required to integrate an electronic invoice. PeopleSoft eBill Payment enables faster collection of receivables with less opportunity for errors, and it is easy to implement. Customers need not wait for an invoice, and invoices can be paid anytime, from anywhere. With PeopleSoft eBill Payment integration, you can:

- Facilitate paperless invoicing.
- Receive invoice information from PeopleSoft Billing.
- Apply payments to PeopleSoft Receivables.
- Enable your customers to view additional information that is not on paper invoices.

- Allow customers to update their contact information, like billing address, phone number and credit card information.

PeopleSoft eBill Payment Implementation

PeopleSoft eBill Payment does not require implementation steps. In the planning phase of 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* with information about where to find the most current version of each.

Chapter 2

Preparing to Implement PeopleSoft eBill Payment

Setting Up PeopleSoft eBill Payment Security

The PeopleSoft eBill Payment transactions are set up to secure the information that is accessible to customers. In order for customers to use the PeopleSoft eBill Payment transactions, you must first grant those customers access to the transactions and set up appropriate row-level security for their user IDs.

To enable customers to access PeopleSoft eBill Payment pages:

1. Set up the user profile for the customer contact that requires access to eBill Payment.

    a. Select Customers, Contact Information and edit the customer contact needing access to eBill Payment (or create a new contact, as appropriate).

    b. Click the User Profile link at the bottom of the Contact Information page.

    c. Enter a User ID and Password. The customer contact will use these values to log into the eBill Payment application.

    d. Verify that the Locked Out? box is not selected.

    e. Assign the appropriate permission lists and Contact Roles to allow the user to run PeopleSoft eBill Payment processes.

       For example, you could assign the EPEB1000 permission list, which enables the user to run the Email me and Invoice Copy process. The roles that you assign to the contact determine which self-service transactions the contact has access to. You could, for example, assign the *Customer* role to customer contacts. If you are using the *Customer* role and PeopleSoft Billing is not installed, remove the permission list EPEB4000 from the *Customer* role. This prevents the PeopleSoft Billing links from appearing in PeopleSoft eBill Payment.

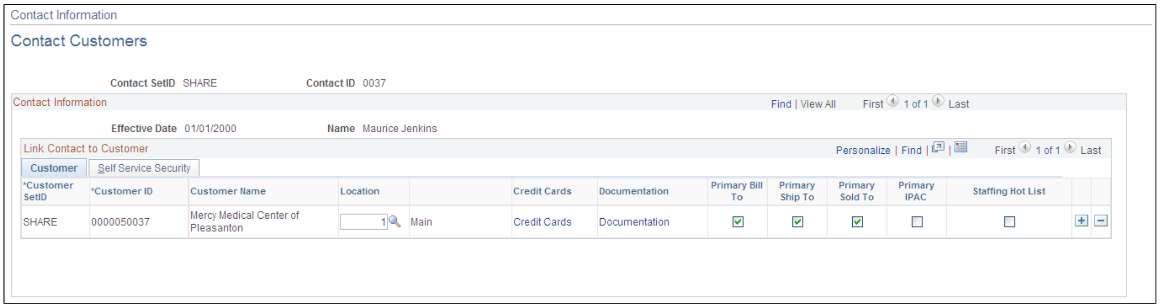
    f. Save.

2. Click the Contact Customer Information link to access the Contact Customer page.

Enter the customers that are associated with the contact. The Contact Customer page contains a grid that is used to enter the customers that are associated with the contact.

Image: Contact Information - Customer tab

This example illustrates the fields and controls on the Contact Information - Customer tab.

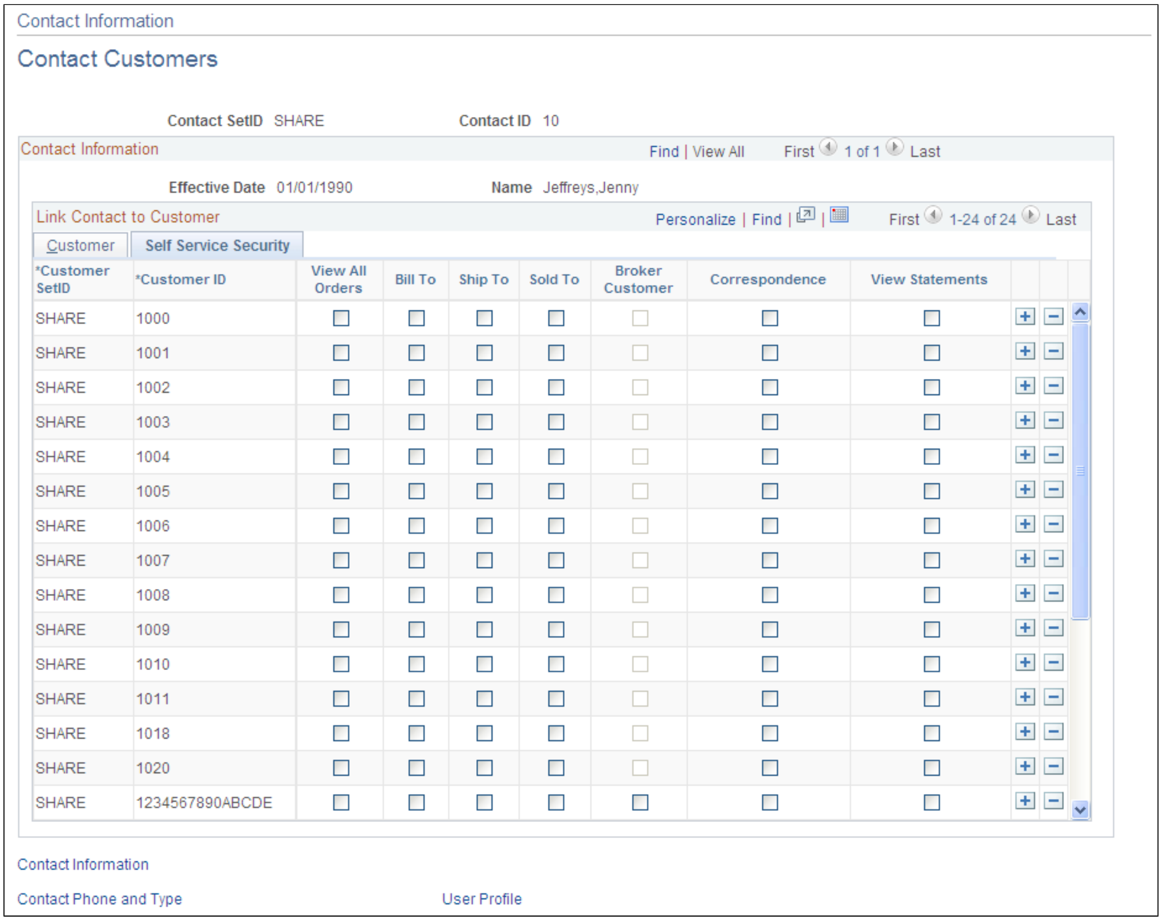


3. Click the Self Service Security tab.

   Select the Bill To option to designate which customer data is accessible from PeopleSoft eBill Payment. When a customer contact accesses PeopleSoft eBill Payment, the system displays data for only the customers that have the *Bill To* option selected on the Self Service Security page. Row-level security is maintained in this manner for PeopleSoft eBill Payment users.

Image: Contact Information - Self Service Security tab

This example illustrates the fields and controls on the Contact Information - Self Service Security tab.



4. To set up invoice delivery and notification options, click the Documentation link on the Customer tab for each customer.

    a. Create a row in the Documentation grid with a document code of *INVC* (invoice).

    b. Select the preferred communication method for invoices. The value chosen will be used to derive the default value of the Invoice Media setting when a new invoice is created online or through the Billing Interface. If you want paperless invoicing, you can select *Email Notification* to have the official invoice notification delivered as an email which contains a link to view the invoice in eBill Payment.

Note: You can create the user profile on the Contact User Profile page, or you can use the PeopleTools User Profiles component. If you use the User Profiles component, select *Customer Contact* for the ID type, and then assign the appropriate contact ID to the attribute value.

For additional information, see*PeopleTools: Security Administration*.

Configuring PeopleSoft eBill Payment

Configure the look of PeopleSoft eBill Payment only if you have in-depth knowledge of PeopleTools and Application Designer.

You can set up your portal home page by using pagelets as described in Understanding PeopleSoft eBill Payment Pagelets.

Setting Up Paperless Invoicing

In paperless invoicing, a physical invoice is not printed. Instead, an email notification is sent to the customer and the invoice is presented through eBill Payment.

The Invoice Media setting of an invoice determines whether an invoice is printed, transmitted using EDI, or whether an email notification is sent. In all cases, the invoice will appear in eBill Payment. The BIIVCEMAIL process will send an email for each finalized invoice with an Invoice Media setting of *Email Notification* for which an email has not been already sent.

The Invoice Media setting is populated according to the customer contact's communication preference. When a billing contact has a communication preference setting of *Email Notification* for the document code *INVC,* then new invoices created online or through the Billing Interface will be created with an Invoice Media setting of *Email Notification.*

If an invoice contact does not have an email address or does not have access to the eBill Payment application, an error will be noted by the Finalization process and the invoice will not be generated.

Setting Up the Electronic Check Payment Method

The Electronic Check payment method is available on systems that have enabled ePayments. Customers using the traditional credit card implementation and customers using the hosted credit card model can both also support Electronic Check payments. To set up your PeopleSoft Receivables system for supporting ePayments through eBill Payment, see *PeopleSoft Application Fundamentals*.

Customers who wish to use the Electronic Check payment method in eBill Payment must first establish a personal identification number (PIN), which is stored on the Maintain Contacts page. For more information, see "Setting Up and Maintaining Contacts *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*".

Chapter 3

PeopleSoft eBill Payment Self-Service Transactions

Understanding PeopleSoft eBill Payment Self-Service Transactions

PeopleSoft eBill Payment consists of several self-service transactions that are designed for the casual, untrained user. These self-service transactions enable customers to view account information and pay invoices online, even if they have very little internet or PeopleSoft application experience. Customers sign in to the PeopleSoft application with a user name that is linked to a contact ID, which in turn links to their customer identification, so that only information that is relevant to the contact customer ID is accessible.

Because every organization has its own business needs, these self-service transactions should be considered starter kits that you can configure to meet the organization's specific business requirements. For example, on the Invoices page, an organization may prefer to display the line identifier as opposed to the line description when displaying invoice line details. Also, depending on the tax solution that the organization implements, you may prefer to display tax code rather than tax authority when displaying line tax details.

The common elements used in the eBill Payment topics are the following:

As of Date

The last date for which a report or process includes data.

Add to Payment Cart

If the invoice is eligible for payment, a button or link appears to enable a customer to add the corresponding invoice to the Payment Cart, and navigate to the Payment Cart page, where they can view the content and update the invoices in the Payment Cart.

When a customer adds a consolidated invoice to the Payment Cart, the system displays each of the attached invoices separately on the Payment Cart page.

The contents of the Payment Cart will be saved when the user clicks the Add to Payment Cart button. Hence, the user can log out and log in again later to continue working with the Payment Cart.

Invoice Search

A customer can click to access the Invoice Search page where they can enter search criteria to display a specific invoice.

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.

Current Balance	The total amount of the invoice reduced by any payments paid toward the invoice. The system calculates the balance by summing the BAL_AMT values in the PS_ITEM table, reduced by any credit card payments that are in process. If the item has not yet been created in PeopleSoft Receivables, the system retrieves the balance from the BI_HDR Invoice Amount field.
Description	Descriptive text up to 30 characters.
Due Date	The date on which payment is due. The system calculates due date by taking the minimum due date of all open items from the PS_ITEM table. If the invoice has not yet been created in PeopleSoft Receivables, the system retrieves the date from the BI_HDR due date.
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 an organization.
Subtotal	Total line amount before discounts and surcharges.
Invoice Amount	Total amount owed for the invoice.
Invoice Date	Date on which the invoice was invoiced.
Invoice ID	When searching for a specific Invoice ID, customers can search for a specific invoice ID, or enter a partial invoice ID to display a list of all possible values.
Invoice Status	If the invoice has a balance of zero, the status is *Closed.* Otherwise, the status is *Open.*
Language and Language Code	The language in which you want the field labels and report headings of 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.
Net Extended Amt (net extended amount)	The total gross amount, plus all surcharges, reduced by all applicable reductions for the invoice.
Return to Invoice List	From the Invoice Summary page, a customer can click to return to the Invoice List page.
User ID	The system identifier for the individual who generates a transaction.

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 an organization's structure and processing options.

Total Discounts

The total discounts associated with the invoice.

Total Surcharges

The total surcharges associated with the invoice.

Type

The invoice type–for example, debit memo, or credit memo.

UOM (unit of measure)

The unit of measure code that represents the unit used to quantify the invoice on the corresponding invoice line.

Unit Price

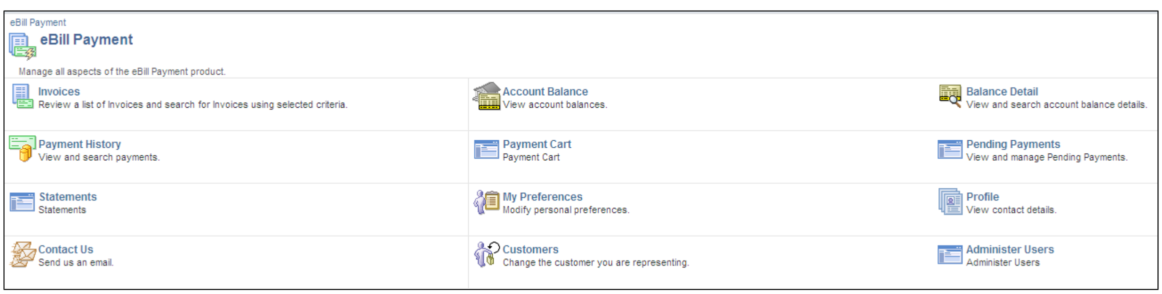
The price billed for each invoice on the corresponding invoice line.

Accessing eBill Payment Transactions

When your customers access the PeopleSoft CUSTOMER registry, the system displays a link to the eBill Payment Functional Area Navigation (FAN) page. From the FAN page, your customers can access all PeopleSoft eBill Payment transactions.

Image: eBill Payment Functional Area Navigation (FAN) page

This example illustrates the fields and controls on the eBill Payment Functional Area Navigation (FAN) page.



Using the eBill Payment FAN page

Customers can click these links on the eBill Payment FAN page:

Links	***Usage***
Invoices	Access the Invoices - Invoices List page. After selecting an invoice, customers can view summary information pertaining to the invoice and add this invoice to the payment cart. This link appears only if PeopleSoft Billing is installed.
Account Balance	Access the Account Balance page. Customers can view account balance information.

Links	***Usage***
Balance Detail	Access the Balance Detail page. Customers can search and view any invoice in Accounts Receivable.
Payment History	Access the Payment History page. Customers can view this payment information once Receivables Update has processed the worksheet created by credit card or direct debit processing.
Payment Cart	Access the Payment Cart page. Customers can view the invoices that were added to the Payment Cart for payment. Also, customers can initiate the Make Payment process from here.
Pending Payments	Access the Pending Payments page. Customers can search for and view invoices that have been sent for payment by eBill Payment. The system removes the payment from the Pending Payments page upon processing in Receivables.
Statements	Access the Statements page. This page displays a printable image of the most recent statements. This allows the user to print the statement from the browser. The statements will be displayed only for Customer defined with the Invoice To option and View Statement selected on the Self Service Security tab. Open Balance Statements and Balance Forward Statements will be displayed as a printable image. The Statement page displays the Statement ID, Statement date and an icon to display the Statement rendered image. The user is allowed to select a statement from the Statement page and add all the invoices listed in this statement to the Payment Cart. If the invoice is already in the payment cart, it will not be added again. If the invoice belongs to multiple statements that have been selected to be added, there will be only one line for this invoice in the Payment Cart. If the user wants to have only invoices from that specific statement in the Cart, the user should go the Cart and press Empty button first, and then go the Statement page to add the desired statement. Only the invoices of the customer logged will be listed in the Statement image. The invoices of customers that have the logged customer as their Correspondence Customer will not be displayed.
My Preferences	Access the Preferences page. Customers can modify their preferences to personalize their user experiences with the PeopleSoft eBill Payment transactions.
Profile	Access the Profile - Contact Information page. Customers can review or update information about themselves, update Billing address information, and modify their credit card profiles.
Contact Us	Access the Send us an Email page. Customers can initiate two-way conversations with customer service representatives. If prior conversations were initiated through the Contact Us page, then a Review Messages link appears.

Links	*Usage*
Customers	Access the Customers page. Users who represent more than one customer can conduct business on behalf of only one customer at a time in eBill Payment. Representatives can select the active customer on the Customers page.
Administer Users	Access the Administer Users page. External administrator can add or modify/update user profiles.

Establishing eBill Payment User Experience

When your customers log in to eBill Payment, they can determine how they interact with the site and which customer's transactions to work with while viewing account information. Users can also update information about themselves, such as name, phone number, billing address and credit card information. This section discusses how to:

- Modify default preferences.
- Select customers.
- Modify the user profile.

Pages Used to Establish PeopleSoft eBill Payment Preferences

Page Name	*Definition Name*	*Navigation*	*Usage*
My Preferences	EB_USER_PREF_SS	Click the My Preferences link from the FAN page or the navigation menu.	Modify default preferences for PeopleSoft eBill Payment.
Customer	BI_LOGIN_SS	Click the Customers link from the FAN page or the navigation menu.	Select a different customer to represent.
Profile - Contact Information	BI_CONTACT_SS_PHN	Click the Profile link from the FAN page or the navigation menu.	Update current effective-dated billing contact information, such as name, email address, phone number, and invoice delivery options.
Profile - Billing Address	BI_CUST_ADDRESS_SS	Click the Billing Address link on the Profile - Contact Information page.	Review all current billing address information that is on file.
Profile - Edit Address	BI_CUST_ADDRCHG_SS	Click the Edit Address button on the Profile - Billing Address page.	Edit customer billing address information.
Profile - Add a Billing Address	BI_CUST_ADDRCHG_SS	Click the Add a Billing Address button on the Profile - Billing Address page.	Add a billing address.

Page Name	***Definition Name***	***Navigation***	***Usage***
Profile - Credit Card Data	BI_CR_CARD_LIST_SS	Click the Credit Card Data link on the Profile - Contact Information page.	View all the credit cards on file. Click the Edit or Remove button to update the credit card information. If your business is using the hosted credit card model, clicking the Edit button transfers you to the third-party site.
Profile - Add a Credit Card	BI_CR_CARD_CHG_SS	Click the Add a Credit Card button on the Profile - Credit Card Data page.	For adding new credit card information. If your business is using the hosted credit card model, clicking this button transfers you to the third-party site, where you can enter new credit card information.

Note: Depending on whether the system is setup for hosted/non-hosted solutions, the page display might vary. For more information, see "Understanding Credit Card Processing *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*"

My Preferences Page

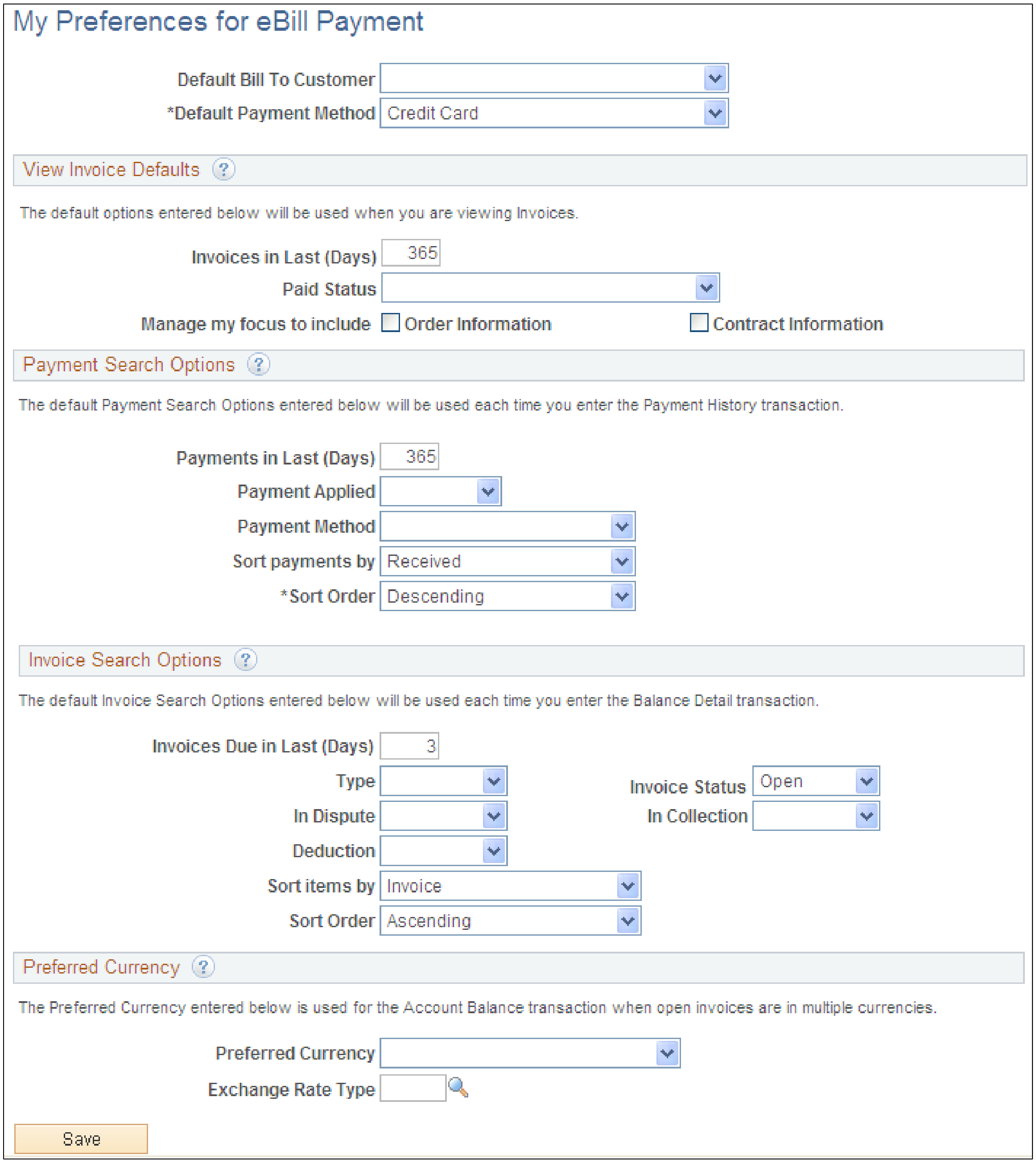
Use the My Preferences page (EB_USER_PREF_SS) to modify default preferences for PeopleSoft eBill Payment.

Navigation

Click the My Preferences link from the FAN page or the navigation menu.

Image: My Preferences page

This example illustrates the fields and controls on the My Preferences page. You can find definitions for the fields and controls later on this page.



Default Invoice-To Customer	Appears only for users who represent multiple invoice-to customers. These users can select the default invoice-to customer that they want to represent when they first sign in.
Default Payment Method	Change the default payment method. The method that the customer selects appears by default on the Payment Cart page.

Note: If you select Direct Debit as the Default Payment Method and the status of the prenote on the Invoice To Options page (Customers, Customer Information, General Information) is *New, Pending* or *Rejected,* a warning displays informing the user that direct debit transactions will not be processed until the prenote is confirmed.

View Invoice Defaults

Invoices in Last (Days)
Customers can use this field to view invoices that are generated in a specified time period, such as the last 30 or 60 days on the Invoices - Invoice List page.

Paid Status
Select the default paid status to be used when viewing an invoice. The available options are *Not Yet Paid/Applied* and *Paid/Applied*.

Manage my focus to include
Customers select the Order Information check box to view and search for invoices by order number, contract number, and purchase order number. Customers select the Contract Information check box to view and search for invoices by contract number, purchase order number, and project ID. Selecting these options enables customers to view corresponding source-data details at the invoice line level on the Invoices - Invoice Line Details page.

Payment Search Options

Payments in Last (Days)
Customers elect to view payments made in a specified time period, such as the last 30 or 60 days. The default is 365 days.

