ORACLE
PeopleSoft

PeopleSoft FSCM 9.2: PeopleSoft Receivables

December 2025

ORACLE

PeopleSoft FSCM 9.2: PeopleSoft Receivables
Copyright © 1988, 2025, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Documentation Accessibility

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

Access to Oracle Support

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

Contents

Preface: Preface.....xxxix
Understanding the PeopleSoft Online Help and PeopleBooks.....xxxix
Hosted PeopleSoft Online Help.....xxxix
Locally Installed PeopleSoft Online Help.....xxxix
Downloadable PeopleBook PDF Files.....xxxix
Common Help Documentation.....xxxix
Field and Control Definitions.....xl
Typographical Conventions.....xl
ISO Country and Currency Codes.....xli
Region and Industry Identifiers.....xli
Translations and Embedded Help.....xlii
Using and Managing the PeopleSoft Online Help.....xlii
PeopleSoft FSCM Related Links.....xlii
Contact Us.....xlii
Follow Us.....xliii
Chapter 1: Getting Started with PeopleSoft Receivables.....45
PeopleSoft Receivables Overview.....45
PeopleSoft Receivables Business Processes.....45
PeopleSoft Receivables Integration Points.....46
PeopleSoft Receivables Implementation.....50
Chapter 2: Understanding Implementation Issues.....55
Implementation Planning.....55
Business Unit Structure.....56
Current System Structure.....57
General Ledger Distribution.....57
Customer Structure.....58
Business Units.....58
TableSets.....58
Business Unit Sharing.....59
Customer Groups.....59
Entry Types and Reasons.....60
Entry Type and Reason Use.....60
Chapter 3: Defining PeopleSoft Receivables Business Units.....63
Understanding PeopleSoft Receivables Business Units.....63
Types of Business Units.....63
PeopleSoft Tree Manager.....64
TableSets.....64
Default Hierarchies.....65
Business Unit Setup Process Flow.....65
Creating a PeopleSoft Receivables Business Unit.....65
Page Used to Create a PeopleSoft Receivables Business Unit.....66
Prerequisites.....66
Business Unit Definition Page.....66
Defining Business Unit Defaults by SetID.....68
Pages Used to Set Up Business Unit Defaults by SetID.....68
Understanding Defining Business Unit Defaults by SetID.....69

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivables Options - General 1 Page 69
Receivables Options - General 2 Page 76
Receivables Options - Payment Options Page 83
Receivables Options - VAT Defaults Page 89
Receivable Options - Predictor Detail Options Page 91
Receivables Options - Currency Display Options Page 95
Receivables Options - Customer Trend Options Page 97
Defining Business Unit Defaults for Individual Business Units 97
Pages Used to Define Defaults for Individual Business Units 98
Understanding Defining Business Unit Defaults for Individual Business Units 98
Receivables Definition - Business Unit Definition Page 99
Receivables Definition - Accounting Options 1 Page 101
Receivables Definition - Accounting Options 2 Page 105
Receivables Definition - Bank/Payment Options Page 109
DMS Information Page 112
Creating Receivables Business Units Using Business Unit Management 114
Pages Used to Create Receivables Business Units Using Business Unit Management 114
Understanding Receivables Business Unit Creation Using Business Unit Management 115
Receivables Definition Page 115
Business Unit Definition Page 116
Accounting Options 1 Page 117
Accounting Options 2 Page 118
Bank/Payment Options Page 119
Chapter 4: Defining PeopleSoft Receivables Processing Options 121
Understanding PeopleSoft Receivables Processing Options 121
Prerequisites for Defining PeopleSoft Receivables Processing Options 121
Setting Up System Functions 122
Pages Used to Set Up System Functions 122
Understanding System Functions 122
System Functions 1 Page 133
VAT Distribution Type Page 136
System Functions 2 Page 137
Setting Up Entry Types and Reasons 138
Pages Used to Set Up Entry Types and Reasons 138
Understanding Entry Types 139
Understanding Entry Reasons 143
Entry Type Page 145
Entry Reason Page 147
Setting Up Distribution Codes 148
Pages Used to Set Up Distribution Codes 148
Understanding Setting Up Distribution Codes 148
Distribution Code Page 148
Draft Details Page 152
Setting Up Item Entry Types 153
Pages Used to Set Up Item Entry Types 153
Understanding Setting Up Item Entry Types 153
Item Entry Type - Selection Page 153
Item Entry Type - Accounting Template Page 155
Setting Up Automatic Entry Types 157
Pages Used to Set Up Automatic Entry Types 157
Understanding Automatic Entry Types 157

Copyright © 1988, 2025, Oracle and/or its affiliates.

Automatic Entry Type - Selection Page....157
Automatic Entry Type - Accounting Template Page....164
Setting Up Item and Automatic Entry Types for Revenue Estimate Processing....165
Setting Up Group Types and Group Origins....184
Pages Used to Set Up Group Types and Group Origins....184
Understanding Group Types....185
Understanding Group Origins....186
Group Type Page....186
Origin Page....188
Setting Up ChartField Combination Editing....189
ChartField Combination Editing in PeopleSoft Receivables....190
Chapter 5: Defining Additional Processing Options....193
Setting Up Payment Terms....193
Pages Used to Set Up Payment Terms....193
Understanding Payment Terms....193
Payment Terms Timing Page....193
Payment Terms Page....194
Setting Up Deposit Types....197
Page Used to Set Up Deposit Types....197
Understanding Deposit Types....197
Deposit Type Page....197
Setting Up Adjustment Reason Codes....199
Page Used to Set Up Adjustment Reasons....199
Understanding Adjustment Reason Codes....199
Adjustment Reason Page....199
Setting Up Reference Qualifiers....200
Page Used to Set Up Reference Qualifiers....200
Understanding Reference Qualifiers....201
Reference Qualifier Page....201
Setting Up Worksheet Reasons....202
Page Used to Set Up Worksheet Reasons....202
Understanding Worksheet Reasons....203
Worksheet Reason Page....203
Setting Up Unpost Reason Codes....203
Page Used to Set Up Unpost Reason Codes....203
Understanding Unpost Reason Codes....203
Unpost Reason Page....204
Setting Up Short Pay Reasons....204
Page Used to Set Up Short Pay Reasons....204
Short Pay Reason Page....204
Setting Up Credit Card Profiles....205
Page Used to Set Up Credit Card Profiles....205
Understanding Setting Up Credit Card Profiles....205
Credit Card Profile Page....205
Setting Up ePayment Profiles....207
Pages Used to Set Up ePayment Profiles....207
Understanding Setting Up ePayment Profiles....208
Electronic Payment Profile Page....208
Setting Up ePayment Options for Individual Business Units....209
Setting Up Direct Debit Profiles....209
Page Used to Set Up Direct Debit Profiles....209

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Setting Up Direct Debit Profiles....210
Direct Debit Profile - Profile Page....210
Setting Up EFT Reason Codes for Direct Debits....214
Page Used to Set Up EFT Reason Codes for Direct Debits....214
Understanding EFT Reason Codes....214
EFT Reason Codes Page (for Direct Debits)....215
Selecting EFT Layouts....216
Setting Up Rules for Overdue Charges....218
Pages Used to Set Up Rules for Overdue Charges....218
Understanding Overdue Charge IDs....219
Overdue Charging - Setup 1 Page....219
Overdue Charging - Setup 2 Page....222
Setting Up Write-Off Approval Workflow....227
Pages Used to Set Up Write-Off Approval Workflow....227
Understanding Write-Off Approval Workflow....229
Write-Off Approval Workflow....230
Defining the Maximum Write-Off Amount for the Business Unit Level....231
Defining the Maximum Write-Off Amount for the Customer Level....231
Defining the Maximum Write-Off Amount for the User....231
Creating the List of Approvers Within the Approval Framework....232
Defining Users Within the Workflow Process....232
Reviewing the Approval Transaction Registry Within the Approval Framework....234
Configuring the Approval Transactions Within the Approval Framework....237
Creating or Modifying Notification Template Definitions....240
Setting Up Process Definitions Within the Approval Framework....240
Enabling Email Approval....241
Setting Up the URL for Email Notifications....242
Activating Approval Workflow for Write-Off Amounts....242
Understanding the Financials Audit Framework for PeopleSoft Receivables....242
Understanding the Financials Audit Framework for PeopleSoft Receivables....242
Setting Up Item Audit Options....245
Page Used to Define Item Audit Options....245
Understanding Audit History Options....245
Audit Control Page....246
Setting Up Collections Workbench Components....246
Pages Used to Define Collections Workbench Setup Components....246
Understanding the Collections Workbench Setup Components....247
Collections Workbench Customer Detail Fields Page....248
Collections Workbench Tabs Page....249
Collections Workbench Actions Page....250
Maintain Personalizations - Personalization Search Page....251
Personalize Content Page....251
Setting Up User-Defined Fields....255
Chapter 6: Setting Up Correspondence Options....257
Setting Up Statement Processing....257
Page Used to Set Up Statement IDs....257
Understanding Statement IDs....257
Statement Page....257
Adding Fields to Customer Statements....259
Setting Up Parallel Processing for Statements....260
Pages Used to Set Up Parallel Processing for Statements....260

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Parallel Processing for Statements ... 260
Defining the Maximum Instances for PSAdmin ... 262
Defining the Maximum Concurrent Processes for the Server ... 263
AR Parallel Processing Options Page ... 263
Adding More Parallel Processes to the AR_STMT Multiprocess Job ... 263
Adding Additional Statements Process Definitions ... 264
Setting Up Dunning Letter Processing ... 265
Pages Used to Set Up Dunning Letter Processing ... 265
Understanding Dunning Letter Setup ... 265
Letter Code Page ... 267
Dunning ID Page ... 267
Dunning Level Page ... 270
Changing Dunning Letter Layouts ... 271
Setting Up Follow-Up Letter Processing ... 273
Page Used to Set Up Follow-Up Letter Codes ... 273
Understanding Setting Up Follow-Up Letter Processing ... 273
Setting Up Follow-Up Letter Codes ... 273
Modifying the Sample Follow-Up Letter ... 274
Chapter 7: Setting Up Exception and Collection Processing ... 275
Understanding Exception and Collection Processing Options ... 275
Setting Up Action Owners ... 275
Pages Used to Set Up Action Owners ... 275
Understanding Action Owners ... 276
Prerequisite ... 277
Common Elements Used to Set Up Action Owners ... 277
Setting Up Sales People ... 278
Setting Up Workflow Notification for Action Owners ... 278
Pages Used to Set Up Workflow Notification for Action Owners ... 278
Understanding Workflow Notification Setup ... 279
Setting Up Exception Reasons and Collection Codes ... 280
Pages Used to Set Up Exception Reasons and Collection Codes ... 280
Understanding Exception Reasons and Collection Codes ... 280
Deduction Reason Page ... 281
Dispute Reason Page ... 282
Collection Code Page ... 283
Setting Up Hold and Message Codes for Credit Holds ... 284
Pages Used to Define Hold and Message Codes for Credit Holds ... 284
Understanding Hold and Message Codes ... 284
Hold Codes Page ... 285
Messages Page ... 285
Setting Up Conditions ... 286
Pages Used to Set Up Conditions ... 286
Understanding Conditions ... 287
Condition Definition Page ... 292
Condition Definition User Page ... 296
Condition Priority Page ... 297
Setting Up Actions and Action Templates ... 297
Pages Used to Set Up Actions and Action Templates ... 297
Understanding Actions and Action Templates ... 298
Prerequisites ... 299
Action Codes Page ... 300

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action Template Page ... 301
Assigning Customers to a Collection Group ... 305
Setting Up Collection and Assessment Rules ... 306
Pages Used to Define Collection and Assessment Rules ... 306
Understanding Collection and Assessment Rules ... 307
Prerequisites ... 308
Common Element Used in Collection and Assessment Rules ... 308
Schedules Page ... 308
Collection Rule Page ... 309
Collection Rule Exclusion Options Page ... 311
Assessment Rule Page ... 313
Assessment Rule User Page ... 318
Setting Up Conversation Promise Dates ... 321
Setting Up Promise Date Options for a Customer ... 322
Page Used to Define Promise Date Options ... 322
Understanding Promise Date Options ... 323
Promise Date Options Page ... 324
Setting Up Risk Scoring Rules ... 326
Pages Used to Set Up Risk Scoring Rules ... 326
Understanding Risk Scoring Rules ... 326
Risk Scoring Rule Page ... 327
Risk Range Details Page ... 329
Implementing Self-Service Web Components ... 330
Understanding Self-Service Web Components ... 330
Setting Up Brokers and Customers for Self-Service Transactions ... 332
Setting Up Sales People for Self-Service Transactions ... 333
Chapter 8: Setting Up History and Aging ... 335
Understanding History Calculations ... 335
Customer History Calculations in the Receivables Update process ... 335
Customer History Calculations in the Aging Process ... 339
Setting Up History IDs ... 339
Pages Used to Set Up History IDs ... 339
Understanding Setting Up History IDs ... 340
System Defined History Page ... 340
User-Defined History Page ... 341
Setting Up Aging ... 342
Page Used to Define Aging IDs ... 342
Understanding Aging Setup ... 342
Aging Page ... 343
Setting Up Subcustomer Qualifiers ... 347
Pages Used to Define SubCustomer Qualifiers ... 347
Understanding SubCustomer Qualifiers ... 347
SubCustomer Qualifier 1 Page ... 348
SubCustomer Qualifier 2 Page ... 348
Setting Up Parallel Processing for Aging ... 349
Pages Used to Set Up Parallel Processing for Aging ... 349
Understanding Parallel Processing for the Aging Process ... 349
Defining the Maximum Instances for PSAdmin ... 351
Defining the Maximum Concurrent Processes for the Server ... 352
Defining the Number of Parallel Processes ... 352
Adding More Parallel Processes to the AR_AGE Multiprocess Job ... 352

Copyright © 1988, 2025, Oracle and/or its affiliates.

Adding Additional Aging Process Definitions ... 353
Chapter 9: Setting Up Payment Predictor Processing ... 355
Understanding Payment Predictor Processing ... 355
Payment Predictor Process Flow ... 355
Algorithms and Methods ... 357
Payment Predictor and Multicurrency Processing ... 358
Item-Level Adjustments and Reference Values ... 359
Payment Predictor Multiprocess Job ... 360
Defining Algorithm Groups ... 361
Understanding Algorithm Groups ... 361
Understanding Payment Predictor Modes ... 362
Understanding Sample Algorithm Groups ... 363
Viewing Algorithm Groups ... 370
Deactivating an Algorithm in an Algorithm Group ... 374
Adding an Algorithm Group ... 375
Using #REFS to Handle Multiple Payments for a Single Item ... 375
Using #DETAIL and #DTL_TLR for Partial Payments and Deductions ... 376
Using #DTL_PM and #DTL_TPM to Handle Unmatched Payments ... 381
Using the #OVERDUE Algorithm Group ... 382
Reviewing Payment Predictor and Special Conditions ... 385
Defining Payment Predictor Methods ... 386
Pages Used to Define a Payment Predictor Method ... 386
Understanding Payment Predictor Methods ... 386
Prerequisite ... 388
Predictor Method Page ... 388
Predictor Method Review - Review Page ... 393
Reviewing an Example of a Payment Predictor Method ... 393
Setting Up Parallel Processing ... 398
Pages Used to Set Up Parallel Processing ... 398
Understanding Parallel Processing for Payment Predictor ... 398
Defining the Maximum Instances for PSAdmin ... 400
Defining the Maximum Concurrent Processes for the Server ... 401
Defining the Number of Parallel Processes ... 401
Adding More Parallel Processes to the AR_PP Multiprocess Job ... 401
Adding Additional Payment Predictor Process Definitions ... 402
Selecting Payments for Payment Predictor Processing ... 403
Reviewing Payment Predictor Temporary Tables and Sections ... 405
Reviewing Temporary Tables ... 405
Reviewing Payment Predictor Sections and SQL Statements ... 408
Chapter 10: Setting Up Automatic Maintenance Processing ... 415
Understanding the Automatic Maintenance Process ... 415
Setting Up Automatic Maintenance Methods ... 416
Pages Used to Set Up Automatic Maintenance Methods ... 416
Understanding Automatic Maintenance Methods ... 416
Method Summary Page ... 417
Method Detail Page ... 419
Viewing Sample Automatic Maintenance Methods ... 426
Leaving the Remaining Balance Open ... 426
Using Multiple Steps ... 427
Defining Automatic Maintenance Algorithm Groups ... 430
Understanding Automatic Maintenance Algorithm Groups ... 430

Copyright © 1988, 2025, Oracle and/or its affiliates.

Adding a New Algorithm Group....431
Chapter 11: Setting Up Draft Processing....433
Understanding Draft Processing....433
Understanding the Draft Life Cycle....433
Draft Life Cycle Overview....433
Major Events in the Draft Life Cycle....435
Additional Draft Events....437
Understanding Draft Setup....438
Reviewing Business Events and Subevents....441
Pages Used to Review Business Events and Subevents....441
Understanding Business Events....441
Drafts - Business Events Page....444
Drafts - Sub-Events Page....447
Defining Draft Transaction Types....448
Page Used to Set Up Draft Transaction Types....448
Understanding Defining Draft Transaction Types....448
Draft Transaction Type Page....448
Defining Draft Types....448
Pages Used to Define Draft Types....448
Understanding Draft Types....449
Draft Type Page....450
Draft Type Copy Page....457
View Accounting Entries Page....458
Draft Type Distribution Codes Page....458
Draft Subevent System Function Page....459
Defining Where Draft Documents Are Stored....460
Page Used to Define Where Draft Locations Are Stored....460
Understanding Defining Where Draft Documents Are Stored....460
Draft Physical Location Page....461
Defining Draft Collection Methods....461
Page Used to Define Draft Collection Methods....461
Defining Collection Information for Drafts....461
Assigning Customers to Draft Groups....462
Pages Used to Assign Customers to Draft Groups....462
Creating a Draft Group....462
Assigning a Customer to a Draft Group....462
Setting Up Automatic Numbering for Draft Processing....463
Setting Up Draft Reference Qualifiers....463
Page Used to Set Up Draft Reference Qualifiers....463
Understanding Setting Up Draft Qualifiers....463
Draft Reference Qualifier Page....464
Defining EFT Reason Codes and EFT File Layouts....465
Page Used to Define EFT Reason Codes....465
Understanding EFT Reason Codes....465
EFT Reason Codes Page (for Drafts)....465
Setting Up EFT File Layouts....466
Chapter 12: Setting Up Receivables Update and Pending Group Generator....469
Understanding the Receivables Update Application Engine Process....469
Receivables Update Process....469
Receivables Update Multiprocess Job....471
Receivables Update Processing Options....472

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting History and Accounting Periods....475
Understanding the Pending Group Generator Application Engine Process....475
Setting Up Parallel Processing....476
Pages Used to Set Up Parallel Processing....476
Understanding Parallel Processing for Receivables Update....477
Defining the Maximum Instances in PSAdmin....480
Defining the Maximum Concurrent Processes for the Server....480
Defining the Number of Parallel Processes....480
Adding More Parallel Processes to the AR_PGG and AR_POST Multiprocess Jobs....481
Adding Additional Pending Group Generator and Posting Process Definitions....482
Setting Up Run Controls for Receivables Update....483
Pages Used to Set Up Run Controls for Receivables Update....483
Understanding Run Control Setup....483
Receivable Update Request Page....484
Request Receivables Update - Options Page....487
Modifying Steps for AR_POST....488
Modifying Steps for AR_PGG....492
Chapter 13: Understanding Interunit and Intraunit Accounting and ChartField Inheritance....495
Interunit and Intraunit Accounting....495
Interunit and Intraunit Overview....495
Interunit and Intraunit Setup....496
Interunit Accounting Entries....497
Intraunit Accounting Entries....499
ChartField Inheritance....502
Inheritance Setup....502
Inheritance Accounting Entries....503
Anchor Lines for Transactions....504
Chapter 14: Performing Data Conversion....507
Understanding Customer Data Conversion....507
Understanding Pending Data Conversion....507
Understanding Posted Customer History Data Conversion....508
Understanding Item and Payment Conversion....509
Conversion of Open and Closed Items....509
Transaction Detail for Items....510
Payment Conversion....510
Line Item Feature....512
Key Dates....513
Reference Fields....513
User-Defined Fields....514
Your Accounting Entry Approach....516
Group Design and Size....518
Multiple Currencies....519
Performing Data Conversion Using the DC_PENDITEM_CI Component Interface....519
Understanding the DC_PENDITEM_CI Component Interface....519
Running the Component Interface Conversion Process....520
Verifying That the Data Conversion Is Successful....520
Posting the Items in PeopleSoft Receivables....520
Chapter 15: Developing Interfaces for Customers and Pending Items....521
Understanding Customer Data Integration....521
Receiving Information from a Billing System....522
Understanding PeopleSoft Receivables Pending Item Tables....523

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Interface Tables....523
Understanding Accounting Entry Creation....524
Populating Group Control Table Fields....526
Populating Pending Item Table Fields....535
Populating User-Defined Fields....568
Populating Pending VAT Table Fields....569
(IND) Populating Pending Tax Table Fields for India....575
Preventing Distribution of Accounting Entries for External Groups....588
Creating Accounting Entries for External Groups....588
Troubleshooting Missing Accounting Entries....599
Troubleshooting Receivable Update Error Messages....599
Chapter 16: Developing Interfaces for Electronic Payments....601
Understanding Electronic Payment Processing....601
Receiving Information from a Lockbox....606
Understanding the Lockbox Interface....607
Header Record....608
Service Record....609
Lockbox Record....609
Batch Record (Record Type-1)....611
Payment Detail 2 (Check Information)....611
Payment Detail 3 (Customer Information)....612
Payment Detail 4 (Customer Information)....613
Payment Detail 5 (Customer Information)....614
Payment Detail 6 (Customer Information)....615
Payment Detail 7 (Invoice Information)....616
Payment Detail 8 (Invoice Information)....617
Payment Detail 9 (Invoice Information)....618
Receiving Payments in an EDI File....619
Chapter 17: Configuring Page Features....623
Prerequisites for Configuring Page Features....623
Changing the Default Date on Customer Options Records....623
Increasing the Number of Rows in a Grid....624
Page Used to Increase the Number of Rows in a Grid....624
Understanding Row Limits in Grids....624
Increasing the Number of Rows in a Grid....625
Changing Activity Types....625
Adding User History IDs to SetID and Business Unit History....625
Modifying View Text for History IDs....626
Modifying Views for the Customer History Page....626
Modifying Views for the Unit History Page....628
Chapter 18: Entering Pending Items....631
Understanding Pending Item Entry....631
Billing Interfaces....632
PeopleSoft Purchasing and PeopleSoft Order Management Interface....632
Online Pending Item Entry....633
Overdue Charges Groups....634
Accounting Entry Creation....634
PeopleSoft Project Costing Integration....635
Prerequisites for Entering Pending Items....636
Entering or Updating Pending Items....637
Pages Used to Enter or Update Pending Items....637

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Pending Item Components....639
Online Pending - Group Control Page....640
Online Pending - Pending Item 1 Page....643
VAT Summary Information Page....649
VAT Header Page....652
VAT Lines Page....660
Pending Item 2 Page....670
Pending Item 3 Page....673
Group Entry Tax Page (IND)....674
Tax Detail Page (IND)....679
Accounting Entries Page....680
Group Action Page - External Items....683
Finding and Correcting Errors When Entering Receivables....687
Reviewing Pending Item Groups....688
Pages Used to Review Pending Item Groups....688
Billings by Origin Page....688
Billings By Unit Page....688
Pending Item Status Page....688
Chapter 19: Entering Payments....689
Understanding Payments and Deposits....689
Bilateral Netting....690
Payment Status....691
Prerequisites for Entering Payments....692
Entering Regular Deposits....693
Pages Used to Enter Regular Deposits....693
Understanding Regular Deposits....694
Regular Deposit - Totals Page....694
Regular Deposit - Payments Page....696
Detail Reference Information Page....702
Correcting Balancing Errors....702
Regular Deposit Balancing - Action Page....703
All Deposits Page....703
Incomplete Deposits Page....703
Entering Express Deposits....704
Pages Used to Enter Express Deposits....704
Understanding Express Deposits....704
Express Deposit - Totals Page....705
Express Deposit - Payments Page....705
Express Deposit - Action Page....708
Correcting Express Deposit Balancing Errors....711
Creating Cash Control Accounting Entries....711
Pages Used to Create Cash Control Accounting Entries....711
Understanding Cash Control Accounting....712
Cash Control Page....715
Cash Control Payments Page....715
Journaling Payments Directly to the General Ledger....716
Pages Used to Journal Payments Directly to the General Ledger....716
Understanding Direct Journal Payments....717
Common Elements Used in Direct Journal Payments....717
Selecting Payments for Direct Journaling....718
Copying Direct Journals....718

Copyright © 1988, 2025, Oracle and/or its affiliates.