Payment Applied
Customers can elect to view payments that have been applied on the Account Balance and Payment History page. They can select *Yes* to search only payments that have been applied, or leave this field blank to search both.

Sort payments by
Customers specify a default payment sorting order, in *Ascending* or *Descending* order.

Invoice Search Options

Customers can specify the default search criteria for the Balance Detail transaction using these fields:

Invoices Due in Last (Days)
Enter the number of days that invoices due should be displayed on the Balance Detail page.

Type
Select *Credit Memo, Debit Memo,* or *Invoice.*

Invoice Status
Select *Open* or *Closed.*

Deduction
Select *Yes* or *No.*

In Dispute	Displays invoices that are in dispute only if *Yes* is selected.
In Collection	Displays invoices that are in collection only if *Yes* is selected.
Sort invoices by	Customer can specify default invoice sorting orders: *Ascending* or *Descending.*

Preferred Currency Options

When you enter an invoice into accounts receivable, an entry currency is associated with the amount. By default, the system uses this currency to display the amounts on the Amount Balance transaction. The Account Balance transaction displays total amounts; if the total amount is made invoices with different entry currencies, the total is meaningless. The Account Balance page displays ***Multiple Currencies*** in the amount and total fields if multiple currencies are used.

Preferred Currency	Customers can select preferred currencies into which the system converts all amounts for display. The currency that they select here is used to display Account Balance transactions only. They must select a corresponding rate type.

Selecting Customers

When a user first accesses the PeopleSoft eBill Payment application, a global customer variable is established which stores the customer ID for the user who is signed in. This global variable is used throughout PeopleSoft eBill Payment transactions to track the customer that the user is currently working with.

Your customers can use the Customer link to change the customer that is currently represented. Users who represent multiple bill-to customers can select only one customer at a time while working with PeopleSoft eBill Payment transactions. When the user first signs in, the initial customer that is represented is the customer that is defined as the default customer on the My Preferences page. Selecting a different customer from the Customer Selection page updates the global variable to the new customer.

If you have not previously set up row-level security for the user ID that the customer specifies when signing in, the system displays a page stating that the customer sign-in is not set up to access the requested transaction. You can modify this message to suit the business procedures that you would like customers to follow in this situation on the Message Catalog Text that is associated with this message.

Modifying the User Profile

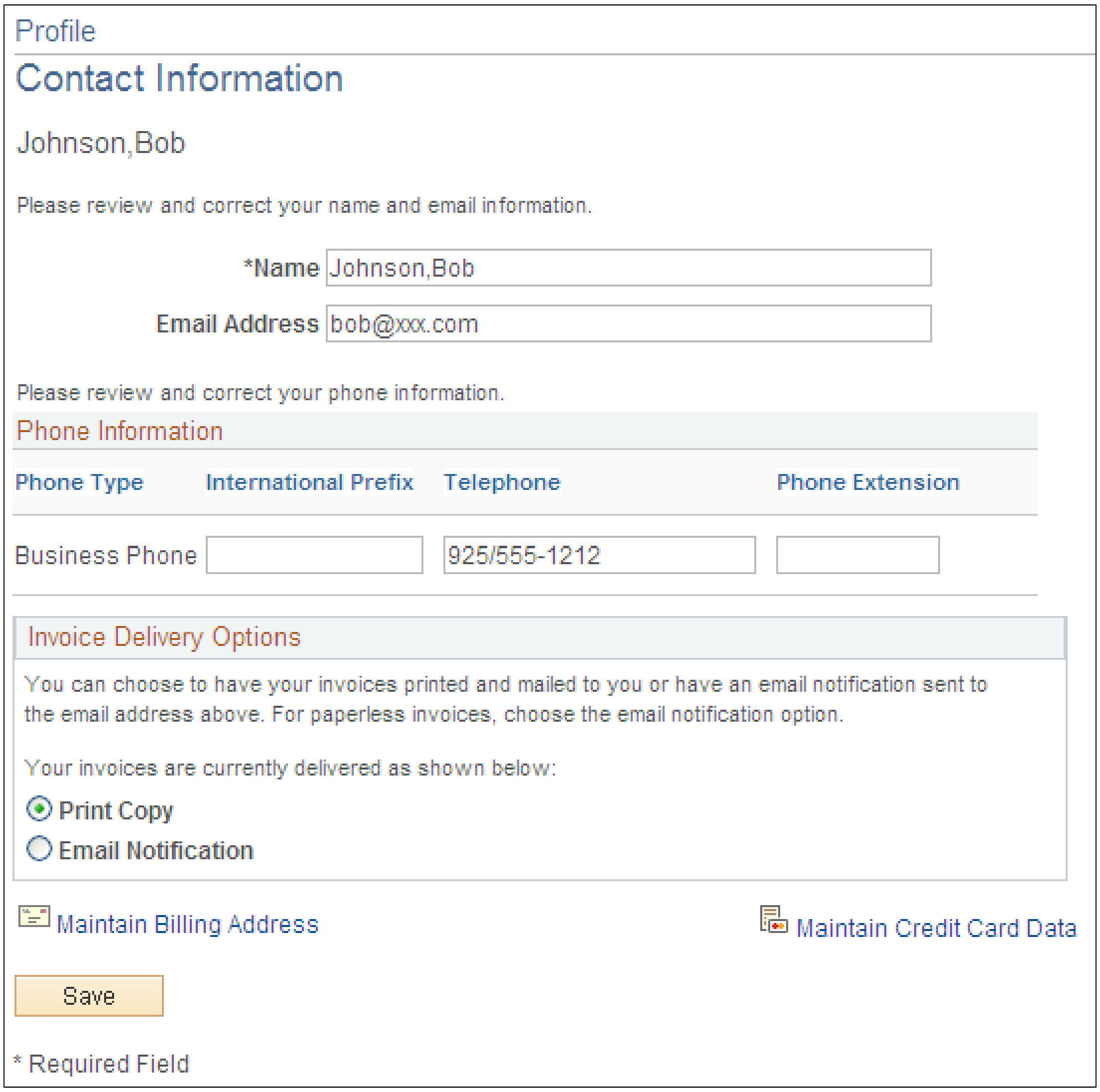
Your customers can use PeopleSoft eBill Payment Profile pages to update address information; update billing contact information, such as name and email; choose invoice delivery options; and update credit card information. The user has the option to add, edit or remove a billing address. The user is not allowed to remove an address, if there is only one active billing address on file. Similarly the user can add, edit or remove credit card data. A checkbox is available in the Credit Card Data page which allows the user to save a new credit card as their primary card.

Navigation

eBill Payment, Profile

Image: Profile page

This example illustrates the fields and controls on the Profile page.



Note: If a customer's primary contact address differs from the primary invoice-to address, the system uses the primary contact address as the primary invoice to address when new invoices are created.

Whenever a change is made to the profile of a contact from an eBill Payment page and saved, an email is sent to the contact for security purposes. The following changes will trigger an email notification:

- Update to billing address.
- Update to credit card data.
- Change in contact name.
- Change in contact email address.

- Change in contact telephone number.
- Change in invoice delivery option.

The text in the email notification (for example, Company information) can be customized by changing the message catalog entry.

The message catalogs entries that needs to be edited for any customization in the email are the following:

- 12505,140 - Change in Customer Profile.
- 12505,141 - Changes required in contact name, contact email address, contact telephone number or invoice delivery option.
- 12505,142 - Changes to the billing address.
- 12505,143 - Change in company name.
- 12505,144 - Change in company phone number.
- 12505,145 - Change in company email address for correspondence.
- 12505,163 - Changes to credit card data.

Invoice Delivery Options

A customer contact can choose either *Print Copy* or *Email Notification* as their invoice delivery method. When a customer chooses *Print Copy,* the Billing invoice processes generate an invoice for printing. When a customer chooses *Email Notification,* the Billing invoice processes do not print an invoice, but instead send an email notification. In both cases, the invoice and supporting information can be viewed in the eBill Payment application. EDI (electronic data interchange) customers cannot change to an alternate invoice-delivery method, nor can non-EDI customers choose EDI as the delivery method. Similarly for the Email Invoice as Attachment delivery method, the customers cannot choose *Email Invoice as Attachment* from within eBill Payment. The customers have to choose the *Email Notification* option.

Viewing Invoices

This section discusses how to:

- Review invoices.
- Search for invoices.
- Review invoice details.
- View invoice activity and credit card payments in progress.
- Review invoice line details.
- Review discounts and surcharges.
- Review tax details.

- Email an invoice copy.

Pages Used to View Invoices

Page Name	***Definition Name***	***Navigation***	***Usage***
Invoices - Invoice List	BI_BILL_LIST_SS	Click the Invoices link from the FAN page or from the left navigation menu.	Review the most recent invoices.
Invoice Search	BI_SRCH_SS	Click the Invoice Search link on the Invoices - Invoice List page.	Display a list of all possible invoices that meet specified search criteria. Leave search criteria fields blank to display all possible values for these fields.
Invoices - Invoice Summary	BI_SUMMARY_SS	Click an Invoice Number on the Invoices - Invoice List page.	Review invoice details and add eligible invoices to the payment cart.
Invoices - Invoice Activity	AR_EBP_ACT_SEC	Click the Show Details link in the Current Balance column on the Invoices - Invoice Summary page, or click the Activities link from the Balance Detail - Invoice Detail or Payment History - Invoice Detail pages.	Review invoice activity and credit card payments that are in progress.
Invoices - Invoice Line Details	BI_LINE_SS	Click the link in the Line Description column on the Invoices - Invoice Summary page.	Review details for the corresponding invoice line. The fields that appear on this page are determined by the options that a customer selected on the My Preferences page.
Invoices - Shipping Address	BI_ADDRESS_SS	Click View Shipping Address on the Invoices - Invoice Line Details page.	Review the shipping address.
Invoice Line Discount and Surcharge Details	BI_LINE_DS_SS	Click the discount/surcharge amount link in the Invoice Details group box on the Invoices - Invoice Summary page.	Review all discounts and surcharges that are associated with a specified invoice line.
Invoice Line Tax Details	BI_LINE_TAX_SS	Click the tax amount link in the Invoice Details group box on the Invoices - Invoice Summary page.	Review all value-added tax and sales or use tax that is associated with a specified invoice line.
Email Invoice Copy	BI_EMAIL_DOCS_SS	Click the Email Invoice Copy link on the Invoices - Invoice Summary page.	Email a copy of the invoice in PDF format to the Email address entered.

Invoices - Invoice List Page

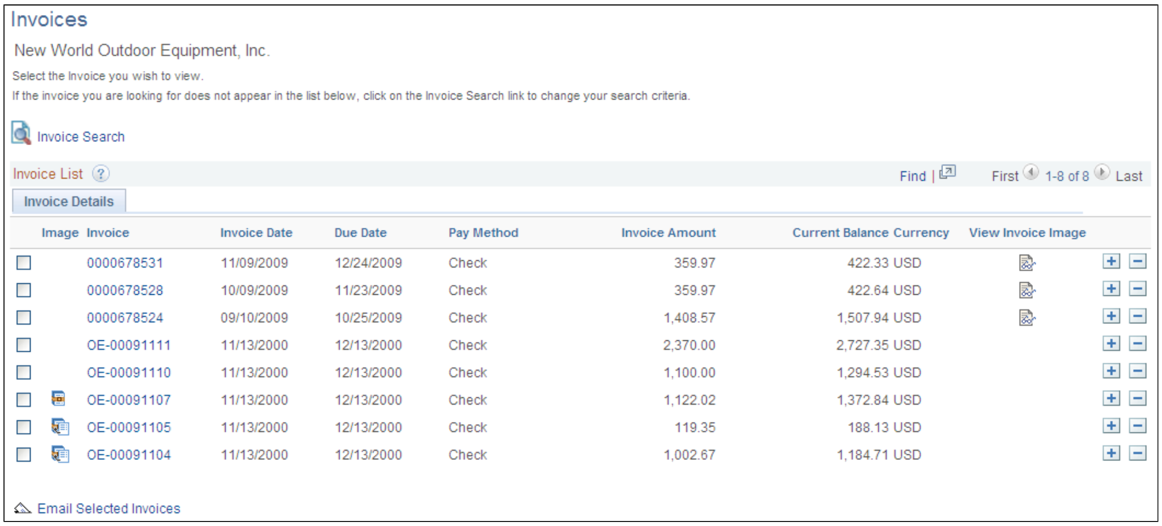
Use the Invoices - Invoice List page (BI_BILL_LIST_SS) to review the most recent invoices.

Navigation

Click the Invoices link from the FAN page or from the left navigation menu.

Image: Invoices - Invoice List page

This example illustrates the fields and controls on the Invoices - Invoice List page.



Invoice Number	Displays all invoices for this customer. The system displays invoices by order of invoice date, from the most recent to the oldest. Customers can click an invoice number to access the Invoices - Invoice Summary page, where they can view invoice details and pay invoices.
Invoice Date	Date on which the bill was invoiced.
Due Date	The invoice due date.
Pay Method	Displays the scheduled payment method for the invoice.
View Invoice Image	Click this link to view an image of the invoice. The link will open the invoice image in a separate window. Link is visible only when invoice image is available.
Order Number, Contract Number, and Purchase Order	If the customer selected the Order Information check box on the My Preferences page, these fields appear here.
Email Selected Invoices	Click the link to send email for multiple invoices. When the user selects the *Email Selected Invoices* link, they are presented with a page that prompts for the email address to be used. Invoice and its supporting documents (attachments) can be sent as one transaction (invoice) at a time.

Invoice Search Page

Use the Invoice Search page (BI_SRCH_SS) to display a list of all possible invoices that meet specified search criteria.

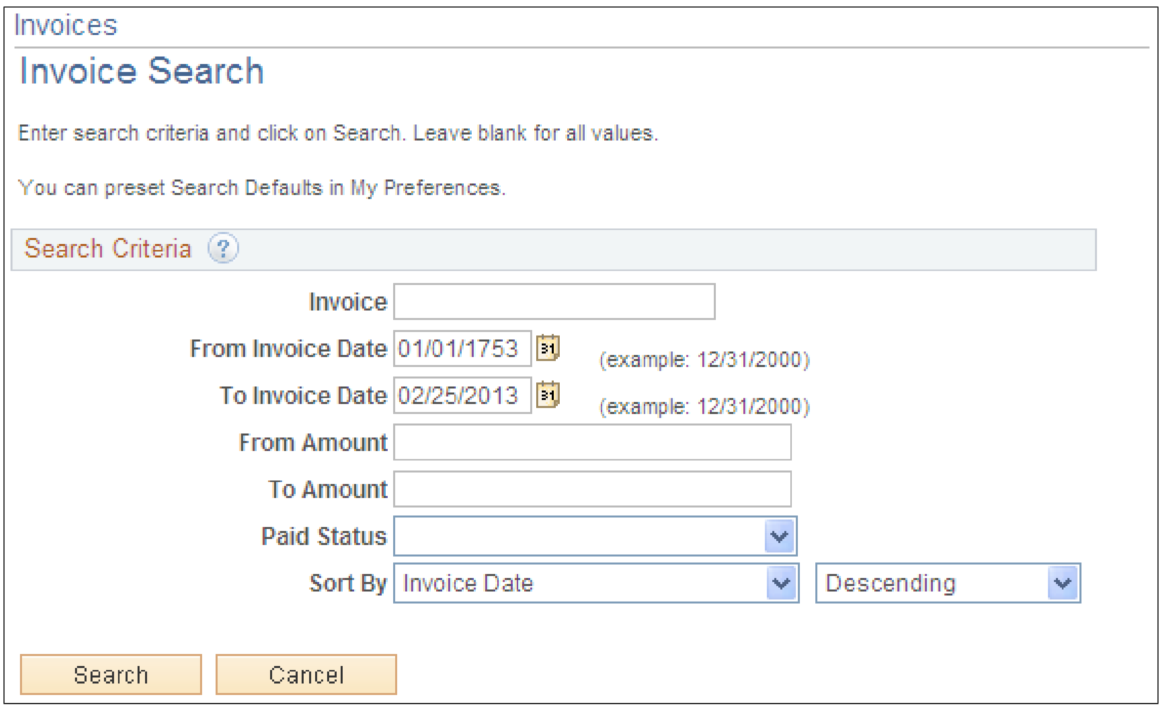
Leave search criteria fields blank to display all possible values for these fields. Customers can search for specific invoices, or enter a partial invoice number to display a list of all possible values

Navigation

Click the Invoice Search link on the Invoices - Invoice List page.

Image: Invoice Search page

This example illustrates the fields and controls on the Invoice Search page.



Invoice

Customers can search for specific invoices, or enter a partial invoice number to display a list of all possible values.

From Invoice Date

A customer can enter a date or select a date from the available options to display all invoices that are generated on or after the specified date.

To Invoice Date

A customer can enter a date or select a date from the available options to display all invoices that were generated on or prior to the date specified.

Calendar

A customer can click the calendar button to select the month, day, and year parameters by which to filter the From Invoice Date or To Invoice Date search.

From Amount

Customers enter search parameters for minimum invoice amounts. The system displays all invoices with total amounts that are greater than or equal to the amount that the customer specifies.

To Amount

Customers enter search parameters for maximum invoice amounts. The system displays all invoices with total amounts that are less than or equal to the amount that a customer specifies.

Order Number, Contract Number, and Purchase Order

If customers select the Order Information check box on the My Preferences page, they can view and search for invoices at the header and line level by order number, contract number, and purchase order number. If customers select the Contract Information check box on the My Preferences page, they can view and search for invoices at the header and line level by contract number, purchase order number, and project ID.

Paid Status

Select the paid status for the invoice. The available options are *Not Yet Paid/Applied* and *Paid/Applied*.

Sort By

Customers select the criteria by which they want to sort the results of their search. They can sort results in *Ascending* or *Descending* order. For example, a customer wants to search for all invoices that were generated since December 31, 2000 and view the results with most recent invoices displayed first. The customer enters *12/31/2000* in the From Invoice Date field, selects *Invoice Date* as the sort by criteria, and sorts the results in descending order.

Search

After customers have defined filters, they click this button to access the Invoices page, where they can view the results of search queries that are sorted in the order specified.

Cancel

Click this button to cancel the search and return to the Invoices - Invoice List page.

Invoices - Invoice Summary Page

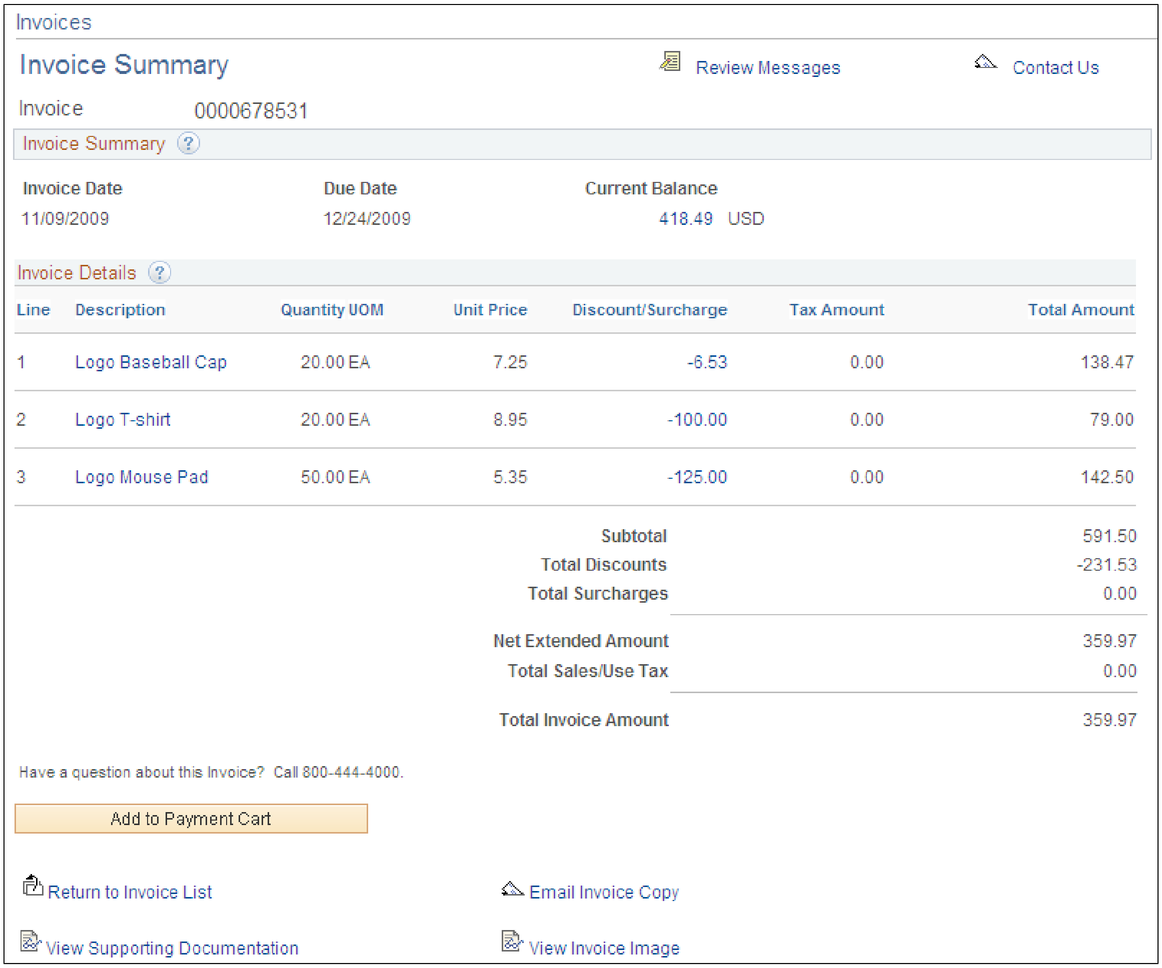
Use the Invoices - Invoice Summary page (BI_SUMMARY_SS) to review invoice details and add eligible invoices to the payment cart.

Navigation

Click an Invoice Number value on the Invoices - Invoice List page.

Image: Invoices - Invoice Summary page

This example illustrates the fields and controls on the Invoices - Invoice Summary page. You can find definitions for the fields and controls later on this page.



Review Messages	Click this link to review the existing conversations on the Review Messages page.
Contact Us	Click this link to open the Contact Us page. The invoice field will be pre-populated only if the link is clicked from Invoice Summary page or Account Balance – Invoice Detail page.
View Supporting Documentation	Click this link to view a list of supporting documents that are attached to an invoice.
View Invoice Image	Click this link to view an image of the invoice. The link will open the invoice image in a separate window. Link is visible only when invoice image is available.

Invoice Summary

Current Balance

The total amount of the invoice, reduced by any payments that are paid toward the invoice. The system calculates the balance by summing the BAL_AMT value of all invoices for the invoice in the PS_ITEM table, reduced by any credit card payments in process. If the invoice is not created in PeopleSoft Receivables, the balance appears by default from the BI_HDR Invoice Amount field. Customers can click any link in this column to access the Invoices - Invoice Activity page, where they can view PeopleSoft Receivables details for the invoice, such as the invoice status, balance, and activity for the specified invoice. If the invoice has not been created in PeopleSoft Receivables, this link is disabled.

Note: If in your business practices you associate prepayments with invoices in PeopleSoft Billing, you should run PeopleSoft Billing and Receivables batch processes in a timely manner to enable the system to calculate the current balance with up-to-date information. If the current balance amount does not reflect a prepayment towards an invoice, you may need to run the Load AR process (BILDAR01), the Receivable Update process (AR_UPDATE), the Payment Predictor process (AR_PREDICT), and the Receivables Update process again to apply the prepayment to the invoice. If you choose to manually apply payments, you need to balance the payment worksheet rather than run the Payment Predictor process.

Total Invoice Amount

The total amount of the invoice, equal to the sum of the net extended amount, the total value added tax amount, and the total sales and use tax of the invoice.

Invoice Details

Line

An invoice line number that you use to reference specific information that is contained on the corresponding invoice line.

Description

A short description of the invoice that is billed on the corresponding invoice line. Customers can click any link in this column to access the Invoices - Invoice Line Details page, where they can review the source-level details for the corresponding invoice line.

Disc/Surch (discounts/surcharges)

The combined amount of discounts and surcharges that are applied to the corresponding invoice line. Customers can click any link in this column to access the Invoice Line Discount and Surcharge Details page, where they can view detailed information about the discounts and surcharges that are applied to the specified invoice line.

Tax Amount

The total amount of sales and use tax and value-added tax that is applied to the corresponding invoice line. Customers can click any link in this column to access the Invoice Line Tax Details Page, where they can view detailed information about the taxes that are applied to the corresponding invoice line.

Total Amount	The product quantity and unit price minus total discounts and plus surcharges and taxes for the corresponding invoice line.

Invoices - Invoice Activity Page

Use the Invoices - Invoice Activity page (AR_EBP_ACT_SEC) to review invoice activity and credit card payments that are in progress.

Navigation

Click the Show Details link in the Current Balance column on the Invoices - Invoice Summary page, or click the Activities link from the Balance Detail - Invoice Detail or Payment History - Invoice Detail pages.

Customer Balance	The invoice balance.

Invoice Activity

Accounting Date	The date of the invoice or payment transaction against the invoice.

Credit Card Payments In Progress

Authorization Date	The date that the credit card payment was authorized.
Authorization Code	The authorization code that the bank assigns to authorize the credit card transaction.
Amount	The authorized transaction amount.

Invoices - Invoice Line Details Page

Use the Invoices - Invoice Line Details page (BI_LINE_SS) to review details for the corresponding invoice line.

The fields that appear on this page are determined by the options that a customer selected on the My Preferences page.

Navigation

Click the link in the Line Description column on the Invoices - Invoice Summary page.

Invoice Number	The identifier for the invoice on which the corresponding line is billed.
Invoice Line	The number of the corresponding invoice line.
Description	A description of the invoice that is billed on the corresponding line.

Order Number	The identifier that is assigned to the order.
Order Date	The date that the sales order is created.
Shipping ID	The shipment's unique identification.
RMA Number (return material authorization number)	The order number of the returned material authorization.
Sold To Customer	The name of the customer that ordered the product.
Order Line	The order line number.
Ship Date	The date that the order is shipped.
View Shipping Address	Customers click this link to navigate to the Invoices - Shipping Address page, where they can review the ship-to address. This link appears only if the customer has chosen on the My Preferences page to view order information.
RMA Line Number	The line number of the returned material authorization.
Contract Number	The contract number that is associated with the corresponding invoice line.
Purchase Order	The purchase order number that is associated with the corresponding invoice line.
Project ID	The project ID that is associated with the corresponding invoice line.
From Date/Through Date	Indicates the date range of the billing activity for the corresponding invoice line.
Contract Line Number	The specific line of the contract number that is associated with the corresponding invoice line. Contract offerings appear on the contract as distinct contract line numbers.
Purchase Order Line	The specific line of the purchase order that is associated with the corresponding invoice line.
Employee Name	The name of the employee that is associated with the corresponding invoice line for example, the name of the employee that performed the service for which you are billing.
Return to Invoice Summary link	Customers click to return to the Invoices - Invoice Summary page.

Invoice Line Discount and Surcharge Details Page

Use the Invoice Line Discount and Surcharge Details page (BI_LINE_DS_SS) to review all discounts and surcharges that are associated with a specified invoice line.

Navigation

Click the discount/surcharge amount link in the Invoice Details group box on the Invoices - Invoice Summary page.

Invoice Line	The invoice line number that carries the listed discounts and surcharges. The invoice line number appears by default from the Invoices - Invoice Summary Page.
Description	A short description of the invoice. The description appears by default from the Invoices - Invoice Summary page.
Return to Invoice Summary link	The customer can click to return to the Invoices - Invoice Summary page.

Invoice Line Tax Details Page

Use the Invoice Line Tax Details page (BI_LINE_TAX_SS) to review all value-added tax and sales or use tax that is associated with a specified invoice line.

Navigation

Click the tax amount link in the Invoice Details group box on the Invoices - Invoice Summary page.

Invoice Line	The invoice line number that carries the listed taxes. The invoice line number appears by default from the Invoices - Invoice Summary page.
Description	A short description of the invoice. The description appears by default from the Invoices - Invoice Summary page.
Return to Invoice Summary link	The customer can click to return to the Invoices - Invoice Summary page.

Note: If sales and use taxes are associated with the selected invoice line, the Sales/Use Taxes grid displays the tax amount and tax percent for the specified line.

Email Invoice Copy Page

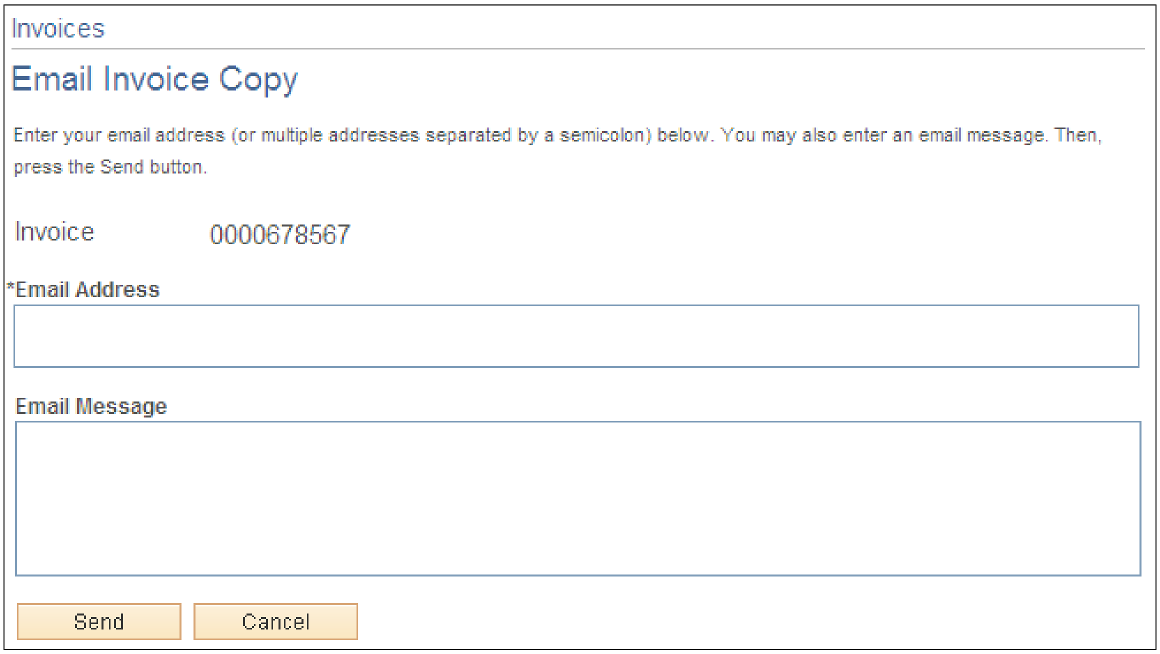
Use the Email Invoice Copy page (BI_EMAIL_DOCS_SS) to email a copy of the invoice in PDF format to the Email address entered.

Navigation

Click the Email Invoice Copy link on the Invoices - Invoice Summary page.

Image: Email Invoice Copy page

This example illustrates the fields and controls on the Email Invoice Copy page.



Email Address	Customers enter a valid email address, then click the Send button to send the copy of the invoice in PDF format. If the message is successfully sent, the system displays the message, "Your request for an invoice copy was successful."

Note: If an invoice contains lines that have summarization templates, the system emails a copy in summarized format only.

View Invoice Image Page

Use the View Invoice Image page to view an online rendering of the actual invoice that was mailed to the customer. The user can view the invoice in a PDF format.

Navigation

- Click the View Invoice Image link on the Invoices - Invoice Summary page.
- Click the icon in the View Invoice Image column on the Invoices - Invoice List page.

The View Invoice Image link is available only if the Attach Invoice Image Option was selected for the Business Unit and the invoice image attachment process (BI_XMLPBURST) has been run.

Viewing Supporting Documentation Attached to an Invoice

This section discusses how customers can view a supporting document. You can attach documents to an invoice header or line using the Billing application.

Pages Used to View Supporting Documentation Attached to an Invoice

Page Name	Definition Name	Navigation	Usage
View Supporting Documentation	BI_ATTACH_SS	eBill Payment, Invoices Click an invoice number on the Invoice List page, and then click the View Supporting Documentation link at the bottom of the Invoice Summary page.	View a list of supporting documents that are attached to an invoice.

View Supporting Documentation Page

Use the View Supporting Documentation page (BI_ATTACH_SS) to view a list of supporting documents that are attached to an invoice.

Navigation

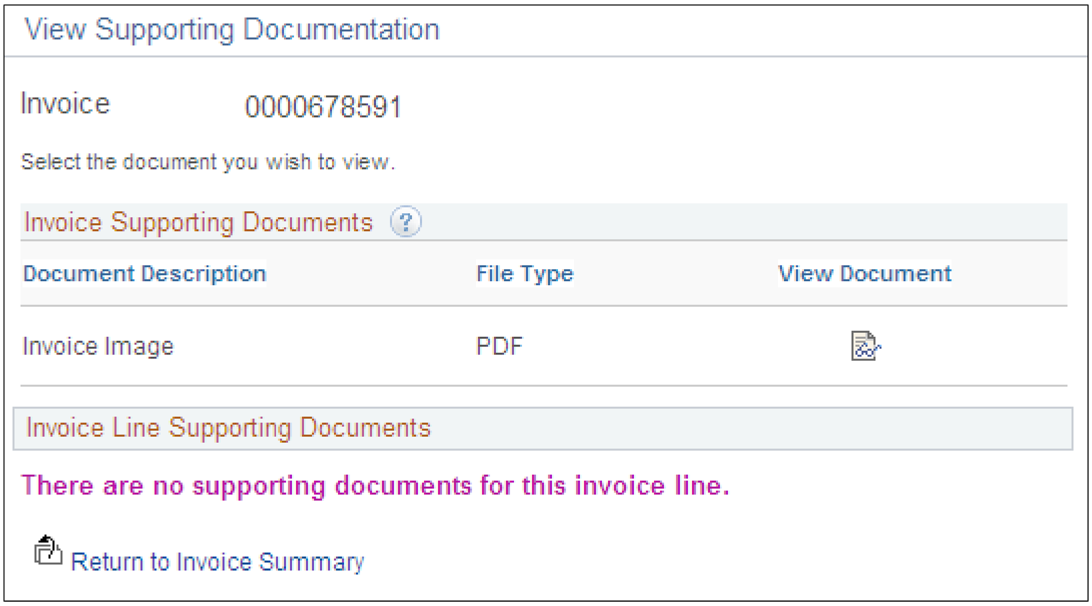
eBill Payment, Invoices

Click an invoice number on the Invoice List page, and then click the View Supporting Documentation link at the bottom of the Invoice Summary page.

Note: The View Supporting Documentation link will appear only when there are documents attached to the invoice that are not marked as internal only.

Image: View Supporting Documentation page

This example illustrates the fields and controls on the View Supporting Documentation page. You can find definitions for the fields and controls later on this page.



Invoice Documents	Lists documents that are attached at the invoice header level.
Invoice Line Documents	Lists documents that are attached to specific invoice lines.
View	Click to open the document in a browser or associated application.

Note: If the Attach Invoice Image option is enabled in Billing, then the invoice image will also be visible from the View Supporting Documentation page.

Viewing Account Information

This section discusses how to:

- Review account summary, recent activity, and aging information.
- View open invoice balance detail.

Pages Used to View Account Summary Information

Page Name	***Definition Name***	***Navigation***	***Usage***
Account Balance	AR_SUMBAL_SS	Click the Account Balance link from the home page or the side navigation menu.	Review account summary, recent activity, and aging information.
Account Balance Detail	AR_ACCBAL_DET	Click the amount in the Customer Account Summary or Customer Account - Most Recent Activity lists on the Account Balance page.	Review open invoices that make up the balance.

Account Balance Page

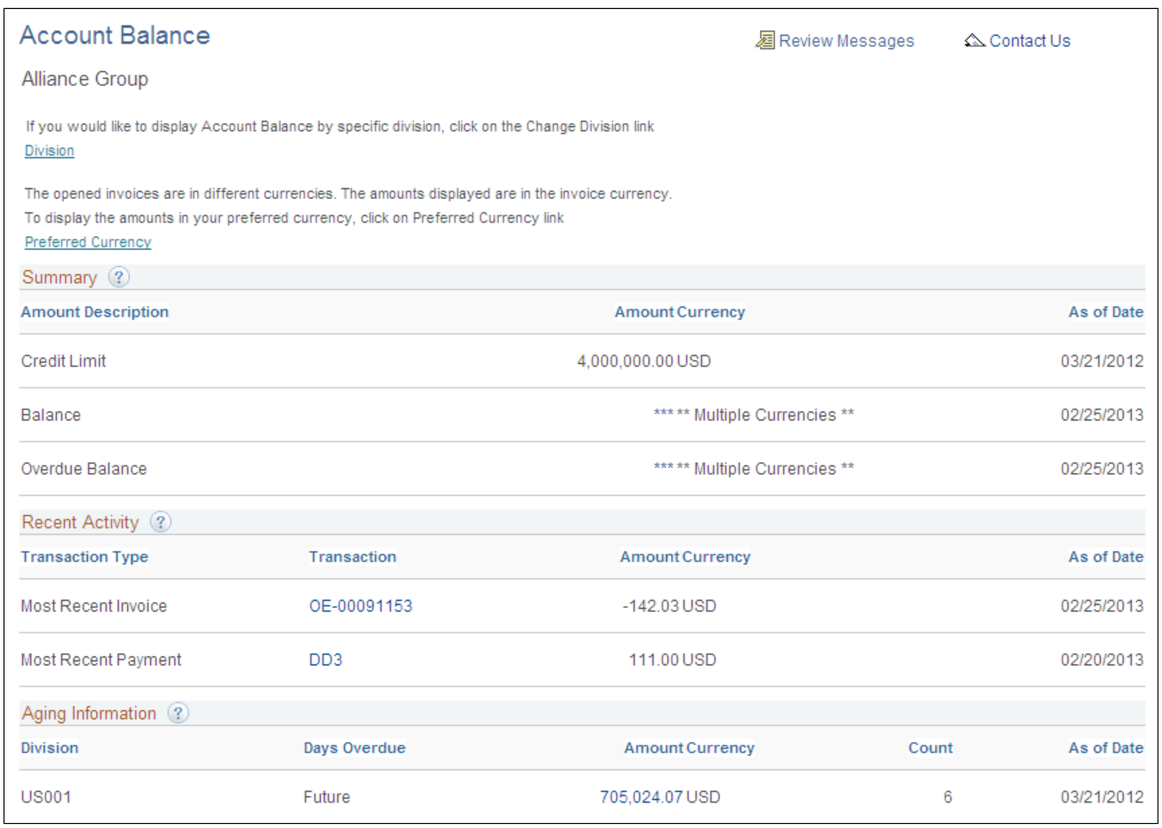
Use the Account Balance page (AR_SUMBAL_SS) to review account summary, recent activity, and aging information.

Navigation

Click the Account Balance link from the home page or the side navigation menu.

Image: Account Balance Page

This example illustrates the fields and controls on the Account Balance Page.



Division If you have account balance information that is separated by division, a customer can click this link to access the Division Selection page and select a division.

Preferred Currency A customer can click to display in the Amount field the preferred currency that is selected on the My Preferences page. The preferred currency appears in place of ***Multiple Currencies**,* and the Preferred Currency link is replaced by an Invoice Currency link. The customer can click the Invoice Currency link to display the multiple currencies again.

Summary

The Summary list is a summary of the account balance and overdue balance totals. It will display a customer's credit limit if it has been set up.

Amount Description Type of amount in the Amount field.

Amount The total balance or overdue balance amount. This field can display multiple currencies. Use the Amount link to view open invoices that make up the balance on the Account Balance Detail page. The as of date reflects the effective date of the amount.

Recent Activity

The Recent Activity list displays the most recently posted payments or most recent invoice, as well as any credit card payments in progress.

Transaction Type A description of the most recent transactions.

Transaction ID Identifies the transaction. It can be either an Invoice ID or Payment ID, depending on the transaction type. The Amount column displays the most recent transaction amount, and the Accounting Date column displays the date of the most recent transaction.

Aging Information

Days Overdue Overdue categories, such as *Future, Current, 31-60, 61-90, 91-120,* and *121+* days. These categories may be different depending on what you define for the aging ID during setup.

Aging Amount Overdue amounts for each overdue aging category; Aging Count lists the number of invoices in each aging category. The as of date is the date that AR_AGING was last run.

Account Balance Detail Page

Use the Account Balance Detail page (AR_ACCBAL_DET) to review open invoices that make up the balance.

Navigation

Click the amount in the Customer Account Summary or Customer Account - Most Recent Activity lists on the Account Balance page.

Division Appears if the detail is for a specific division.

Days Overdue Indicates the category if this detail is for an aging category.

Payment Terms The time increment for calculating the invoice due date. For example, *Net30.*

In Dispute Select if the invoice is in dispute.

In Collection Select if the invoices are in collection.

Add to Cart A customer can click the Add to Cart link to add all eligible invoices on the page to the payment cart.

Return to Account Balance A customer can click to return to the Account Balance page.

Viewing Payment Information

Customers can view payments that have been received and determine which invoices the payment was applied to. For example, credit, customer service, and sales people can review payment information with a customer while they are on the telephone, essentially looking at the same page for all balance and payment information.

This section discusses how to:

- Review pending payments.
- View payment history information.
- View payment history invoice details.

Pages Used to View Payment History

Page Name	***Definition Name***	***Navigation***	***Usage***
Pending Payments	AR_EBP_SCHEDULE	eBill Payment, Pending Payments	Review payments that have been sent for payment through eBill Payment.
Pending Payment Search	AR_EBP_SCHED_SRCH	Click the Pending Payment Search link on the Pending Payments page.	Search for scheduled payments.

Page Name	Definition Name	Navigation	Usage
Payment History	AR_SSREV_PAYMENTS	• eBill Payment, Payment History • Click the Payment History link from the home page or the side navigation menu.	Review payments that have been processed in Receivables.
Payment History Search	AR_SSSRCH_PAYMENTS	Click the Payment Search link on the Payment History page.	Search for payments that are not listed on the Payment List page.
Payment History - Payment Detail	AR_EBP_PAY_SEC	Click a Payment ID link on the Payment History List page, or click the Transaction ID link on the Account Balance page.	Review payment detail information.
Payment History - Invoice Detail	AR_EBP_ITEM_SEC	Click an Invoice link on the Payment History - Payment Detail page, or anywhere an invoice is displayed as a link in PeopleSoft eBill Payment pages, to view payment history details.	Review details of each invoice.

Pending Payments Page

Use the Pending Payments page (AR_EBP_SCHEDULE) to review payments that are pending processing in Receivables.

Navigation

eBill Payment, Pending Payments

Pending payments appear on the Pending Payments page until they have been processed by credit card or direct debit processing within Receivables. The system performs validations before removing a pending or scheduled payment to make sure that the totals by payment method, currency, and payment date are positive. No longer a scheduled payment, this invoice becomes available again on the Balance Detail page (eBill Payment, Balance Detail) and the Account Balance page (eBill Payment, Account Balance), and from those pages, you can add the invoice to the Payment Cart again. If you delete a scheduled payment, the invoice is added to the Payment Cart.

Click this icon to remove a scheduled payment on the Pending Payments page.

When you submit an invoice for payment using the Credit Card payment method, and the Payment Date is the current date, an authorization is received from the credit card provider and the credit card is billed. In this case, the garbage bin icon is hidden, because this scheduled invoice cannot be deleted after authorization.

Pending Payment Search	Click this link to open the Pending Payment Search page, where you can search for payments that are not listed on the page and sort results.

Note: If a pending short payment is deleted, the system does not delete the corresponding conversation for the short payment.

Payment History Page

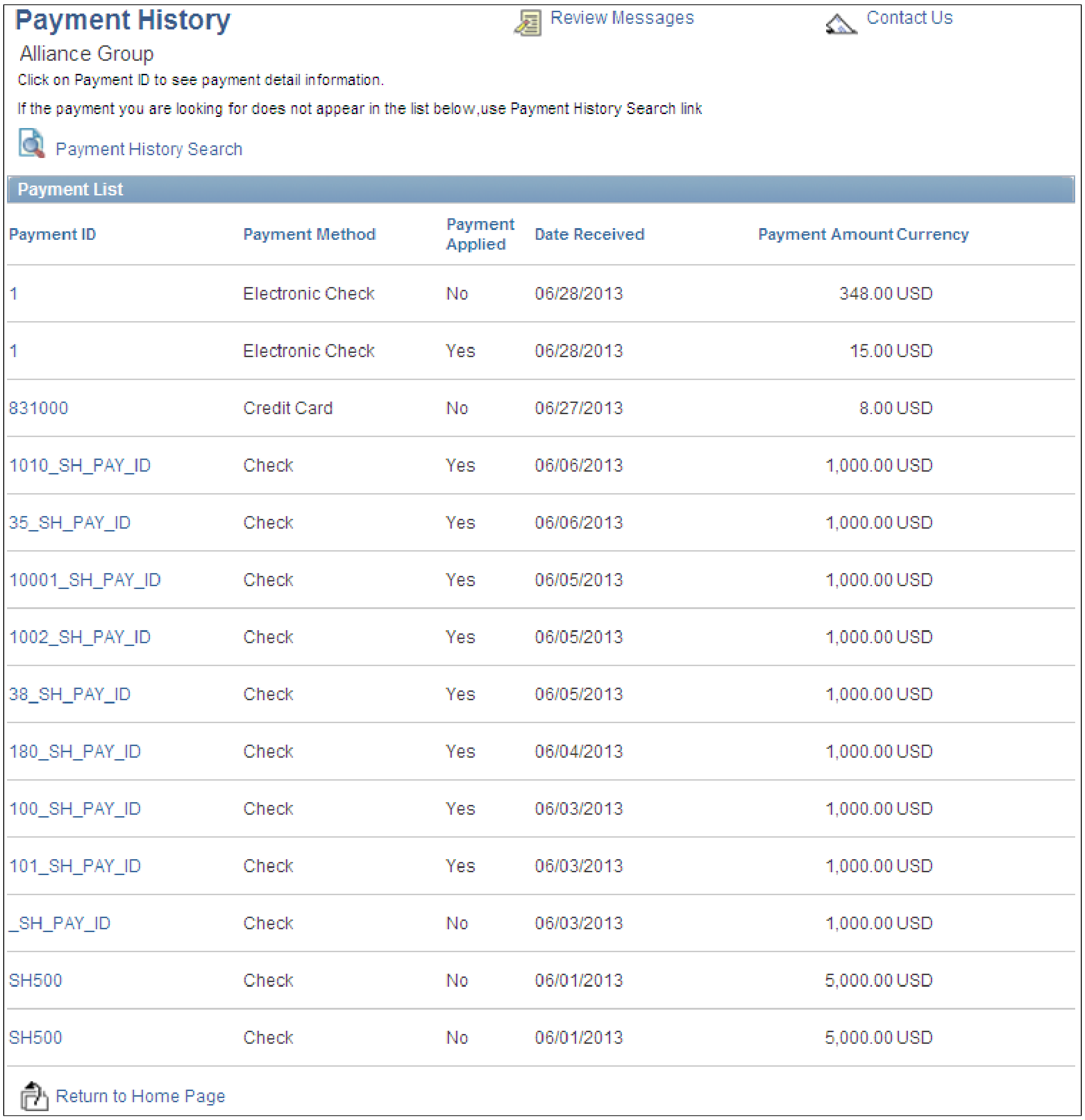
Use the Payment History page (AR_SSREV_PAYMENTS) to review payments.

Navigation

- eBill Payment, Payment History
- Click the Payment History link from the home page or the side navigation menu.

Image: Payment History page

This example illustrates the fields and controls on the Payment History page.