Direct Journal Payments - Accounting Entries Page....720
Directly Journalled Payments Page....725
Unpost Direct Journal Page....727
Integrating with PeopleSoft Project Costing....728
Generating a Miscellaneous Cash Receipt....728
Reconciling Payments on a Bank Statement....730
Chapter 20: Receiving Payments Electronically....731
Understanding Electronic Payment Processing....731
Prerequisites for Receiving Payments Electronically....733
Receiving Lockbox Deposits....734
Pages Used to Receive Lockbox Deposits....734
Understanding Lockbox Processing....735
Understanding the Lockbox Deposit Process Flow....735
Lockbox Page....736
Running the Payment Loader Application Engine Process....737
Lockbox Run Information Page....737
Using Electronic Banking to Process Payments....738
Pages Used to Process Payments Using Electronic Banking....738
Understanding Electronic Banking....738
Prerequisites....741
Bank Statement Interface Page....741
Loading Unreconciled Payments for All Statements....741
Using EDI and Split Stream Processing....742
Pages Used for EDI and Split Stream Processing....742
Understanding EDI Processing....743
Understanding Split Stream Processing....743
Understanding the EDI Payment Process Flow....746
Understanding Business Unit Determination....746
Prerequisites....746
Loading Business Documents into Staging Tables....746
Confirming That Data Loaded Successfully....748
Payment Interface Page....748
Delete Remittances - Customer or - Item Page....750
Staging EDI Payment Data Using the Data Export Import Utility....751
Understanding EDI Payment File Import Using the Data Export Import Utility....751
Setting Up DEIU to Import EDI Payment Data....751
Importing EDI Payment Data into the Staging Tables....753
Receiving Accounts Payable Payments....753
Page Used to Receive Accounts Payable Payments....753
Understanding Accounts Payable Payments Processing....753
Updating Payment Application Tables....754
Receiving Cash Drawer Payments....755
Page Used to Receive Cash Drawer Payments....755
Understanding Cash Drawer Receipt Processing....755
Updating Payment Application Tables....757
Understanding Spreadsheet Payments and Direct Journals....757
Working with Spreadsheet Payments and Direct Journals....757
Spreadsheet Payment Upload Process Flow....758
Spreadsheet Direct Journal Process Flow....759
Spreadsheet Payment Upload Data Fields....760
Spreadsheet Direct Journal Upload Data Fields....767

Copyright © 1988, 2025, Oracle and/or its affiliates.

Split Stream Processing Using the AR Excel Upload Deposit Process....772
Receiving and Editing Spreadsheet Payments....774
Pages Used to Receive and Edit Spreadsheet Payments....774
Prerequisites for Entering and Importing Spreadsheet Payments....775
Setting Up Spreadsheet Payments....776
Entering Spreadsheet Payments....778
Viewing Logs....780
Excel Payment Upload Process Page....781
Running the Payment Loader Process....782
Excel Upload Deposit Errors Page....782
Excel Upload Error Correction Page....783
References Page....784
Excel Direct Journal Error Page....785
(JPN) Receiving EFT Payments....785
Pages Used to Receive EFT Payments....785
Understanding the EFT Payment Process Flow....785
Prerequisite....786
Load EFT Payments Page....786
Running the Payment Loader Application Engine Process....787
Checking Electronic Payment Errors....787
Pages Used to Check Electronic Payment Errors....787
Understanding Electronic Payment Errors....787
Correcting Errors....788
Pages Used to Correct Errors....788
Understanding Error Correction....788
Correct Duplicate Payments - Totals Page....789
Correct Duplicate Payments - Payments Page....789
Correct Duplicate Payments - Action Page....790
E-invoice Files Using the Data Export Import Utility....790
Chapter 21: Applying Payments....791
Understanding Payment Application Options....791
Prerequisites for Applying Payments....791
Running the Payment Predictor Application Engine Process....792
Pages Used to Run the Payment Predictor Application Engine Process....792
Understanding Payment Predictor Processing....792
Prerequisites....793
Payment Predictor Page....794
Process Reset Page....794
Restarting the Payment Predictor Process....794
Reviewing Payment Predictor Process Results....795
Pages Used to Review Payment Predictor Process Results....795
Understanding Payment Predictor Payment Status....795
Applying Payments Using Payment Worksheets....796
Pages Used to Apply Payments Using Payment Worksheets....796
Understanding Worksheet Creation and Modification....798
Payment Worksheet Selection Page....799
Working with Multiple Selection Criteria on the Worksheet....805
Detail Reference Information Page....807
Payment Worksheet Application Page....808
Reviewing Item List Detail 1 Summary Information....817
Reviewing Item List Detail 2 Summary Information....819

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Item List Detail 3 Summary Information....821
Reviewing Item List Detail 4 Summary Information....822
Reviewing Item List Detail 5 Summary Information....823
Reviewing Item List Detail 6 Summary Information....825
Distributing Amounts for Multiple Revenue Lines for Control Budgets....826
Viewing and Updating Item Details....828
Converting the Payment Amount to a Different Currency....831
Payment Worksheet Action Page....832
Handling Returned Payments....834
Approving Write-Off Amounts Using Workflow....835
Pages Used to Approve Write-Off Amounts Using Workflow....835
Understanding Write-Off Amounts Using Workflow....837
Using the Approval Process for Approving Write-Off Amounts....838
Creating and Updating Accounting Entries....840
Page Used to Create and Update Accounting Entries....840
Understanding Creating and Updating Accounting Entries....840
Accounting Entries Page....841
Looking Up Information About Payments....842
Pages Used to Look Up Information About Payments....842
Chapter 22: Using PeopleSoft Mobile Approvals for Receivables....845
Understanding PeopleSoft Mobile Approvals for Receivables....845
Receiving Approval Notifications....846
Setting Up PeopleSoft Mobile Approvals for Receivables....846
Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface....848
Tile and Pages Used for Write-Off Approvals Using PeopleSoft Fluid User Interface....849
Approvals Tile....849
Filters Page....850
View Attachments Page....851
Approval Chain Page....852
Approving Draft Write-Offs Using PeopleSoft Fluid User Interface....852
Understanding Draft Write-Off Approvals....852
Pages Used to Approve Draft Write-Offs Using PeopleSoft Fluid User Interface....853
Draft Write-off – Pending Approvals Page....853
Draft Write-Off – Approval Header Detail Page....857
Line Details Page....861
Approving Maintenance Write-Offs Using PeopleSoft Fluid User Interface....861
Understanding Maintenance Write-Off Approvals....861
Pages Used to Approve Maintenance Write-Offs Using PeopleSoft Fluid User Interface....862
Maintenance Write-off – Pending Approvals Page....863
Maintenance Write-off – Approval Header Detail Page....866
Line Details Page....870
Approving Payment Write-Offs Using PeopleSoft Fluid User Interface....870
Understanding Payment Write-Off Approvals....870
Pages Used to Approve Write-Off Amounts Using PeopleSoft Fluid User Interface....871
Payment Write-Off – Pending Approvals Page....872
Payment Write-Off – Approval Header Detail Page....875
Line Details Page....877
View Attachments Page....878
Approving Maintenance Refunds Using PeopleSoft Fluid User Interface....878
Understanding Maintenance Refund Approvals....878
Pages Used to Approve Maintenance Refunds Using PeopleSoft Fluid User Interface....879

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pending Approvals - Maintenance Refund Page....879
Maintenance Refund - Approval Header Detail Page....882
Line Details - Maintenance Refund Page....884
Chapter 23: Using PeopleSoft Search Framework in Receivables....887
Understanding PeopleSoft Search Framework....887
Understanding Search Framework in PeopleSoft Receivables....887
Components....888
Search Definitions, Search Categories, and Search Keys....888
Faceted Fields....889
Queries....890
Real Time Indexing Switch....891
Setting Up and Building Search Indexes for Receivables....892
Pages Used to Set Up and build Search Indexes for Expenses....892
Search Definition Page....892
Build Search Index Page....892
Viewing Search Framework Search Results for Receivables....894
Pages Used to View Search Framework Search Results for Receivables....894
View/Update Item Details – Search Page....894
Chapter 24: Managing Credit Card Payments....897
Understanding Credit Card Processing....897
Prerequisites for Managing Credit Card Payments....899
Creating Credit Card Payments Using Item Inquiries....900
Page Used to Enter and Transmit Credit Card Data....900
Understanding Creating Credit Card Payments from Inquiries....900
Credit Card Details Page....901
Creating Credit Card Payments Using the Credit Card Worksheet....905
Pages Used to Create Credit Card Payments Using Credit Card Worksheets....905
Understanding Credit Card Worksheet Creation and Modification....908
Credit Card Worksheet Selection Page....909
Credit Card Worksheet Application Page....913
Worksheet Application Detail View Page....922
Credit Card Worksheet Action Page....924
Creating Credit Card Payments in Batch....925
Page Used to Create Credit Card Payments in Batch....925
Understanding the Credit Card Processor....925
Credit Card Scheduler Page....926
Resolving Credit Card Payment Exceptions....927
Page Used to Resolve Credit Card Payment Exceptions....927
Handling Disputed Credit Card Charges....927
Credit Card Workbench Page....929
Chapter 25: Managing ePayments....933
Understanding ePayment Worksheets in Receivables....933
Processing ePayments in Receivables....933
Pages Used to Process ePayments in PeopleSoft Receivables....933
ePayment Worksheet Application Page....934
ePayment Worksheet Action Page....934
Unposting Electronic Payments....936
Creating ePayments in Batch....938
Page Used to Create ePayments in Batch....938
Understanding ePayment Processing....938
Electronic Payment Scheduler Page....938

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 26: Maintaining and Reviewing Item Information..... 941
Changing and Reviewing Item Information..... 941
Pages Used to Change and Review Item Information..... 941
Understanding Item Maintenance..... 943
Prerequisites..... 943
Common Elements Used to Change and Review Item Information..... 944
View/Update Item Details - Detail 1 Page..... 944
View/Update Item Details - Detail 2 Page..... 951
View/Update Item Details - Detail 3 Page..... 956
Item Activity Page..... 956
Item Activity From a Match Group Page..... 958
Item VAT Entries Page..... 959
Item Accounting Entries Page..... 961
Item Audit History Page..... 962
GST Details Page (India)..... 963
Splitting Exception Items..... 964
Pages Used to Split Items..... 964
Understanding Item Splitting..... 964
Item Split Page..... 964
Updating Multiple Items..... 966
Pages Used to Update Multiple Items..... 967
Understanding the Multiple-Item Update Options..... 967
Item List Page..... 968
Multi-Item Update Page..... 969
Mass Change Page..... 969
Adding a Reference Reason to a Posted Item..... 970
Page Used to Add a Reference Reason to a Posted Item..... 970
Reason Maintenance Page..... 970
Chapter 27: Maintaining Customer Account Balances..... 973
Understanding Customer Account Maintenance..... 973
Write-Off Tolerances..... 973
Write-Off Approvals..... 974
Process Flow..... 974
Prerequisites for Maintaining Customer Account Balances..... 975
Maintaining Customer Accounts Using the Automatic Maintenance Process (AR_AUTOMNT)..... 976
Pages Used to Maintain Accounts Using the Automatic Maintenance Process..... 976
Understanding Automatic Maintenance..... 976
Common Elements Used to Maintain Accounts Using the Automatic Maintenance Process..... 977
Automatic Maintenance Page..... 977
Actual Matches Report Page..... 979
Potential Matches Report Page..... 979
Maintaining Customer Accounts Using Worksheets..... 980
Pages Used to Maintain Customer Accounts Using Worksheets..... 980
Understanding How to Use the Maintenance Worksheet..... 982
Common Element Used to Build a Maintenance Worksheet..... 984
Maintenance Worksheet - Worksheet Selection Page..... 984
Maintenance Worksheet - Worksheet Matches Page..... 989
Maintenance Worksheet - Worksheet Application Page..... 992
Maintenance Worksheet - Worksheet Group View Page..... 1001
Maintenance Worksheet - Worksheet Application Detail View Page..... 1007
Multiple Revenue Line Distribution Page..... 1010

Copyright © 1988, 2025, Oracle and/or its affiliates.

Maintenance Worksheet - Worksheet Action Page....1010
Reviewing Accounting Entries and Correcting Errors....1012
Pages Used to Review Accounting Entries and Correct Errors....1012
Understanding Reviewing Accounting Entries and Correcting Errors....1012
Worksheet Control Page....1013
Accounting Entries Page....1014
Processing Refunds....1014
Pages Used to Process Refunds....1014
Understanding Refund Processing....1015
Prerequisites....1016
Creating Refunds....1016
Posting Refunds....1017
Refunds Page....1018
Refund Status Page....1018
Chapter 28: Transferring Receivables....1021
Prerequisites for Transferring Receivables....1021
Common Elements Used to Transfer Receivables....1021
Transferring Items to Another Customer or Business Unit....1022
Pages Used to Transfer Items to Another Customer or Business Unit....1022
Understanding Customer and Business Unit Transfers....1023
Transfer Selection Page....1024
Transfer Worksheet - Worksheet1 Page....1027
Transfer Worksheet - Worksheet2 Page....1030
Finalize Transfer Worksheet Page....1032
Transferring Doubtful Receivables....1034
Pages Used to Transfer Doubtful Receivables....1034
Understanding Doubtful Receivables Transfers....1034
Building a Transfer Worksheet for Doubtful Receivables....1035
Transferring Items to a Doubtful Receivables Account....1035
Modifying the Distribution Code....1036
Choosing an Action for a Doubtful Receivables Worksheet....1036
Reviewing and Updating Accounting Entries....1037
Pages Used to Review and Update Accounting Entries....1037
Understanding Accounting Entry Updates for Transfers....1037
Transfer Control Page....1038
Chapter 29: Managing Drafts....1039
Understanding Draft Processing....1039
Supplier-Initiated Draft Process Flow....1039
Customer-Initiated Process Flow....1041
EFT Draft Process Flow....1042
Prerequisites for Managing Drafts....1043
Common Elements Used to Manage Drafts....1044
Entering Drafts into PeopleSoft Receivables....1045
Pages Used to Enter Drafts....1045
Understanding the Create Drafts Process....1045
Common Elements Used to Enter Drafts....1046
Supplier Drafts Page....1047
Customer Drafts Page....1049
Draft Mass Entry Page....1050
Load EFT Payments Page....1051
Draft EFT Load and Review Page....1052

Copyright © 1988, 2025, Oracle and/or its affiliates.

Using Worksheets to Approve or Reject Drafts....1053
Pages Used to Approve or Reject Drafts....1053
Understanding Draft Approval Worksheets....1055
Draft Worksheet Selection Page....1055
Draft Worksheet Application Page....1059
Multiple Revenue Line Distribution Page....1066
Draft Detail View Page....1066
Draft Approval Selection Page....1068
Draft Approval Worksheet Page....1069
Identifying Drafts Used as Collateral....1071
Page Used for Identifying Drafts Used as Collateral....1071
Understanding Identifying Drafts Used as Collateral....1071
Draft Collateral Page....1071
Endorsing Drafts to Another Party....1072
Page Used for Endorsing Drafts....1072
Understanding Endorsing Drafts to Another Party....1072
Endorse Draft Page....1072
Remitting Drafts to the Bank....1072
Pages Used to Remit Drafts....1072
Understanding Remitting Drafts to the Bank....1074
Draft Remittance Selection Page....1074
Draft Remittance Application Page....1078
Remittance Details Page....1079
Bank Fees Page....1080
Create EFT File Page....1081
Create EFT File Cover Sheet Page....1082
Cancel EFT File Page....1082
Inbound Bank EFT File Page....1082
Inbound Bank EFT File for Drafts Page....1083
Bank Remit Exception Report Page....1083
Dishonoring Drafts....1084
Pages Used to Dishonor Drafts....1084
Understanding Dishonored Draft Processing....1084
Dishonor Draft Selection Page....1084
Dishonor Draft Application Page....1087
Handling the Outstanding Debt on a Dishonored Draft....1088
Voiding Drafts....1089
Pages Used to Void Drafts....1089
Understanding the Draft Void Process....1089
Void Draft Selection Page....1089
Void Draft Application Page....1090
Canceling Draft Remittances....1090
Pages Used to Cancel Draft Remittances....1090
Understanding the Cancel Remittance Process....1091
Cancel Remittance Selection Page....1091
Cancel Remittance Application Page....1091
Reconciling Drafts on a Bank Statement....1092
Unposting Drafts....1092
Understanding How to Review and Correct Draft Accounting Entries....1092
Reviewing Draft Information....1094
Pages Used to Review Drafts....1094

Copyright © 1988, 2025, Oracle and/or its affiliates.

Draft Control Page..... 1095
Draft Items Page.....1096
Draft Inquiry Page.....1096
Item Activity From A Draft Page.....1097
Chapter 30: Managing Direct Debits.....1099
Understanding Direct Debit Processing.....1099
Remittance Methods.....1099
Direct Debit Process Flow..... 1100
Prerequisites for Managing Direct Debits..... 1101
Common Elements Used to Manage Direct Debits..... 1102
Creating and Working with Direct Debits.....1102
Pages Used to Create and Work with Direct Debits.....1102
Understanding the Create Direct Debits Application Engine Process..... 1103
Understanding the Set Up and Processing of Direct Debits with Prenotes.....1104
Create Direct Debits Page.....1108
Update Direct Debits - Worksheet Page..... 1112
Worksheet Detail Page..... 1114
Canceling Direct Debits.....1118
Pages Used to Cancel Direct Debits.....1118
Understanding Direct Debit Cancellations.....1118
Cancel Direct Debits Page..... 1119
Remitting Direct Debits to the Bank.....1120
Pages Used to Remit Direct Debits to the Bank..... 1120
Understanding the Direct Debit Remit Process..... 1121
Override Options Page..... 1125
Update Direct Debits - Worksheet Page..... 1126
Create EFT File Page.....1127
Create EFT File Cover Sheet Page.....1128
Cancel EFT File Page..... 1129
Receive Bank EFT File Page.....1129
Inbound Bank File for Direct Debits Page..... 1129
Bank Remit Exception Report Page..... 1130
Email Remittance Advice Page.....1130
Reviewing Accounting Entries and Correcting Errors.....1131
Reviewing Direct Debits.....1131
Pages Used to Inquire on Direct Debits..... 1131
DD Control Page.....1132
DD Items Page..... 1134
Direct Debits by Unit Page.....1134
Chapter 31: Posting and Unposting in PeopleSoft Receivables..... 1135
Understanding Posting and Unposting..... 1135
Posting Process Flow..... 1136
Setting Groups to Post.....1136
Pages Used to Set Groups to Post..... 1136
Understanding How to Set Groups to Post.....1137
Groups Not Set to Post Page..... 1137
Groups Set To Post Page..... 1138
Payments Set to Post Page.....1138
Drafts Set to Post Page..... 1138
Direct Debits Set To Post Page.....1138
Group Status Page..... 1138

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running Receivables Update....1139
Pages Used to Run Receivables Update....1139
Understanding Running Receivables Update....1139
Understanding How to Restart or Reset Receivables Update....1140
Prerequisites....1140
Job Message Log Summary Page....1141
Restarting the Receivables Update Multiprocess Job....1142
Process Reset Page....1142
Reviewing Posting Results....1143
Pages Used to Review Posting Results....1143
Understanding Posting Result Inquiry Pages....1144
Correcting Posting Errors....1146
Unposting Payments....1158
Pages Used to Unpost Groups....1159
Understanding Unposting and the Unpost Components....1159
Understanding Partially Unposting Payments....1161
Prerequisite....1161
UnPost Group Query Page....1162
Group Control Pages....1163
Group Unpost - Options Page....1164
Unpost Action Page....1165
Partial Unpost Worksheet Application Page....1166
Partially Unposting a Payment in Receivables....1167
Running the AR Rebate Notification Process....1168
Page Used to Run the AR Rebate Notification Process....1168
Understanding the AR Rebate Notification Process....1168
Receivables Rebate Notification Page....1170
Chapter 32: Using Commitment Control Processing in PeopleSoft Receivables....1171
Understanding Revenue Estimate Processing....1171
Revenue Estimate Processing....1171
The Revenue Estimate Application Engine Process....1173
Special Condition Handling During the Revenue Estimate Process....1173
Prerequisites for Running Revenue Estimate Processes....1178
Performing Commitment Control Processing....1179
Pages Used for Commitment Control Processing....1179
Understanding Performing Commitment Control Processing....1180
Understanding the Commitment Control Process Flow....1181
Understanding Budget Checking Error Correction and Warnings....1181
Common Elements Used for Commitment Control Processing....1183
Revenue Estimate Review Page....1186
Revenue Estimate Correction Page....1187
Revenue Estimate Page....1189
Running the Budget Processor....1190
Revenue Estimate Exceptions Page....1190
Line Exceptions Page....1191
Miscellaneous Payment Exceptions Page....1192
Direct Journal Exceptions - Line Exceptions Page....1192
Chapter 33: Processing Multiple Currencies in PeopleSoft Receivables....1193
Understanding Multicurrency Processing....1193
Types of Currency....1193
Currency Calculations....1194

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Multicurrency Processing for Items....1194
Item Entry....1195
Maintenance Worksheets....1195
Automatic Maintenance....1196
Transfer Worksheets....1196
Understanding Multicurrency Processing for Payments....1196
Deposit and Payment Entry....1196
Payment Worksheets....1196
Payment Predictor....1197
Draft Worksheets....1197
Understanding Realized Gain and Loss Processing....1198
Understanding Multicurrency Processing for Statements, Dunning Letters, and Overdue Charges....1199
Understanding Multicurrency Processing in History and Aging....1199
Understanding Accounting Entries for Multicurrency Transactions....1199
Multibook Processing....1200
Prerequisites for Multicurrency Processing....1204
Revaluing Transactions....1205
Pages Used to Revalue Transactions....1205
Understanding the Revaluation Application Engine Process....1206
Prerequisites....1208
Receivables Revaluation Page (Process)....1208
Receivables Revaluation Page (Inquiry)....1209
Chapter 34: Using Document Sequencing in PeopleSoft Receivables....1211
Understanding Document Sequencing....1211
PeopleSoft Receivables Document Types....1211
PeopleSoft Receivables Group Types and Document Types....1211
Document Types and Receivables Accounting Entries....1212
Understanding Document Sequencing with PeopleSoft Receivables Transactions....1212
Overdue Charges....1213
Payments....1213
Drafts....1213
Direct Debits....1214
Maintenance Worksheets and Transfer Worksheets....1214
Posting and Unposting....1214
Interunit Accounting Entries....1215
Changing Document Types and Document Sequence Numbers....1215
Changing or Deleting Documents with Document Sequence Numbers....1216
Chapter 35: Understanding Tax Processing in PeopleSoft Receivables....1217
India GST in PeopleSoft Receivables....1217
Prerequisites for Integrating Receivables with India GST....1217
Working with India GST in PeopleSoft Receivables....1218
Pages Used for India GST in PeopleSoft Receivables....1218
Selecting Accounting Entry Types for India GST....1219
Entering Payments for India GST....1219
Applying Payments for India GST....1220
GST Taxes Page....1220
VAT in PeopleSoft Receivables....1221
VAT Information and Defaults....1221
VAT Accounting Entries....1222
VAT Validation....1223

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Processing and Reporting....1224
VAT Transaction Table....1225
VAT Reports....1225
Domestic Reverse Charge Goods VAT....1225
PeopleSoft Billing Integration for VAT Processing....1227
VAT Calculation Types and Declaration Points....1227
Gross or Net Calculation Type....1227
Invoice, Delivery, Accounting Date, or Payment Declaration Point....1227
Calculation Type and Declaration Point Combinations....1228
VAT Calculations for Advance Payments and On-Account Payments....1230
VAT Declaration Point Set to Payment, Prepayment Applied on Payment Worksheet....1231
VAT Declaration Point Set to Payment, Prepayment Offset on Maintenance Worksheet....1232
VAT Declaration Point Set to Payment, Prepayment Applied on Direct Debit Worksheet....1234
VAT Declaration Point Set to Payment with VAT Rate Changes....1239
VAT Declaration Point Set to Accounting Date....1243
VAT Declaration Point Set to Invoice....1244
VAT Declaration Point Set to Delivery....1245
VAT Adjustment for Advance Payments and On-Account Payments....1246
Applying VAT Adjustment for Prepayments....1247
Recording the Transfer of Prepayments Between Business Units....1252
VAT Calculations for Drafts and Direct Debits....1260
VAT Calculations for Discounts....1261
VAT Declaration Point Set to Invoice with the VAT Recalculation Flag On....1261
VAT Declaration Point Set to Invoice with the VAT Recalculation Flag Off....1262
VAT Calculations for Write-Offs....1263
VAT Declaration Point Set to Invoice for Debit and Credit Items....1263
VAT Declaration Point Set to Payment....1264
VAT Declaration Point Set to Invoice for Underpayments and Overpayments....1266
VAT Adjustment for Write-Offs....1268
Applying VAT Adjustment for Write-Offs....1268
VAT Adjustment for Write-Offs Due to Bankruptcy....1268
VAT Adjustment for Write-Offs Due to Other Reasons....1270
VAT Calculations for Credits That Offset Debits....1271
VAT Calculations for Credit Item Refunds....1272
VAT Declaration Point Is Set to Invoice....1272
VAT Declaration Point Is Set to Payment....1274
Prerequisite Setup for VAT Processing....1276
(IND) Excise Duty, Sales Tax, and VAT Processing for India....1276
(IND) Prerequisite Setup for Excise Duty, Sales Tax, and VAT Processing in India....1277
Chapter 36: Researching Customer Accounts....1279
Common Elements Used to Research Customer Accounts....1279
Maintaining Customer Contact Information....1280
Reviewing Customer Account Information....1280
Pages Used to Review Customer Account Information....1280
Understanding the Account Overview Component....1283
Common Elements Used in the Account Overview Component....1284
Account Overview - Balances Page....1284
Adjust Balance Page....1289
Customer Aging Chart Page....1289
Account Overview - Profile Page....1290
Customer Trend Pages....1293

Copyright © 1988, 2025, Oracle and/or its affiliates.