Payment History
Review Messages
Contact Us
Alliance Group
Click on Payment ID to see payment detail information.
If the payment you are looking for does not appear in the list below,use Payment History Search link
Payment History Search

Payment List

Payment ID	Payment Method	Payment Applied	Date Received	Payment Amount Currency
1	Electronic Check	No	06/28/2013	348.00 USD
1	Electronic Check	Yes	06/28/2013	15.00 USD
831000	Credit Card	No	06/27/2013	8.00 USD
1010_SH_PAY_ID	Check	Yes	06/06/2013	1,000.00 USD
35_SH_PAY_ID	Check	Yes	06/06/2013	1,000.00 USD
10001_SH_PAY_ID	Check	Yes	06/05/2013	1,000.00 USD
1002_SH_PAY_ID	Check	Yes	06/05/2013	1,000.00 USD
38_SH_PAY_ID	Check	Yes	06/05/2013	1,000.00 USD
180_SH_PAY_ID	Check	Yes	06/04/2013	1,000.00 USD
100_SH_PAY_ID	Check	Yes	06/03/2013	1,000.00 USD
101_SH_PAY_ID	Check	Yes	06/03/2013	1,000.00 USD
_SH_PAY_ID	Check	No	06/03/2013	1,000.00 USD
SH500	Check	No	06/01/2013	5,000.00 USD
SH500	Check	No	06/01/2013	5,000.00 USD

Return to Home Page

Payment List

Payment History Search — Click this link to open the Payment History Search page, where you can search for payments that are not listed on the page and sort results.

Payment ID — Click a Payment ID link to view the payment detail on the Payment Detail page. Identifies the payment that is received.

The Payment Applied field indicates whether the payment has been applied. The date received is the date that the payment is received from the payee, and payment amount indicates the amount that is received.

Payment History - Payment Detail Page

Use the Payment History - Payment Detail page (AR_EBP_PAY_SEC) to review payment detail information.

Navigation

Click a Payment ID link on the Payment History List page, or click the Transaction ID link on the Account Balance page.

Invoice Detail

Payment ID Identifies the payment. For example, this field may display a check number.

Date Received The date that the payment is received from the payee.

Payment Applied Indicates whether the payment is applied.

Date Applied The date that the payment is posted to the account.

Return to Payment List A customer can click to return to the Payment List or Account Balance page.

Invoice Activity

The Invoice Activity list lists the invoices that the payment is applied to.

Invoice ID A customer can click to access the Payment History - Payment Detail page to view payment history details.

Payment History - Invoice Detail Page

Use the Payment History - Invoice Detail page (AR_EBP_ITEM_SEC) to review details of each invoice.

Navigation

Click an Invoice link on the Payment History - Payment Detail page, or anywhere an invoice ID is displayed as a link in PeopleSoft eBill Payment pages, to view payment history details.

Customer Balance The invoice balance.

Activities A customer can click to access the Invoice Activity page and view payment details.

Invoice If the invoice is loaded from PeopleSoft Billing, this link appears to enable customers to access the Invoice Summary page.

Division Division, or a cross-section of a business.

Customer The customer to which the invoice belongs.

Payment Terms The time increment for calculating the invoice due date and discount terms.

Payment Method Payment methods can be *CC* (credit card), *DD* (direct debit), or *Check.*

Dispute Status The dispute status code that was defined on the Dispute Status page.

Collection Status The collection status for the invoice that you define on the Invoice Maintenance page.

Viewing Balance Details

This section discusses how to:

- Review and pay invoices in PeopleSoft Receivables.
- Schedule to pay on a future date.
- Search for invoices.

Pages Used to View Balance Details

Page Name	***Definition Name***	***Navigation***	***Usage***
Balance Detail	AR_EBP_VIEWITEM	Click the Balance Detail link from the home page or the left navigation link to access the Balance Detail page.	Review and pay any invoices in Receivables.
Balance Detail - Invoice Search	AR_EBP_ITEM_SRCH	Click the Invoice Search link on the Balance Detail page to view the Balance Detail - Invoice Search page.	Search for invoices that do not appear on the Balance Detail page list.

Balance Detail Page

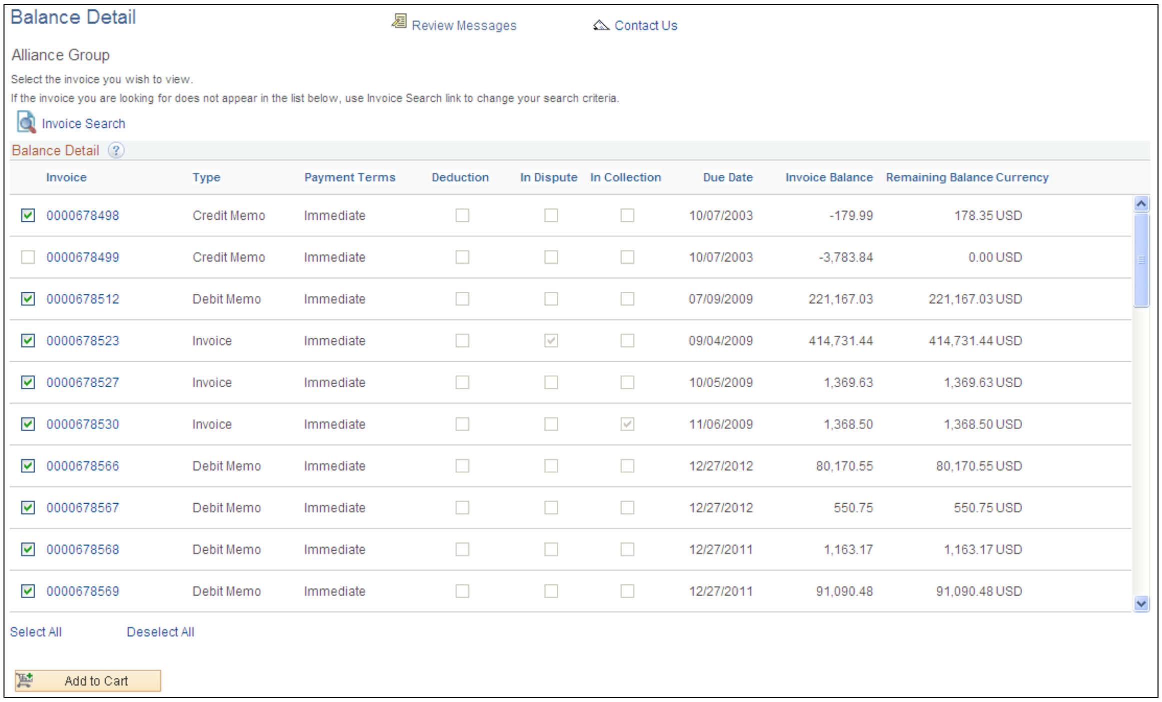
Use the Balance Detail page (AR_EBP_VIEWITEM) to review and pay any invoices in Receivables.

Navigation

Click the Balance Detail link from the home page or the left navigation link to access the Balance Detail page.

Image: Balance Detail Page

This example illustrates the fields and controls on the Balance Detail Page.



Invoice	A customer can click any link in this column to access the Invoice Detail page.
Type	Displays the type of invoice.
Payment Terms	The time increment for calculating the invoice due date.
Deduction	Indicates the invoice's deduction status.
In Dispute	The invoice's dispute status.
In Collection	The invoice's collection status.
Due Date	The invoice due date.
Invoice Balance	The balance for the invoice.
Remaining Balance	Displays the remaining balance for the invoice, after any payments have been applied.
Currency	Displays the invoice currency.
Add to Cart	Click the Add to Cart button to add the invoices selected to the Payment Cart.

Balance Detail - Invoice Search Page

Use the Balance Detail - Invoice Search page (AR_EBP_ITEM_SRCH) to search for invoices that do not appear on the Balance Detail page.

Navigation

Click the Invoice Search link on the Balance Detail page to view the Balance Detail - Invoice Search page.

Type	Specify the type of invoice. For example, Credit Memo or Debit Memo.
In Dispute	Select Yes or No.
In Collection	Select Yes or No.
Deduction	Select Yes or No.
From Due Date	A customer can enter or select a due date from the available options to display all invoices that are generated on or after the specified date. The customer can also enter or select a to due date from the available options to display all invoices that are generated on or prior to the date specified.
Calendar	Click this button to select the month, day, and year parameters by which to filter the from due date or to due date search.
From Amount	A customer can enter a search parameter for a minimum invoice amount. The system displays all invoices with balance amounts that are greater than or equal to the amount that the customer specifies. In the To Amount field, the customer can enter a search parameter for a maximum invoice amount. The system displays all invoices with a total balance that is less than or equal to the amount that the customer specifies.
Currency	The system returns only invoices whose entry currency matches the specified currency.
Sort Invoices by	A customer can sort the search results by the available options in ascending or descending order. For example, the customer wants to search for all invoices that were generated since December 31, 2000 and view the results with the most recent invoices displayed first. The customer enters *12/31/2000* in the From Due Date field, selects *Invoice*as the sort by criteria, and sorts the results in descending order.
Search	After customers have defined the filters, they click this button to view the results on the Balance Detail page.

Conversing with Customers

A customer can submit messages to service representatives regarding PeopleSoft eBill Payment issues.

This section discusses how to:

- Create and submit conversations.
- View conversation notes.
- Search for conversations.
- Review and respond to customer notes.

Prerequisites

You must set up the Role, Action Code, and Action Owner to ensure the proper routing of messages based on the conversation Subject and Sub-Topic.

Go to Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects in the employee portal. If the Action Owner is blank, the assignment hierarchy will be followed.

For information about assigning actions that originate in eBill Payment and the assignment hierarchy, see "Assigning Actions and Sending Notification *(PeopleSoft FSCM 9.2: Receivables)*".

Pages Used to Converse with Customers

Page Name	***Definition Name***	***Navigation***	***Usage***
Contact Us	SS_CONTACT_US	Click the Contact Us link on the FAN page, on the Shortcuts pagelet, or on any eBill Payment page.	Create, submit, and review conversations to resolve customer issues.
Review Messages	AR_CONVR_LIST_SS	Click the Review Messages link on the Contact Us page.	Review a list of messages that are initiated from the Contact Us page.
Review Messages - Messages Search	AR_SSSRCH_CONVR	Click the Messages Search link on the Review Messages page.	Search for conversations that are older than 90 days.
Review Messages - Message Detail	CONVER_DATA4_SS	Click the Detail link from the Review Messages page.	Review and respond to conversations that customers initiate from the Contact Us page.

Contact Us Page

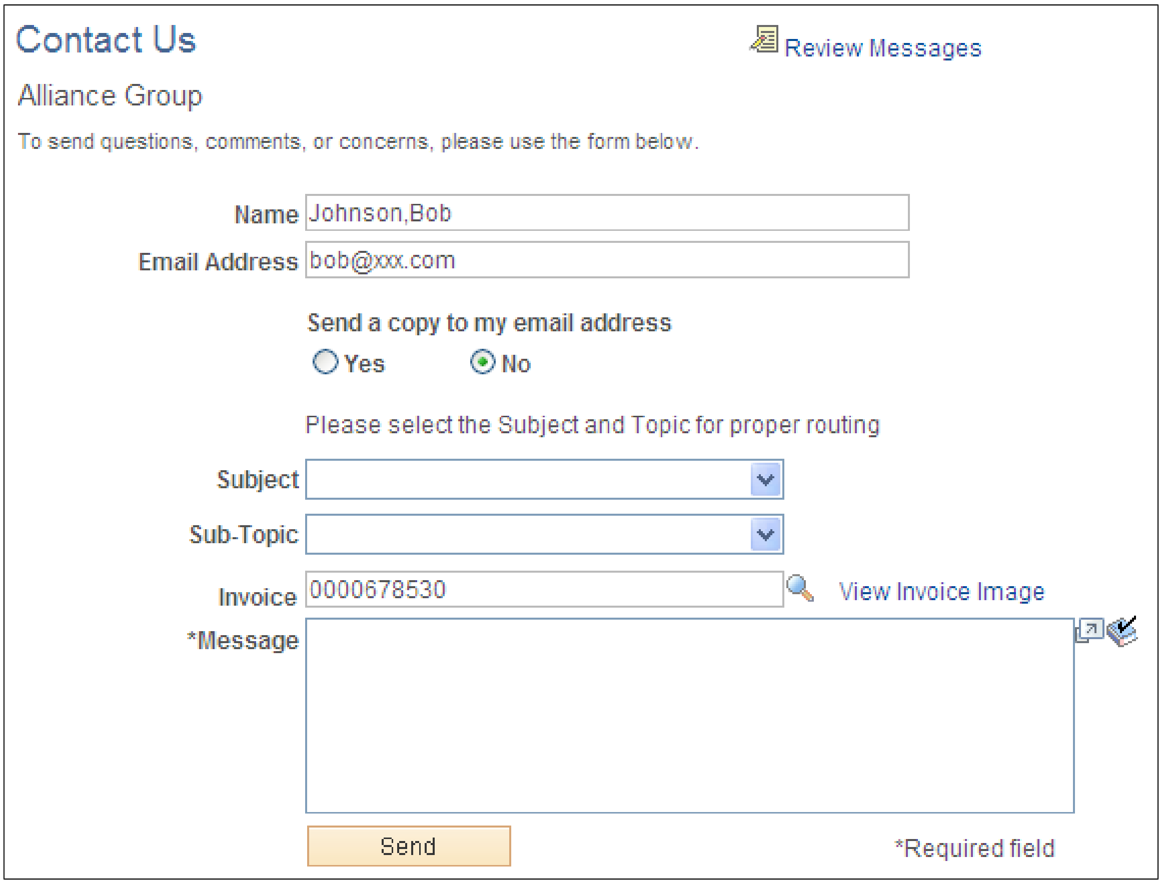
Use the Contact Us page (SS_CONTACT_US) to create, submit, and review conversations to resolve customer issues.

Navigation

Click the Contact Us link from the FAN page.

Image: Contact Us page

This example illustrates the fields and controls on the Contact Us page.



Name and Email Address	Customers can enter this information if they want to receive confirmation emails. Name and email address values initially appear by default from the Profile page.
Send a copy to my email address	Select Yes to send the customer an email copy of the message. The default value is No.
Subject and Sub-topic	A customer can select a subject and topic from the available options, which administrators must previously set up on the Conversation Subject page. Both of these fields are used to route notes to the appropriate person in an organization. **Note:** On the Conversation Subject page, select the Use in eBill Payment option for the corresponding subject topic.
Message	An open text field in which the customer can enter a message. This field cannot be left blank.
Invoice	Displays the invoice number.

View Invoice Image	Click this link to view an image of the invoice. The link will open the invoice image in a separate window. Link is visible only when invoice image is available.
Review Messages	Click this link to review the existing conversations. If on the Invoice Summary page or Account Balance – Invoice Detail page, messages are filtered by the invoice. Link is hidden if the represented customer does not have any conversation entry.

When a conversation is created, an email is sent to all the internal users. The email will contain the conversation URL that will allow the user to navigate directly to the conversation. Email notifications on newly created conversations are sent out only if Role Name is associated with chosen Subject and Topic, and there are users who are members of that Role. If the selected Subject and Topic combination has an Action Code and Action Owner tied to it, an action list will be created for the conversation.

Review Messages Page

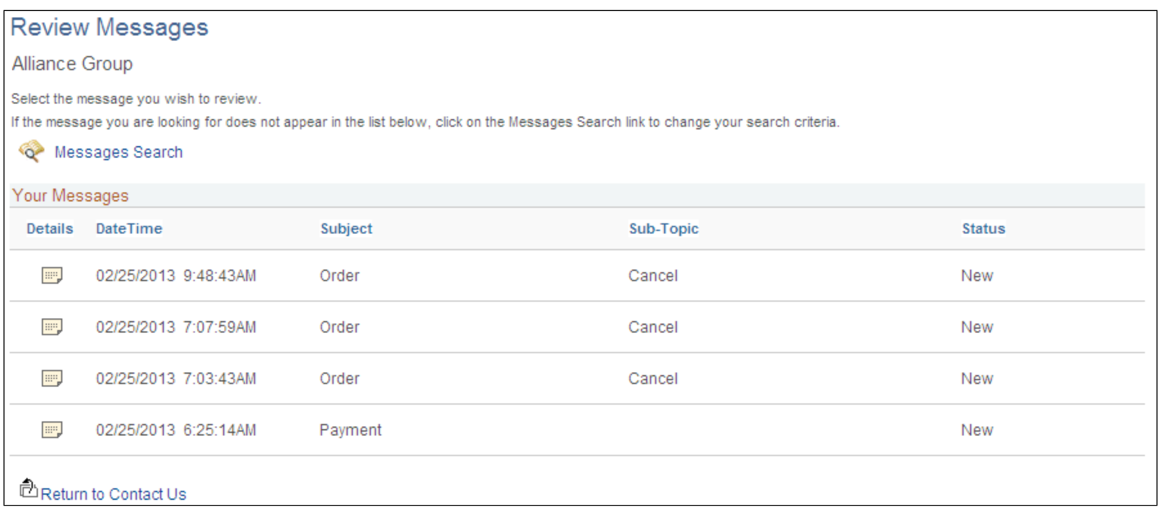
Use the Review Messages page (AR_CONVR_LIST_SS) to review a list of messages that are initiated from the Contact Us page.

Navigation

Click the Review Messages button on the Contact Us page.

Image: Review Messages page

This example illustrates the fields and controls on the Review Messages page.



Your customers, brokers, and salespersons can review responses from conversations that are initiated from the Contact Us page. The list displays messages that were initiated within the last three months. You can view messages that are older than 90 days by using the Messages Search link. Customers can select a message link to review a note and enter a response. Click Add Message button to open the Contact Us page.

Review Messages - Messages Search Page

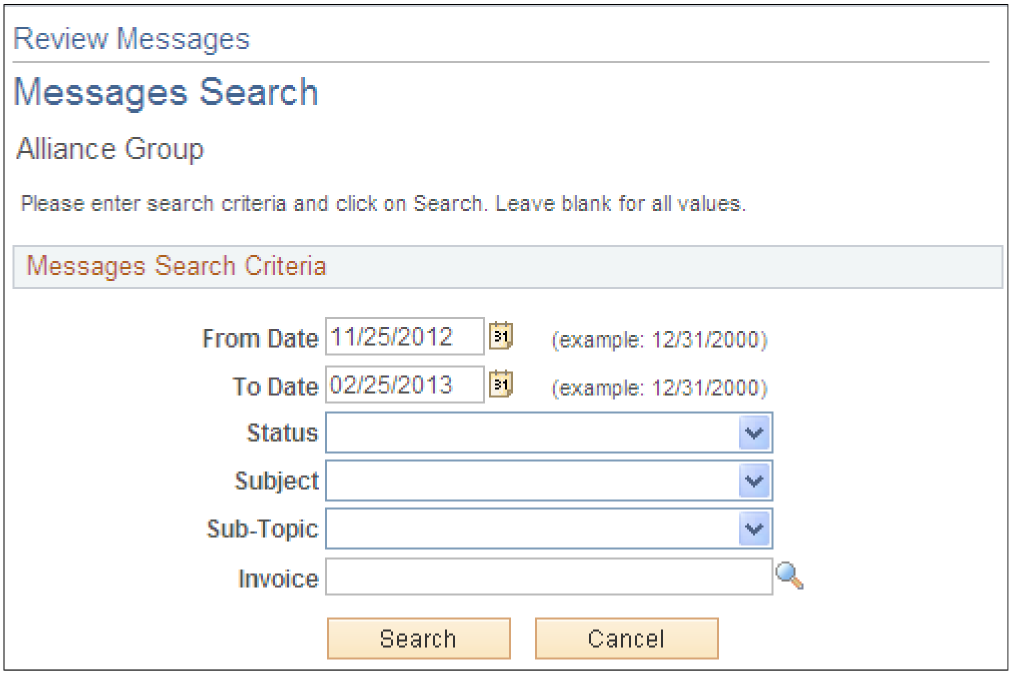
Use the Review Messages - Messages Search page (AR_SSSRCH_CONVR) to search for conversations that are older than 90 days.

Navigation

Click the Messages Search link on the Review Messages page.

Image: Review Messages - Messages Search page

This example illustrates the fields and controls on the Review Messages - Messages Search page.



Customers can use these option to define their searches:

From Date	A customer can enter or select a date from the available options to display notes that are generated on or after the specified date.
To Date	A customer can enter or select a date from the available options to display notes that are generated on or after the specified date.
Subject	Customers search by subject from the available options, which are set up by the administrator.
Subject Topic	Customers search by subject topic from the available options, which are set up by the administrator.
Status	Indicates the conversation status.
Invoice	Customers search by invoice from invoice list.
Cancel	Click this button to go back to the Messages List.

Message Detail Page

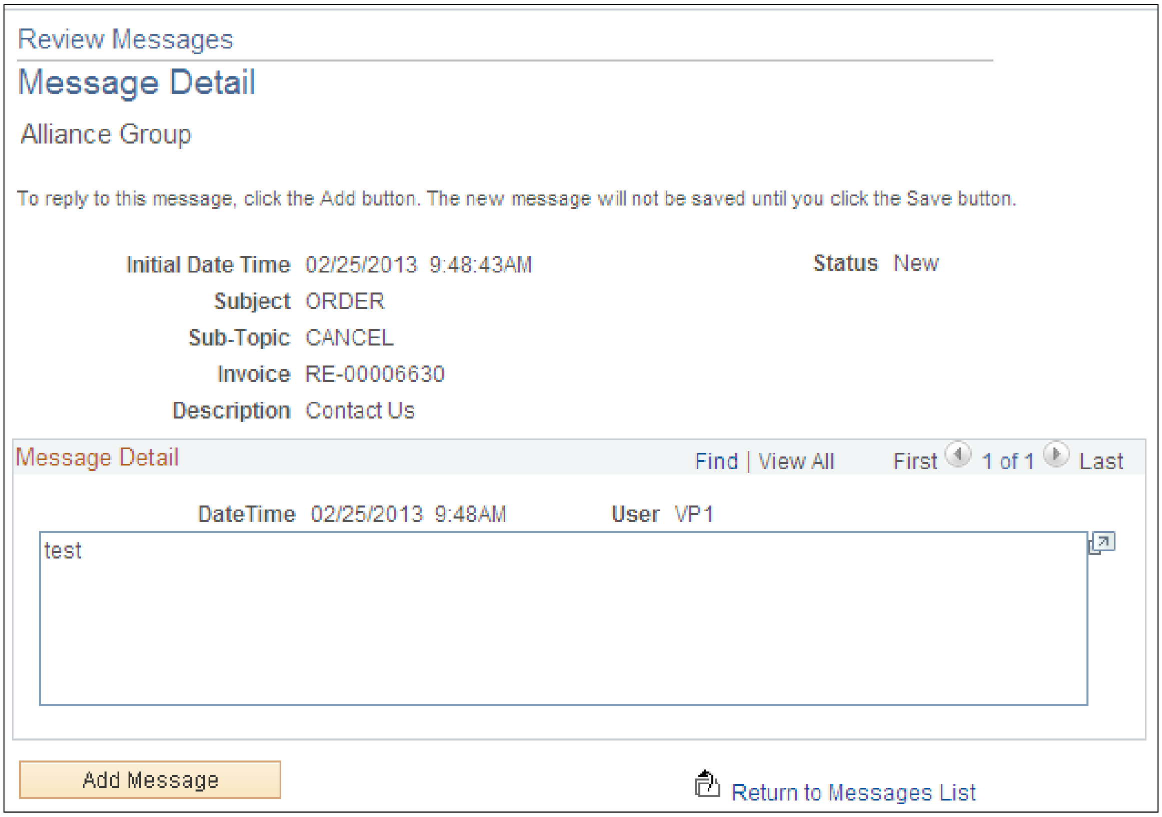
Use the Review Messages - Message Detail page (CONVER_DATA4_SS) to review and respond to conversations that customers initiate from the Contact Us page.

Navigation

Click the Detail link from the Review Messages page.

Image: Review Messages - Message Detail page

This example illustrates the fields and controls on the Review Messages - Message Detail page.



The routing of the note is based on the role name that is identified within the subject setup table.

Subject and Sub-topic	Displays the subject and the sub-topic of the message.
Invoice	Displays the invoice entered on the Contact Us page. May also display the text "Multiple Invoices" indicating conversation entry has multiple invoices and was created in Payment Cart using Short Pay. **Note:** If a pending short payment is deleted, the corresponding conversation will be left as-is.
Add Message	Click the Add Message button to continue the dialog with the AR agent.