Viewing Trend Information in a Chart ... 1294
Reviewing Additional Customer Account Information ... 1295
Pages Used to Review Additional Customer Account Information ... 1295
Understanding Reviewing Additional Customer Account Information ... 1297
Common Elements Used for Reviewing Additional Customer Account Information ... 1298
Outstanding Customer Items Page ... 1298
Customer Balances Page ... 1298
Customer Credit Profile Page ... 1298
History Page ... 1299
History Chart Page ... 1299
Customer Hierarchy Page ... 1300
Customer Drafts Page ... 1300
Customer Information - Aging Page ... 1301
Profile by Corporate Tree Page ... 1302
Customer Payments Page ... 1302
Customer Payment History Page ... 1302
Outstanding Customer Payments Page ... 1302
Item Activity Page ... 1303
Direct Journal Page ... 1303
Chapter 37: Using the PeopleSoft Classic Comprehensive Customer View ... 1305
Understanding the PeopleSoft Classic Comprehensive Customer View ... 1305
Using the PeopleSoft Classic Comprehensive Customer View ... 1305
Pages Used to View the PeopleSoft Classic Comprehensive Customer Dashboard ... 1306
Customizing the PeopleSoft Classic Comprehensive Customer View ... 1306
Comprehensive Customer View Search Page ... 1307
Comprehensive Customer View Page (Analysis Mode) ... 1308
Comprehensive Customer View Page (Comparison Mode) ... 1309
Understanding Pagelets in the PeopleSoft Classic Comprehensive Customer View ... 1310
Working with the Customer Transaction Wheel ... 1312
Pages/Pagelets Used to Work with the Customer Transaction Wheel ... 1313
Understanding the Transaction Wheel ... 1313
Transaction Wheel Pagelet ... 1314
Working with Customer Analysis Pagelets ... 1316
Pagelets Used to Work with Customer Analysis ... 1316
Understanding Customer Analysis Pagelets ... 1317
Customer Aging Analysis Pagelet ... 1318
Customer Items Balance Analysis Pagelet ... 1319
Customer Bill By Status Analysis Pagelet ... 1319
Customer Contract Status Analysis Pagelet ... 1320
Customer Dispute Amount Analysis Pagelet ... 1321
Customer Invoice Analysis by Month Pagelet ... 1322
Customer Overdue Amount Analysis Pagelet ... 1323
Customer Write-Off Analysis Pagelet ... 1324
Working with Customer Information Pagelets ... 1325
Pagelets Used to Work with Customer Information ... 1326
Customer Balance Pagelet ... 1326
Customer Contact Information Pagelet ... 1326
Customer Credit Information Pagelet ... 1327
Customer History Summary Pagelet ... 1327
Customer Last Actions Pagelet ... 1328
Working with Customer Inquiry Pagelets ... 1329

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pagelets Used to Work with Customer Inquiries....1329
Customer Recent Contracts Pagelet....1330
Customer Recent Invoices Pagelet....1331
Customer Recent Items Pagelet....1331
Customer Recent Payments Pagelet....1332
Customer Recent Quotations Pagelet....1333
Customer Recent Sales Orders Pagelet....1334
Customer Recent Returns Pagelet....1335
Customer Recent Shipments Pagelet....1337
Customer Top Contracts Pagelet....1338
Customer Top Items Pagelet....1339
Customer Top Invoices Pagelet....1340
Customer Top Payments Pagelet....1341
Chapter 38: Using the PeopleSoft Fluid Comprehensive Customer View....1343
Understanding the PeopleSoft Fluid Comprehensive Customer View....1343
Using the PeopleSoft Fluid Comprehensive Customer View....1343
Customizing the Fluid Comprehensive Customer View....1344
Working with Common Actions in the Fluid Comprehensive Customer View....1350
Working with Pivot Grids in The Fluid Comprehensive Customer View....1351
Comprehensive Customer View Page (Analysis View)....1354
Comprehensive Customer View Page (Comparison View)....1356
Working with Fluid Comprehensive Customer View Pagelets....1357
Fluid Pagelets Used to Work with Customer Analysis....1357
Understanding Customer Analysis Pagelets....1359
Customer Sales Pagelet....1365
Customer Past Due Pagelet....1365
Customer Prepayments Pagelet....1366
Customer Collections Pagelet....1366
Customer Deductions Pagelet....1367
Customer Dispute Balance Pagelet....1367
Customer Doubtful Balance Pagelet....1368
Customer Contact Information Pagelet....1368
Customer Credit Information Pagelet....1369
Customer Information Pagelet....1369
Customer Support Operations Pagelet....1370
Customer Address Pagelet....1371
Customer History Summary Pagelet....1372
Aging Analysis Pagelet....1373
Contract Status Analysis Pagelet....1373
Dispute Analysis Pagelet....1374
Invoice Status Analysis Pagelet....1375
Invoices by Month Analysis Pagelet....1376
Items by Month Analysis Pagelet....1377
Overdue Analysis Pagelet....1378
Write Off Analysis Pagelet....1379
Customer Top Contracts Pagelet....1380
Customer Top Payments Pagelet....1381
Customer Top Items Pagelet....1381
Customer Top Invoices Pagelet....1382
Chapter 39: Using the Interactive Customer Hierarchy Chart....1383
Understanding the Interactive Customer Hierarchy Chart....1383

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up the Customer Hierarchy Chart....1384
Pages Used to Set Up Customer Hierarchy Charts....1384
Understanding Setting Up the Customer Hierarchy Chart....1384
Customer Data Item Page....1385
Define Customer Data Item Page....1387
Customer Data Field Page....1392
Define Customer Data Field Page....1394
Define Node Template Page....1397
Viewing Information on the Customer Hierarchy Chart....1401
Common Elements Used to Describe the Customer Hierarchy Chart....1402
Populating the Customer Hierarchy Chart....1403
Using Interactive Features on the Customer Hierarchy Chart....1405
Viewing Customer Details on the Customer Hierarchy Chart....1406
Chapter 40: Researching Receivables....1409
Common Elements Used to Research Receivables....1409
Reviewing Item Information....1409
Pages Used to Review Item Information....1409
Understanding Item Searches and Item Lists....1409
Item List Page....1410
Item List - Advanced Search Page....1415
Reviewing Item Activity Information....1420
Pages Used to Review Item Activity Information....1420
Item Activity Summary Page....1421
Item Activity From A Group Page....1421
Item Activity From A Payment Page....1421
Reviewing Receivables Activity for a Business Unit....1422
Pages Used to Review Receivables Activity for a Business Unit....1422
Out of Balance Customer Page....1423
Unit Activity Page....1423
Unit Cash Page....1426
Unit Draft Page....1426
Unit Aging Page....1426
Unit Aging Chart Page....1426
Business Unit History Page....1426
Business Unit History Chart Page....1427
Receivables Activity Page....1427
Reviewing the Source Accounting Entries for Journal Lines....1428
Pages Used to Review Accounting Entries from General Ledger....1428
Understanding How to Drill Down from Journal Lines....1429
Linking Drilldown Pages with Accounting Entry Definitions....1429
Chapter 41: Using the PeopleSoft Classic Receivables WorkCenter....1431
Understanding the PeopleSoft Classic Receivables WorkCenter....1431
Example: PeopleSoft Classic Receivables WorkCenter....1432
Using the PeopleSoft Classic Receivables WorkCenter - My Work....1433
Alerts....1435
Owner Actions List Page....1436
Worklist Page....1440
Write-Offs Pending My Approval Page....1441
Conversations to Review Page....1443
Items....1446
Open Items Page....1447

Copyright © 1988, 2025, Oracle and/or its affiliates.

Write-Offs Pending Approval Page ... 1449
Maintenance Worksheets to Post Page ... 1451
Transfer Worksheets to Post Page ... 1453
Pending Item Groups to Post Page ... 1455
Payments ... 1457
Express Deposits to Post Page ... 1459
Incomplete Payments Page ... 1461
Payments to Post Page ... 1464
Credit Card Payments to Post ... 1466
Incomplete Credit Card Payments Page ... 1468
Electronic Payments to Post ... 1469
Interfaces Not Run ... 1471
Bills Page ... 1473
Cash Drawer Receipts Page ... 1474
Excel Payment Upload Page ... 1475
Electronic Deposits Page ... 1477
Refunds Page ... 1478
Accounting Entries to GL Page ... 1479
Direct Journals to GL Page ... 1480
Cash Control Entries to GL Page ... 1481
Exceptions ... 1483
Posting Errors Page ... 1484
Deposit Balancing Errors Page ... 1486
Direct Journal Accounting Entry Errors Page ... 1487
Revenue Estimate Exceptions Page ... 1487
Excel Upload Deposit Errors Page ... 1488
Direct Journal Budget Exceptions Page ... 1489
Using the PeopleSoft Classic Receivables WorkCenter - Links ... 1490
Using the PeopleSoft Classic Receivables WorkCenter - Queries ... 1492
Using the PeopleSoft Classic Receivables WorkCenter - Reports and Processes ... 1493
Using the PeopleSoft Classic Receivables Dashboard ... 1495
Pages Used to View PeopleSoft Classic Receivables WorkCenter Dashboard Pagelets ... 1496
Understanding the PeopleSoft Classic Receivables WorkCenter Dashboard and Pivot Grids ... 1496
Setting Dashboard and Pagelet Options ... 1508
Receivables WorkCenter Dashboard Page ... 1509
Chapter 42: Using the PeopleSoft Fluid Receivables WorkCenter ... 1511
Understanding the PeopleSoft Fluid Receivables WorkCenter ... 1511
Understanding the Grouplet Pages ... 1512
Setting Up the PeopleSoft Fluid Receivables WorkCenter ... 1512
Setting Up and Personalizing the PeopleSoft Fluid Receivables WorkCenter ... 1512
Setting Up the ChartField Display Template for the Small Form Factor ... 1512
Setting Up Processing Action Security ... 1513
Using the PeopleSoft Fluid Receivables WorkCenter ... 1513
Pages Used with the PeopleSoft Fluid Receivables WorkCenter ... 1513
Receivables WorkCenter Tile ... 1513
Receivables WorkCenter Page ... 1514
Viewing Alerts in the My Work Grouplet ... 1515
Pages Used to View Alerts in the My Work Grouplet ... 1515
Owner Actions List ... 1516
WorkList ... 1516
Conversations to Review ... 1517

Copyright © 1988, 2025, Oracle and/or its affiliates.

Working with Items in the My Work Grouplet....1517
Pages Used to Work with Items in the My Work Grouplet....1518
Open Items....1519
Maintenance Worksheets to Post....1519
Transfer Worksheets to Post....1520
Pending Item Groups to Post....1521
Refund Status....1521
Working with Payments in the My Work Grouplet....1522
Pages Used to Work with Payments in the My Work Grouplet....1523
Express Deposits to Post....1524
Incomplete Payments....1524
Payments to Post....1525
Credit Card Payments to Post....1526
Incomplete Credit Card Payments....1526
Electronic Payments to Post....1527
Direct Journals to Complete....1528
Direct Journals to Budget Check....1528
Payments for Predictor....1529
Running Interfaces in the My Work Grouplet....1530
Pages Used to Run Interfaces in the My Work Grouplet....1530
Bills....1531
Cash Drawer Receipts....1532
Excel Payment Upload....1532
Electronic Deposits....1533
Refunds....1534
Accounting Entries to GL....1534
Direct Journals to GL....1535
Cash Control Entries to GL....1535
Viewing Exceptions in the My Work Grouplet....1535
Exceptions Link Group....1536
Pages Used to View Exceptions in the My Work Grouplet....1536
Posting Errors Page....1537
Deposit Balancing Errors Page....1537
Direct Journal Accounting Entry Errors Page....1538
Excel Upload Deposit Errors Page....1538
Revenue Estimate Exceptions Page....1538
Direct Journal Budget Exceptions Page....1539
Electronic Deposits in Error Page....1539
Statement Email Error....1540
Using Work Management in the Receivables WorkCenter....1540
Understanding Work Management in the Receivables WorkCenter....1540
Setting Up Work Management for the Receivables WorkCenter....1541
Receivables WorkCenter Page - Open Items (Work Management Enabled)....1542
Using the My Approvals Grouplet....1543
Using the My Insights Grouplet....1543
Using the Links Grouplet....1545
Chapter 43: Using the PeopleSoft Fluid User Interface to Navigate My Receivables....1549
Using the PeopleSoft Fluid User Interface to Navigate My Receivables....1549
Pages Used to Navigate My Receivables in the PeopleSoft Fluid User Interface....1549
Receivables Tile....1552
Chapter 44: Understanding Exception and Collection Processing....1557

Copyright © 1988, 2025, Oracle and/or its affiliates.

Deduction Processing....1557
Process Flow....1557
Dispute Processing....1560
Default AR Specialist Hierarchy....1560
Deduction and Disputed Item Splits....1561
Collection Processing....1561
Entering and Reviewing Conversations....1563
Generating Correspondence Using Condition Monitor....1564
Item Inclusion and Exclusion....1565
Process Scheduling....1566
Chapter 45: Managing Credit, Collections, and Exceptions....1567
Prerequisites for Managing Credit, Collections, and Exceptions....1567
Common Elements Used to Manage Credit, Collections, and Exceptions....1567
Monitoring Conditions....1568
Page Used for Monitoring Conditions....1568
Understanding the Condition Monitor Process....1569
Condition Monitor Page....1570
Assigning Actions and Sending Notification....1571
Pages Used to Assign Actions and Send Notification....1571
Understanding Action Assignments and Notification....1572
Item Action Page....1572
Assigning Actions That Originate in eBill Payment....1575
Managing Action Owner Assignments....1576
Pages Used to Manage Action Assignments....1576
Understanding Management of Action Owner Assignments....1577
Prerequisites....1577
Action Status by Owner Report Page....1577
Condition Status by Owner Report Page....1578
Reassign Action Page....1578
Working with Actions....1581
Pages Used to Work with Actions....1581
Understanding Action Processing....1582
Working with Actions Received By E-mail....1584
Working with Actions on the PeopleSoft Worklist....1584
Owner Action List Page....1584
Customer Action Page....1593
Working with Actions on the Item Action List....1595
Action Detail Page....1596
Letter Delivery Page....1601
Future Actions Page....1602
Action History Page....1603
Generating Additional Workflow Notifications....1605
Page Used to Generate Additional Workflow Notifications....1605
Understanding Additional Workflow Notifications....1605
Prerequisites....1605
Notification Run Control Page....1605
Generating Risk Scores....1606
Page Used to Run the Risk Scoring Process....1606
Risk Score Definitions....1606
Understanding the Risk Scoring Process....1606
Understanding How Risk Scoring Elements Are Derived....1608

Copyright © 1988, 2025, Oracle and/or its affiliates.

Compute Risk Scores Page....1614
Reviewing Conversations and Promises....1616
Pages Used to Review Conversations and Promises....1616
Conversations Page....1617
Follow-Up Action Needed Search Page....1618
Conversation Review Needed Search Page....1619
Promise Date Review Needed Search Page....1620
Broken Promise Review Needed Search Page....1620
Supervisor Review Needed Search Page....1620
Conversations By Keyword Search Page....1621
Promise Date Inquiry Page....1621
Obtaining Dun & Bradstreet Information for a Customer....1624
Importing Multiple Dun & Bradstreet Reports by Type....1625
Chapter 46: Aging Receivables Items....1627
Understanding the Aging Application Engine Process....1627
The Commit Cycle....1627
In Use Customers....1628
Prerequisites for Running the Aging Process....1628
Common Element Used for Aging Receivables Items....1628
Running the Aging Process....1629
Pages Used to Run the Aging Process....1629
Understanding Aging Run Controls....1629
Aging Run Control Page....1630
Adding Parameters to an Aging Request....1630
Generating Aging Reports....1632
Pages Used to Generate Aging Reports....1632
Understanding Aging Reports....1633
Common Elements Used to Generate Aging Reports....1634
Aging Detail By Unit Page....1635
Aging Summary By Unit Page....1635
Aging Detail By Tree Page....1636
Aging Summary By Tree Page....1637
Aging By ChartField Page....1638
Aging By Reason Report Page....1640
Aging Detail By Department Page....1641
Chapter 47: Generating Correspondence....1643
Understanding Correspondence Generation....1643
(NLD) Understanding Acceptgiro Form Printing....1643
Generating Customer Statements....1644
Pages Used to Generate Customer Statements....1644
Understanding the Statement Generation Process....1645
Prerequisites....1647
Statements Parameters Page....1648
Currency to Convert Page....1652
Hold Statements Page....1652
Statement Print Page....1653
Review Statements Page....1656
Review Last Statement Page....1656
Statement Email Log Page....1656
Running Balance Forward Statements the First Time....1657
Generating Dunning Letters....1658

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Generate Dunning Letters....1658
Understanding the Dunning Letter Process....1659
Prerequisites....1665
Common Element Used in This Section....1666
Dunning Letters Parameters Page....1666
Dunning Letters - Display Currency Page....1669
Dunning Letters - Letter Preview Page....1670
Dunning Letters - Letter Editing Page....1670
Dunning Preview Delete Item Page....1671
Dunning Letter Print Page....1671
Dunning Letter Review Page....1673
Dunning Letters Page....1673
Last Dunning Letter Page....1674
Letter Content Page....1674
Item Dunning Status Page....1674
Dunned Item History Page....1674
Generating and Printing Follow-Up Letters....1675
Page Used to Generate and Print Follow-Up Letters....1675
Understanding Follow-Up Letter Processing....1675
Prerequisites....1675
Common Element Used to Generate and Print Follow-Up Letters....1676
Customer Follow Up Letter Page....1676
Running the Follow Up Letter Extract Application Engine Process....1677
Generating the Follow Up Letter Report....1678
Reprinting Invoices....1678
Pages Used to Reprint Invoices....1678
Understanding Invoice Reprinting....1678
Prerequisite....1679
Selecting Items for Reprinting....1679
Invoices Reprint Overrides Page....1679
Chapter 48: Generating Overdue Charges....1681
Understanding Overdue Charges....1681
Prerequisites for Generating Overdue Charges....1681
Generating Overdue Charge Invoices....1682
Pages Used to Generate Overdue Charge Invoices....1682
Understanding Overdue Charges Processing....1682
Overdue Charges Run Control Page....1683
Overdue Charge Print Page....1685
Review Overdue Charges Page....1685
Review Last Overdue Charges Page....1686
Chapter 49: Using the Collections Workbench....1687
Understanding the Collections Workbench....1687
Integrating with PeopleSoft Contracts....1688
Collections Workbench Access and Population....1688
Action List....1691
Customer Details....1691
Collections Workbench Detail Tabs....1692
Understanding Collections Workbench Detail Tabs....1692
Aging....1694
Contracts....1694
Conversations....1694

Copyright © 1988, 2025, Oracle and/or its affiliates.