Return to Message List Click Return to Message List link to return to the list of messages.

Save Enter a value in the Message Detail text box and then click this button to save your response. This button is initially displayed after theAdd Message button is clicked.

Allowing self service administrators to create additional users

External administrators can create new user IDs for additional users without having to request AR or BI administrators (internal administrators).

The Customer Registration Setup component allows internal administrators to define a template User ID which will be used when external administrators add new users in the system. All properties from the template User ID will be copied over to the new user added. Any common role security that eBill Payment external users will need should be defined in the template User ID definition.

Administer Users component allows the external administrator to add and modify/update user profiles. Users who are granted security permission can perform various actions (based on their security profile) such as viewing and paying invoices, viewing and paying down account balance and so on.

This section discusses how to:

- Add a new permission list to give access to Administer Users.
- Add a new role for the external administrators.
- Add a new user profile for an external administrator.
- Add a user profile to be used as a template profile.
- Setup Customer Registration Setup component to define the template user id and default SETID.
- Setup Administer Users component to add a new user or to update an existing user.

Pages used to create additional users

Page Name	***Definition Name***	***Navigation***	***Usage***
Permission Lists	ACL_GENERAL	PeopleTools, Security, Permissions & Roles, Permission Lists	Add a permission list to give access to users.
Roles	ROLEDEFN	PeopleTools, Security, Permissions & Roles, Roles	Add a role for the new user and associate the new role with a permission list.
User Profiles	USER_GENERAL	PeopleTools, Security, User Profiles, User Profiles	Add a new user profile.

Page Name	***Definition Name***	***Navigation***	***Usage***
Customer Registration Setup	CUST_REG_SETUP	Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Registration Setup	Define the template user id and default SETID to be used when a customer contact is added.
Administer Users	EB_CONTACT_SRCH_SS	eBill Payment, Administer Users	Add a new user or update an existing user.

Permission Lists Page

Use the Permission Lists page (ACL_GENERAL) to add a permission list to give access to users.

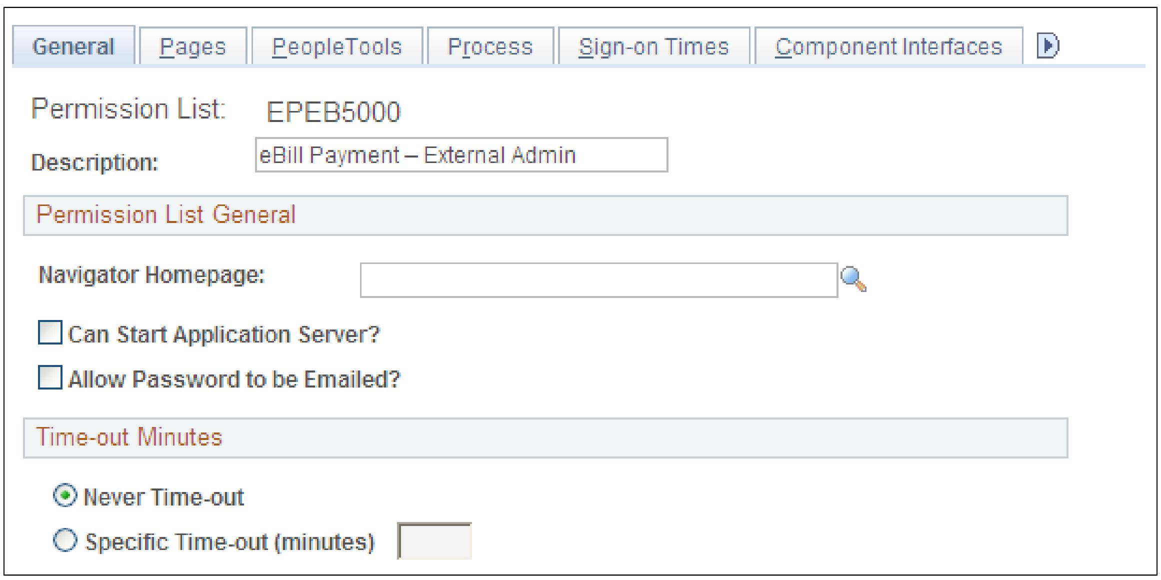
Navigation

PeopleTools, Security, Permissions & Roles, Permission Lists

The permission list (EPEB5000) shown in the following screenshot is just an example.

Image: Permission Lists - General tab

This example illustrates the fields and controls on the Permission Lists - General tab.



Add a permission list to give access to Administer Users (EB_CNCT_USER_ADMIN) component pages in Customer (ROLE_CUSTOMER) menu. The new permission list must have full access to CONTACT_INFO, CUSTOMER_CONTACT, and USER_PROFILE component interfaces.

Image: Permission List - Pages tab

This example illustrates the fields and controls on the Permission Lists - Pages tab.

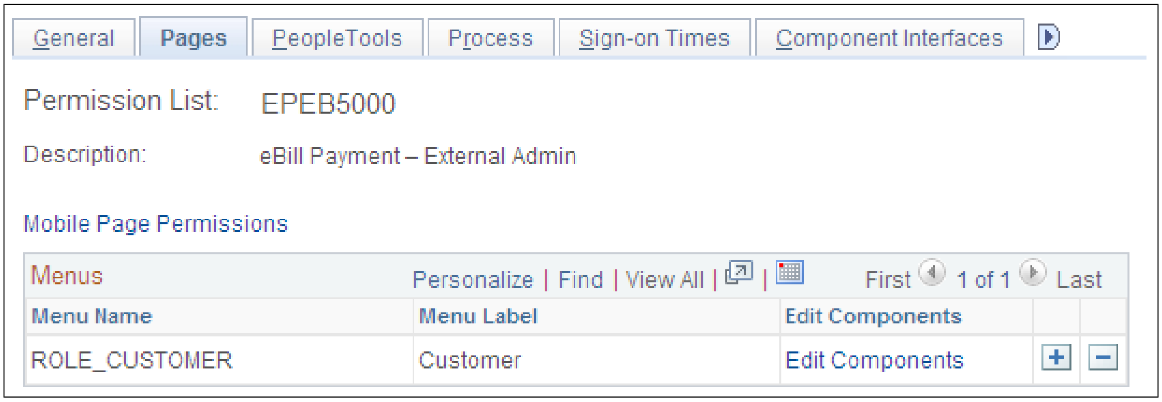
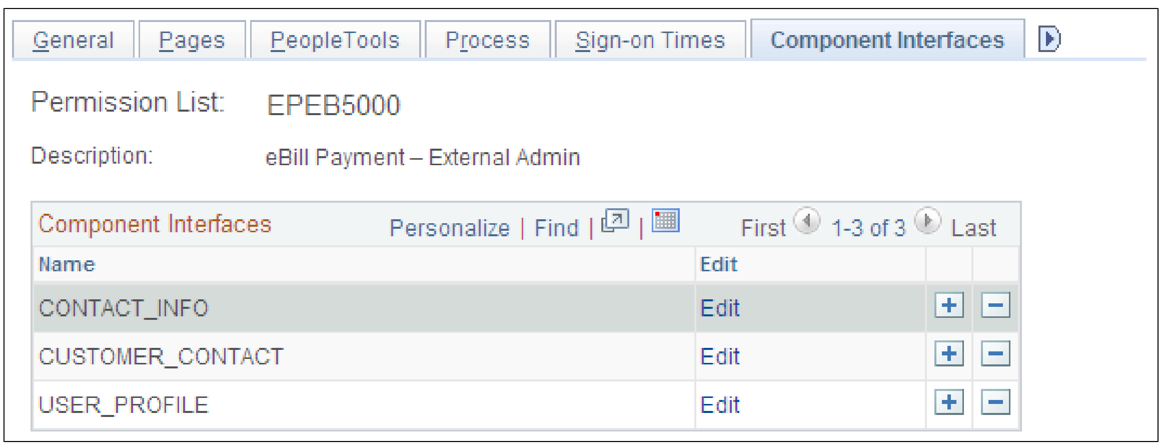


Image: Permission Lists - Component Interfaces tab

This example illustrates the fields and controls on the Permission Lists - Component Interfaces tab.



Roles Page

Use the Roles page (ROLEDEFN) to add a role for the new user and associate the new role with a permission list.

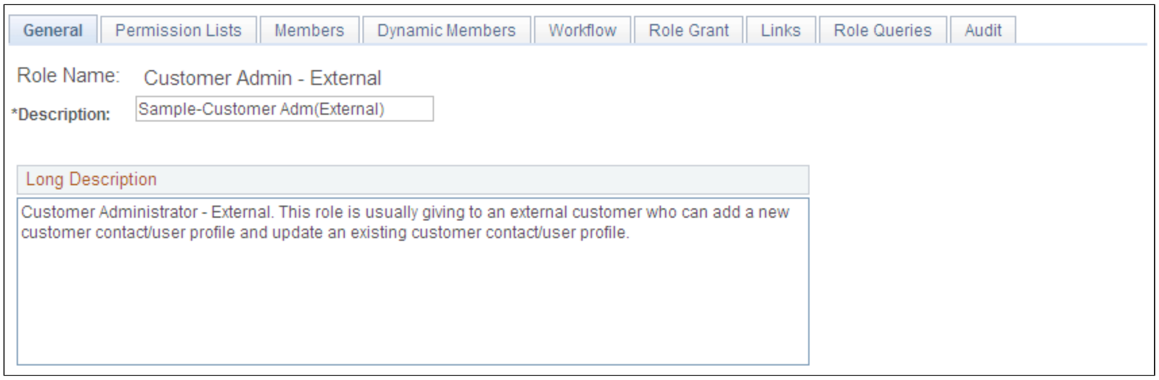
Navigation

PeopleTools, Security, Permissions & Roles, Roles

Use the Roles page to add a new role for the external administrator. The role name (Customer Admin - External) shown in the following screenshot is just an example.

Image: Roles - General tab

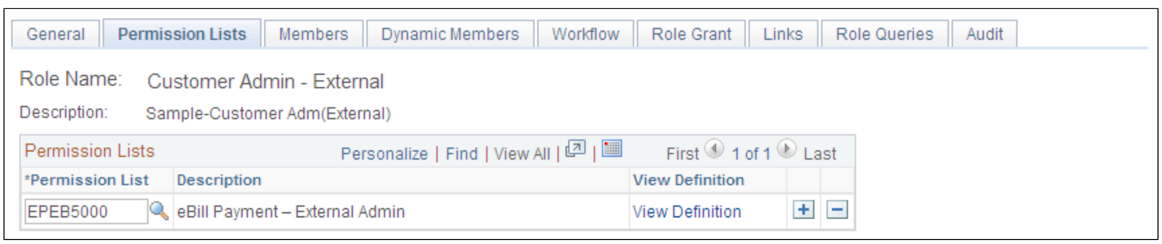
This example illustrates the fields and controls on the Roles - General tab.



Use the Permission Lists tab to link the new role to the permission list created for the external administrator.

Image: Roles - Permission Lists tab

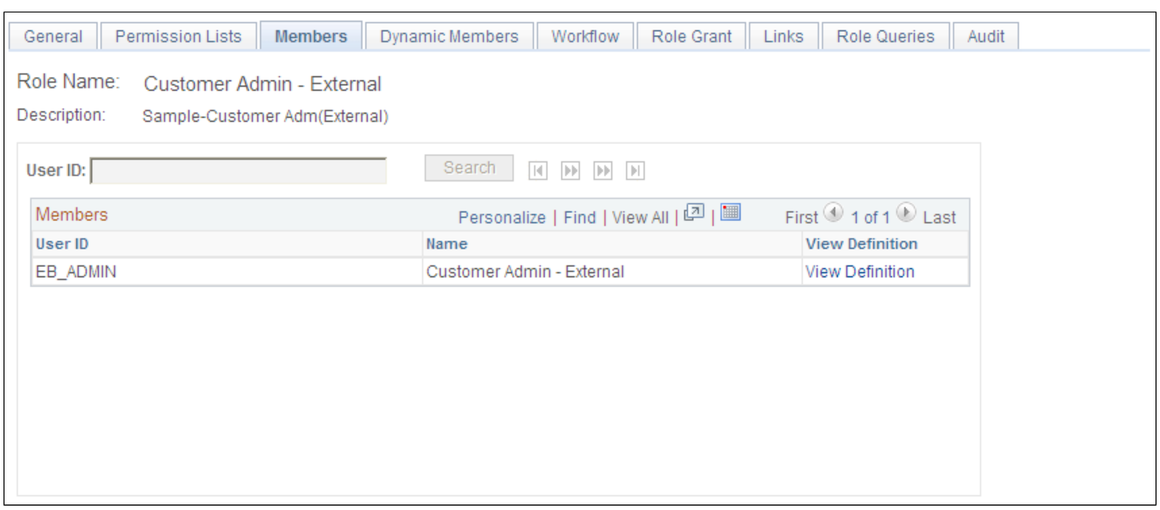
This example illustrates the fields and controls on the Roles - Permission Lists tab.



The Members list will be automatically populated when the user profile gets associated with the role.

Image: Roles - Members tab

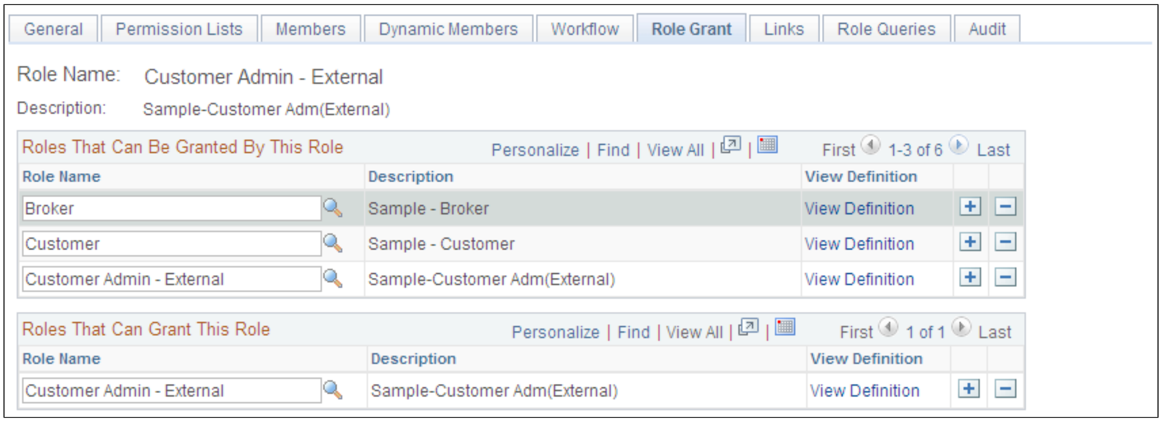
This example illustrates the fields and controls on the Roles - Members tab.



Associate the new role with other roles that can be granted by this role and the role that can grant this new role.

Image: Roles - Role Grant tab

This example illustrates the fields and controls on the Roles - Role Grant tab.



User Profiles - General Tab Page

Use the User Profiles page (USER_GENERAL) to add a new user profile.

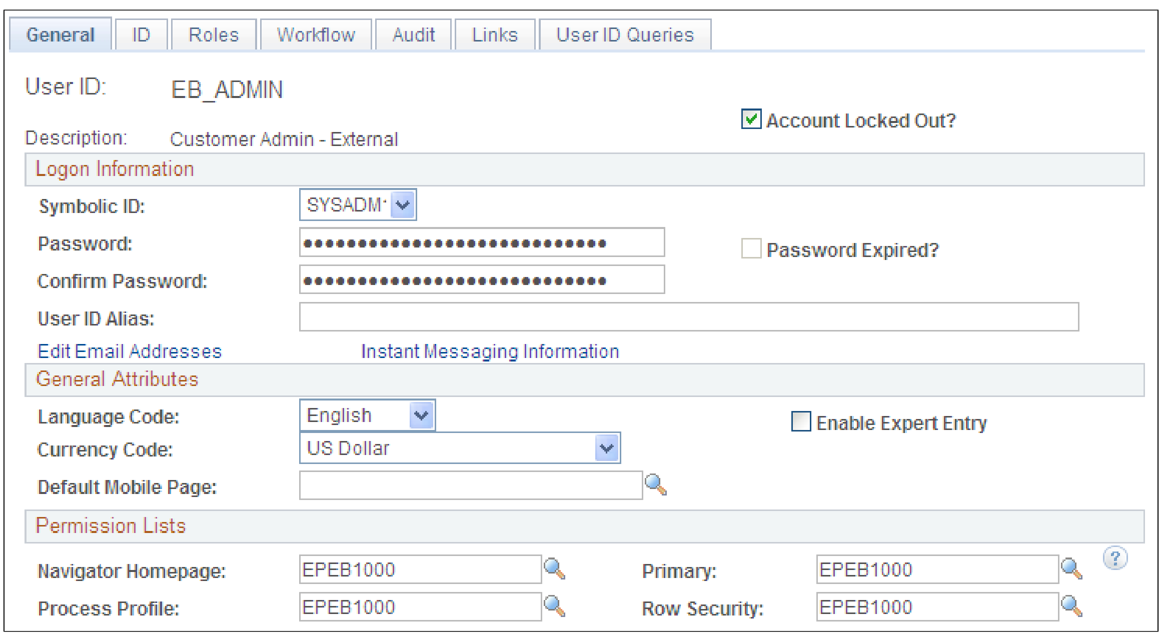
Navigation

PeopleTools, Security, User Profiles, User Profiles

The User ID (EB_ADMIN) shown in the following screenshot is just an example.

Image: User Profiles - General tab

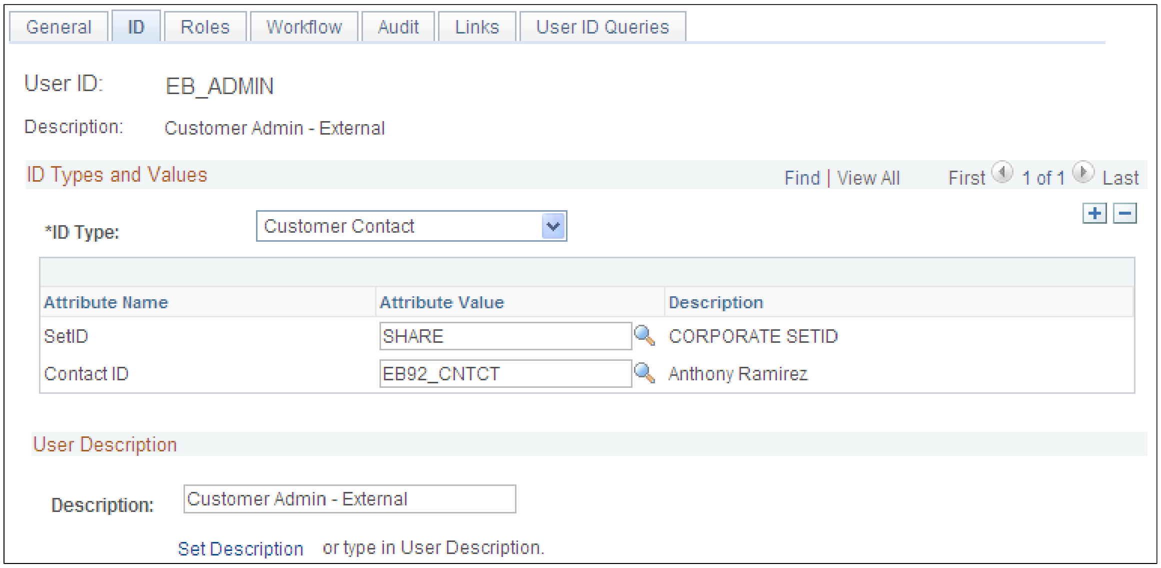
This example illustrates the fields and controls on the User Profiles - General tab.



Assign permission list to the user profile and the ID Type Customer Contact. Also, associate the new user with a customer contact.

Image: User Profiles - ID tab

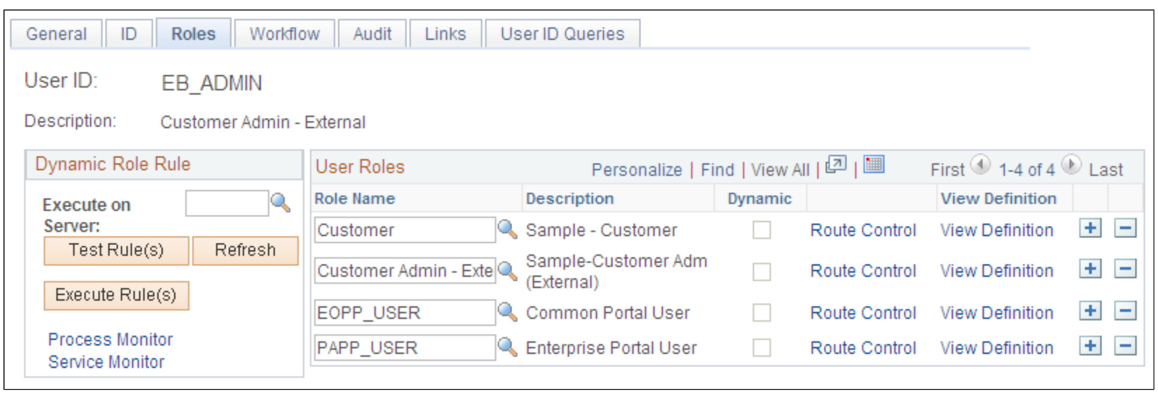
This example illustrates the fields and controls on the User Profiles - ID tab.



Use the Roles tab to assign role(s) to the new user.

Image: User Profile - Roles tab

This example illustrates the fields and controls on the User Profile - Roles tab.



User Profile Page

Use the User Profile page to add a user profile to be used as a template profile.

Navigation

PeopleTools, Security, User Profiles, User Profiles.

All properties of this template user profile will be copied over to the new user/contact that is created by the external administrator.

Customer Registration Setup Page

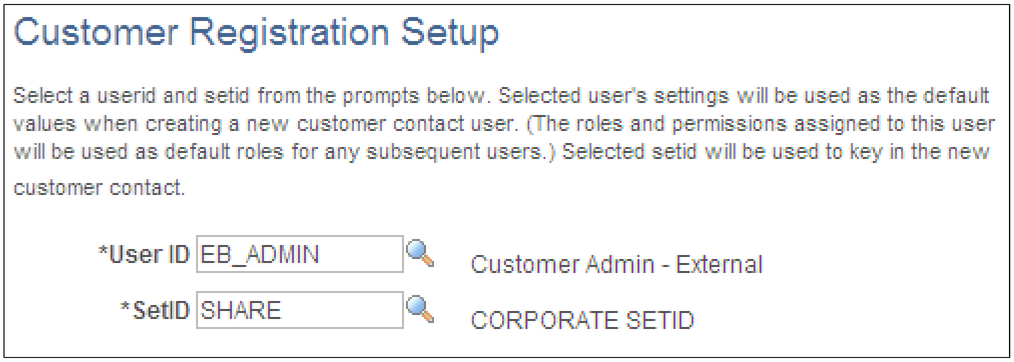
Use the Customer Registration Setup page (CUST_REG_SETUP) to define the template user id and default SETID to be used when a customer contact is added.

Navigation

Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Registration Setup

Image: Customer Registration Setup page

This example illustrates the fields and controls on the Customer Registration Setup page.



Define the template User ID and default SETID to be used when a customer contact/user is created by the external administrator.

Administer Users Page

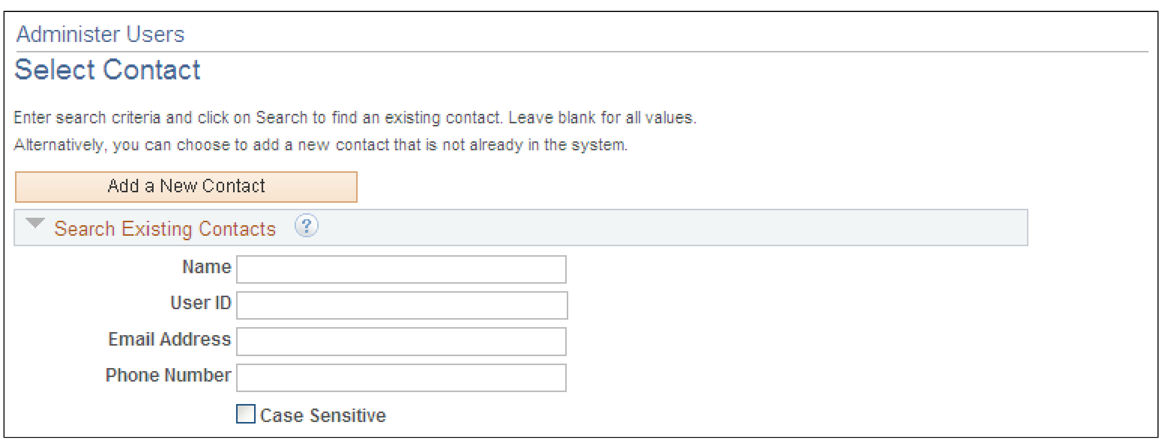
Use the Administer Users page (EB_CONTACT_SRCH_SS) to add a new user or update an existing user.

Navigation

eBill Payment, Administer Users

Image: Administer Users page

This example illustrates the fields and controls on the Administer Users page.

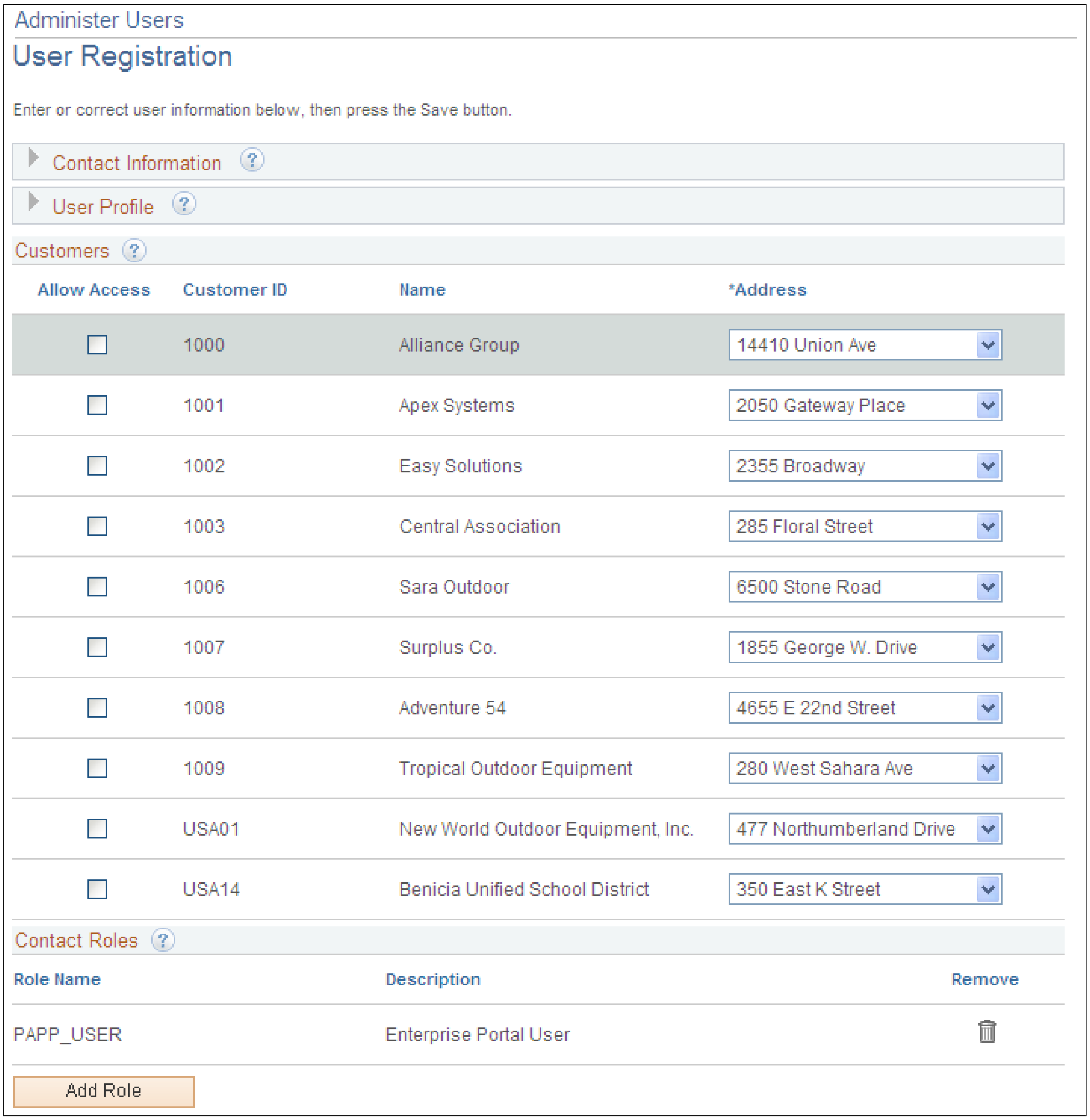


The Administer User page allows the external administrator to add new user accounts. The administrator will have the option to either add a new contact, or perform a search to see if the contact is already defined in the system.

If the administrator chooses to add a new customer contact/user, a page will be displayed where the admin can populate the contact information and the security roles for the new customer contact/user. A grid will be displayed which shows all invoice-to customers that the administrator has security for. The admin would select the customer ID that the new contact should be able to access data for. The prompt on role would only display roles the external administrator is allowed to grant.

Image: Administer Users - User Registration page

This example illustrates the fields and controls on the Administer Users - User Registration page.


Administer Users

User Registration

Enter or correct user information below, then press the Save button.

Contact Information

User Profile

Customers

Allow Access	Customer ID	Name	*Address
☐	1000	Alliance Group	14410 Union Ave
☐	1001	Apex Systems	2050 Gateway Place
☐	1002	Easy Solutions	2355 Broadway
☐	1003	Central Association	285 Floral Street
☐	1006	Sara Outdoor	6500 Stone Road
☐	1007	Surplus Co.	1855 George W. Drive
☐	1008	Adventure 54	4655 E 22nd Street
☐	1009	Tropical Outdoor Equipment	280 West Sahara Ave
☐	USA01	New World Outdoor Equipment, Inc.	477 Northumberland Drive
☐	USA14	Benicia Unified School District	350 East K Street

Contact Roles

Role Name	Description	Remove
PAPP_USER	Enterprise Portal User	

Add Role

If the customer contact/user already exists in the system, then the system will display the Manage User Profile page with the fields filled out in update mode. The administrator can make updates if required. Select the Inactivate Contact check box to inactivate the customer's contact. The User ID field is display-only and cannot be updated. Select the Lock Out User ID check box to lock the user profile. This checkbox corresponds to the locked out checkbox on the Tools User Profile page. Selecting this check box will prevent the user from logging into the system.

Customer Hierarchy Page

Use the Customer Hierarchy page to view the hierarchy chart.

eBill Payment, Customer Hierarchy

The Customer Hierarchy can also be initiated from a hyperlink located on the eBill payment Quick Links Pagelet.

This example illustrates the fields and controls on the Customer Hierarchy page.

The Customer Hierarchy chart once initiated allows the user to navigate to each customer to view current balances, related information, and to perform certain actions for that customer.

Click on the Customer Hierarchy folder to display the customer hierarchy chart. The customer hierarchy chart will be built based on the broker that is signed on. All customers that do not have parent customers represented by the broker will be displayed as child nodes of the broker on the chart. All customers represented by the broker that have a parent represented by the broker will be displayed as a child node of the represented parent.

The customer hierarchy chart is built using row level security for the broker. Customers setup to be represented by the broker will only be displayed in the chart. A break in the hierarchy chain would be caused by the broker not having row level security for the child that is represented but has row level security for a grandchild. In this case, the grandchild is displayed as a child node of the broker.

A drop down list of related actions is defined to allow the user to navigate to different eBill Payment components in order to perform actions for a customer. Users will not be restricted to selecting actions for the chart in focus. A user may select an action from any node on the chart. This allows the user to process payments for any customer in the hierarchy. The drop down options for related actions are Invoices, Account Balance, Payment Cart and Statements. Click any of the options in the drop down list to navigate to the corresponding eBill Payment component.

Chapter 4

Making Payments in PeopleSoft eBill Payment

Understanding Payments in PeopleSoft eBill Payment

This section provides an overview of the payment process in PeopleSoft eBill Payment.

Understanding the PeopleSoft eBill Payment Process

PeopleSoft eBill Payment features enable customers to pay invoices over the Internet. After customers select an eligible invoice for payment, they can short pay (pay a partial amount of the invoice), or pay the entire balance of the invoice.

Depending on the system setup, you can choose from these payment methods:

- Credit card
- Direct debit
- Electronic Check

The credit card payment method is available both in systems that store, process, and maintain credit card data (that is, the traditional credit card model) and in systems that use third-party payment processing and storage (the hosted credit card model).

The Electronic Check payment method is supported in systems set up to support ePayments. After selecting the Electronic Check payment method, the user is transferred to the hosted payment supplier's site for payment completion. (The ePayment processing system does not support future or scheduled payments.)

The eBill Payment's Payment Cart integrates specifically with PeopleSoft Receivables. You cannot use this application with a generic accounts receivable subsystem. Additionally, for you to add an invoice to the payment cart, the invoice must have:

- A status of open.
- A current balance not equal to 0.00 USD.
- A payment method of *Check*, *Credit Card*, or *Direct Debit*.

To pay an invoice, the customer can select an invoice to view on the Invoices - Invoice List page to access the corresponding Invoice Summary page. If the invoice meets the criteria for payment eligibility, the Add to Cart button appears. The customer can click this button to access the Payment Cart page. The customer can use the Payment Cart to accumulate invoices before making the payment.

The Payment Cart link enables the customer to go directly into the Payment Cart.

The Payment Cart can only hold invoices belonging to one customer at a time. When the customer attempts to add invoices for a second customer, the system prompts the customer that the invoices in the cart belonging to the first customer will be replaced.

To make the payment, the customer can access the Payment Cart link on the left navigation menu or on the Payment Cart page.

After a payment is successfully processed, the system removes paid invoices from the payment cart. If the customer chooses to short pay an invoice and adds comments, the system generates a conversation containing all reasons and comments that are provided. The customer can review the conversation on the Review Messages page.

Prerequisites

The Electronic Check payment option requires ePayment setup with a third-party payment processor. See the product documentation for *PeopleSoft Integration Interfaces*.

You must also set up your Receivables system to support ePayments through the self-service component, eBill Payment. See "Setting Up Electronic Payment Options *(PeopleSoft FSCM 9.2: Application Fundamentals)*" and "Setting Up ePayment Profiles *(PeopleSoft FSCM 9.2: Receivables)*".

Making Credit Card and Direct Debit Payments

This topic discusses how to make credit card payments in eBill Payment systems using a *traditional credit card implementation*, and how to make direct debit payments.

The Payment Cart's horizontal navigation includes the following steps for *Direct Debit* and *Credit Card* payment methods (on systems using the traditional credit card model):

- Payment Cart (Step 1 of 4)
- Make Payment (Step 2 of 4)
- Payment Confirmation (Step 3 of 4)

  Note: For credit card, there are two substeps. Enter Credit Card Information and Verify Credit Card Information.

- Payment Results (Step 4 of 4)

Note: When the system detects an error on any step, the subsequent steps are locked until the error is fixed.

The Payment Cart and Make Payment steps are the same for credit card payments in both hosted credit card and traditional credit card systems. However, if you are using the *Credit Card* payment method in a hosted credit card implementation, you will see less credit card information on the Payment Confirmation step, and the Payment Results step is different. See Making Electronic Check and Hosted Credit Card Payments.

Pages Used to Make Credit Card and Direct Debit Payments

Page Name	***Definition Name***	***Navigation***	***Usage***
Payment Cart	AR_EBP_PAYCART_WZ1	Click the Add to Cart button that is located on pages displaying invoices or click the Payment Cartlink from the Menu.	Display the contents of the payment cart and initiates the payment process. A horizontal navigation is provided for each step in the payment process.
Short Pay Reason	SH_PAY_RSN_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/ Collections, Short Pay Reason	Set up valid reason options that a customer can select when they elect to short pay. The options that you define here are available to customers on the Payment Cart page.
Credit Card Partial Payments	AR_EBP_PPCC_SEC	Click the Credit Card Partial Payments icon on Payment Cart invoice line.	View a list of partial credit card payments for the invoice (available in both hosted and traditional credit card models).
Make Payment	AR_EBP_PAYCARD_WZ2	Click the Next button on the Payment Cart page.	Initiate the payment process.
Make Payment - Payment Amount Detail	AR_EBP_PITM_SEC	Click Payment Amount column link on the Make Payment page.	Review details about the invoices for the corresponding amount.
Payment Confirmation: Enter Credit Card Info	AR_EBP_PAY_CRCARD	Click Next or Pay All or Pay This Amount button on Make Payment page.	Enter credit card information to pay an invoice.
Credit Card Selection	AR_CC_SELECT_SS	Click the Select Credit Card link on the Payment Confirmation: Enter Credit Card Info page.	Displays the credit cards on file for the customer contact and allows the customer to select one.
Payment Confirmation: Verify Credit Card Info	AR_EBP_PAY_VERF_CC	Click Next or Pay All button on the Payment Confirmation: Enter Credit Card Info page	Review credit card information before submitting for payment.
Payment Results (Credit Card)	AR_EBP_PAY_CONF_CC	Click Submit Payment on the Payment Confirmation: Verify Credit Card Info page.	Review the transaction results, and if the results are successful, receive a credit card authorization number.
Payment Confirmation (Direct Debit)	AR_EBY_PAY_VERF_DD	Click the Pay This Amount button or the Pay All The Amounts button.	Review direct debit account information before submitting for payment.
Payment Results (Direct Debit)	AR_EBP_PAY_CONF_DD	Click Submit Payment on the Payment Confirmation page.	Confirm that the payment transaction was successful.

Payment Cart - Step 1 of 4

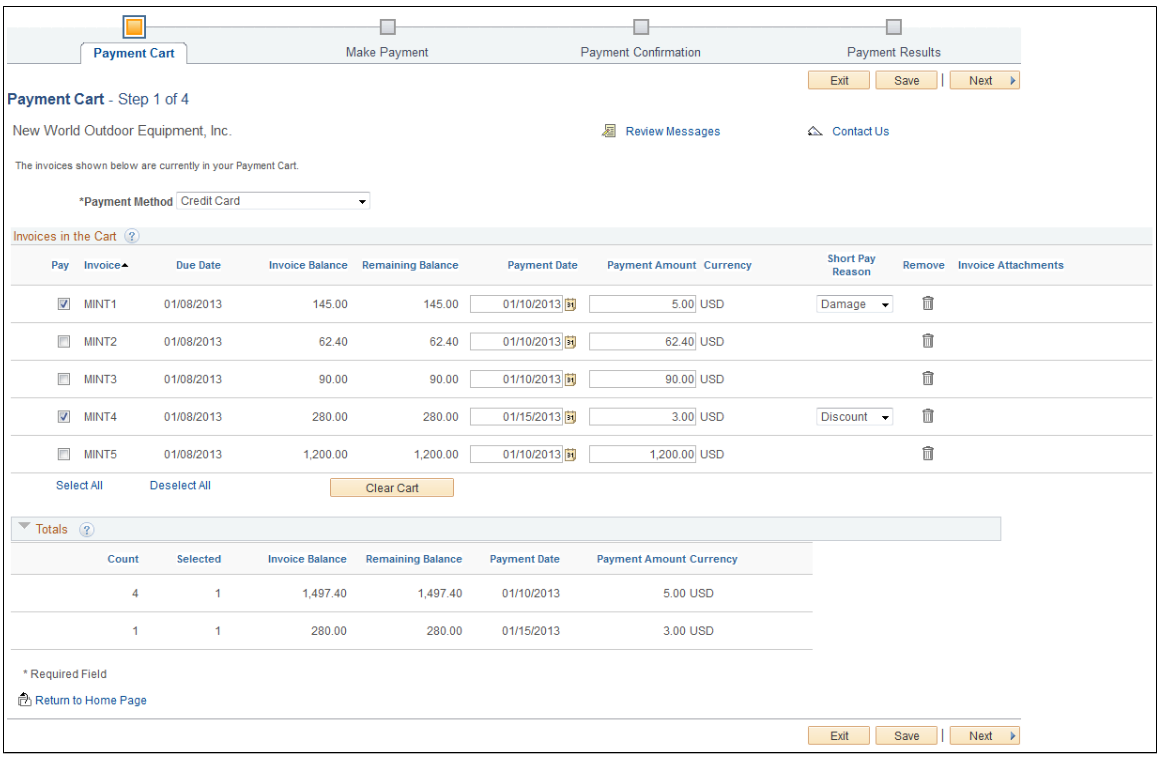
Use the Payment Cart page (AR_EBP_PAYCART_WZ1) to display the contents of the payment cart and initiate the payment process.

Navigation

Click the Add to Cart button that is located on pages displaying invoices.

Image: Payment Cart (Step 1 of 4) for a credit card payment (traditional model)

This example illustrates the fields and controls on the Payment Cart (Step 1 of 4) for a credit card payment (traditional model).



Payment Method

Select *Credit Card* or *Direct Debit* from the available options.

The system uses the payment method that is defined on the My Preference page as the default value.

Exit

Click this button to leave the Payment Cart page.

Save

Click this button to save your work.

Next

Click this button to go to the next step. The label for this button changes programmatically based on which step in the horizontal navigation the user is on; it could change to Pay All, Submit Payment, or Payment Cart.

Previous

Click this button to return to the previous step.

Review Messages

Click to view customer messages. This link is visible when customer messages exist.

Contact Us

Click to create a Contact Us note for the transaction.

Select All and Deselect All

Click the Select All button to select all of the invoices in the cart for payment.

Click the Deselect All button to deselect all of the selection check boxes in the payment cart. These invoices remain in the payment cart.

Clear Cart

Click to remove all of the invoices from the Payment Cart. The system prompts the customer for confirmation before removing the invoices. The system then changes the payment method to the default value, and saves the Payment Cart.

Invoices in the Cart

Customers can select the corresponding check box for the invoices they want to pay.

Payment Date

Defaults to current system date. Enter a future date for scheduled payments.

The Electronic Check payment method does not support scheduled payments. The system displays an error message and marks the payment line in error if a customer enters a future payment date.

Payment Amount

The system uses the value in the Customer Balance field as the default for this field. However, the customer can use the PeopleSoft eBill Payment Short Pay feature by overriding this value with an amount that is less than the customer balance.

If Customers choose to short pay the invoice, they must select a short pay reason. You set up the short pay reasons on the Short Pay Reason page. The system displays an error message and marks the payment line in error if a customer does not provide a short pay reason.

Note: Invoices with negative amounts can be added to the payment cart, but the total Payment Amount cannot be negative. An error message is displayed if the total Payment Amount for a currency in the cart is negative.

Currency

The payments are grouped by currency. The customer can make a payment in a currency only if the total payment amount is greater than 0.00 USD.

Click to view the partial payments done by credit card for that specific invoice.

Invoice Attachments

Click to view or add supporting documentation as attachments.

Note: The fields Invoice Balance and Payment Amount will reflect the partial payment that has been done. An invoice will be removed from the Payment Cart only if the payment is fully paid.

Make Payment - Step 2 of 4

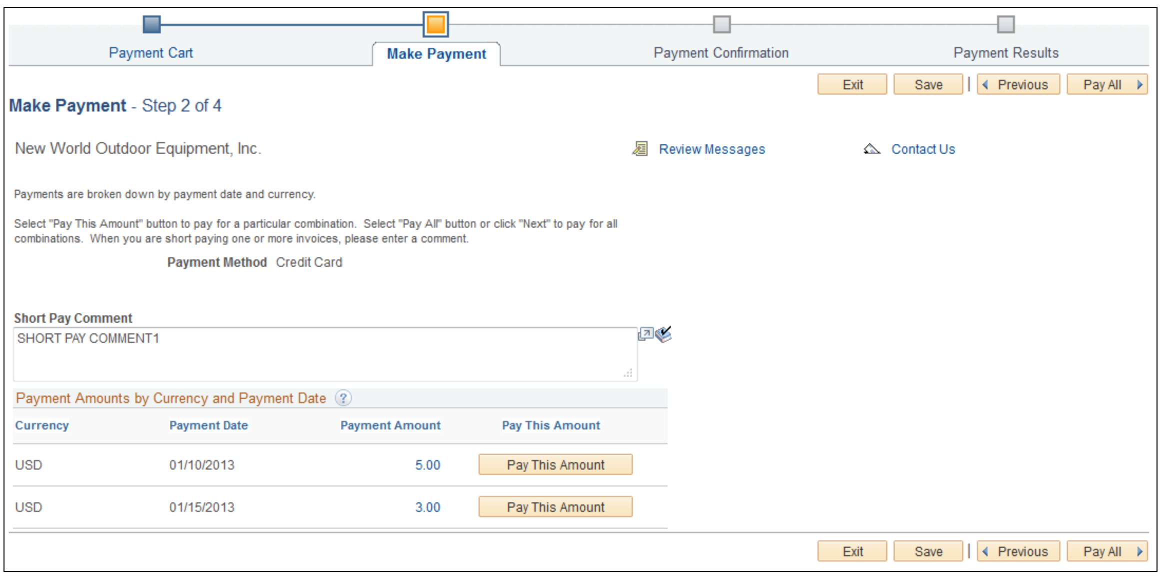
Use the Make Payment page (AR_EBP_PAYCARD_WZ2) to initiate the payment process.

Navigation

Click the Next button on the Payment Cart page.

Image: Make Payment (Step 2 of 4) for a credit card payment (traditional model)

This example illustrates the fields and controls on the Make Payment (Step 2 of 4) for a credit card payment (traditional model).



Payment Method	Displays the Payment Method used.
Short Pay Comment	Enter or modify the text in this field, when short paying an invoice. If customers short pay an invoice and enter nothing in this field, the system generates an error message when they attempt to go to the next step.
Pay All	Click this button to pay all payments using one click. This button appears for multiple credit card or direct debit payments per currency and payment date.

Payment Amounts by Currency and Payment Date

Currency	Displays payments grouped by currency.
Payment Date	Displays the payment date entered on the Payment Cart page or the default.

Pay This Amount

The customer can click to initiate a payment for a particular currency, or click Pay All to make payments for all the currencies.

When customers select *Credit Card* as the payment method and click either of these buttons, they navigate to the Payment Confirmation page, where they can enter the credit card information that is needed to pay the invoice. The system creates separate credit card transactions for each currency to be paid.

When customers select *Direct Debit* as the payment method and click either of these buttons, they navigate to the Make Payment - Direct Debit Payment Verification page, where they can verify that the direct debit and banking information is correct.

Payment Amount

Click a payment amount link to navigate to the Make Payment - Payment Amount Detail page, where customers can review details about the invoices for the corresponding amount.

Make Payment - Payment Amount Detail Page

Use the Make Payment - Payment Amount Detail page (AR_EBP_PITM_SEC) to review details about the invoices for the corresponding amount.

Navigation

Click the Payment Amount link on the Make Payment page.

Payment Amount

The sum of all invoices in the payment cart for the corresponding currency and date. The details of each invoice that is included in the payment amount total for the corresponding currency and date appear in the Invoices in the Cart group box.