Corporate Accounts (Customer Hierarchy)....1695
Correspondence....1695
Credit Profile....1696
Direct Journal Payments....1697
Items....1697
Payments....1698
Using the Collections Workbench....1699
Pages Used to Use the Collections Workbench....1699
Collections Workbench Page....1700
Personalize Content Page....1703
Using the Action List on the Collections Workbench....1708
Filter Action List Page....1710
Reviewing the Customer's Credit Profile on the Collections Workbench....1712
Pages Used to Review the Customer's Credit Profile on the Collections Workbench....1712
Credit Profile Tab....1713
Reviewing Customer Payment Information on the Collections Workbench....1716
Pages Used to Review Customer Payment Information on the Collections Workbench....1716
Payments Tab....1717
Researching Customer Item Information on the Collections Workbench....1720
Pages Used to Research Customer Item Information on the Collections Workbench....1720
Items Tab....1721
Managing Customer Conversations and Promises on the Collections Workbench....1725
Pages Used to Manage Customer Conversations and Promises on the Collections Workbench....1725
Conversations Tab....1726
Promise Date Inquiry Page....1728
Reviewing Customer Correspondence on the Collections Workbench....1730
Pages Used to Review Customer Correspondence on the Collections Workbench....1731
Correspondence Tab....1731
Send Statement Page....1736
Send Dunning Letter Page....1737
Reviewing Customer Aging on the Collections Workbench....1739
Page Used to Review Customer Aging on the Collections Workbench....1739
Aging Tab....1739
Reviewing the Customer Hierarchy on the Collections Workbench....1741
Pages Used to Review the Customer Hierarchy on the Collections Workbench....1741
Customer Hierarchy Tab....1741
Reviewing Contracts Information on the Collections Workbench....1743
Pages Used to Review Contracts Information on the Collections Workbench....1743
Contracts Tab....1744
Reviewing Direct Journal Payments on the Collections Workbench....1746
Pages Used to Review Direct Journal Payments on the Collections Workbench....1746
Direct Journal Payments Tab....1747
Chapter 50: Processing Service Purchase Invoices....1749
Understanding Service Purchase Invoice Processing....1749
Setting Up Service Purchase Processing in Receivables....1752
Pages Used to Set Up Service Purchase Processing in Receivables....1752
Understanding Setting Up Service Purchase Processing....1753
Setting Up Receivables Business Unit Options for Service Purchase Transactions....1754
Setting Up the Receivables Business Unit Definition for Service Purchase Transactions....1755
Setting Up Pension Plan Members as Customers....1757

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Customer Information for Pension Customers....1757
Setting Up an Origin ID for Service Purchase Transactions....1758
Integrating with PeopleSoft Pension Administration....1759
Understanding Messages Initiated by Pension Administration....1759
Receivables Update Validations....1765
Reviewing Service Purchase Pending Items in Receivables....1771
Making Payments on Service Purchase Items....1772
Pages Used to Make Payments on Service Purchase Items....1772
Paying Service Purchase Items in a Payment Worksheet....1772
Paying Service Purchase Items By Credit Card....1774
Paying Service Purchase Items By Direct Debit....1774
Canceling or Refunding Payments for Service Purchase Items....1775
Matching Service Purchase Items in a Maintenance Worksheet....1775
Canceling a Service Purchase Item....1776
Refunding Payments for a Service Purchase....1777
Changing the Tax Type of a Service Purchase Item....1780
Viewing Service Purchase Transaction Details in Receivables....1781
Pages Used to View Service Purchase Transaction Details in Receivables....1781
Service Purchases Page....1781
Service Purchase Message Log Page....1782
Resubmitting Service Purchase Messages....1784
Page Used to Resubmit Service Purchase Messages....1784
Understanding Resubmitting Service Purchase Messages....1785
Resubmit Service Purchase Message Page....1785
Processing Overdue Charges for Service Purchase Items....1787
Pages Used to Process Overdue Charges for Service Purchase Items....1787
Setting Up and Modifying Overdue Charge Settings for Pension Administration Customers...1787
Service Default Values Page....1788
Using Payment Predictor with Service Purchase Items....1790
Chapter 51: Interfacing with U.S. Federal Systems....1793
(USF) Referring Delinquent Items to the DMS....1793
Pages Used to Refer Delinquent Items to the DMS....1793
Understanding the Delinquent Debt Referral Process....1793
Prerequisites....1794
Common Elements Used in the Delinquent Debt Referral Process....1794
Select Referral Items Page....1795
Create Referral File Page....1796
Create Adjustment File Page....1797
Process Receipts Page....1797
(USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items....1798
Pages Used to Reclassify Accounting Entries and Items....1798
Understanding CTA Reporting....1799
Reclassify AR Accounting Entries Page....1799
Reclassify Direct Journal Entries Page....1801
Reclassifying Open Receivables Items....1803
(USF) Submitting Transactions Between Agencies Using the IPAC System....1805
Processing Outbound IPAC Transactions in Receivables....1807
Pages Used to Process Outbound IPAC Transactions in Receivables....1808
Understanding Processing Outbound IPAC Information....1808
Prerequisites for Processing Outbound IPAC Transactions....1809

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding TAS and BETC in Receivables IPAC Transactions ... 1810
Running Receivables Update and IPAC Processing ... 1811
Creating Receivables Outbound IPAC Adjustments ... 1812
Receivable IPAC Transactions Page ... 1813
IPAC Miscellaneous Description Page ... 1821
Entering Override Options for the Format EFT File Process ... 1823
AR IPAC Run Request Page ... 1824
Processing Inbound IPAC Transactions in Receivables ... 1824
Pages Used to Process Inbound IPAC Transactions in Receivables ... 1825
Prerequisites for Inbound IPAC Processing in Receivables ... 1825
Downloading the Inbound IPAC Flat File ... 1826
Load Inbound IPAC Page ... 1826
Receivables IPAC Workbench Page ... 1827
Line Details Page ... 1834
IPAC Manager Workbench Page ... 1835
(USF) Setting Up Memo Status Codes ... 1839
Page Used to Set Up Memo Status Codes ... 1839
Understanding Memo Status Codes ... 1839
Memo Status Codes Page ... 1840
(USF) Tracking Memo Status Changes ... 1841
Pages Used to Track Memo Status Changes ... 1841
Understanding the Track Memo Status Changes Process ... 1841
Prerequisites ... 1841
Checking an Item's Current Memo Status ... 1842
Memo Status Changes Page ... 1842
Memo Status Changes Page (Report) ... 1843
Writing Off By ChartFields ... 1844
Page Used to Write Off By ChartField ... 1844
Understanding the Write-Offs By ChartField Application Engine Process ... 1844
Write-Offs By ChartField Page ... 1844
Setting Up the Treasury Report on Receivables ... 1845
Pages Used to Set Up the Treasury Report on Receivables ... 1845
Understanding How to Set Up the Treasury Report on Receivables ... 1845
Add Report Template Page ... 1849
Report On Receivables Setup Page ... 1850
Reporting Entity Code Page ... 1855
Receivable Type Page ... 1856
Delinquency Code Page ... 1857
Treasury Report on Receivables (TROR) and Debt Collection Activities ... 1857
Pages Used to Generate the Treasury Report on Receivables ... 1858
Prerequisites for Generating the Treasury Report on Receivables ... 1858
Understanding Generating the TROR and Debt Collection Activities ... 1858
Treasury Report on Receivables - Receivables Item Type / Code Page ... 1859
Treasury Report on Receivables - Preparer Page ... 1860
Treasury Report on Receivables - Address page ... 1862
Treasury Report on Receivables - Debt Disposition Page ... 1862
Generating the 1099-C Report ... 1864
Pages Used to Generate the 1099-C Report ... 1864
Understanding 1099-C Report Generation ... 1865
Prerequisite ... 1865
Canceled Debt Report Setup Page ... 1865

Copyright © 1988, 2025, Oracle and/or its affiliates.

Canceled Debt Creditor Page....1866
Setting Up 1099-C Customers....1868
1099-C Reporting Details Page....1868
Using Customer Groups for 1099-C Reporting....1870
Running the 1099-C Process....1871
Receivables 1099-C Page....1871
Submit 1099-C Page....1873
Canceled Debt Audit Page....1875
(USF) Creating Federal Customer Statements....1876
Page Used to Create Federal Customer Statements....1876
Understanding Federal Customer Statements....1876
Prerequisites....1876
Create Federal Statements Page....1877
Chapter 52: Archiving Transactions....1879
Understanding Data Types Available for Archiving....1879
Data Types....1879
Pending Item Data....1882
Payment Data....1883
Posted Item Data....1884
Direct Debit Data....1885
Action List Data....1885
Statement Information, Dunning Letter Information, and Overdue Charge Information....1886
Posted Customer Data....1886
Conversation Data....1886
Customer Definition Data....1887
Message Log Data....1888
Suggested Order of Data Removal....1888
Understanding Archive Objects Definitions, Query Definitions, and Template Definitions....1889
Archiving Data....1891
Pages Used to Archive Data....1891
Understanding the Archive Process Flow....1891
Understanding History Tables....1893
Generating Archive Candidate Reports....1895
Pages Used to Generate Archive Candidate Reports....1895
Understanding Archive Candidate Reports....1896
Common Elements Used to Generate Archive Candidate Reports....1897
Restoring Archived Data....1897
Page Used to Restore Archived Data....1897
Understanding Data Restoration....1897
Clearing PeopleSoft Receivables Transaction Tables....1898
Using PeopleSoft Receivables Tables....1898
Using SQL to Clear PeopleSoft Receivables Transaction Tables....1902
Chapter 53: Configuring Batch Processes....1905
Configuring Temporary Tables for Batch Processing....1905
Chapter 54: PeopleSoft Receivables Web Libraries....1907
Understanding Web Libraries....1907
PeopleSoft Receivables Web Libraries....1907
Chapter 55: Migrating Receivables Application and Configuration Data....1909
Using Application Data Sets for Aging....1909
Delivered Application Data Set Name for Aging....1909
Setting Up Security for Aging Data Migration....1910

Copyright © 1988, 2025, Oracle and/or its affiliates.

Using Application Data Sets for Condition Monitor ... 1910
Delivered Application Data Set Names for Condition Monitor ... 1910
Setting Up Security for Condition Monitor Data Migration ... 1912
Using Application Data Sets for Payment Predictor ... 1912
Delivered Application Data Set Name for Payment Predictor Methods ... 1912
Setting Up Security for Payment Predictor Data Migration ... 1913
Chapter 56: Analyzing Receivables Using PeopleSoft Insights ... 1915
Analyzing Receivables Using PeopleSoft Insights ... 1915
Pages Used to Analyze Receivables Using PeopleSoft Insights ... 1915
Accessing Receivables Insights Dashboards ... 1915
AR Collections Analysis Dashboard ... 1917
Collector Performance Dashboard ... 1918
Collector Dashboard ... 1920
Collections Manager Dashboard ... 1921
Chapter 57: Delivered Workflows for PeopleSoft Receivables ... 1925
Delivered Workflows for PeopleSoft Receivables ... 1925
Action Notification ... 1925
New Debits or Credits ... 1926
Payment Predictor On Account Flag ... 1927
Chapter 58: PeopleSoft Receivables Reports ... 1929
PeopleSoft Receivables Reports: A to Z ... 1929
PeopleSoft Receivables Selected Reports ... 1946
ARX01006 - Predictor Method by Customer Report ... 1946
ARX11001P - Group Control By Entry Date Point in Time Report ... 1947
AR11002 - Pending Item By Entry Date Report ... 1947
ARX20006 - Form 1099-C for Cancellation of Debt ... 1947
AR21001 - Payment Predictor Detail Report ... 1948
AR21002 - Payment Predictor Summary Report ... 1948
AR21003 - Unmatched MICR Identifiers Report ... 1948
AR30005 - Cash Forecast Report ... 1949

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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.

Hosted PeopleSoft Online Help

You can access the hosted PeopleSoft Online Help on the Oracle Help Center. The hosted PeopleSoft Online Help 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. The hosted PeopleSoft Online Help is available in English only.

To configure the context-sensitive help for your PeopleSoft applications to use the Oracle Help Center, see Configuring Context-Sensitive Help Using the Hosted Online Help Website.

Locally Installed PeopleSoft Online Help

If you're setting up an on-premises PeopleSoft environment, and your organization has firewall restrictions that prevent you from using the hosted PeopleSoft Online Help, you can install the online help locally. Installable PeopleSoft Online Help is made available with selected PeopleSoft Update Images and with PeopleTools releases for on-premises installations, through the Oracle Software Delivery Cloud.

Your installation documentation includes a chapter with instructions for how to install the online help for your business environment, and the documentation zip file may contain a README.txt file with additional installation instructions. See *PeopleSoft 9.2 Application Installation* for your database platform, "Installing PeopleSoft Online Help."

To configure the context-sensitive help for your PeopleSoft applications to use a locally installed online help website, see Configuring Context-Sensitive Help Using a Locally Installed Online Help Website.

Downloadable PeopleBook PDF Files

You can access downloadable PDF versions of the help content in the traditional PeopleBook format on the Oracle Help Center. 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

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Using PeopleSoft Applications

Most product families 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 family. Whether you are implementing a single application, some combination of applications within the product family, or the entire product family, 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: 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***
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.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (|).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	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.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Typographical Convention	*Description*
⇒	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)

Copyright © 1988, 2025, Oracle and/or its affiliates.

- E&G (Education and Government)

Translations and Embedded Help

PeopleSoft 9.2 software applications include translated embedded help. With the 9.2 release, PeopleSoft aligns with the other Oracle applications by focusing our translation efforts on embedded help. We are not planning to translate our traditional online help and PeopleBooks documentation. Instead we offer very direct translated help at crucial spots within our application through our embedded help widgets. Additionally, we have a one-to-one mapping of application and help translations, meaning that the software and embedded help translation footprint is identical—something we were never able to accomplish in the past.

Using and Managing the PeopleSoft Online Help

Select About This Help in the left navigation panel on any page in the PeopleSoft Online Help to see information on the following topics:

- Using the PeopleSoft Online Help.
- Managing hosted Online Help.
- Managing locally installed PeopleSoft Online Help.

PeopleSoft FSCM Related Links

Oracle Help Center

Hosted Online Help

PeopleSoft Information Portal

My Oracle Support

Financial and Supply Chain Management information for Search Framework search engine can be found in PeopleSoft Application Fundamentals documentation. For application specific information, see the “Understanding Keyword Search within Components ” (Application Fundamentals) topic.

PeopleSoft Training from Oracle University

PeopleSoft Video Feature Overviews on YouTube

PeopleSoft Business Process Maps (Microsoft Visio format)

PeopleSoft Spotlight Series

Contact Us

Send your suggestions to psoft-infodev_us@oracle.com.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Please include the applications update image or PeopleTools release that you're using.

Follow Us

Icon	*Link*
	Watch PeopleSoft on YouTube
	Follow @PeopleSoft_Info on X.
	Read PeopleSoft Blogs
	Connect with PeopleSoft on LinkedIn

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 1

Getting Started with PeopleSoft Receivables

PeopleSoft Receivables Overview

Selling on credit enables a company to maximize sales, yet it also increases the cost of working capital and exposes an organization to additional risk. Effective management of receivables is essential to improve the overall quality of your receivables asset and decrease the cost of working capital for your company.

PeopleSoft Receivables enables you to:

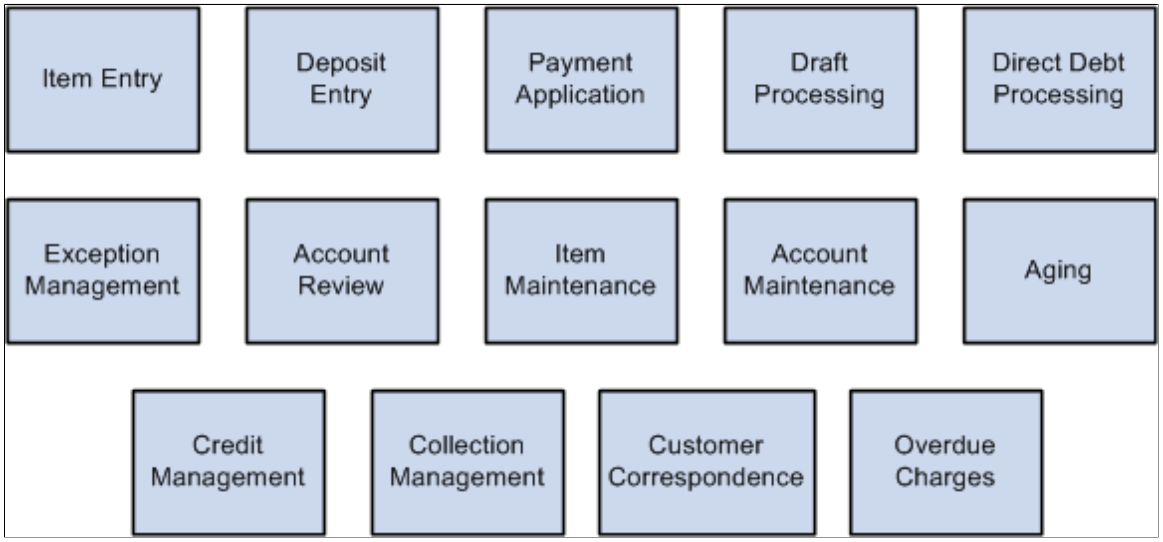
- Enter and track all of your receivables.
- Receive and apply payments.
- Manage outstanding receivables enabling your organization to collect money quickly.
- Manage payment disputes and deductions that have a negative impact on days sales outstanding (DSO).

PeopleSoft Receivables Business Processes

The following diagram lists PeopleSoft Receivables business processes. This documentation covers these business processes in the business process topics of this documentation.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram shows PeopleSoft Receivables business processes. These processes are Item Entry, Deposit Entry, Payment Application, Draft Processing, Direct Debit Processing, Exception Management, Account Review, Item Maintenance, Account Maintenance, Aging, Credit Management, Collection Management, Customer Correspondence, and Overdue Charges.



PeopleSoft Receivables Integration Points

To use PeopleSoft Receivables to full advantage, it is important to understand the points of integration between PeopleSoft Receivables and the other PeopleSoft applications that you have purchased, such as:

- PeopleSoft General Ledger.
- PeopleSoft Billing.
- PeopleSoft Order Management.
- PeopleSoft Purchasing.
- PeopleSoft Project Costing.
- PeopleSoft Contracts.
- PeopleSoft Lease Administration.
- PeopleSoft Grants.
- PeopleSoft Payables.
- PeopleSoft Cash Management.
- PeopleSoft Customer Relationship Management (CRM).
- PeopleSoft Pension Administration.

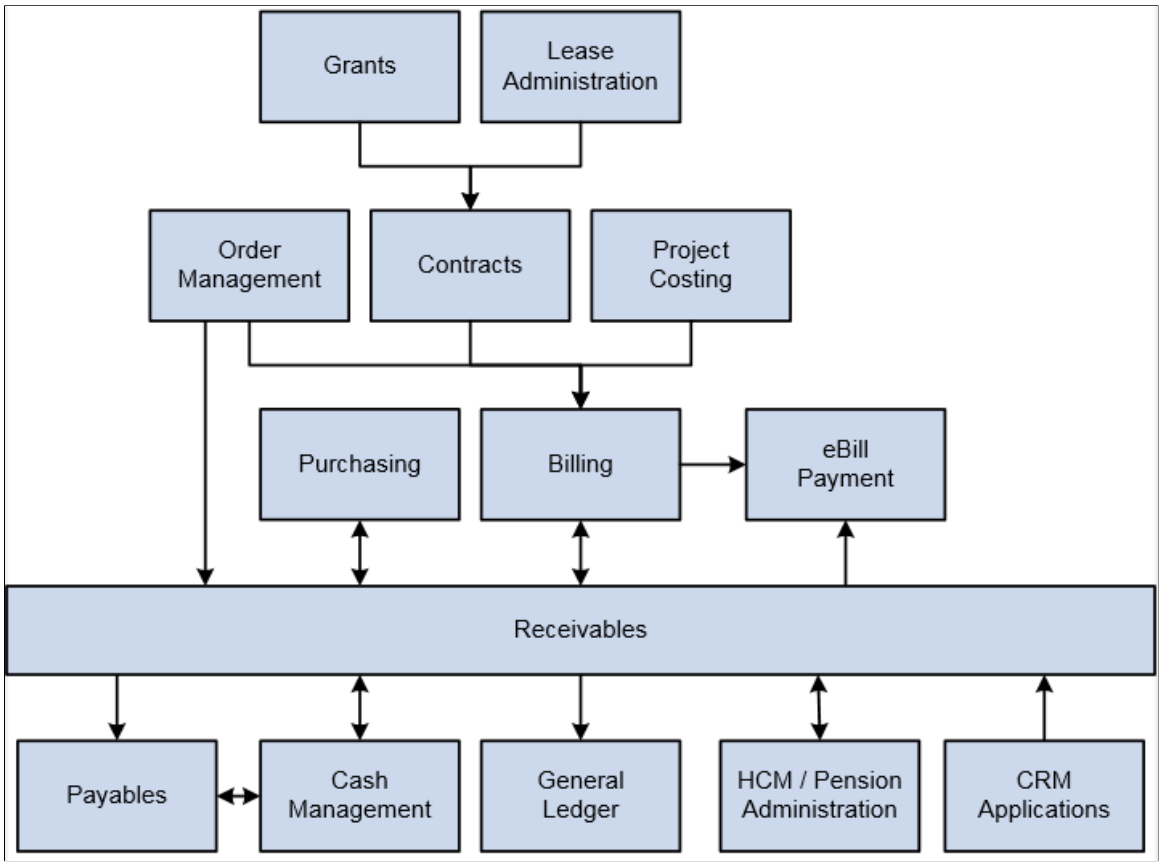
Copyright © 1988, 2025, Oracle and/or its affiliates.

Because applications share information, you must plan to work closely with the implementation teams that install other PeopleSoft applications to ensure that Oracle provides the full functionality and efficiency that your company requires.

This documentation covers integration considerations in the implementation topics of Receivables. Supplemental information about third-party application integrations is on Oracle's My Oracle Support website: https://support.oracle.com.

The following diagram shows the integration of PeopleSoft Receivables with other PeopleSoft applications.

This diagram illustrates the integration of PeopleSoft Receivables with other PeopleSoft applications: Grants integrates down to Contracts, which integrates down to Billing. Order Management integrates down to Billing, and then down to Receivables. Order Management also integrates directly down to Receivables. Project Costing also integrates down to Billing and then down to Receivables. Billing also integrates horizontally with eBill Payment, and Receivables integrates up to eBill Payment. Purchasing also integrates up to Receivables. Payables, Cash Management, General Ledger, and CRM applications integrate up to Receivables. Payables integrates horizontally with Cash Management, which integrates up to and away from Receivables. Pension Administration also integrates up to and away from Receivables.



PeopleSoft General Ledger

PeopleSoft Receivables sends accounting entries to PeopleSoft General Ledger through the Journal Generator Application Engine process (FS_JGEN).

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Billing

If you have PeopleSoft Billing, you enter invoices and credit memos in PeopleSoft Billing and interface them to PeopleSoft Receivables. You can choose to have PeopleSoft Billing create the accounting entries or to have PeopleSoft Receivables create them. You can drill down to see invoice details for an item in PeopleSoft Billing.

PeopleSoft Order Management

PeopleSoft Receivables receives information that is entered in sales orders and interfaced to PeopleSoft Billing. PeopleSoft Receivables enables you to drill down to see sales order details from an item. PeopleSoft Receivables also receives claimback items directly from PeopleSoft Order Management, and sends PeopleSoft Order Management notification when the open balance for a claimback changes due to payment or maintenance activity. In PeopleSoft Order Management, you use the claim management workbench to send the claimbacks to PeopleSoft Receivables and reconcile payment activity for the claimbacks.

The Load Cash Drawer Receipts Application Engine process (CDR_LOADPMT) updates the payment staging tables in PeopleSoft Receivables when you enter payments and deposits for orders using the Cash Drawer feature. The Payment Loader Application Engine process (AR_PAYLOAD) updates the payment application tables with the payment data.

PeopleSoft Purchasing

PeopleSoft Receivables receives vendor rebate claims and vendor rebate reversals directly from PeopleSoft Purchasing, and sends PeopleSoft Purchasing notification when the open balance for a vendor rebate item changes due to payment or maintenance activity. In PeopleSoft Purchasing, you use the claim management workbench to send the vendor rebate claims to PeopleSoft Receivables and reconcile payment activity for the claims.

PeopleSoft Project Costing

When you enter pending item information in PeopleSoft Receivables, you can also enter information that is picked up by PeopleSoft Project Costing ChartField values. A project manager using PeopleSoft Project Costing can review outstanding revenue to keep complete financial control of a project. Resources rows that you enter in PeopleSoft Project Costing can be interfaced to PeopleSoft Billing to create invoices, which become items in PeopleSoft Receivables by using the billing interface.

PeopleSoft Contracts

PeopleSoft Billing plan lines that you enter in PeopleSoft Contracts are interfaced to PeopleSoft Billing to create invoices. These invoices become items in PeopleSoft Receivable by using the Billing interface. You can drill down to see contract details for an item in PeopleSoft Receivables.

PeopleSoft Lease Administration

PeopleSoft Lease Administration bills are sent through PeopleSoft Contracts and enter PeopleSoft Receivables through the Billing interface.

However, if PeopleSoft Contracts is not installed, PeopleSoft Lease Administration bills are sent to PeopleSoft Billing through the PeopleSoft Transaction Billing Processor. These bills enter PeopleSoft Receivables through the Billing Interface. You do not have to install PeopleSoft Contracts to use the PeopleSoft Transaction Billing Processor.

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Grants

Invoices can originate in PeopleSoft Grants and then be interfaced through PeopleSoft Contracts and PeopleSoft Billing into PeopleSoft Receivables.

PeopleSoft Payables

The refund process in PeopleSoft Receivables adds rows to tables that are used by PeopleSoft Payables to build a voucher.

PeopleSoft Cash Management

PeopleSoft Cash Management integrates with PeopleSoft Receivables through the Treasury Netting Center. You must use PeopleSoft Cash Management with PeopleSoft Payables to use the bilateral netting functionality that offsets open items with open vouchers in PeopleSoft Payables. This functionality is useful when you have customers that are also suppliers.

PeopleSoft Cash Management also provides the Financial Gateway feature, which enables you to communicate directly with the bank for direct debit payments. Financial Gateway creates the electronic funds transfer file (EFT) after receiving the direct debit information from PeopleSoft Receivables, and sends the transmission to the bank. It also provides acknowledgement statuses to PeopleSoft Receivables from the bank.