Payment Confirmation (Step 3 of 4): Enter Credit Card Info

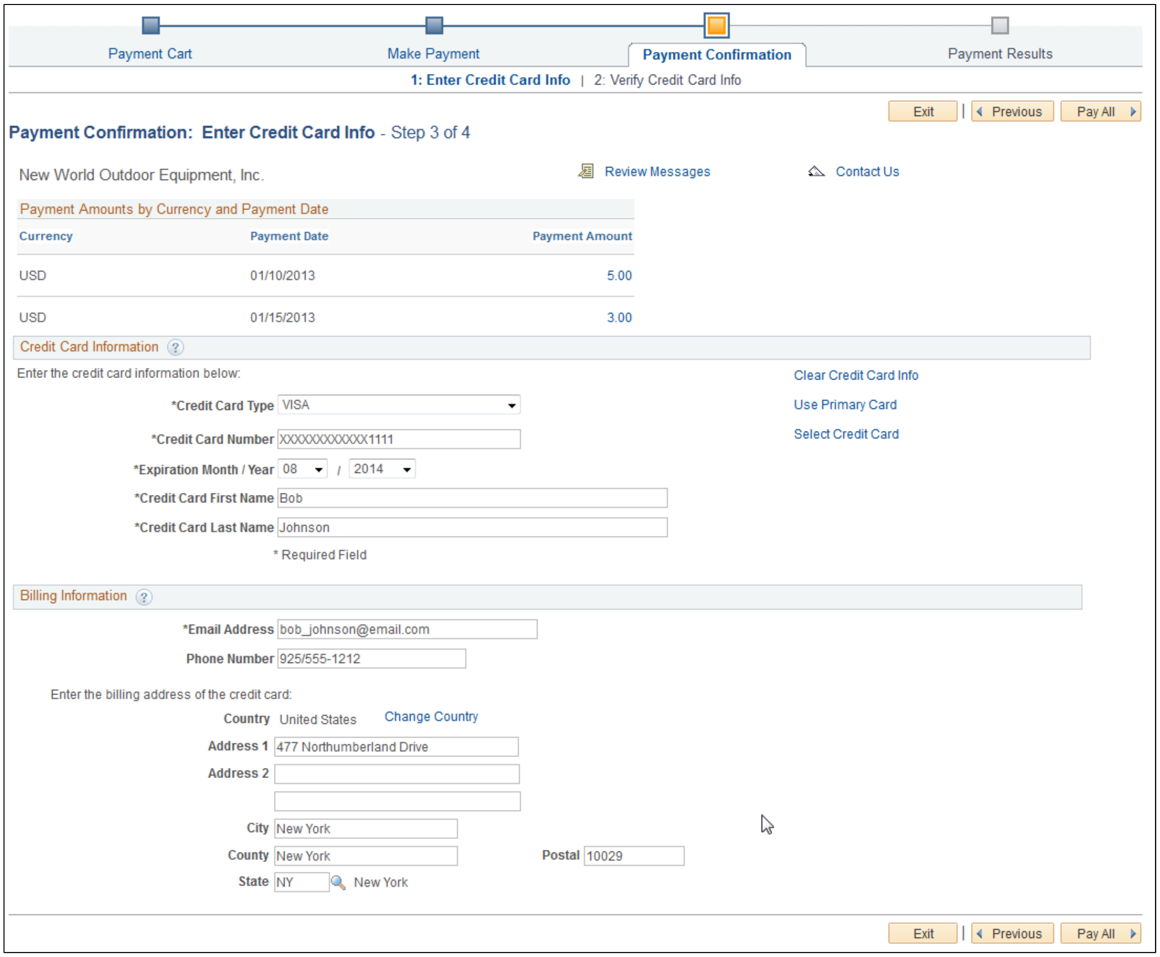
Use the Payment Confirmation: Enter Credit Card Info page (AR_EBP_PAY_CRCARD) to enter credit card information to pay an invoice.

Navigation

Click Next or Pay All or Pay This Amount on the Make Payment page

Image: Payment Confirmation: Enter Credit Card Info page (traditional model)

This example illustrates the fields and controls on the Payment Confirmation: Enter Credit Card Info page (traditional model).



Payment Amounts by Currency and Payment Date

Payment Amount

Click a payment amount link in this column to navigate to the Make Payment - Payment Amount Details page, where a customer can review the invoice details for the corresponding currency.

Payment Date

Displays the payment date entered in the Make Payment page.

Note: When a customer chooses to pay invoices with a credit card, the system creates a separate credit card transaction and separate payments for each currency and date.

Credit Card Information

Credit Card Information

This group box contains fields that are generally required by third-party credit-card software suppliers. All of the information in this group box is required. The system retrieves default values for all credit card information from the primary credit card that is defined on the Contact Addl Info (contact additional information) page for the contact that is currently signed in. If the system does not find default credit card information, the customer must supply values for the required fields.

Note: The customer can overwrite any information that appears by default in the Credit Card Information and Billing Information group boxes. However, the system does not write back to the contact's credit card profile on the Contact Addl Info page any credit card data that is entered in either of these group boxes. The system uses the information that the customer enters on this page for the current transaction only.

Credit Card Type

Select a credit card type. You set up these codes on the Credit Card Type page. Card types are available to customers if you designated them as active when you set them up.

Credit Card Number

If customers enter a value that does not match the parameters that you set up for the card type on the Credit Card Type page, an error message appears, and they cannot proceed until correcting the error.

The validation is against the following:

- Number of digits.

  For example, a customer cannot enter a card number of 17 digits for a card type that requires 16.

- Prefix of the credit card number.

  For example, a customer cannot enter a card number with a prefix of 1234 for a card type that requires a prefix of 5678.

Note: This field displays only if the system uses the traditional credit card model.

Select Credit Card

Click this link to access the Credit Card Selection page (AR_CC_SELECT_SS) that displays the credit cards on file for the customer contact and allows the customer to select one.

Clear Credit Card Info

Click to clear all the credit card and billing information shown on the page.

Use Primary Card

Click to default to the primary credit card of the primary contact of the represented customer.

Note: The Card Expiration Year field (CR_CARD_EXPYR) contains translate values for valid expiration years. You must periodically review and update this field with valid expiration year values.

Billing Information

Your Email Address and Phone Number	Both fields are required.
Country	If the country that corresponds to the credit card's billing address is incorrect, the customer can click Change Country to access the Lookup Country Basic Search page and search for a billing address country by name or by its three-character country code.
Address 1, Address 2, and Address 3	The customer can use these fields to enter the billing address for the credit card that is specified.

Note: The Billing Information group box displays fields that are specifically required for the third-party credit-card software suppliers. If the installation integrates with a different third-party software, you may need to configure this page to contain only those fields that are necessary for the third-party software integration. Additionally, you may need to configure the Billing Information group box such that the fields that are required by the third-party credit card software supplier are marked with an asterisk.

See the product documentation for *PeopleTools: Integration Broker Service Operations Monitor*.

Payment Confirmation (Step 3 of 4): Verify Credit Card Info

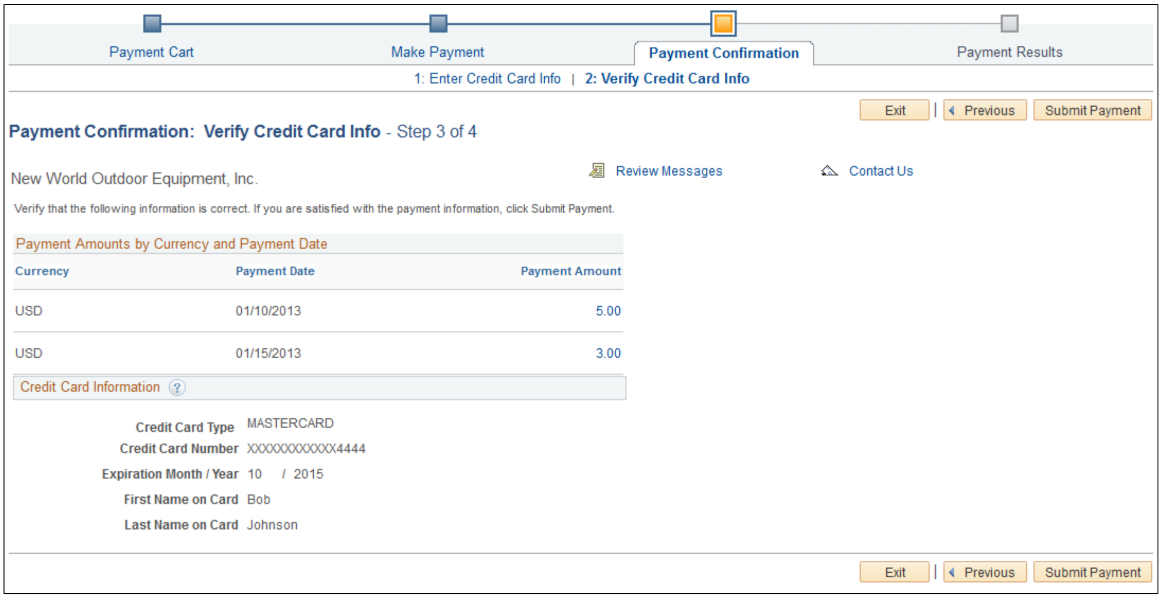
Use the Payment Confirmation: Verify Credit Card Info page (AR_EBP_PAY_VERF_CC) to review credit card information before submitting for payment.

Navigation

Click the Next button on the Payment Confirmation: Enter Credit Card Info page.

Image: Payment Confirmation: Verify Credit Card Info page (traditional model)

This example illustrates the fields and controls on the Payment Confirmation: Verify Credit Card Info page (traditional model).



Payment Amounts by Currency and Payment Date

Payment Amount

Click a payment amount link in this column to navigate to the Make Payment - Payment Amount Detail page and review the invoice details for the corresponding currency.

Payment Date

Displays the payment date entered on the Payment Confirmation: Enter Credit Card Info page or the default.

Verification Information

Verify the credit card information.

Submit Payment

Click this button to proceed with the payment transaction, if the verification information is correct. The system connects to the credit card interface that sends the credit card transaction to the third-party credit card authorization and payment application.

Receiving a Successful Credit Card Authorization

If the credit card authorization is successful:

1. The system changes the payment method for all open invoices that are in the Payment Cart to credit card.

The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS_CRCARD_AR_HST).

2. The system enters a row into the Credit Card Payments table (PS_CRCARD_PAYMENT) for each invoice that is successfully paid. The system inserts a row into the eBill Pending Payments table (PS_AR_EBP_SCHEDULE) for each future-dated payment.

   PeopleSoft Receivables uses the Credit Card Payments table for payment processing.

3. The Payment Results page appears and displays results.

Note: The system enters one row into the Credit Card Payments table for each invoice in the payment cart. However, only one transmission per currency is made to the third-party credit card authorization and payment application.

Receiving an Unsuccessful Credit Card Authorization

If the credit card authorization was not successful:

1. The system enters a row for the credit card transmission into the PeopleSoft Receivables Credit Card History table (PS_CRCARD_AR_HST).

   Only errors that are found during a transmission are written to the history table. Errors that are detected prior to transmission are not logged to the history table.

2. The Payment Results page appears with a description of the failure.

Payment Results - Step 4 of 4

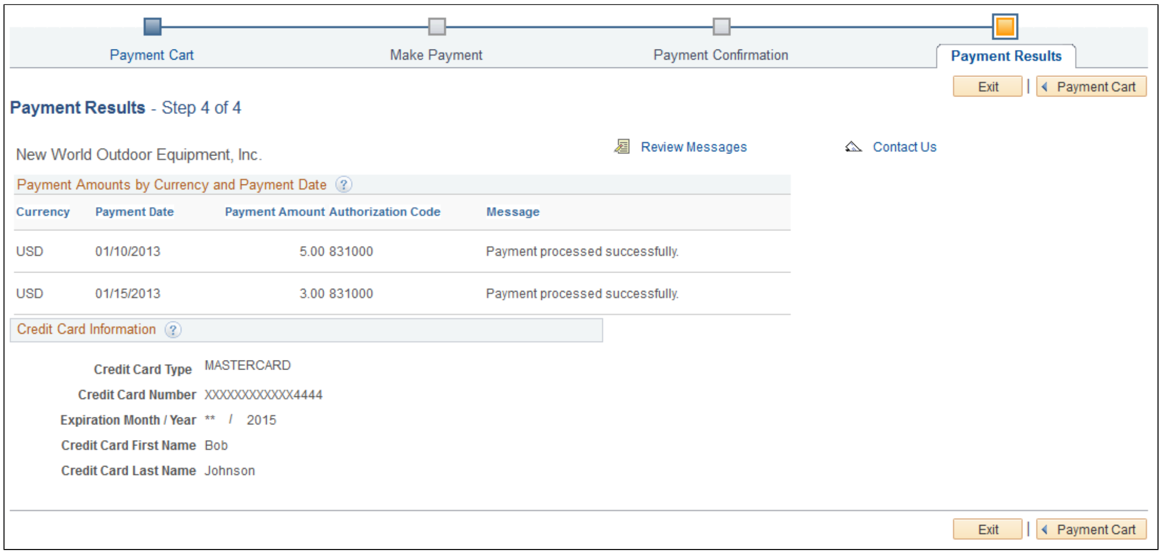
Use the Payment Results page (AR_EBP_PAY_CONF_CC) to review the transaction results, and if the results are successful, receive a credit card authorization number.

Navigation

Click the Submit Payment button on the Payment Confirmation: Verify Credit Card Info page (traditional credit card model).

Image: Payment Results page (traditional credit card model)

This example illustrates the fields and controls on the Payment Results page (traditional credit card model). .



Payment Amounts by Currency and Payment Date

Currency — Review the payment-process transaction results for the corresponding currency.

Payment Date — Displays the entered payment date or the default.

Authorization Code — Displays the approval code that is assigned to this transaction upon authorization, and appears automatically after a successful processing call to the third-party credit card authorization and payment application. Available only for *Credit Card* payment method.

Message — Displays messages returned by the payment processor.

Note: If all of the payment transactions fail, the Make Payment button appears so that the customer can return to the Make Payment page for changes.

Make Payment — Click this button to return to the Make Payment page. The customer may, for example, want to return to this page to process any remaining currencies.

Payment Cart — Click this button to return to the first step in the payment process.

Making Direct Debit Payments

Use the Payment Confirmation page (AR_EBY_PAY_VERF_DD) to review direct debit account information before submitting for payment.

Navigation

Click the Pay This Amount button or the Pay All button on the Make Payment page.

Note: All direct debit information must be previously set up with the customer service representative.

Submit Payment	Click this button to proceed with the payment transaction, if the verification information is correct. The system changes the payment method for all open invoices in the Payment Cart to direct debit, and sets the direct debit profile ID to the customer's profile ID.

Note: The customer cannot modify direct-debit bank-account information through PeopleSoft eBill Payment.

Verification Information

Bank details and account information are displayed if the payment method selected is *Direct Debit*.

Making Electronic Check and Hosted Credit Card Payments

This topic discusses how to make payments in eBill Payment using the Electronic Check payment method, as well as credit card payments in eBill Payment on systems using a hosted credit card implementation.

The Payment Cart displays the following steps for *Electronic Check*:

- Payment Cart (Step 1 of 3)
- Make Payment (Step 2 of 3)
- Payment Results (Step 3 of 3)

The Payment Cart displays the following steps for *Credit Card* in a hosted credit card implementation of eBill Payment:

- Payment Cart (Step 1 of 4)
- Make Payment (Step 2 of 4)
- Payment Confirmation (Step 3 of 4)
- Payment Results (Step 4 of 3)

The Payment Cart and Make Payment steps are the same for the *Credit Card* payment method in both hosted credit card and traditional credit card systems. However, if you are using the *Credit Card* payment method in a traditional credit card implementation, you see added information in the Payment Confirmation steps, and the Payment Results step is different.

See Making Credit Card and Direct Debit Payments.

Note: When the system detects an error on any step, the subsequent steps are locked until the error is fixed.

Pages Used to Make Electronic Check or Hosted Credit Card Payments

Page Name	***Definition Name***	***Navigation***	***Usage***
Payment Cart	AR_EBP_PAYCART_WZ1	Click the Add to Cart button that is located on pages displaying invoices or click the Payment Cartlink from the Menu.	Display the contents of the payment cart and initiates the payment process. A horizontal navigation is provided for each step in the payment process.
Short Pay Reason	SH_PAY_RSN_TBL	Set Up Financials/Supply Chain, Product Related, Receivables, Credit/ Collections, Short Pay Reason	Set up valid reason options that a customer can select when they elect to short pay. The options that you define here are available to customers on the Payment Cart page.
Make Payment	AR_EBP_PAYCARD_WZ2	Click the Next button on the Payment Cart page.	Initiate the payment process.
Payment Confirmation (Hosted Credit Card)	AR_EBP_PAY_CRCARD	Click the Nextbutton on the Make Payment page.	Accept the default credit card, select another card, or add a new temporary profile before submitting payment.
Make Payment - Payment Amount Detail	AR_EBP_PITM_SEC	Click Payment Amount column link on the Make Payment page.	Review details about the invoices for the corresponding amount.
Payment Results (Electronic Check)	AR_EBP_PAY_RSLT_EP	Click the Submit Payment button on the Make Payment page.	Review payment results for Electronic Check payments.
Payment Results (Hosted Credit Card)	AR_EBP_PAY_CONF	Click the Submit Payment button on the Make Payment page.	Review payment results for credit card payment.
Credit Card Partial Payments	AR_EBP_PPCC_SEC	Click the Credit Card Partial Payments icon on Payment Cart invoice line.	View a list of partial credit card payments for the invoice (available in both hosted and traditional credit card models). See Making Credit Card and Direct Debit Payments.

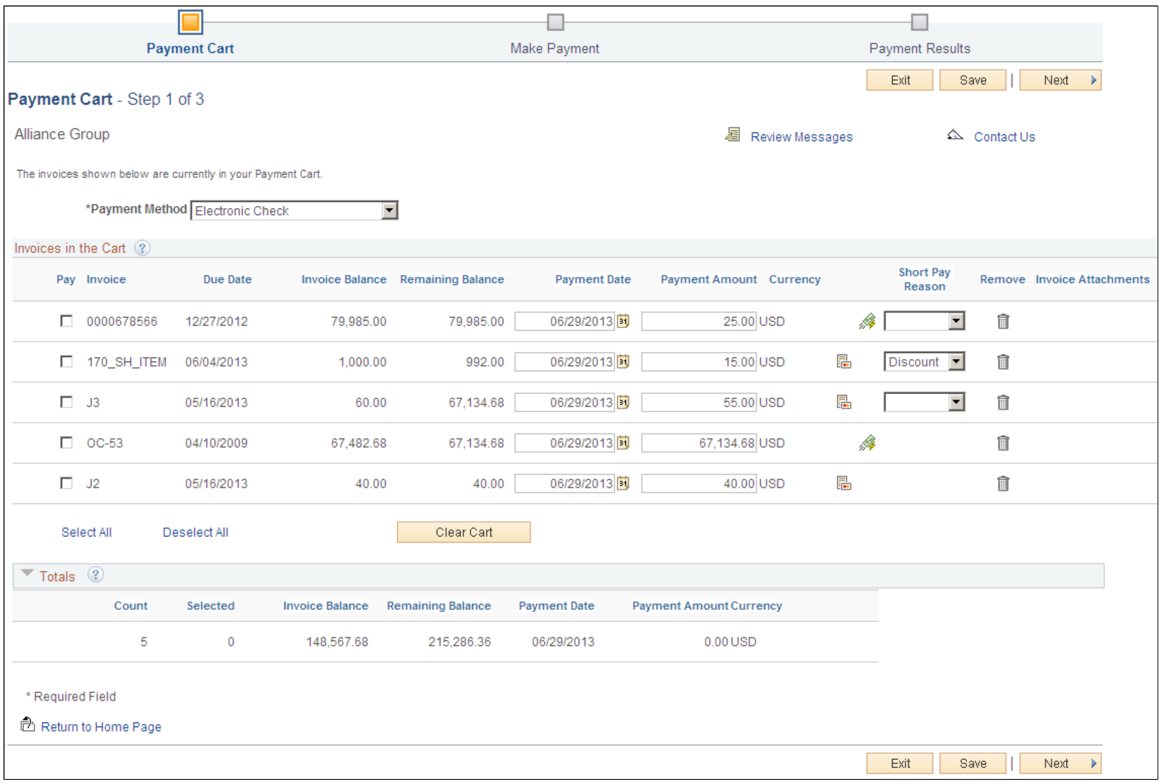
Page Name	*Definition Name*	*Navigation*	*Usage*
ePay Partial Payments	AR_EBP_PPEP_SEC	Click the ePay Partial Payment icon on Payment Cart invoice line.	View a list of partial Electronic Check payments for the invoice.

Payment Cart - Step 1 (Electronic Check or Hosted Credit Card)

Use the Payment Cart page (AR_EBP_PAYCART_WZ1) to display and select invoices for payment.

Image: Payment Cart (Step 1 of 3) for an Electronic Check payment

This example illustrates the fields and controls on the Payment Cart (Step 1 of 3) for an Electronic Check payment.



Payment Method

Select *Credit Card* (systems using the hosted model) or *Electronic Check* from the available options.

The system uses the payment method that is defined on the My Preference page as the default value.

Exit

Click this button to leave the Payment Cart page.

Save

Click this button to save your work.

Next

Click this button to go to the next step. The label for this button changes programmatically based on which step in the horizontal navigation the user is on; it could change to Pay All, Submit Payment, or Payment Cart.

Previous Click this button to return to the previous step.

Review Messages Click to view customer messages. This link is visible when customer messages exist.

Contact Us Click to create a Contact Us note for the transaction.

Select All and Deselect All Click the Select All button to select all of the invoices in the cart for payment.

Click the Deselect All button to deselect all of the selection check boxes in the payment cart. These invoices remain in the payment cart.

Clear Cart Click to remove all of the invoices from the Payment Cart. The system prompts the customer for confirmation before removing the invoices. The system then changes the Payment Method to the default value, and saves the Payment Cart.

Invoices in the Cart

Customers can select the corresponding check box for the invoices they want to pay.

Payment Date Defaults to current system date.

Electronic Check payment methods do not support scheduled payments. The system displays an error message and marks the payment line in error if a customer enters a future payment date.

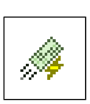
Payment Amount The system uses the value in the Customer Balance field as the default for this field. However, the customer can use the PeopleSoft eBill Payment Short Pay feature by overriding this value with an amount that is less than the customer balance.

If Customers choose to short pay the invoice, they must select a short pay reason. You set up the short pay reasons on the Short Pay Reason page. The system displays an error message and marks the payment line in error if a customer does not provide a short pay reason.

Note: Invoices with negative amounts can be added to the payment cart, but the total Payment Amount cannot be negative. An error message is displayed if the total Payment Amount for a currency in the cart is negative.

Currency The payments are grouped by currency.

Click to view the partial payments done by credit card for that specific invoice.



Click the ePay Partial Payment icon to open the ePay Partial Payments page (AR_EBP_PPEP_SEC), where you can view

	the partial payments done by Electronic Check for that specific invoice.
Invoice Attachments	Click to view or add supporting documentation as attachments.

Note: The fields Invoice Balance and Payment Amount will reflect the partial payment that has been done. An invoice will be removed from the Payment Cart only if the payment is fully paid.

Make Payment - Step 2 (Electronic Check or Hosted Credit Card)

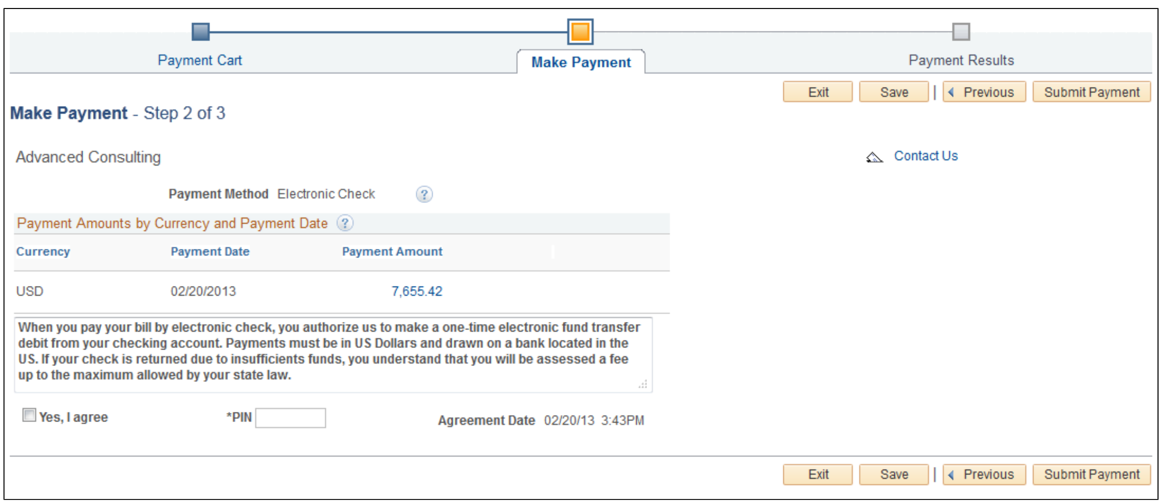
Use the Make Payment page (AR_EBP_PAYCARD_WZ2) to initiate the payment process.