PeopleSoft CRM

PeopleSoft CRM integrates with PeopleSoft Receivables to obtain financial information for a customer. The CRM 360-Degree View displays the information under nodes in the 360-Degree View tree. PeopleSoft CRM provides the GET ACCOUNT RECEIVABLES FOR 360 DEGREE VIEW enterprise integration point (EIP) to request the information. PeopleSoft CRM sends a request application message (AR_CRM_REQUEST) to PeopleSoft Receivables requesting information for a specific SetID, customer, and date range. Within the request application message, PeopleSoft CRM may request up to nine different data sets:

1. Customer status and balances (AR_STATUS_REQ)
2. Payments (AR_PAYMENT_REQ)
3. Dunning notices (AR_DUNNLTR_REQ)
4. Statements (AR_STATEMNT_REQ)
5. Follow-up notices (AR_FOLLWLTR_REQ)
6. Disputes (AR_DISPUTES_REQ)
7. Deductions (AR_DEDUCTNS_REQ)
8. Conversations (AR_CONVERS_REQ)
9. Overdue charges (AR_OVERDUE_REQ)

PeopleSoft Receivables sends a response application message (AR_CRM_RESPONSE) back to PeopleSoft CRM, returning as many data sets as are requested. The CRM 360-Degree View displays summary information for those requested data sets. The user can click on the links to drill down and view more detailed financial information in PeopleSoft Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See the section on managing enterprise integration for PeopleSoft CRM in the *PeopleSoft CRM Application Fundamentals* documentation.

PeopleSoft Pension Administration

PeopleSoft Pension Administration integrates with PeopleSoft Receivables to support companies that offer service purchase options to their employees. Pension plans and their associated Service Purchase options are set up and administered by PeopleSoft Pension Administration in PeopleSoft Human Capital Management (HCM). Eligibility to participate in the Service Purchase option is defined by the plan. Once a service purchase is initiated, it is assigned a Service Purchase ID in Pension Administration. A pension administrator initiates service purchase transactions in Pension Administration, and Integration Broker messages are sent to Receivables to do the following:

- Create open invoices.
- Request a refund.
- Cancel a service purchase transaction.

See Understanding Service Purchase Invoice Processing.

PeopleSoft Receivables Implementation

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

PeopleSoft Receivables also provides component interfaces to help you load data from your existing system into PeopleSoft Receivables tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables. This table lists components that have component interfaces:

Component	***Component Interface***	***Reference***
Account (GL_ACCOUNT)	ACCOUNT_CF	See “Account Page” (Application Fundamentals).
Alternate Account (ALTACCT)	ALTACCT_CF	See “Understanding Alternate Accounts” (Application Fundamentals).
Operating Unit (OPERATING_UNIT)	OPER_UNIT_CF	See “Operating Unit Page” (Application Fundamentals).
Department (DEPARTMENT)	DEPT_CF	See “Department Page” (Application Fundamentals).
Project ID (PROJECT)	PROJECT_CF	See “Project Page” (Application Fundamentals).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Component	*Component Interface*	*Reference*
Product (PRODUCT)	PRODUCT_CF	See “Product Page” (Application Fundamentals).
Fund Code (FUND_DEFINITION)	FUND_CF	See “Fund Code Page” (Application Fundamentals).
Statistics Code (STATISTICS_TBL)	STATISTICS_CODE	See “Statistics Code Page” (Application Fundamentals).
Class Field (CLASS_PNL)	CLASS_CF	See “Class Field Page” (Application Fundamentals).
Budget Reference (BUDREF_PNL)	BUDGET_REF_CF	See “Budget Reference Page” (Application Fundamentals).
Program Code (PROGRAM_ DEFINTION)	PROGRAM_CF	See “Program Code Page” (Application Fundamentals).
Scenario (BD_SCENARIO)	BUDGET_SCENARIO	See “Scenario Page” (Application Fundamentals).
Chartfield 1 (CHARTFIELD1)	CHARTFIELD1	See “ChartField 1 Page” (Application Fundamentals).
Chartfield 2 (CHARTFIELD2)	CHARTFIELD2	See “ChartField 1 Page” (Application Fundamentals).
Chartfield 3 (CHARTFIELD3)	CHARTFIELD3	See “ChartField 1 Page” (Application Fundamentals).
InterUnit Template (IU_INTER_ TMPLT)	IU_INTER_TMPLT	See “InterUnit Template Page” (Application Fundamentals).
IntraUnit Template (IU_INTRA_ TMPLT)	IU_INTRA_TMPLT	See “Intraunit Template Page” (Application Fundamentals).
InterUnit Pair Maintenance (IU_INTER_ PR_BASIC)	IU_INTER_PR_BASIC	See “Interunit Pairs” (Application Fundamentals).
Ledgers for a Unit (BUSINESS_UNIT_ LED)	EM_BUS_UNIT_LED	See “Defining Ledgers for a Business Unit” (Application Fundamentals).
Value Added Tax Code (TAX_CODE_ VAT)	TAX_CODE_VAT	See “Value Added Tax Code Page” (PeopleSoft Global Options and Reports).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Component	*Component Interface*	*Reference*
VAT Accounts by Business Unit (TAX_BU_CODE_VAT)	TAX_BU_CODE_VAT	See “VAT Accounts by Business Unit Page” (PeopleSoft Global Options and Reports).
VAT Entity (VAT_ENTITY_ID)	VAT_ENTITY_ID	See “Setting Up VAT Entities” (PeopleSoft Global Options and Reports).
VAT Defaults CI Component (VAT_DEF_CI)	VAT_DEF_CI	See “Establishing VAT Defaults” (PeopleSoft Global Options and Reports).
Bank Branch Information (BANK_BRANCHPNL)	TR_BANK_BRANCH_CI	See “Defining Bank Information” (PeopleSoft Banks Setup and Processing).
Team Member Types (MEMBER_TYPE_TABLE)	MEMBER_TYPE_TABLE_CI	See “Setting Up Customer Support Personnel” (PeopleSoft Order to Cash Common Information).
Team Member Personal Data (MEMBER_PERSON1)	MEMBER_PERSON1_CI	See “Setting Up Customer Support Personnel” (PeopleSoft Order to Cash Common Information).
Support Team Members (TEAM_MEMBER_TABLE)	TEAM_MEMBER_TABLE_CI	See “Setting Up Customer Support Personnel” (PeopleSoft Order to Cash Common Information).
Customer Group Table (CUST_GROUP_TBL)	CUSTOMER_GROUP	See “Customer Group Table Page” (PeopleSoft Order to Cash Common Information).
Sales - Use Tax Authority (TAX_AUTHORITY)	TAX_AUTHORITY	See “Defining Sales and Use Tax Authorities and Codes” (Application Fundamentals).
Sales - Use Tax Code (TAX_CODE)	TAX_CODE_CI	See “Defining Sales and Use Tax Authorities and Codes” (Application Fundamentals).
Contact Info (CONTACT_INFO)	CONTACT	See “Setting Up and Maintaining Contacts” (PeopleSoft Order to Cash Common Information).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Component	*Component Interface*	*Reference*
General Information (CUSTOMER_GENERAL)	CUSTOMER_MAIN_CI CUSTOMER_BILLTO_CI CUSTOMER_SOLDTO_CI CUSTOMER_SHIPTO_CI CUSTOMER_MISC_CI	See “Adding General Customer Information” (PeopleSoft Order to Cash Common Information).
User Preferences (OPR_DEFAULT)	OPR_DEFAULT_FIN	See “Defining Cross-Application User Preferences” (Application Fundamentals).
Unit Security by Perm List (SEC_BU_CLS)	SECURITY_BU_CLS	See “Defining Row-Level Security” (Application Fundamentals).
Unit Security by User ID (SEC_BU_OPR)	SECURITY_BU_OPR	See “Defining Row-Level Security” (Application Fundamentals).
Ledger Security by Perm List (SEC_LEDGER_CLS)	SECRUITY_LEDGER_CLS	See “Defining Row-Level Security” (Application Fundamentals).
Ledger Security by User ID (SEC_LEDGER_OPR)	SECURITY_LEDGER_OPR	See “Defining Row-Level Security” (Application Fundamentals).

Other Sources of Information

In the planning phase of your implementation, take advantage of all Oracle sources of information, including the installation guides and troubleshooting information.

See Understanding the PeopleSoft Online Help and PeopleBooks.

See the product documentation for *PeopleTools: Setup Manager* and *PeopleSoft Integration Interfaces*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 2

Understanding Implementation Issues

Implementation Planning

Getting ready for production entails a lot of planning. You must analyze your receivables requirements according to your business and organizational needs, review your current environment, and think about the changes that you can make now and in the future. Although you might decide to simply transfer your current receivables structure, you may find that PeopleSoft Receivables can provide new avenues for receivables processing and design.

Here are the high-level steps for implementing a new system:

1. Determine receivables requirements.
2. Configure PeopleSoft Receivables to meet your requirements.
3. Set up PeopleSoft Receivables tables.
4. Set up PeopleSoft security.
5. Set up PeopleSoft Receivables ChartField security.
6. Convert data from the existing system.

Determination of PeopleSoft Receivables Requirements

Consider the best way to map your new system to your existing business structures, practices, and procedures. Closely examine the way that your business operates, how organizations and subsidiaries are divided, and what your customer structure is like. Consider the level of reporting detail and aging criteria that you need to age customer accounts. Consider if the delivered functionality is sufficient for your business needs or if you need to specially configure the system. If special configuration is required, then you must decide to what degree.

Configuration of PeopleSoft Receivables to Meet Your Requirements

You must establish the business units and the various control tables that the system uses for processing. At this stage, you decide how many business units you need, what your customer structure will be, and what parameters you want the system to use for processing items, payments, reporting, and so on.

Setup of PeopleSoft Receivables Tables

Setting up the PeopleSoft Receivables tables can be divided into three phases: global, core, and additional. You set up tables to enable the system to support PeopleSoft Receivables features. Use PeopleSoft Setup Manager to determine the order in which you should set up tables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setup of PeopleSoft Security

To establish security, you need to decide how your internal job functions relate to the functionality of the PeopleSoft Receivables application. Which pages must cash processors access? Which pages do collection managers need, and which pages does the management team need? PeopleSoft Receivables enables you to define page access according to job function.

Setup of ChartField Security for PeopleSoft Receivables Components

PeopleSoft ChartField security provides a flexible, rule-based approach to administer security at a data level. ChartField security is supported in PeopleSoft Receivables and across other PeopleSoft Financials and Supply Chain Management (FSCM) applications. The ChartField security feature prevents unauthorized employees and contractors from viewing and editing sensitive financial data by restricting access to data stored with specific ChartField values.

The primary features for ChartField security are:

- Enforce security rules by user, role, or permission list.
- Enable ChartField security for all products or selectively by product.
- Enable or disable ChartField security selectively by component.
- Define rules to accommodate end-user areas of responsibility.
- Refine access rules by product feature or component.
- Support super user access to minimize setup.
- Define components as exceptions to override security rules.

See “Understanding ChartField Security” (Application Fundamentals).

Conversion of Data From an Existing System

When you convert your receivables data from your existing system to the PeopleSoft Receivables system, you need to consider how much history to retain from the old system. The new system displays only as much information as you convert into it.

See the product documentation for *PeopleTools: Security Administration* and *PeopleTools: Setup Manager*.

Related Links

Understanding Customer Data Conversion

Business Unit Structure

In PeopleSoft Receivables, a business unit is an organization or a subset of an organization that is independent with regard to one or more accounting or operational functions.

Deciding how many business units to use and when to use them depends on how you want to report on and track the transactions within your organization. Before you can define business units and start

 Copyright © 1988, 2025, Oracle and/or its affiliates.

entering data into the system, you need to decide how you want to retrieve information from the system. The way that you retrieve information determines how you set up the business units.

Related Links

Understanding PeopleSoft Receivables Business Units
Creating a PeopleSoft Receivables Business Unit

Current System Structure

When you decide on the business unit structure, examine the structure in your current system. What types of organizational categories do you use? Do you use company codes, organization codes, and division codes? How do you categorize customers?

Consider how existing codes and IDs might map to business units. Determine if you can map existing structures to business units or if you need to modify existing structures.

In PeopleSoft Receivables, a business unit typically represents a grouping of customer balances. Suppose that an organization has multiple companies or subsidiaries within it. Each of those companies is run as a separate business with its own set of products and customers and its own set of rules for handling those customers from a receivable point of view. Consequently, you would set up separate PeopleSoft Receivables business units for each company.

Consider reporting requirements and maintenance of balances when you decide how to group receivables in a business unit. Familiarize yourself with what data is defined at the business unit level. For example, if you use one method to age a customer's open items in business A and another method in business B, you must handle customers in business A differently from those in business B. It would make sense to set up separate business units for business A and business B.

As you determine the optimal business unit structure for your organization, remember that in some circumstances you must set up multiple business units. If you do not, you will be restricted from using certain features.

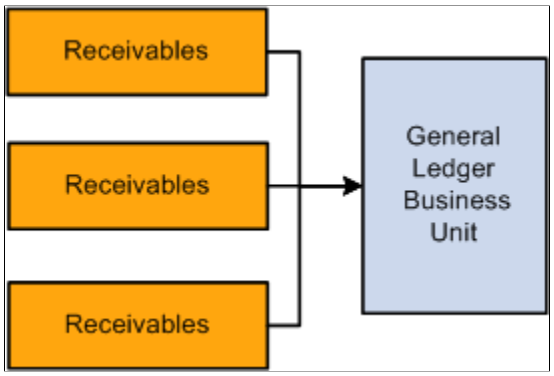
You may decide to set up separate business units even if you do not need them for processing. For example, one department in your organization may handle a particular group of customer balances, and you may want to use a separate receivables business unit for those customer balances. You may want to group certain customers together for analytical reasons even though other customers may be processed the same way. You may want to maintain accounting control and balances at a lower level than that of the total organization.

General Ledger Distribution

You must associate each PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit. The association does not need to be one-to-one. You can consolidate multiple PeopleSoft Receivables business units under one PeopleSoft General Ledger business unit. However, you cannot split a PeopleSoft Receivables business unit to associate it with multiple PeopleSoft General Ledger business units. Consider general ledger distribution when determining how many business units you need.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram illustrates that you can consolidate multiple PeopleSoft Receivables business units under one PeopleSoft General Ledger business unit.



If you use PeopleSoft applications for all financial business processes, typically the PeopleSoft Receivables business units are the same as the PeopleSoft General Ledger business units. You set up PeopleSoft General Ledger first and then set up PeopleSoft Receivables to mirror PeopleSoft General Ledger. If you use a different general ledger system, you may not use the business unit concept. In this case, think carefully about how you will distribute from PeopleSoft Receivables to your general ledger.

Customer Structure

A significant part of implementing PeopleSoft Receivables involves converting existing data. Before you set up customers, familiarize yourself with the options for defining customer structures.

To ensure that your customer setup and maintenance is as simple and non-redundant as possible, PeopleSoft Receivables stores customer information at the business unit level and at the TableSet level.

Business Units

PeopleSoft Receivables stores customer accounting and receivables information by customer within a business unit. This type of information includes:

- Customer's balance.
- Customer's open items.
- Amount the customer owes in each aging category.
- Payment performance indicators, such as average days late and day's sales outstanding.

The combination of a business unit and a customer ID determines where the system stores customer accounting and receivables information. Once you set up your business units, the system stores accounting and receivables data by customer within a business unit (or at a subcustomer level, if enabled). The Receivables Update Application Engine process (ARUPDATE) creates and stores this information.

TableSets

PeopleSoft Receivables stores a variety of identifying and descriptive customer information by TableSet, such as:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Customer's name and address.
- Customer's credit profile.
- Certain processing options.
- Correspondence options.
- Team member (sales person) assigned to the customer.

Any number of business units can share customer information stored under a SetID. With customer information keyed by SetID, the advantages are similar to control tables keyed by SetID. You enter the information once and then link it to as many business units as you want. Each of these business units can process invoices, payments, and other receivables transactions for the customer.

Business Unit Sharing

Business units can share certain customer information through SetIDs. Consequently, you should consider how you are going to set up your customers to optimize processing in your organization. How much do you want to share data among business units? Are the business units separate organizations that need to maintain completely separate customer records, even if they share some of the same customers with other business units in the parent organization?

Does a particular customer exist in more than one business unit under the same customer ID? Do business units share customer information, such as name and address, or does each business unit have its own customer information?

Different organizations answer these questions differently. For example, suppose that organization X has two different business units that do business with Rambling Motors Company. Both business units want to maintain their own customer information on Rambling Motors, so they set up two different customer IDs, both referring to Rambling Motors. In this situation, the two business units would most likely have SetIDs that correspond to the business units, and they would maintain completely separate records.

Other organizations may want to take advantage of the power of SetIDs. For example, suppose that Rambling Motors account 100 does business with all 10 business units of organization Y. Therefore, organization Y may want to set up its customer information only once and share that data among all its business units.

Customer Groups

You may decide to divide some of your business relationships among separate customers in the system, yet still maintain reports and inquiries to capture customers as a group. PeopleSoft Receivables offers the following grouping methods so that you can maintain separate information for individual customers but combine customers when you need to evaluate your overall exposure to a large customer group or identify payment trends for a large conglomerate:

- Bill to, ship to, and sold to.
- Corporate.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Remit from.
- Correspondence.
- Magnetic ink character recognition (MICR) ID.
- Dun & Bradstreet (D&B) number and other reporting or classification codes.
- Subcustomer levels.

Related Links

“Adding General Customer Information” (PeopleSoft Order to Cash Common Information)
“Establishing Customer-Related General Options” (PeopleSoft Order to Cash Common Information)

Entry Types and Reasons

Items are individual receivables that make up a customer's balance. Organizations may refer to items in a variety of ways, such as invoices, obligations, open items, receivables, and documents.

PeopleSoft Receivables distinguishes between items (the receivables that comprise a customer's balance) and *pending items* (information in the system but not yet updated in the customer's balance). During the Receivable Update process, the system uses pending items to update customer balances, either by creating new items or by adding item activity lines to existing items.

An entry type categorizes the pending items that create or update posted items within the system. The Receivable Update process uses the pending items to create or update items and to maintain customer balances. Examples of entry types are invoices, debit memos, credit memos, payments, prepayments, on account payments, deductions, adjustments, and write-offs.

When a pending item enters the system, the Entry Type field defines the type of pending item that it is. An entry type can be qualified by an entry reason, which is a method of further categorizing pending items.

Some pending items, such as invoices and credit memos, enter the system from a billing system. You create others (for example, on-account payments and deductions) behind the scenes as the result of commands performed during online processing. When you apply a payment, for example, the system generates several different kinds of pending items each with its own entry type.

Some organizations can manage their receivables adequately with simple entry types and entry reasons; other companies require a more elaborate coding structure. The complexity of setup depends on how you run your business and the level of detail with which you track items.

Related Links

Setting Up Entry Types and Reasons

Entry Type and Reason Use

In addition to the required entry types and entry reasons, you may need additional ones for:

- More detailed reporting.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Further qualification of your aging.
- Accounting entry templates for distribution to the general ledger.
- Special customer history capabilities.
- Exclusion capabilities for customer statements, dunning letters, overdue charges, direct debits, and drafts.

Use of Entry Types and Entry Reasons for Reporting

Any report that summarizes the status of open items or that lists all activity from the system includes the entry type and associated entry reason. To distinguish between credit memos that correct billing errors and credit memos that are issued because of shipping damages, for example, you can qualify the credit memo entry types with appropriate entry reasons.

Carefully analyze the types of reports that you use to see what sorts of categorization you use in your existing system. When you implement the new system, you may want to refine the reporting by making it more detailed. Conversely, you may decide to streamline your reporting by using fewer entry types and entry reasons.

Use of Entry Types to Qualify Aging

In traditional aging reports, each column normally represents a time period, such as 0 to 30 days or 31 to 60 days. Some organizations include certain entries in the same column.

You may want to age everything by time periods except credit memos, for example, and have the system display credit memos in one column. To accomplish this, set up an entry type that describes the items that the system moves to a specific column.

Definition of Accounts Receivable Templates With Entry Types and Entry Reasons

When you enter a pending item into the system, you predetermine its accounting distribution: what it is going to debit and credit in the general ledger. You create an accounting entry template so that, when you create the accounting entries online (or when the system creates them during background processing), the system populates the accounting information. The details that are included in the template varies by entry type and entry reason.

Use of Entry Types and Entry Reasons to Track Customer History

PeopleSoft Receivables includes a customer history feature that calculates activity totals on a calendar basis. The entry type directs the system to accumulate a total. You might decide, for example, to track sales by month for each customer. You then specify which entry types and entry reasons to include in that category.

You might decided to track deductions by month, according to a certain entry reason. The Receivables Update process uses the entry type and entry reason combination to determine which categories to update.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 3

Defining PeopleSoft Receivables Business Units

Understanding PeopleSoft Receivables Business Units

A business unit represents a high-level organization of business information that can be shared across a set of applications. You can use a business unit to define regional or departmental units in an organization.

To understand how PeopleSoft Receivables uses business units, consider how PeopleSoft General Ledger uses them. A business unit in PeopleSoft General Ledger is a subset of your organization that keeps its own set of books or ledgers. A receivables business unit is a subset of your organization that has its own set of customer balances. Each receivables business unit has its own defined group of valid customer balances, its own way of aging and reporting on those customers, and its own item and payment processing guidelines.

The system stores each business unit's financial transactions, such as invoices and payments, in tables that are keyed by business unit ID. This ensures that the data for one business unit remains separate from the data for other business units—even though the data exists in the same physical database table.

This section discusses:

- Types of business units.
- PeopleSoft Tree Manager.
- TableSets.
- Default hierarchies.
- Business unit setup process flow.

Related Links

Business Unit Structure

Types of Business Units

How you define a business unit depends on your industry, statutory requirements, regulatory reporting demands, and operating responsibilities. For example, a bank might treat different branches as separate business units, but a manufacturer might segregate the finances of each plant or division. Multinational organizations might separate their operations into geographic business units because of the necessities of conducting business globally. Highly diversified organizations might define each subsidiary or cost center as a business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Tree Manager

You use a tool called Tree Manager to group business units together into a hierarchical structure. Tree Manager and your business unit structure provide a mechanism for defining reporting parameters.

A business unit is the smallest structural unit that can be represented in Tree Manager. This is important because certain reports use the relationships defined in Tree Manager to sort and sum amounts. These amounts can include:

- PeopleSoft Receivables subtotals for each business unit at the lowest level.
- Further subtotals for each grouping of business units—that is, for each level of the tree.
- A grand total of an organization's receivables.

Example

Suppose that an organization consists of 12 different companies, each represented by a business unit. You group these companies into three lines of business. Each business line is a subsidiary of the organization. In addition, you have a separate corporate business unit. All of these units—the 12 in 3 subsidiaries and the corporate business unit—roll up into the organization at the top of the hierarchy. You can report at any level of the hierarchy.

Tree Manager enables you to establish hierarchical structures called *trees*. Using this tool, you can group business units together and define the relationships between them.

Note: PeopleSoft Receivables uses trees to define corporate customer structures and to summarize information for aging reports. See the product documentation for *PeopleTools: Tree Manager*.

TableSets

When you plan your business unit structure, you need to be familiar with TableSets, which are used in all PeopleSoft Financials products.

The accounting structure and processing rules for each PeopleSoft application are defined in a series of control tables. A **TableSet** is a group of rows across control tables, identified by the same SetID, on which you define the accounting structure for each of your business units, aging rules, entry types and reasons, payment terms, credit and receivables personnel, and so forth. For a business unit to process transactions, it must have an associated TableSet.

You can think of business units and TableSets in the following simplified terms:

- A business unit contains all the actual data.
- A TableSet contains the rules by which the data is processed.

A SetID identifies each TableSet. You can have as many SetIDs as you want. However, using numerous SetIDs creates complex TableSet sharing. You must create at least one SetID, even if you do not use TableSet sharing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Default Hierarchies

A business unit is the highest level in the hierarchy and you must set default values for business units. All other entities fall beneath them in the hierarchy. Some of the attributes set at the business unit level may be set at lower levels in the hierarchy, such as the customer or item level, but are not required.

Default hierarchies exist throughout the system. Any time that a default hierarchy exists, you can:

- Leave information blank at lower levels, because defaults are inherited from the next higher level.
- Override information set at higher levels by entering different information at the lower levels.

Example

To understand default hierarchies, consider the example of payment terms. When you enter a pending item, you can specify payment terms on the Pending Item 1 page. If you do not specify payment terms there, the system checks the customer level to see if payment terms are defined for the customer. If payment terms do not appear at the customer level, the system uses the payment terms that you defined at the business unit level on the Receivables Options - Payment Options page.

Business Unit Setup Process Flow

Follow these steps to set up business units:

1. Create the receivables business unit and its associated TableSet on the Receivables Definition - Business Unit Definition page.
2. Set up a general ledger business unit.
3. Set up an Accounts Payable business unit if you use refund processing.
4. Set up the common application tables and core PeopleSoft Receivables tables.
5. Define the default processing values for each business unit at the SetID level and for individual business units.

   Use the Receivables Options component (BUS_UNIT_OPT_AR1) to define defaults at the SetID level. All business units assigned to a SetID use the defaults that you provide there. Use the Receivables Definition component (BUS_UNIT_TBL_AR) to define defaults for specific business units.

Creating a PeopleSoft Receivables Business Unit

You must define a business unit and associate it with a SetID before you set up other tables. This topic lists prerequisites and discusses how to create a business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Used to Create a PeopleSoft Receivables Business Unit

Page Name	*Definition Name*	*Usage*
Business Unit Definition Page	BUS_UNIT_TBL_AR1	Create a new business unit.

Prerequisites

Before you set up business units, you must decide on your TableSet structure and set up SetIDs.

See the documentation on planning records and TableSets in the *PeopleTools: Application Designer Developer's Guide*.

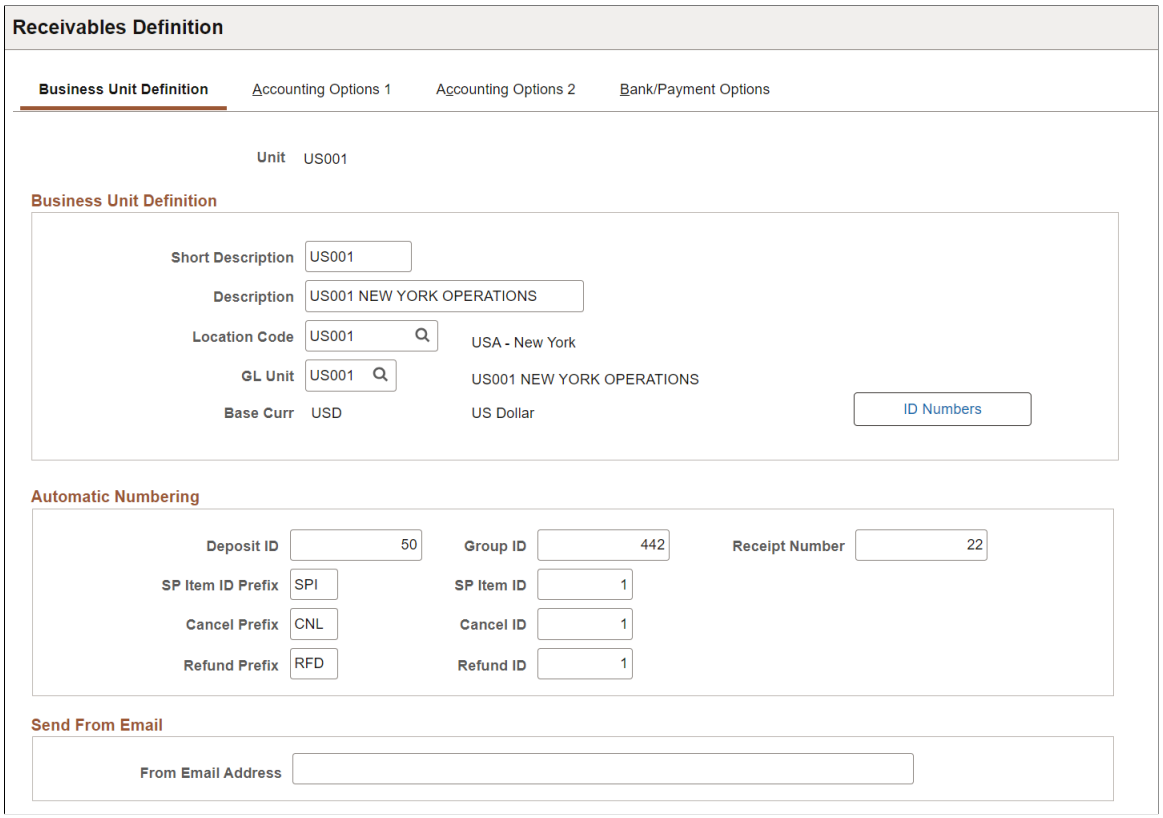
Business Unit Definition Page

Use the Business Unit Definition page (BUS_UNIT_TBL_AR1) to create a new business unit.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Definition > Business Unit Definition

This example illustrates the fields and controls on the Business Unit Definition page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Default SetID	Enter the value of an existing business unit whose SetID you want to copy, or enter a new business unit ID to establish a new generic SetID that has the same name as the business unit that you are adding.
Create BU (create business unit)	Click to create the receivables business unit and SetID.

Automatic Numbering

Field or Control	*Description*
Deposit ID	Enter a deposit ID.
Group ID	Enter a group ID.
Receipt Number	Enter a receipt number.
SP Item ID Prefix, **Cancel Prefix**, and **Refund Prefix**	Enter prefixes for the Service Purchase (SP) invoices created by PeopleSoft Pension Administration. The system uses the following prefixes to identify items when they are displayed in one of the Worksheets: • **SP Item ID Prefix** = *SPI* • **Cancel Prefix** = *CNL* • **Refund Prefix** = *RFD*
SP Item ID, **Cancel ID**, and **Refund ID**	Enter *1* for the initial value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Send From Email

Field or Control	*Description*
From Email Address	Enter an email address to override the default system address when *Override Send From Email* is selected at Installation Options Receivables page. See “Installation Options - Receivables Page” (Application Fundamentals). When a dunning letter or statement is associated with a single business unit, this email address is used as sender email address. If no email address is specified here, From Email Address specified at the Receivables Option level is used as sender email. If no email address is specified at the Receivables Option level, the default system email address is used as sender email address.

Defining Business Unit Defaults by SetID

Pages Used to Set Up Business Unit Defaults by SetID

Page Name	*Definition Name*	*Usage*
Receivables Options - General 1 Page	BUS_UNIT_OPT_AR1	Define history options, aging options, correspondence information, Intra-Governmental Payment and Collection (IPAC) Systems information, write-off tolerances for customer account maintenance, and other general information. Set up integration with *PeopleSoft HCM: Pension Administration*.
Receivables Options - General 2 Page	BUS_UNIT_OPT_AR3	Enter options for payment interfaces, commitment control accounting, and ChartField combination editing.
Receivables Options - Payment Options Page	BUS_UNIT_OPT_AR2	Define defaults for payment processing, grace days, deduction dates, revaluation, and worksheets.
Receivables Options - VAT Defaults Page	BUS_UNIT_OPT_AR5	Define the defaults for VAT processing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Receivable Options - Predictor Detail Options Page	BUS_UNIT_OPT_AR6	Define the maximum write-off amounts and discount tolerances for the #DTL_ TLR algorithm group. Specify the default entry type and reason that the Payment Predictor process (ARPREDCT) uses to create accounting entries for partial payments and discounts when it executes the algorithm group.
Receivables Options - Currency Display Options Page	BUS_UNIT_OPT_AR7	Specify the default currency that appears on some of the inquiry pages, the maintenance and transfer worksheets, and the run control pages for dunning letters and statements.
Receivables Options - Customer Trend Options Page	BUS_UNIT_OPT_AR8	Define the historical statistics that you want to appear on the Customer Trend 1 page, Customer Trend 2 page, and Customer Trend 3 page.

Understanding Defining Business Unit Defaults by SetID

To define business unit defaults, use the Receivables Options component (BUS_UNIT_OPT_AR1).

Use this component to:

1. Define general options.
2. Define additional general options.
3. Define payment options.
4. Define value-added tax (VAT) defaults.
5. Define Payment Predictor options.
6. Select default currency options.
7. Define defaults for customer historical trends.

Receivables Options - General 1 Page

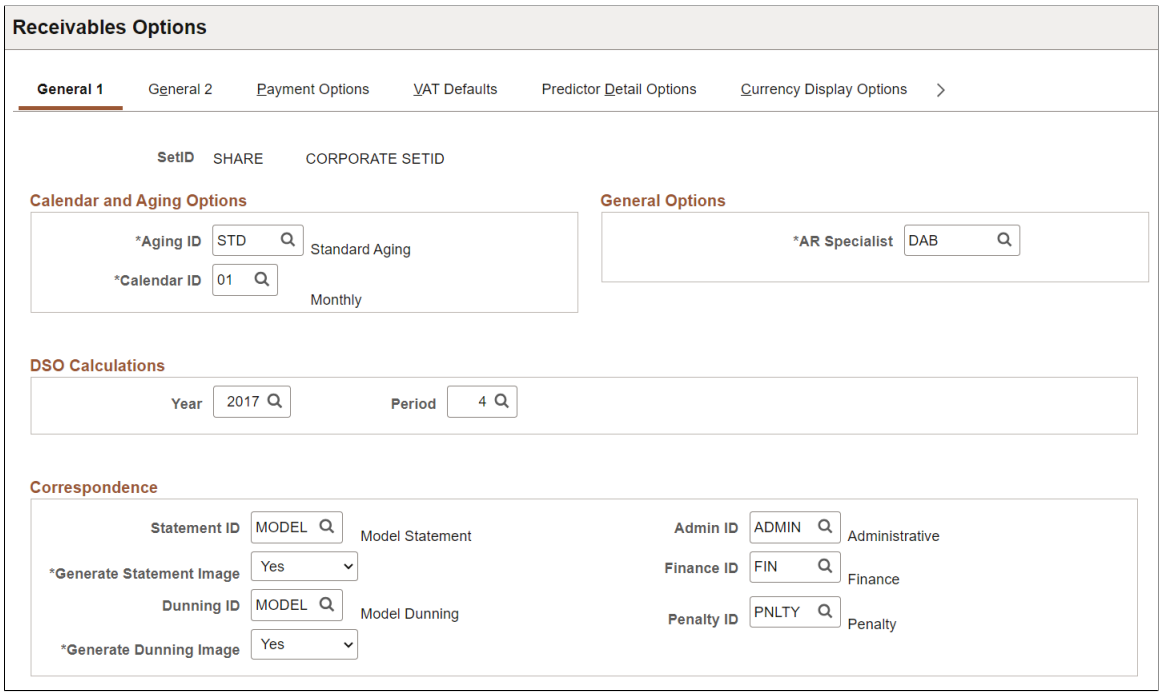
Use the Receivables Options - General 1 page (BUS_UNIT_OPT_AR1) to define history options, aging options, correspondence information, Intra-Governmental Payment and Collection (IPAC) Systems information, write-off tolerances for customer account maintenance, and other general information.

Navigation:

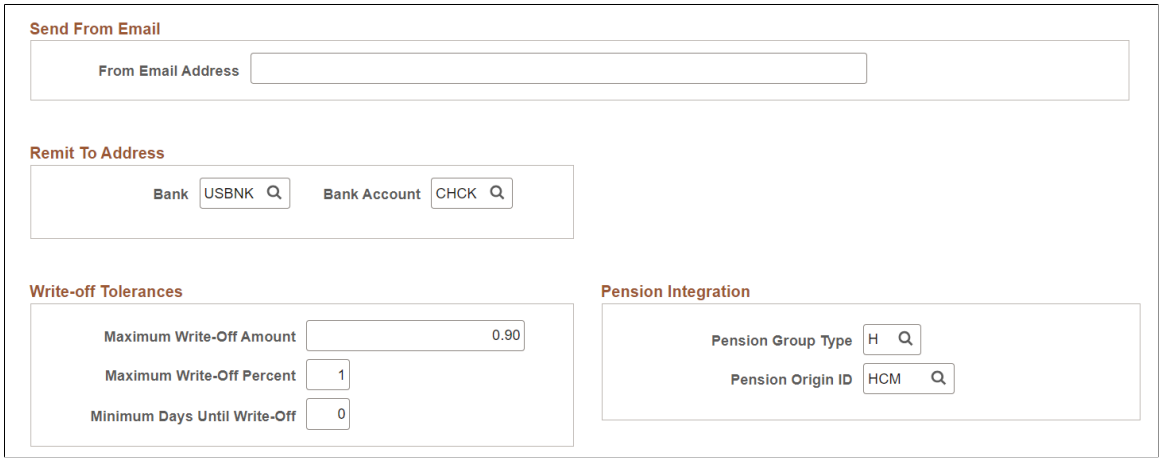
Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Options > General 1

This example illustrates the fields and controls on the Receivables Options - General 1 page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Receivables Options - General 1 page (2 of 2). You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Calendar and Aging Options

Field or Control	*Description*
Aging ID	Select an aging ID that you set up on the Aging page. The Aging Application Engine process (AR_AGING) uses this identifier for the aging rules for all business units associated with the TableSet.
Calendar ID	Select the calendar ID used to perform history calculations. You define the calendars on the Calendar Periods page.

General Options

Field or Control	*Description*
AR Specialist (accounts receivable specialist)	Select the AR specialist who you want to be the initial owner for deduction and disputed items. The system assigns the specialist when you create a deduction on the payment worksheet and when you mark an item as disputed or as a deduction on the View/Update Item Details - Detail 1 page. You can override the default specialist for individual customers on the Bill To Options page and for the deduction or dispute reasons on the Deduction Reason page and the Dispute Reason page. **Note:** You must assign an AR specialist to each business unit. To assign all deductions or disputed items initially to a specific AR specialist, such as a manager, use the same specialist for each business unit and do not override the specialist for individual customers or reasons. Managers can use the Item List page to search for items assigned to them and drill down to the items to assign them to someone else. Alternatively, you can set up an assessment rule to create an action for the AR specialist when you run the Condition Monitor Application Engine process (AR_CNDMON). The manager can then assign each deduction or disputed item to individual AR specialists on the Reassign Action page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

DSO Calculations

Field or Control	*Description*
Year and **Period**	Enter dates that the Receivables Update Application Engine process (ARUPDATE) uses to determine which period to update for days sales outstanding history. These dates appear on the Receivables Update - Request page. The system calculates, summarizes, and stores all monetary transactions that fall in the date range for the defined periods.

Correspondence

Field or Control	*Description*
Statement ID and **Dunning ID**	Select the IDs that determine the conditions and parameters that the system uses to prepare customer statements and dunning letters. The statement ID also defines the default statement type to generate. You define these IDs in the Statement (STATEMENT_TABLE) and Dunning (DUNNING _TABLES) components.
Generate Statement Image	Select *Yes* to make statement images available on the Collections Workbench, Correspondence tab, or *No* to turn off this functionality. You can override this value at the correspondence customer level on the “General Information - Correspondence Options Page” (PeopleSoft Order to Cash Common Information). This field controls only the availability of statement images on the Collections Workbench. It does not affect the image displayed in the self-service component, eBill Payment. For more information, see “Setting Up PeopleSoft eBill Payment Security” (PeopleSoft eBill Payment). See also Correspondence Tab.
Generate Dunning Image	Select *Yes* to make dunning images available on the Collections Workbench, Correspondence tab, or *No* to turn off this functionality. You can override this value at the correspondence customer level on the “General Information - Correspondence Options Page” (PeopleSoft Order to Cash Common Information). See also Correspondence Tab

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Admin ID (administrative ID), **Finance ID,** and **Penalty ID**	Select an overdue charge ID for each of these fields whose overdue charge type matches the field name. These IDs determine the conditions and parameters that the system uses to generate overdue charge invoices. The system also uses these IDs to determine when not to prepare an overdue charge invoice. You define these IDs in the Overdue Charging component (OVRDUE_CHG_TABLE2). **Note:** Override the identifiers for statements, dunning letters, and overdue charges for individual customer on the Correspondence Options page.

Remit To Address

Field or Control	*Description*
Bank	Select the bank of the business unit whose remit to address will appear on correspondence.
Bank Account	Enter the bank account number of the business unit whose remit to address will appear on correspondence.

Federal Options

This section is only available if you select the **AR IPAC Interface** check box on the “Installation Options - Receivables Page” (Application Fundamentals)

Field or Control	*Description*
(USF) **Billing ALC** (billing agency location code)	Enter the agency location code for the billing agency that is sending data. The federal IPAC interface uses the business unit agency location code when transmitting data.
(USF) **Sender DO** (sender disbursing office)	Enter the disbursing office symbol for the agency location that is sending the transaction using the IPAC interface. This is the five-character ID assigned by the U.S. Department of Treasury.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
(USF) **IPAC Subcategory**	Select a default IPAC subcategory code to be populated by AR Posting when the IPAC header is created. Subcategory options are: • *Benefits* • *Borrowings* • *Buy/Sell* • *Capital* • *Custodial Exchange* • *Custodial Non-Exch* • *Expenditure Non-Exch* • *Investments* • *Other*

Write-off Tolerances

You must specify the tolerances that the maintenance worksheet and Automatic Maintenance process use to write off items.

Field or Control	*Description*
Maximum Write-Off Amount	Enter the maximum amount that you can write off for either an individual item or for the remaining balance for a match group. The process writes off an amount less than or equal to the maximum amount if the amount does not exceed the percentage of the original amount for the item. For example, if you enter an amount of *25.00,* the process writes off amounts up to 25.00. However, if you enter a maximum write-off percent of *10* and the total original amount of an item is 240.00, the system will not write off more than 24.00. For no limit, enter all *9s*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Maximum Write-Off Percent	For the maintenance worksheet, enter the maximum percentage of the item amount that the system can write off. The write-off percent applies only to write-offs for individual items, not for remaining amounts for items or match groups. For the Automatic Maintenance process, enter the maximum percentage that the remaining balance can be for a match group. The process adds the total debits or totals credits and divides the higher amount by the remaining balance for the match group to determine the percentage that can be written off. The maximum percentage that you can enter is *100.* For no limit, enter *100.*
Minimum Days Until Write-Off	Enter the minimum age of items before you can write them off on the worksheet or the process automatically writes them off. For example, if you enter *30,* you cannot write off an item until it has been in the system for 30 days. For no limit, enter *0.*

You can also define the tolerances for each customer on the Bill To Options page. The default tolerances for customers is no limit. You must define tolerances for each entry reason on the Automatic Entry Type - Selection page for the following entry types:

- Write off a credit (MT-02).
- Write off a debit (MT-03).
- Write off remaining credit (MT-06).
- Write off remaining debit (MT-07).

Because the system always uses the most restrictive tolerance requirement regardless of the level for which you define tolerances, you probably want to use the least restrictive tolerance at the business unit level. For example, suppose that you set up the following write-off tolerances for the deduction write-off amount:

Level	*Amount*
Business unit: FRA06	100.00
Customer: FRA08	50.00
Entry reason: PROMO	75.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

In this example, the system uses the write-off tolerance for the customer to determine the maximum write-off amount because it is the most restrictive.

Pension Integration

Field or Control	*Description*
Pension Group Type	Enter any Group Type value acceptable for pending item groups (such as Pension Administration, Billing, entered on-line). **Note:** This field does *not* accept these values: P, M, T, D, X, F, and U. This set of Group Types is delivered as system data; the types are designated for other purposes in Receivables. The user can enter the same Group Type used for OnLine Pending Item Entry, or Integration with Billing or Integration with other product, but there is also the flexibility to enter a Group Type specific for Pension Integration. The advantage is to have specific Document Type or Journal Template for Integration with HCM, in case it fits better the business needs of the company. See Setting Up Group Types and Group Origins.
Pension Origin ID	Enter a Pension origin ID. Only Origin IDs with the following settings are available for selection: • Origin Type = P (Pension) • Origin Method = E (External)

Receivables Options - General 2 Page

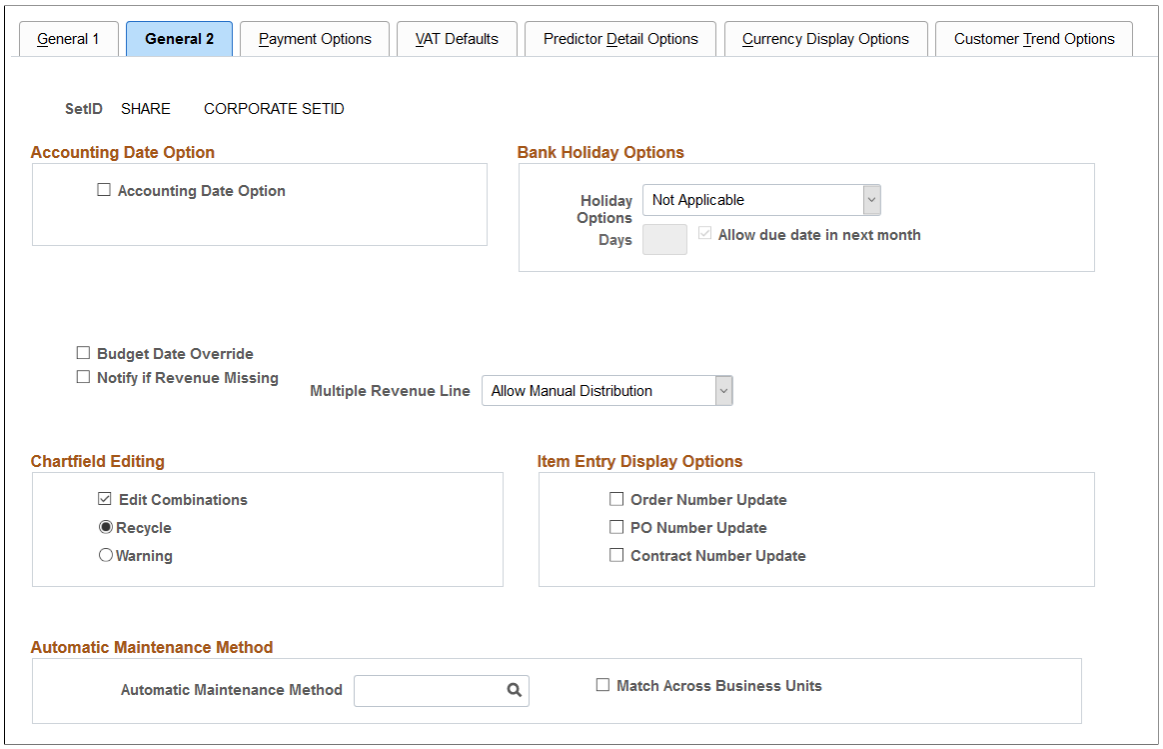
Use the Receivables Options - General 2 page (BUS_UNIT_OPT_AR3) to enter options for payment interfaces, commitment control accounting, and ChartField combination editing.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Options** > **General 2**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivables Options - General 2 page. You can find definitions for the fields and controls later on this page.



Accounting Date Option

Field or Control	*Description*
Accounting Date Option	Select to have the system issue a warning if the user enters a date other than the current date for transactions in this business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Bank Holiday Options

Field or Control	*Description*
Holiday Options	Select the default rules for the SetID that the system uses to change the due date when it falls on a bank holiday. Options are: *Not Applicable:* Does not change the due date. *Due After Holiday:* Changes the due date to a day after the holiday. *Due Before Holiday*: Changes the due date to a day before the holiday. The system uses the bank account assigned to the correspondence customer to determine bank holidays. Override this default for an individual business unit on the Bank/Payment Options page, or override this default for an individual customer on the Bill To Options page. **Note:** Define holidays on the Business Calendar page; then assign a calendar to a bank account on the External Account - Account Information page.
Days	Enter the number of days to move the due date to accommodate the holiday.
Allow due date in next month	If you select *Due After Holiday* as the holiday option, select this check box to permit the new due date to be in the next month. If you do not select this option, the system adjusts the due date to the last business day before the original due date.

Revenue Estimate Options

Field or Control	*Description*
Synchronize Budget Date	Select this option to use the same date for entries in the collected budget as the date in recognized budget. Otherwise, the system uses the accounting date for the source transaction.
Budget Date Override	Select this option to enable users to override the BUDGET_DT field when creating online accounting entries. You must have Commitment Control activated at the installation level and at the ledger group for the business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Notify if Revenue Missing	Select this option to display an error message when a user selects an item on the Payment, Express Deposit, and Maintenance Worksheet pages, and revenue lines have not been generated in Contracts.
Transaction Type	Specify the default source transaction template for the Budget Processor Application Engine process (FS_BP) to read the source data and to perform budget checking. The Budget Processor uses the default for transactions that the Revenue Estimate Application Engine process (AR_REV_EST) generates. Override the default when you run the Revenue Estimate process or the Budget Processor process.
Misc Payment Transaction Type (miscellaneous payment transaction type)	Specify the source transaction template for the Budget Processor to use to read the source data and to perform budget checking for directly journaled payments. You cannot override this value when you run the process from the Direct Journal Entry - Accounting Entries or Directly Journalled Payments pages. However, you can override this value when you run the process from the Budget Processor - Request page. **Note:** Define source transaction templates in the Source Transaction Definition component (KK_SOURCE_TRAN).
Multiple Revenue Line	Specify whether to perform manual multiple revenue line distribution for the items in the business unit. If you select *Allow Manual Distribution,* a user can manually distribute the revenue amounts for control budgets in the worksheets if a partial payment is applied to items with multiple revenue lines. If you select *No Manual Distribution,* the system distributes the revenue amount automatically.