Navigation

Click the Next button on the Payment Cart page.

Image: Make Payment - Step 2 of 3 for an Electronic Check payment

This example illustrates the fields and controls on the Make Payment - Step 2 of 3 for an Electronic Check payment.



Payment Method	Displays the Payment Method used.
Short Pay Comment	Enter or modify the text in this field, when short paying an invoice. If customers short pay an invoice and enter nothing in this field, the system generates an error message when they attempt to go to the next step.
Submit Payment	Click this button to submit a single payment.

Payment Amounts by Currency and Payment Date

Currency	Displays payments grouped by currency.
Payment Date	Displays the payment date entered on the Payment Cart page or the default.

Payment Amount	Click a payment amount link to navigate to the Make Payment - Payment Amount Detail page, where customers can review details about the invoices for the corresponding amount.

Electronic Check Fields

Terms and Conditions text	Displays the terms and conditions set up for the Electronic Check payment method on the Electronic Payment Options for Self Service page *(PeopleSoft FSCM 9.2: Application Fundamentals)*.
Yes, I agree and Agreement Date	Click the check box to indicate agreement with the terms and conditions. The system records the date and time in the Agreement Date field.
PIN	Enter the personal identification number (PIN). Processing for electronic checks requires a 6-digit value set up in the Contact profile to identify the user who initiates an electronic check transaction. See the fields and control definitions on the Contact page *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*.

See also "Setting Up Electronic Payment Options *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

Payment Results - Step 3 of 3 (Electronic Check)

Use the Payment Results page (AR_EBP_PAY_RSLT_EP) to review payment results for Electronic Check payments.

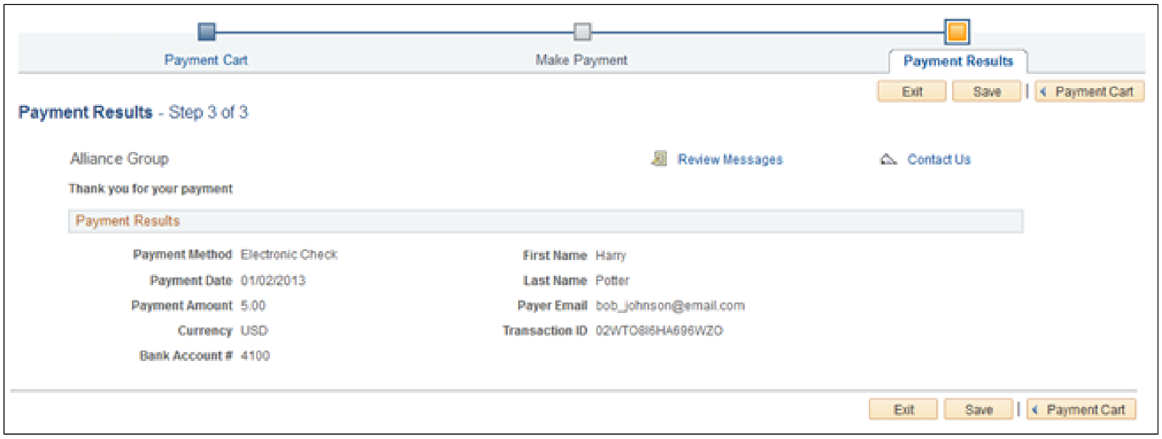
Note: You must click the Save button to record the Electronic Check charges.

Navigation

Click the Submit Payment button on the Make Payment page.

Image: Payment Results page - Step 3 of 3 for an Electronic Check payment

This example illustrates the fields and controls on the Payment Results page - Step 3 of 3 for an Electronic Check payment.



Click the Payment Cart button on the Payment Results page to return to the Payment Cart page.

Posting Partial Payments for Electronic Payments

Use the ePay Partial Payments page (AR_EBP_PPEP_SEC) to view a list of partial payments for the invoice.

Navigation

Click the Payment Cart button on the Payment Results page to return to the Payment Cart page.

Click the ePay Partial Payment icon on Payment Cart invoice line.

Image: ePay Partial Payments page

This example illustrates the fields and controls on the ePay Partial Payments page.

Payment Confirmation - Step 3 of 4 (Hosted Credit Card)

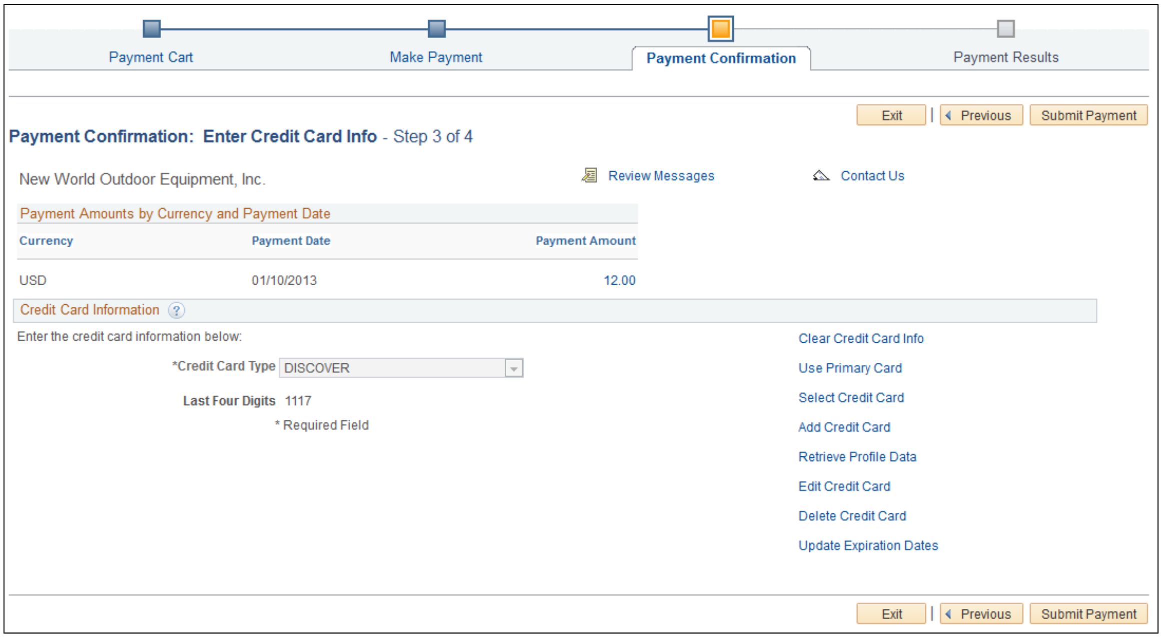
Use the Payment Confirmation page (AR_EBP_PAY_CRCARD) to accept the default credit card, select another card, or add a new temporary profile before submitting payment.

Navigation

Click the Nextbutton on the Make Payment page.

Image: Payment Confirmation: Enter Credit Card Info - Step 3 of 4 (Hosted Credit Card)

This example illustrates the fields and controls on the Payment Confirmation: Enter Credit Card Info - Step 3 of 4 (Hosted Credit Card).



The system uses the default credit card profile. If multiple profiles exist, you can change the profile by clicking the Select Credit Card link to access the Credit Card Selection page (AR_CC_SELECT_SS).

For more information about the Credit Card Information action links, see "Managing Credit Card Data Using Action Links *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*".

Payment Results - Step 4 of 4 (Hosted Credit Card)

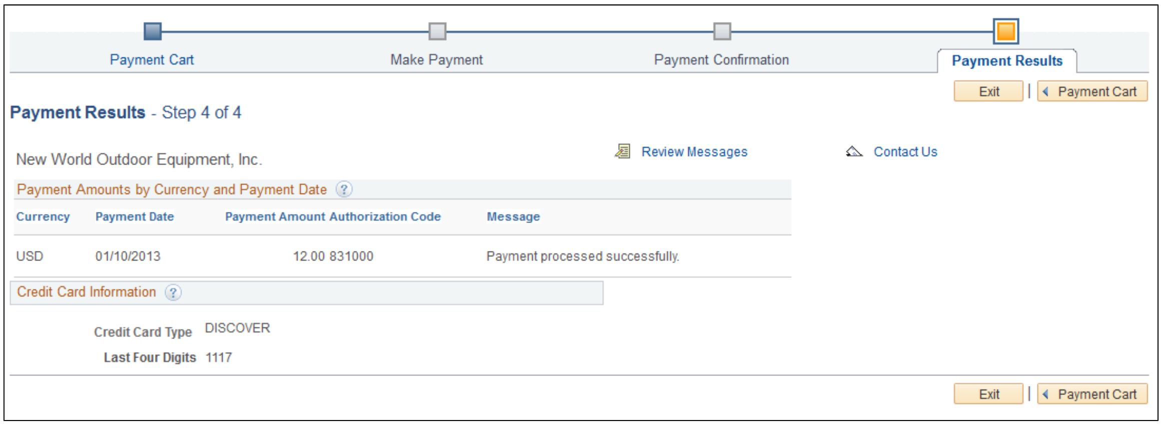
Use the Payment Results page (AR_EBP_PAY_CONF) to review payment results for credit card payment.

Navigation

Click the Submit Payment button on the Make Payment page.

Image: Payment Results - Step 4 of 4 (Hosted Credit Card)

This example illustrates the fields and controls on the Payment Results - Step 4 of 4 (Hosted Credit Card).



Important! Upon returning to the PeopleSoft application from the hosted credit card Web site, you must *always* click the Save button to save the payment data.

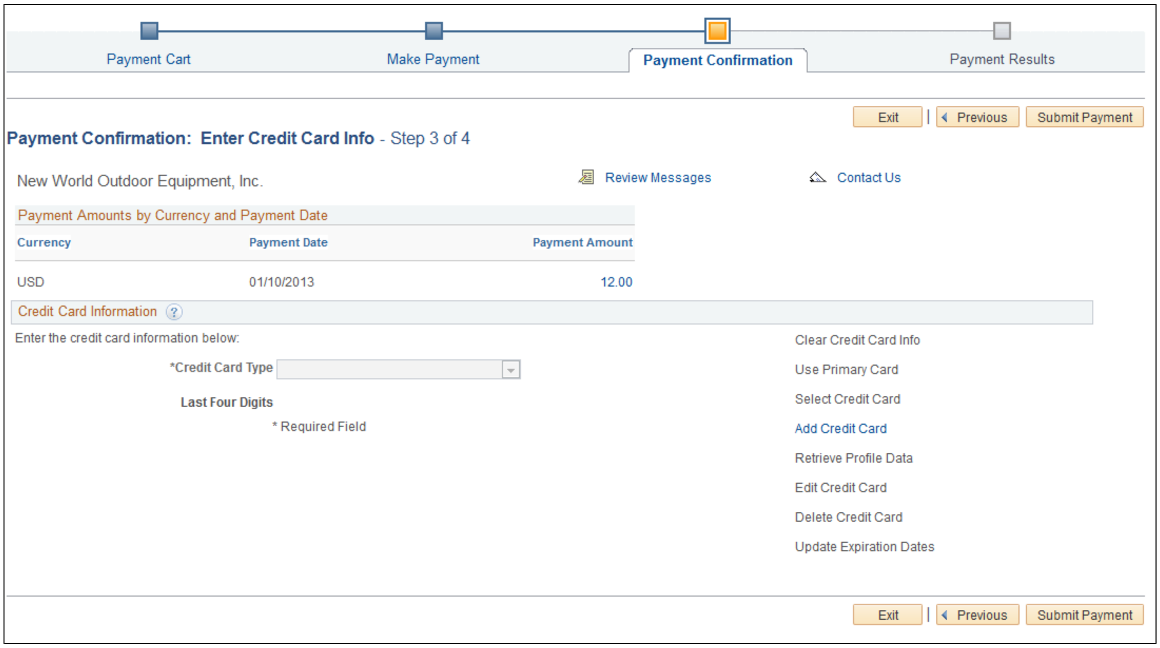
Adding a Credit Card Profile

You may need to add a credit card profile in a hosted credit card system that creates temporary profiles before submitting an online credit card transaction. In this case, you must add a credit card profile if none exists in order to complete payment. If the hosted credit card system is set up to create temporary profiles *after* online credit card transactions, the system creates the temporary profile after a successful credit card transaction.

For more information, see "Setting Up Credit Card Options and Groups *(PeopleSoft FSCM 9.2: Application Fundamentals)*".

Image: Payment Confirmation page with no default credit card profile

This example illustrates the fields and controls on the Payment Confirmation page with no default credit card profile.



On the Payment Confirmation page, click the Add Credit Card link to transfer to the hosted credit card Web site to enter credit card information.

The hosted credit card Web site stores the complete credit card information for payments and sends profile data to the PeopleSoft system.

Important! You must click the Save button on the Payment Confirmation page to commit the profile information to the PeopleSoft system.

Related Links

"Managing Credit Card Data Using Action Links *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*"

Chapter 5

Using PeopleSoft eBill Payment Pagelets

Understanding PeopleSoft eBill Payment Pagelets

PeopleSoft eBill Payment provides portal pagelets for corporate intranet or extranet home pages. These pagelets provide access to key data and transactions within PeopleSoft eBill Payment for use in customer portal registries.

You can personalize the portal home page by adding the pagelets that users need. Standard PeopleSoft role-based security ensures that users can access only the pagelets appropriate to their roles.

You can configure the portal home page with three narrow columns or one narrow and one wide column. Some pagelets have both a narrow and a wide version, each with its own object name. When you see two object names for a pagelet, the first one refers to the narrow version.

Some pagelets support personalization; the Personalize button in the pagelet title bar alerts you to this capability. Click the button to access the personalization page.

You can also design your own pagelets when your installation includes PeopleSoft Applications Portal.

Pagelet Security

Similar to page access, you control pagelet security at the component level by associating it with a permission list (which is then associated with a role); each pagelet has its own component to enable more granular access. (You can ascertain a pagelet's component name in PeopleSoft Application Designer by searching for definition references to the page's system, or object name).

PeopleSoft groups pagelets into functional roles as an example of how to organize access. You must create the proper permission lists and associate them with actual role definitions before users can access them, or use the permission list definitions that PeopleSoft provides its delivered sample data. PeopleSoft delivers sample data security objects (roles and permission lists) that you can use as an example of how to set up pagelet access.

Sample Pagelet Organization

We provide these role groupings as examples of how to organize pagelet access by function.

We organize pagelets by these sample roles:

- Broker.
- Customer.
- Customer service representative.
- Customer service manager.

- Salesperson.

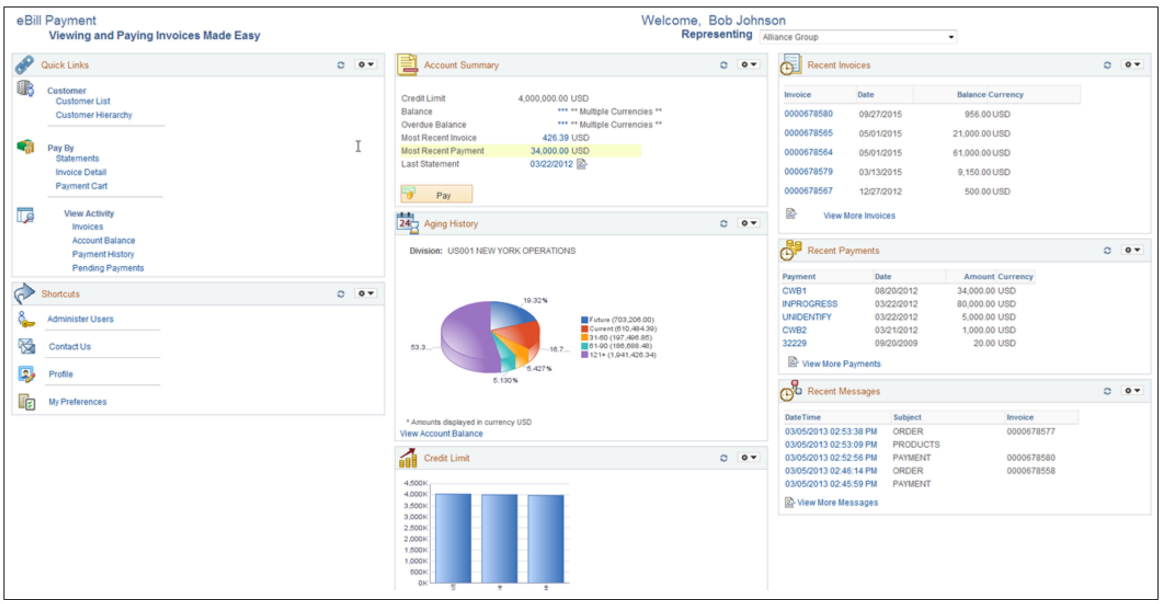
Viewing PeopleSoft eBill Payment Pagelets

This topic lists the PeopleSoft eBill Payment pagelets that your customers can use to view billing and account information. You can customize your landing page with any or all of the pagelets, which are delivered as system data in eBill Payment.

To configure your landing page, click the Personalize Content link under the banner on the homepage to open the Personalize Content page. Select the items you want to appear on your homepage. To arrange layout, click the Personalize Layout link.

Image: Example of an eBill Payment landing page

This example illustrates the fields and controls on the eBill Payment landing page.



Pagelets Used to View Billing and Account Information

This table lists the PeopleSoft eBill Payment pagelets that you can use to review the billing and account information to which your role or user ID has access or permission.

Pagelet Name	***Usage***	***For More Information***
Account Summary	Review the amounts of the balance, overdue balance, most recent invoice, and most recent payment, and the date of the last statement. For more details, click the value links for each field. Click the Pay button to view the Balance Detail page, where you can select invoices to add to the Payment Cart.	See also Viewing Balance Details.

Pagelet Name	***Usage***	***For More Information***
Aging History	Review aging history in a graphical representation, such as a pie chart or graph. Click the View Account Balance link to access the Account Balance page (AR_SUMBAL_SS)	See also "Generating Aging Reports *(PeopleSoft FSCM 9.2: Receivables)*".
Credit Limit	Review credit limit information.	See also "Adding General Customer Information *(PeopleSoft FSCM 9.2: Order to Cash Common Information)*".
Recent Invoices	Review the invoice number, balance, and currency of the most recently generated invoices. For more details about a specific invoice, click the invoice number link. Click View More Invoices to access the Invoice page (BI_BILL_LIST_SS), where you can review details of the most recent invoices.	See the product documentation for *PeopleSoft Billing*.
Recent Messages	Review recent messages by datetime, subject, and invoice number. For more details about a specific message, click the datetime link. Click the View More Messages link to access the Review Messages page (AR_CONVR_LIST_SS).	See also "Entering and Reviewing Conversations *(PeopleSoft FSCM 9.2: Receivables)*".
Recent Payments	Review the most recent payments by payment ID, date, amount, and currency. For more details about a specific payment, click the payment ID link. Click the View More Payments link to access the Payment History page (AR_SSREV_PAYMENTS).	See also Viewing Payment Information.

You can also add a Shortcuts pagelet and a Quicklinks pagelet.

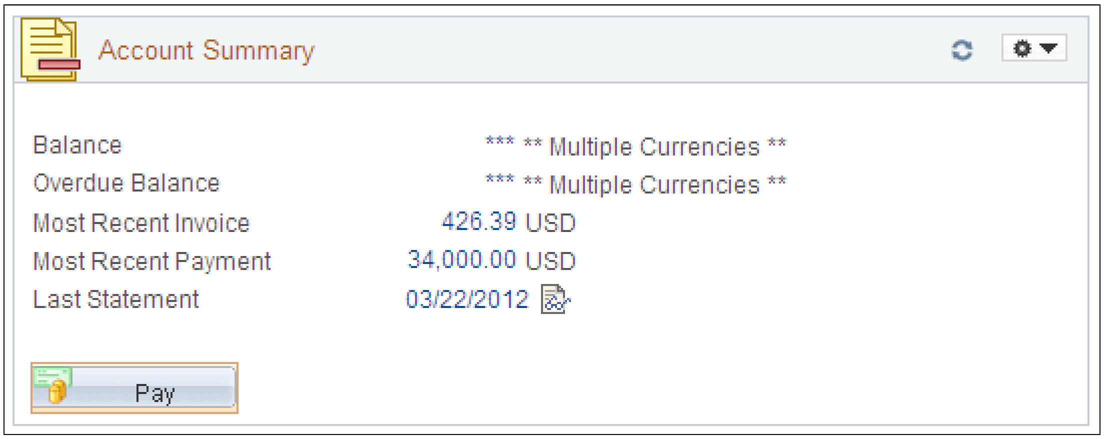
Account Summary Pagelet

Use the Account Summary pagelet to review the amounts of the balance, overdue balance, most recent invoice, and most recent payment, and the date of the last statement. For more details, click the value links for each field.

Click the Pay button to view the Balance Detail page, where you can select invoices to add to the Payment Cart.

Image: Account Summary pagelet

This example illustrates the fields and controls on the Account Summary pagelet.



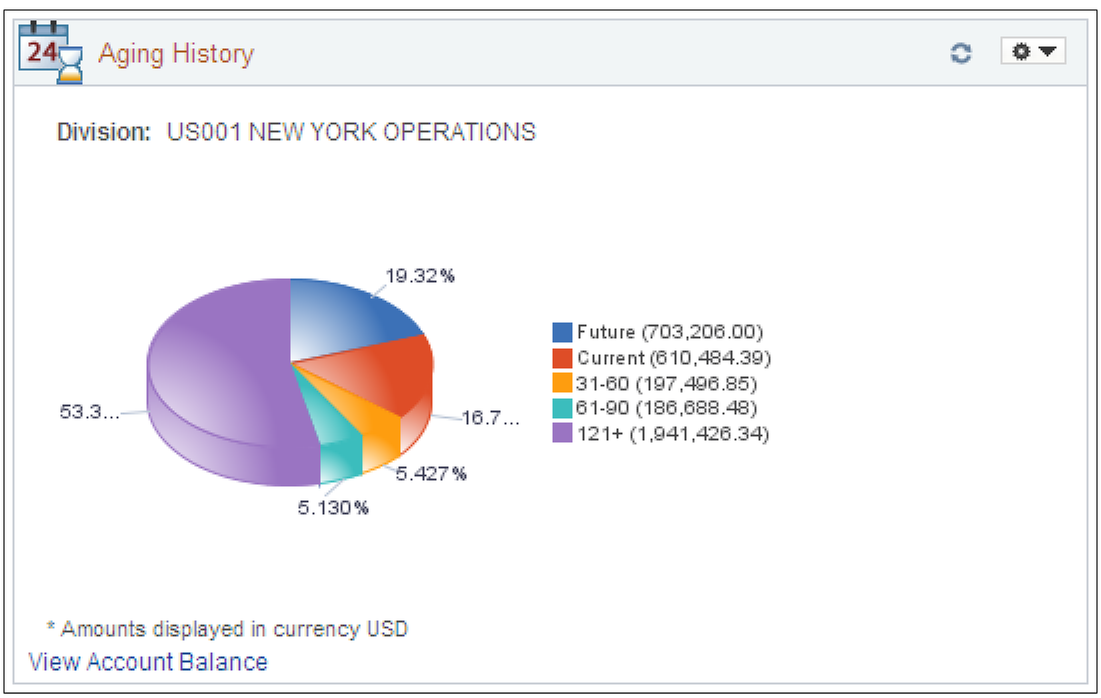
Aging History Pagelet

Use the Aging History pagelet to review aging history in a graphical representation, such as a pie chart or graph.

Click the View Account Balance link to access the Account Balance page (AR_SUMBAL_SS)

Image: Aging History pagelet

This example illustrates the fields and controls on the Aging History pagelet.



Recent Invoices Pagelet

Use the Recent Invoices pagelet to review the invoice number, balance, and currency of the most recently generated invoices. For more details about a specific invoice, click the invoice number link.

Click View More Invoices to access the Invoice page (BI_BILL_LIST_SS), where you can review details of the most recent invoices.

Image: Recent Invoices pagelet

This example illustrates the fields and controls on the Recent Invoices pagelet.