You can choose to synchronize the budget date and allow users to override the budget date independently. The following table describes the actions of the system in each case:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Synchronize Budget Date Field	*Override Budget Date Field*	*Description*	*Actuals and Reporting Ledgers* *(PENDING_DST, ITEM_DST)*	*Revenue Estimate Ledger* *(AR_CC_TRAN)*
Cleared	Cleared	You cannot override the budget date. The system uses the accounting date as the budget date on all transactions.	The accounting date is used as the budget date on all transactions.	The accounting date is used as the budget date on all transactions.
Cleared	Selected	You can override the budget date for any transaction.	The accounting date is used as the budget date on all transactions, but the user can override the budget date.	The accounting date and the budget date match their values in ITEM_DST.
Selected	Cleared	Use the same date for entries in the collected budget as the date in the recognized budget. **Note:** This selection only affects the budget ledger.	The accounting date is used as the budget date on all transactions.	The system uses the original budget date from the recognized revenue for the budget date related to entries affecting the collected revenue. **Note:** The budget and reporting ledgers are not synchronized, only the budget date for the recognized revenue and collected revenue.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Synchronize Budget Date Field	*Override Budget Date Field*	*Description*	*Actuals and Reporting Ledgers* *(PENDING_DST, ITEM_DST)*	*Revenue Estimate Ledger* *(AR_CC_TRAN)*
Selected	Selected	You can only override the budget date for pending item entry transactions.	The accounting date is used as the budget date, but you can override the date as required for: • Pending item entry transactions. • Transactions that create new items on worksheets. • The transfer to item in transfer worksheet transactions. For all other transactions, the budget date is populated based upon the recognized revenue budget date.	The accounting date and the budget date match their values in ITEM_DST. The system uses the original budget date from the recognized revenue for the budget date related to entries affecting the collected revenue. **Note:** The budget ledger and actuals ledger dates are the same.

ChartField Editing

Field or Control	*Description*
Edit Combinations	Select to enable ChartField combination editing for business units with this SetID and select one of two methods for handling errors.
Recycle	Select to display an error message for accounting entries that you create online. You can save the accounting entries, but you cannot post them until you correct the errors or fix the combination edit rule on the Rule Definition page. The system changes the posting action for the group to *Do Not Post* and sets the edit status to *Error*. If you generate accounting entries by running the Receivables Update process, the process creates an entry in the message log. You must use the error correction pages to correct the errors before you can post them.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Warning	Select to display a warning message for accounting entries that you create online. You can choose whether to correct the accounting entries or to post them without correction. The Receivables Update process adds a warning message to the message log for batch accounting entries and posts the group.

See “Understanding ChartField Combination Editing” (Application Fundamentals).

Item Entry Display Options

Field or Control	*Description*
Order Number Update, PO Number Update (purchase order number update), and **Contract Number Update**	Select to enable users to update the **Order Number, Purchase Order,** and **Contract Number** fields on the View/Update Item Details - Detail 2 page. **Note:** You can update these fields only if you are working with Item Entry Type transactions that are typically interfaced from external billing systems. You cannot update these fields for other transactions.

Automatic Maintenance Method

Field or Control	*Description*
Automatic Maintenance Method	Select the automatic maintenance method containing the rules that you want to use by default to match items when you run the Automatic Maintenance Application Engine process (AR_AUTOMNT). You can override the method for individual run controls if needed.
Match Across Business Units	Select the check box if you want the Automatic Maintenance Application Engine process (AR_AUTOMNT) to match items across multiple business units entered on the Automatic Maintenance run control page (Accounts Receivable, Receivables Maintenance, Automatic Maintenance, Request Automatic Maintenance). The Match Across Business Units check box is deselected by default. If the check box is deselected, the process matches items within each of the business units entered on the run control page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

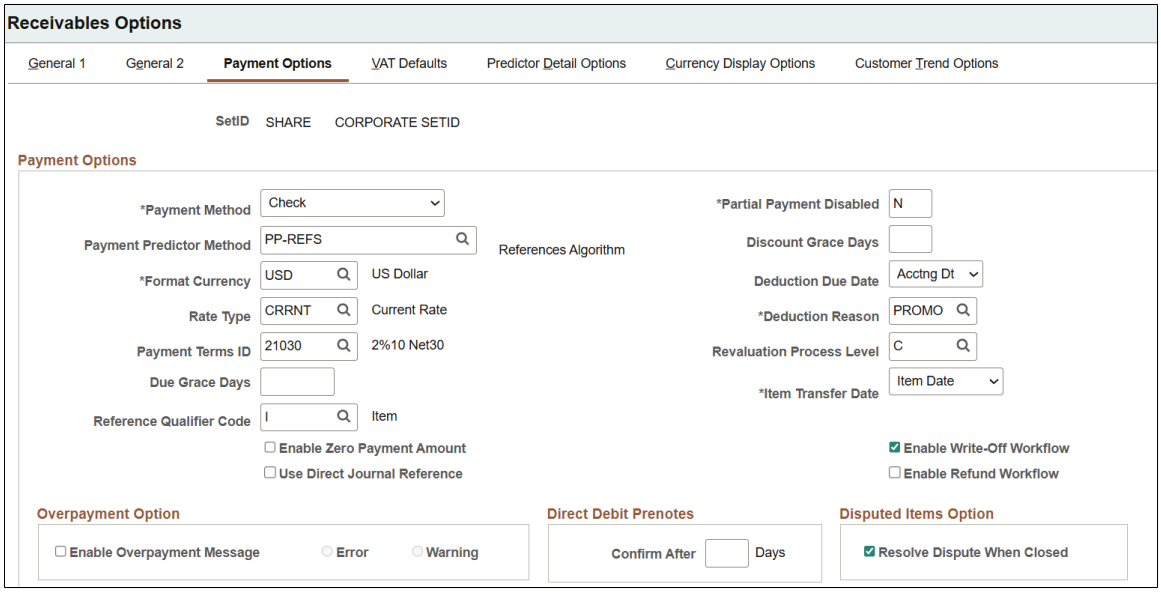
Receivables Options - Payment Options Page

Use the Receivables Options - Payment Options page (BUS_UNIT_OPT_AR2) to define defaults for payment processing, grace days, deduction dates, revaluation, and worksheets.

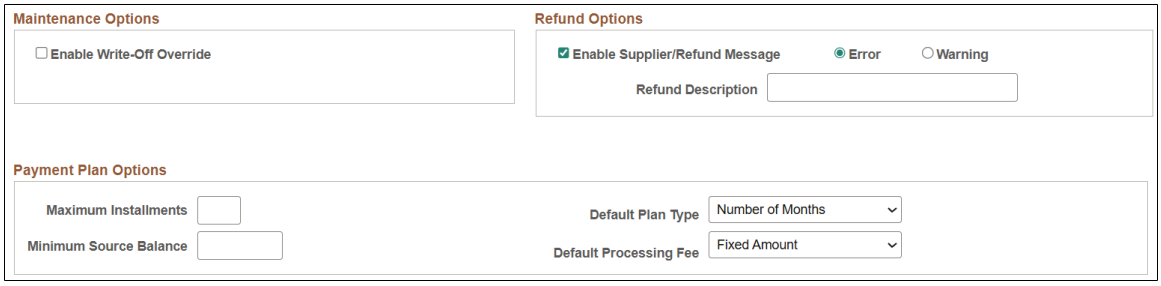
Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Options > Payment Options

This example illustrates the fields and controls on the Receivables Options - Payment Options (1 of 2) page. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Receivables Options - Payment Options (2 of 2) page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Payment Method	Select the default payment method for items. Options are: *Check, Credit Card, Direct Debit, Draft, Electronic Funds Transfer,* or *Giro - EFT.* Override the value for individual customers, items or payments. **Note:** If you receive payments using a payment interface, such as an electronic data interchange (EDI), lockbox, or bank statement, select *Check* or *Electronic Funds Transfer.* If you receive electronic payments for acceptgiro attachments, select *Giro - EFT.*
Payment Predictor Method	Select the method that the Payment Predictor process uses if you do not specify a method at the customer level. The payment predictor method defines the rules that the process uses to apply payments and to make adjustments such as write-off items. See Defining Payment Predictor Methods. If you want to use Payment Predictor to apply all payments from a particular bank account, select the **Payment Predictor** check box on the External Accounts - Account Information page. Override this default, and select or deselect Payment Predictor for individual payments, using the deposit entry pages.
Format Currency	Select the default currency that the system uses for receivables processing.
Rate Type	Select the exchange rate type that the system uses to perform currency conversion. Override the default at the customer level or when you enter pending items, enter deposits, create maintenance worksheets, or create customer-initiated drafts.
Payment Terms ID	Select the default payment terms for the business unit. Override the default at the customer level or when you enter pending items. Define payment terms on the Payment Terms page. The payment terms determine the item due date and discount information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Due Grace Days	Enter the number of days beyond the due date that a customer can pay without the payment being considered late. The Overdue Charges Application Engine process (AR_OVRDUE) uses due grace days to determine whether an item is overdue. If the item's due date is May 1, 2003 and you run the process on May 2, 2003, the process does not create an overdue charge if you enter *5* for the due grace days. However, after the grace days pass, the system calculates overdue charges from the item's due date. The Aging process uses grace days to determine in which aging category to place an item. For example, you enter *5* days and an item is 22 days old. You have aging categories for 10, 20, and 30 days. The item would be in the aging category for 10 days, because the system subtracts five days from the age.
Item Transfer Date	Select the option that the system uses to determine the accounting date for transfer activities when you transfer items from one customer to another. Options are: • *Item Date:* The accounting date of the original item. • *System:* The current system date.
Reference Qualifier Code	Select the type of remittance information generally provided by customers, such as document, item, or bill of lading. This is the default value for identifying items to include in the payment, draft, maintenance, and transfer worksheets. You can override the value at the customer level.
Enable Zero Payment Amount	Select this option to allow deposits with zero payment amounts. This option is deselected by default. You can only save the deposit with zero amount payments if this option is selected, otherwise the system returns an error message indicating that payments with zero amounts are not allowed.
Use Direct Journal Reference	Select this option to allow users to enter document reference information for a directly journaled payment on the Regular Deposit - Payments page. See: Regular Deposit - Payments Page
Partial Payment Disabled	Enter a value that determines whether you can modify the amount on the payment worksheet to create a partial payment. The default is *N,* which enables users to create partial payments. Enter *Y* if you do not want users to create partial payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Discount Grace Days	Enter the number of days beyond the discount date that a customer is still eligible for an earned discount. Payment worksheets, express deposits, and the Payment Predictor process use discount grace days to calculate discounts. Override the due grace days and discount grace days for a customer on the Bill To Options page and for individual items during pending item entry or item maintenance.
Deduction Due Date	Select the type of date that the system uses to determine the due date of the new item created for a referenced deduction. Select *Acctng Dt* (accounting date) if the due date is to be the accounting date of the payment. Select *Item Dt* (item date) to carry over the original item due date.
Deduction Reason	Select the default deduction reason to assign to new deductions that the Payment Predictor process or payment and draft worksheet create. Users can override the reason when they create the deduction on the payment worksheet or on the View/Update Item Details - Detail 1 page. Use a generic reason as the default reason and override it as needed. **Note:** You can also create unique deduction reasons for each entry reason for the Deduction entry type. If you do this, the system assigns the appropriate deduction reasons for deductions that you create on the payment or draft worksheet. See Understanding Exception Reasons and Collection Codes.
Revaluation Process Level	Select the level where the revaluation process occurs. Options are: *B* (business unit), *C* (customer ID), or *I* (item). You must specify a revaluation level to summarize revaluation information by a specific level according to these rules: • If you summarize at the business unit level, the values for customer ID and item ID are 0. • If you summarize at the customer level, the value for the item ID is 0. • If you summarize at the item level, each field contains a value.
Enable Write-Off Workflow	Select this check box to activate approval workflow for write-offs entered on the payment worksheet, maintenance worksheet, or draft worksheet. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted. See Setting Up Write-Off Approval Workflow.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
(USF) **Entity Code** and **Receivable Type**	Enter the default code that identifies the government agency to which you submit the Treasury Report on Receivables (TROR) and the code that categorizes the types of receivables that are included on the report. This value is the default for items. These fields are available only if you select the **Treasury Report on Receivables** check box on the Installation Options - Receivables page.
Revaluation Process Level	Select the level where the revaluation process occurs. Options are: *B* (business unit), *C* (customer ID), or *I* (item). You must specify a revaluation level to summarize revaluation information by a specific level according to these rules: • If you summarize at the business unit level, the values for customer ID and item ID are 0. • If you summarize at the customer level, the value for the item ID is 0. • If you summarize at the item level, each field contains a value.
Confirm After *n* Days	Enter the default number of days that a prenote will be automatically confirmed by the system. • When **Prenote Required** check box on the Bill To Options page for the customer (**Customers** > **Customer Information** > **Create Customer Information**) is selected and *New* is selected for the **Prenote Status** on the same page. • If **Prenote Required** check box is not selected for a customer on the Bill To Options page, and it is selected for the bank or in the Direct Debit Profile, the Create Direct Debit process updates the **Confirm After *n* Days** field on the Bill To Options page for the customer with the default days entered in this **Confirm After *n* Days** field on the Payment Options page of the Receivable Business Unit.
Resolve Dispute When Closed	Select this check box to automatically resolve a dispute when the item is closed. For more information, see Dispute Processing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Enable Overpayment Message	Select to allow overpayments and choose the level of message issued on the worksheets. You can select either *Error* or *Warning* as the message level once the check box is selected. The *Warning* radio button is selected as the default option when you select the Enable Overpayment Message check box. If *Error* is selected, a hard error is issued on the worksheet (or express deposit) and overpayment will not be allowed. If *Warning* is selected, you can proceed with the overpayment after the warning message is displayed. The Enable Overpayment Message check box is not selected as the default option.
Enable Write-Off Override	Select this check box to allow users to override inherited ChartFields on write-off transactions on the payment and maintenance worksheets.
Enable Supplier/ Refund Message	Select to display a message for missing supplier/AP integration setup. You can chose the message to be an *Error* or a *Warning*. If *Error* is selected, an error will be issued on the worksheet and you cannot proceed with the refund transaction. If *Warning* is selected, you can proceed with the refund after viewing the warning message. **Note:** If single payment supplier is enabled on the AR business unit definition, no message is displayed for missing supplier information.
Refund Description	Enter a description that can be populated as the default voucher description in Payables vouchers. The refund description can indicate why the voucher was created (for example, a refund in Receivables).
Maximum Installments	Enter the maximum number of payment plan installments allowed for the business unit. See: “Creating Payment Plans” (PeopleSoft Order to Cash Common Information) “Payment Plan Page” (PeopleSoft Order to Cash Common Information)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Default Plan Type	Select a default payment plan type for the business unit. Values are: • *Custom* - Creates a custom payment plan based on flexible user-defined installment amounts or a percentage of the total amount due. • *Fixed Monthly Amounts* - Creates a payment plan based on a fixed monthly amount. • *Number of Months* - Creates a payment plan based on a set number of months.
Minimum Source Balance	Enter the minimum source balance required to create a payment plan.
Default Processing Fee	Select a default processing fee for the business unit. Values are *Fixed Amount* or *Percentage of Plan Balance.*

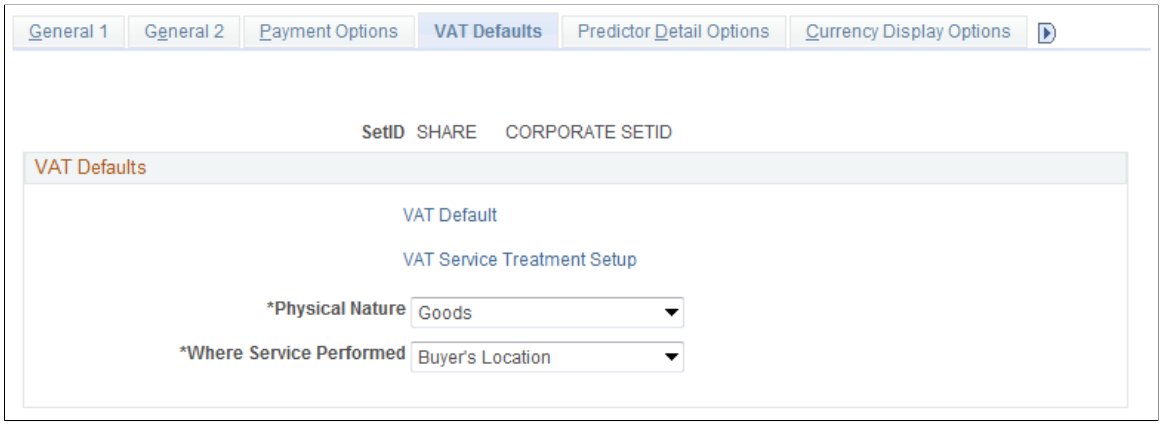
Receivables Options - VAT Defaults Page

Use the Receivables Options - VAT Defaults page (BUS_UNIT_OPT_AR5) to define the defaults for VAT (value-added tax) processing.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Options** > **VAT Defaults**

This example illustrates the fields and controls on the Receivables Options - VAT Defaults page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
VAT Default	Click this link to access the VAT Defaults Setup page. The VAT Defaults Setup page is a common page used to set up VAT defaulting for all PeopleSoft applications processing VAT transactions. On this page you can define PeopleSoft Receivables VAT business unit defaults as applicable. Use the VAT Defaults Setup page to identify this PeopleSoft Receivables business unit as subject to the domestic reverse charge provision by selecting *Yes* in the Domestic Reverse Charge field. In addition, use the Domestic Reverse Charge Sales field to enter a VAT Transaction Type code and enter a value in the VAT Driver field. The domestic reverse charge fields are displayed on various receivable transactions for pending item entry, draft entry, and payment entry. See Domestic Reverse Charge Goods VAT.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Defaults Setup page. The Services VAT Treatment Defaults Setup page is a common page used to set up VAT services treatment defaults for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify PeopleSoft Receivables VAT service treatment defaults on this page as applicable. When defining service VAT treatment defaults for a specific service, you specify the defaults applicable to that service. When defining defaults for a driver higher in the hierarchy, such as a supplier, customer, or business unit, you specify the defaults that apply to the services most often supplied by or for that driver.

Note: The VAT Defaults Setup and Services VAT Treatment Defaults Setup pages are described in detail in the *PeopleSoft Global Options and Reports*documentation.

Field or Control	*Description*
Physical Nature	Select the default physical nature for transactions. Options are: *Physical Goods* or *Intangible/Services.*
Where Service Performed	Select the default location for where a service is most often physically performed. Options are: *Buyer's Location, Ship From Location, Ship To Location,* or *Supplier's Location.*

Related Links

“Establishing VAT Defaults” (PeopleSoft Global Options and Reports)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivable Options - Predictor Detail Options Page

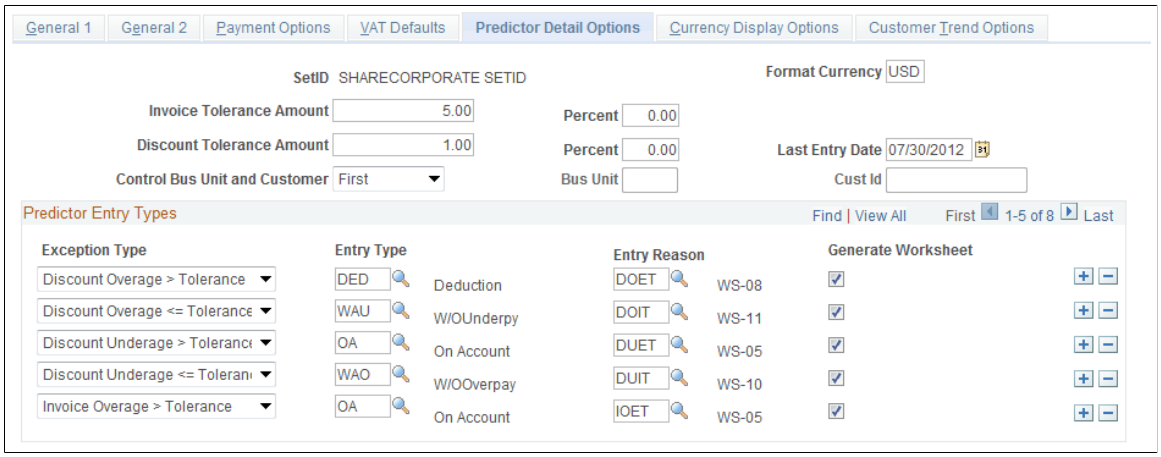
Use the Receivable Options - Predictor Detail Options page (BUS_UNIT_OPT_AR6) to define the maximum write-off amounts and discount tolerances for the #DTL_TLR algorithm group.

Specify the default entry type and reason that the Payment Predictor process (ARPREDCT) uses to create accounting entries for partial payments and discounts when it executes the algorithm group.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Options** > **Predictor Detail Options**

This example illustrates the fields and controls on the Receivables Options - Predictor Detail Options page. You can find definitions for the fields and controls later on this page.



The Payment Predictor process uses the tolerances that you specify to write off or adjust an underpayment or overpayment or to adjust the discount amount when you run a payment predictor method that executes the #DTL_TLR or #DTL_TPM algorithm groups. The system uses these tolerances for underpayments to determine whether to write off or adjust the balance, or make a partial payment if the **Partial Payment Switch** check box on the Bill To Options page for the customer is selected. If you deselect the **Partial Payment Switch** check box, it only uses the tolerances to determine whether to write off or adjust the balance. The tolerances apply to individual items not to all invoices paid by the payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Invoice Tolerance Amount	Enter the maximum amount of an underpayment or overpayment that the Payment Predictor process can write off. The Payment Predictor process can write off an amount below the invoice tolerance amount if it does not exceed the percentage of the payment or item. For example, suppose that you receive a payment of 1,000.00 EUR. You enter *25.00* EUR for the invoice tolerance amount, and you enter *.01* in the **Percent** field. The Payment Predictor process applies the payment to a 1,023.00 EUR item. It does not write off the remaining amount of the item because 23.00 EUR is larger than 1 percent of the 1,023.00 EUR item. **Note:** The currency is the format currency that you entered on the Payment Options page.
Percent	Enter the maximum percentage to write off. You can use decimals in the percentage. If you enter *.25* this equals .0025. If you enter *1.00* this equals 1 percent.
Discount Tolerance Amount	Enter the maximum amount of an unearned discount that the Payment Predictor process can take. To take unearned discounts, users must select the **Disc** field on the Detail Reference Information page for the payment and enter the discount amount. **Note:** The currency is the format currency that you enter on the Payment Options page.
Percent	Enter the maximum percentage that the Payment Predictor process can add to the payment terms. You can use decimals in the percentage. If you enter *.25* this equals .0025. If you enter *1.00* this equals 1 percent.
Last Entry Date	Displays the date on which the page was last changed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Control Bus Unit and Customer (control business unit and customer)	Click the down arrow to display these values: • *First* Selecting this value creates WS-06 or WS-07 items for the first business unit and customer ID in the list of items being paid, which is ordered by customer ID. • *Last* Selecting this value creates WS-06 or WS-07 for the last business unit and customer ID in the list of items being paid, which is ordered by customer ID. • *Specify* When you select this value, you must enter or select a value for each of these fields: • A specific control business unit. • A specific customer ID. If all of the items being paid for in a payment apply to the same business unit and customer, then the system creates adjustment items for that business unit and customer. However, if the items apply to multiple business units or multiple customers, then the system creates adjustment items for the business unit and customer that you specify in these two fields.

Assigning Default Entry Types and Reasons

Enter the entry type and entry reason codes that you want to use to override the defaults for the system function. The following table provides a list of conditions that are in the **Exception Type** field and the default system function that the Payment Predictor process uses for the condition. It also provides other system functions that you can use for the exception type and the entry type and reason to enter if you want the Payment Predictor process to use that system function.

Condition	*Default System Function*	*Possible System Functions*	*Entry Type and Reason*
Invoice amount or percent overage within tolerance	WS-10 (Write-off an Overpayment)	WS-09 (Write-off an Item) WS-06 (Adjust Remaining Overpayment) WS-10 (Write-off an Overpayment)	WO and IOIT AO and IOIT WAO and IOIT

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition	*Default System Function*	*Possible System Functions*	*Entry Type and Reason*
Invoice amount or percent overage exceeds tolerance	WS-05 (Place Amount on Account)	WS-05 (Place Amount on Account) WS-04 (Prepay an Item) WS-06 (Adjust Remaining Overpayment)	OA and IOET PR and IOET AO and IOET
Invoice amount or percent underage within tolerance	WS-11 (Write-off an Underpayment)	WS-09 (Write-off an Item) WS-07 (Adjust Remaining Underpayment) WS-11 (Write-off an Underpayment)	WO and IUIT AU and IUIT WAU and IUIT
Invoice amount or percent underage exceeds tolerance	WS-08 (Create a Deduction)	WS-08 (Create a Deduction)	DED and IUET
Discount amount or percent overage within tolerance	WS-11 (Write-off an Underpayment)	WS-09 (Write-off an Item) WS-07 (Adjust Remaining Underpayment) WS-11 (Write-off an Underpayment)	WO and DOIT AU and DOIT WAU and DOIT
Discount amount or percent overage exceeds tolerance	WS-08 (Create a Deduction)	WS-08 (Create a Deduction)	DED and DOET
Discount amount or percent underage within tolerance	WS-10 (Write-off an Overpayment)	WS-09 (Write-off an Item) WS-06 (Adjust Remaining Overpayment) WS-10 (Write-off an Overpayment)	WO and DUIT AO and DUIT WAU and DUIT
Discount amount or percent underage exceeds tolerance	WS-05 (Place Amount on Account)	WS-05 (Place Amount on Account) WS-04 (Prepay an Item) WS-06 (Adjust Remaining Overpayment)	OA and DUET PR and DUET AO and DUET

Copyright © 1988, 2025, Oracle and/or its affiliates.

Select **Generate Worksheet** on this page and in payment predictor methods where you use the #DTL_TLR algorithm group to generate a worksheet when the condition occurs. This enables you to review the payment application before you post it.

Note: If VAT is enabled at BU Level, then WS-11 (Write-off an Underpayment) serving as default system function cannot be used. The only possible system functions which can be used if VAT is enabled at the BU level are WS-09 (Write-off an Item) and WS-07(Adjust Remaining Underpayment).

Related Links

Using #DETAIL and #DTL_TLR for Partial Payments and Deductions
Setting Up Automatic Entry Types

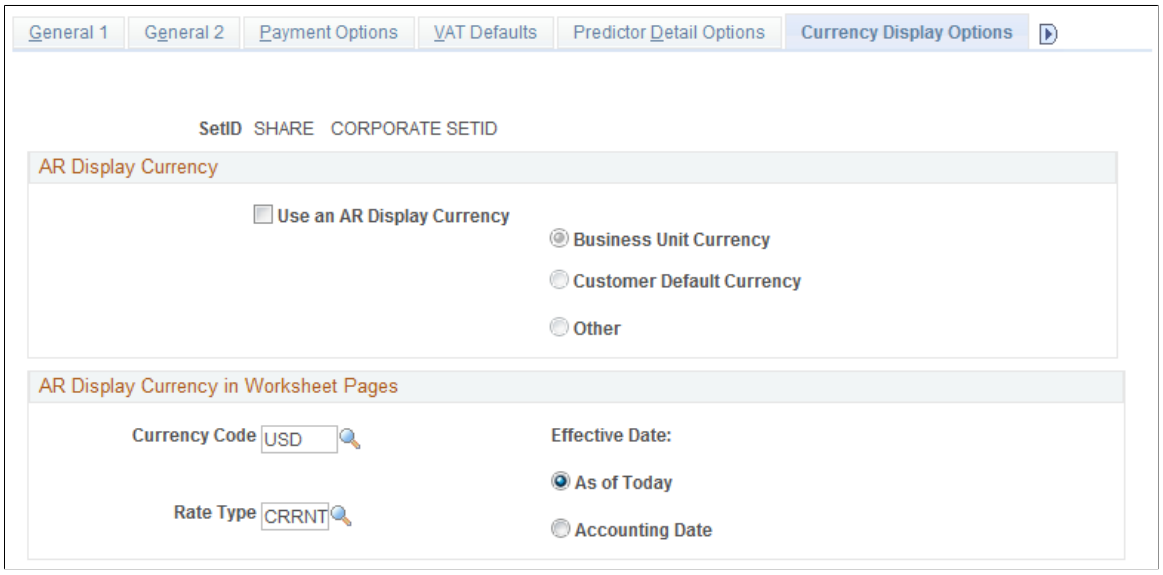
Receivables Options - Currency Display Options Page

Use the Receivables Options - Currency Display Options page (BUS_UNIT_OPT_AR7) to specify the default currency that appears on the Collections Workbench and some of the inquiry pages, the maintenance and transfer worksheets, and the run control pages for dunning letters and statements.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Options > Currency Display Options

This example illustrates the fields and controls on the Receivables Options - Currency Display Options page. You can find definitions for the fields and controls later on this page.



AR Display Currency

Field or Control	*Description*
Use an AR Display Currency	Select to enable the associated currency options. Use these options to determine which currency transaction and balance amounts appear in the PeopleSoft Receivables inquiry pages, and to determine the default currency that appears on the run control pages for statements and dunning letter processes. Options are: **Business Unit Currency:** The system displays amounts in the format currency for the business unit that you defined on the Receivables Options - Payment Options page, and the system uses the exchange rate type for the business unit to convert the amount. The business unit currency is usually the same as the base currency. **Customer Default Currency:** The system displays amounts in the default currency for the customer and uses the exchange rate type for the customer to convert the amount. You define customer currency defaults on the Miscellaneous General Info page for the customer. **Other:** The system displays amounts in the currency that you specify, and the system uses the exchange rate type that you specify to convert the amounts. Only this option enables you to change the display currency for inquiry pages and the dunning letter and statement run control pages when you access them.

AR Display Currency in Worksheet Pages

The values that you enter here determine the default values that display on the Currency Conversion page for maintenance, payment, and transfer worksheets. You can override the values at the worksheet level if needed. The values are used to convert the item amounts to a different currency and they display in the **Conversion Amount - Currency** field if you use the Currency Conversion page to convert them.

Field or Control	*Description*
Currency Code	Enter the default currency for converting item amounts.
Rate Type	Specify the exchange rate that the system uses to convert currency amounts on worksheets.
Effective Date	Specify whether the conversion date should be the current date **(As of Today),** or the **Accounting Date** for the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

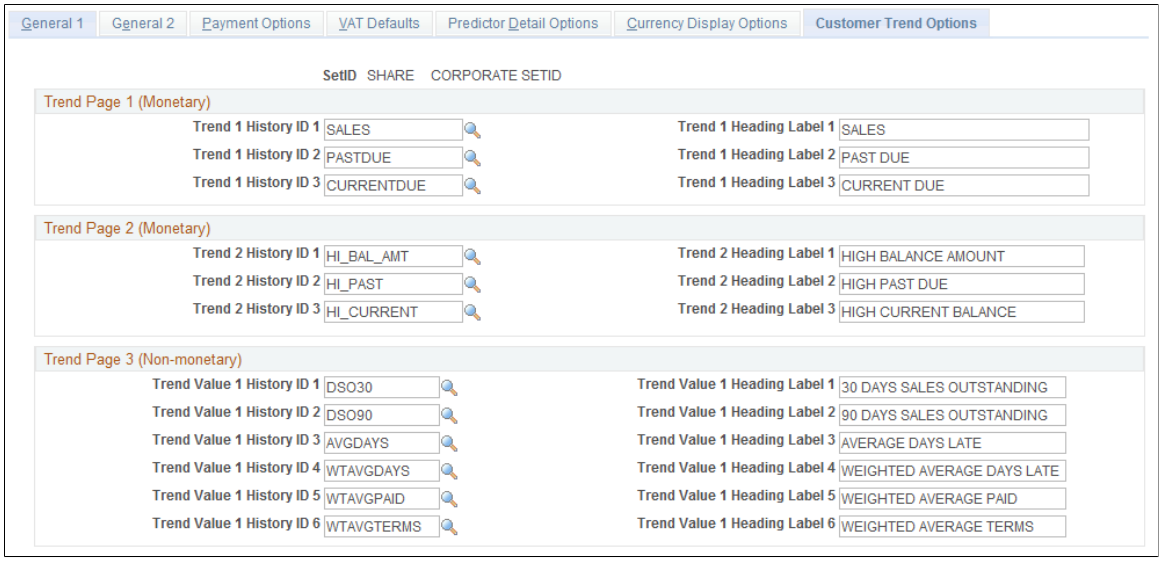
Receivables Options - Customer Trend Options Page

Use the Receivables Options - Customer Trend Options page (BUS_UNIT_OPT_AR8) to define the historical statistics that you want to appear on the Customer Trend 1 page, Customer Trend 2 page, and Customer Trend 3 page.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Options > Customer Trend Options

This example illustrates the fields and controls on the Receivables Options - Customer Trend Options page. You can find definitions for the fields and controls later on this page.



Enter the history ID that you want to use to calculate the historical data for each of the trend pages along with the heading label that you want to display for the data on the trend pages. You use the trend pages to compare historical data for different history IDs. Enter either system-defined or user-defined history IDs.

The Customer Trend 1 and Customer Trend 2 pages can display up to three historical statistics for history IDs that track amounts, such as High Balance Amount, and the Customer Trend 3 page can display up to six historical statistics for history IDs that track the number of days, such as average days late.

Defining Business Unit Defaults for Individual Business Units

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Define Defaults for Individual Business Units

Page Name	*Definition Name*	*Usage*
Receivables Definition - Business Unit Definition Page	BUS_UNIT_TBL_AR1	Link a PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit and assign a location code to the unit. You also define the base currency and automatic numbering options for the business unit.
Receivables Definition - Accounting Options 1 Page	BUS_UNIT_TBL_AR2	Define the open accounting periods for the business unit, assign a direct journal template to the unit, assign the accounts receivable distribution codes to the unit, and define multicurrency processing options.
Receivables Definition - Accounting Options 2 Page	BUS_UNIT_TBL_AR3	Specify the distribution codes used to create accounting entries for draft processing and refund processing. Also, define defaults for direct debit and refund processing.
Receivables Definition - Bank/Payment Options Page	BUS_UNIT_TBL_AR4	Specify business unit defaults for due dates that fall on holidays. If you use discounted drafts, specify the default entry type for bank fees.
DMS Information Page	DMS_BU_SEC	(USF) Map fields and specify outbound and inbound file processing requirements for the Debt Management Service (DMS) interface.

Understanding Defining Business Unit Defaults for Individual Business Units

To define business unit defaults, use the Receivables Definition component.

Use this component to:

- Establish the general ledger business unit defaults.
- Define multicurrency processing options, distribution codes, and journal templates.
- Define additional accounting options.
- Select bank and payment interface options.
- (USF) Define debt management information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Important! Changing the GL business unit for a Receivables business unit when open items exist may result in an error during processing. Verify that there are no open items for the Receivables business unit before changing the GL business unit.

Receivables Definition - Business Unit Definition Page

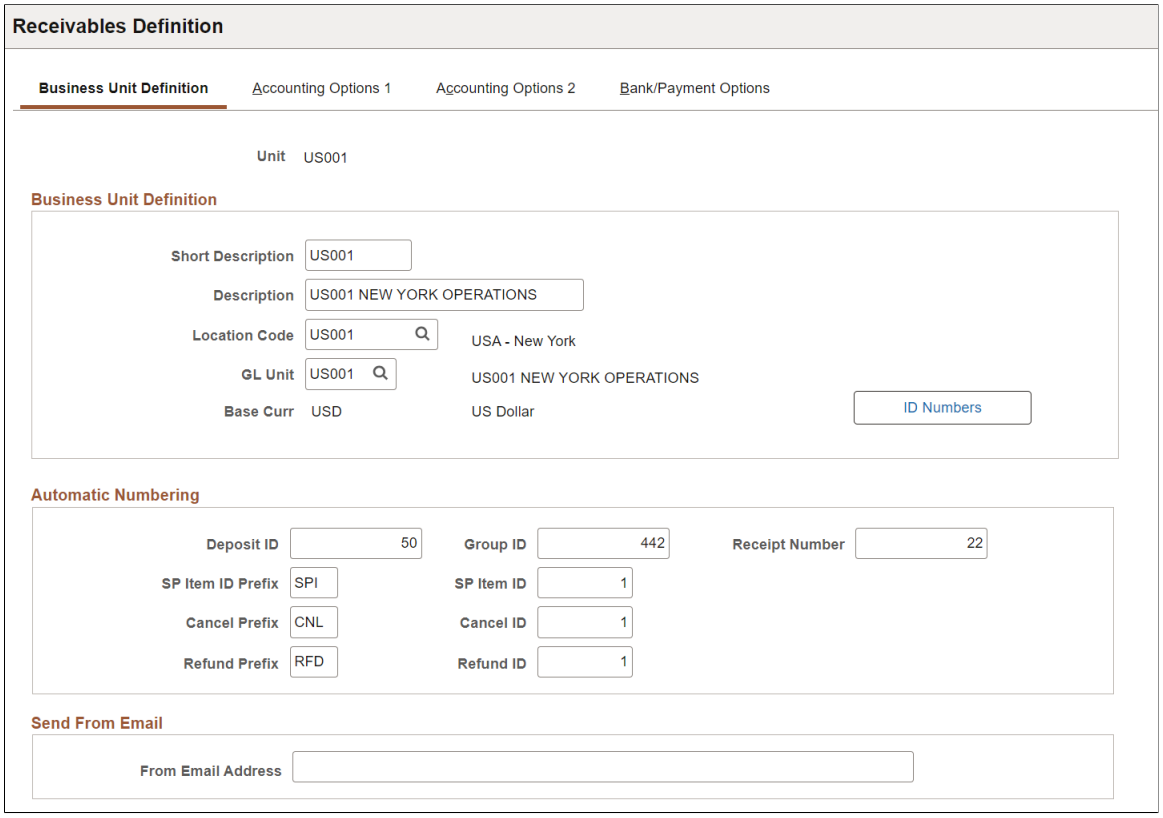
Use the Receivables Definition - Business Unit Definition page (BUS_UNIT_TBL_AR1) to link a PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit and assign a location code to the unit.

You also define the base currency and automatic numbering options for the business unit.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Definition > Business Unit Definition

This example illustrates the fields and controls on the Receivables Definition - Business Unit Definition page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Location Code	Designate the address of the business unit by selecting a location from the locations that are defined on the Location Definition page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
GL Unit (General Ledger business unit)	Select the general ledger business unit to associate with the receivables business unit. **Important!** Changing the GL business unit for a Receivables business unit when open items exist may result in an error during processing. Verify that there are no open items for the Receivables business unit before changing the GL business unit.
Base Curr (base currency)	Displays the base currency of the general ledger business unit that you associated with the receivables business unit.
ID Numbers	Click this button to assign the business unit to a reporting entity such as a country registration number. Select from a list of values available for various reporting entities.
Default InterUnit Doc Type (default interunit document type)	Select the document type to use for document sequence numbers for interunit accounting entries when you unpost a group. This field is available only if you enabled document sequencing on the Installation Options - Overall page and for the general ledger business unit associated with the receivables business unit.

Automatic Numbering

Field or Control	*Description*
Deposit ID	Enter the last number used for deposits.
Group ID	Enter the last number used for item and payment groups—items, payments, transfers, maintenance, drafts, and unpost. The number that you enter is one less than the ID that the system assigns to the first deposit or group. During processing, the system displays the ID *NEXT* until you click **Save.** Override the automatic numbering by entering your own ID in place of *NEXT.*
Receipt Number	Enter the last number used for cash receipts that you enter for orders in PeopleSoft Order Management. The number is one less than the next number that the system assigns to the next cash receipt when you record a payment for a counter sale in PeopleSoft Order Management. This field is also used for printing miscellaneous cash receipts in PeopleSoft Receivables. See Generating a Miscellaneous Cash Receipt.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
SP Item ID Prefix and **SP Item ID**; **Cancel Prefix** and **Cancel ID**; and **Refund Prefix** and **Refund ID**	Enter the following prefixes to generate Item IDs for the invoices created by PeopleSoft Pension Administration: • **SP Item ID Prefix** = *SPI* • **Cancel Prefix** = *CNL* • **Refund Prefix** = *RFD* The prefixes identify the purpose of items when they are displayed in one of the Worksheets. The initial value for **SP Item ID**, **Cancel ID**, and **Refund ID** can start at *1*.

Related Links

General Ledger Distribution

Receivables Definition - Accounting Options 1 Page

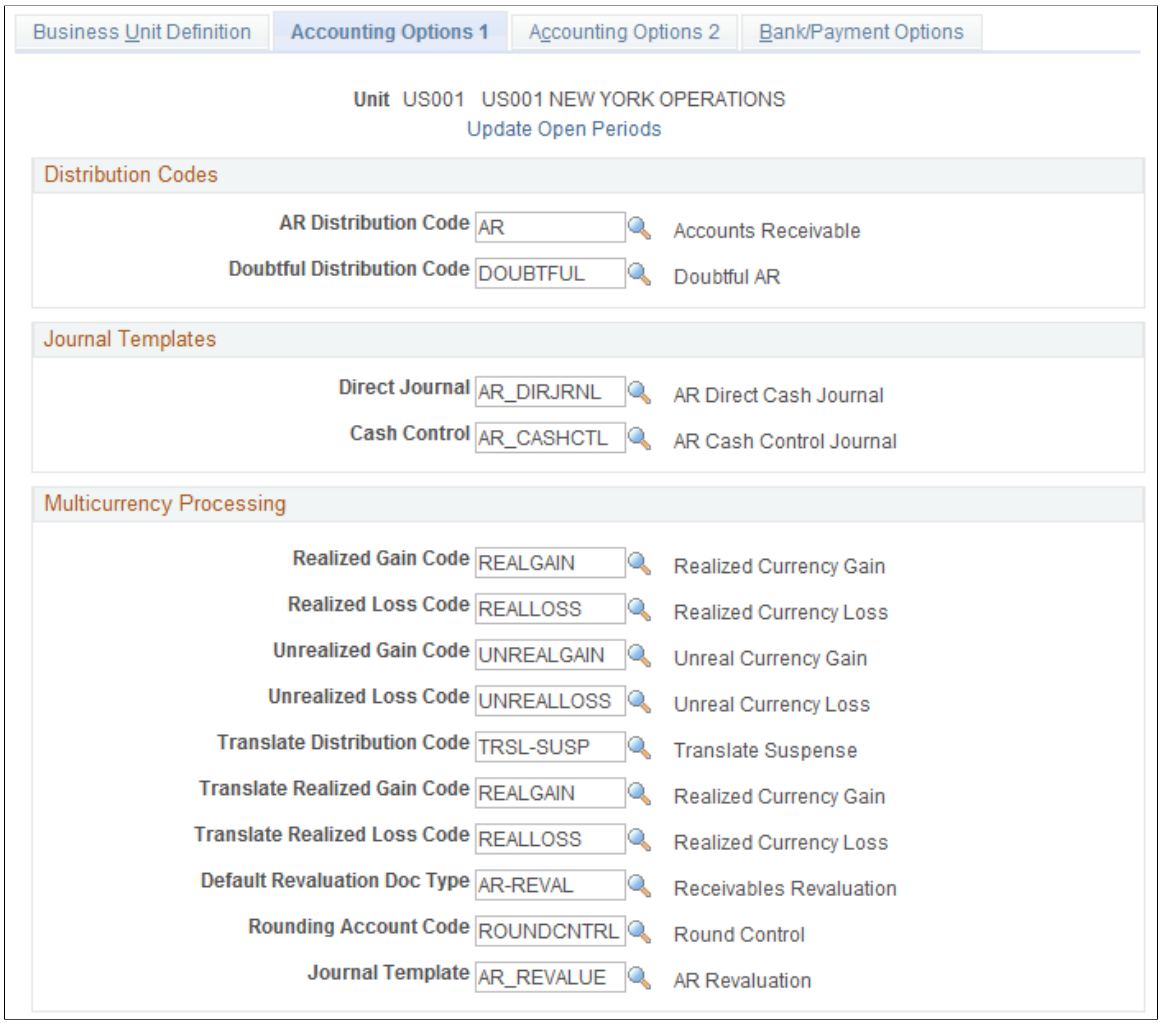
Use the Receivables Definition - Accounting Options 1 page (BUS_UNIT_TBL_AR2) to define the open accounting periods for the business unit, assign a direct journal template to the unit, assign the accounts receivable distribution codes to the unit, and define multicurrency processing options.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Definitions** > **Accounting Options 1**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivables Definition - Accounting Options 1 page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Update Open Periods	Click to access the Open Period Update page, where you update the opening and closing period for a business unit. You can use same period dates for all transactions or use different dates for specific types of transactions. You link the transaction type to group types on the Group Type page. The normal default opening and closing period dates for each PeopleSoft Receivables business unit are the same as the PeopleSoft General Ledger business unit with which it is associated. Use this option when you want an accounting period in PeopleSoft Receivables to close at a different time than an accounting period in PeopleSoft General Ledger. The system automatically issues a warning message if the closing date for an application business unit and transaction type is later than the closing date for the PeopleSoft General Ledger business unit. **Note:** You receive a warning message if unapplied payments or unposted pending items exist and the accounting date falls in a closed period. See “Defining and Updating Open Periods and Adjustment Periods” (Application Fundamentals).
AR Distribution Code (accounts receivable distribution code)	Enter the default accounts receivable distribution code for the business unit. This code determines the ChartFields that the system uses when generating system-defined accounting entries for pending items. For billing groups, override the default distribution code on the Pending Item 1 page, on the Item Entry Type - Selection page, or on the customer General Information - Bill To Options 1 page. For payment, draft, maintenance, and overdue charge groups, override the business unit default on the Automatic Entry Type - Selection page or on the customer General Information - Bill To Options 1 page.
Doubtful Distribution Code	Select a distribution code for items for which you do not expect to receive payments and to transfer those items to the Doubtful Receivable account.
Direct Journal	Select the journal generator template that the Journal Generator Application Engine process (FS_JGEN) uses to create journal entries for directly journaled payments. Define the template on the Journal Generator - Defaults page.
Cash Control	Select the journal generator template that the Journal Generator process uses to create journal entries for cash control entries. Define the template on the Journal Generator - Defaults page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Realized Gain Code	Enter a distribution code that maintenance and payment worksheets use to create adjusting entries for multicurrency processing. Each business unit can have only one realized gain code.
Realized Loss Code	Enter a distribution code that maintenance and payment worksheets use to create adjusting entries for multicurrency processing. Each business unit can have only one realized loss code.
Unrealized Gain Code	Enter a distribution code that the Revaluation Application Engine process (AR_REVAL) uses to create revaluation entries for unrealized gain.
Unrealized Loss Code	Enter a distribution code that the Revaluation process uses to create revaluation entries for unrealized loss.
Translate Distribution Code	Enter a distribution code that the Revaluation process uses to create accounting entries for adjustments to translation ledgers.
Translate Realized Gain Code and **Translate Realized Loss Code**	Enter distribution codes that the system uses to create accounting entries for multibook translation ledgers if there is a translation adjustment.
Default Revaluation Doc Type (default revaluation document type)	Enter the default revaluation document type for document sequencing.
Rounding Account Code	Enter the distribution code that the Receivable Update process uses when you: • Apply a payment to an item with a currency different from the currency of the item. • Apply a payment to an item with the same currency, but the payment and item currency differ from the base currency of the business unit. The process posts any leftover amount from the currency conversion to the ChartFields that are assigned to the distribution code. **Note:** Rounding Account Code is a required field for processing multi-currency transactions.
Journal Template	Select the journal generator template that the Journal Generator process uses to create journal entries for the accounting entries that the revaluation process produces.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivables Definition - Accounting Options 2 Page

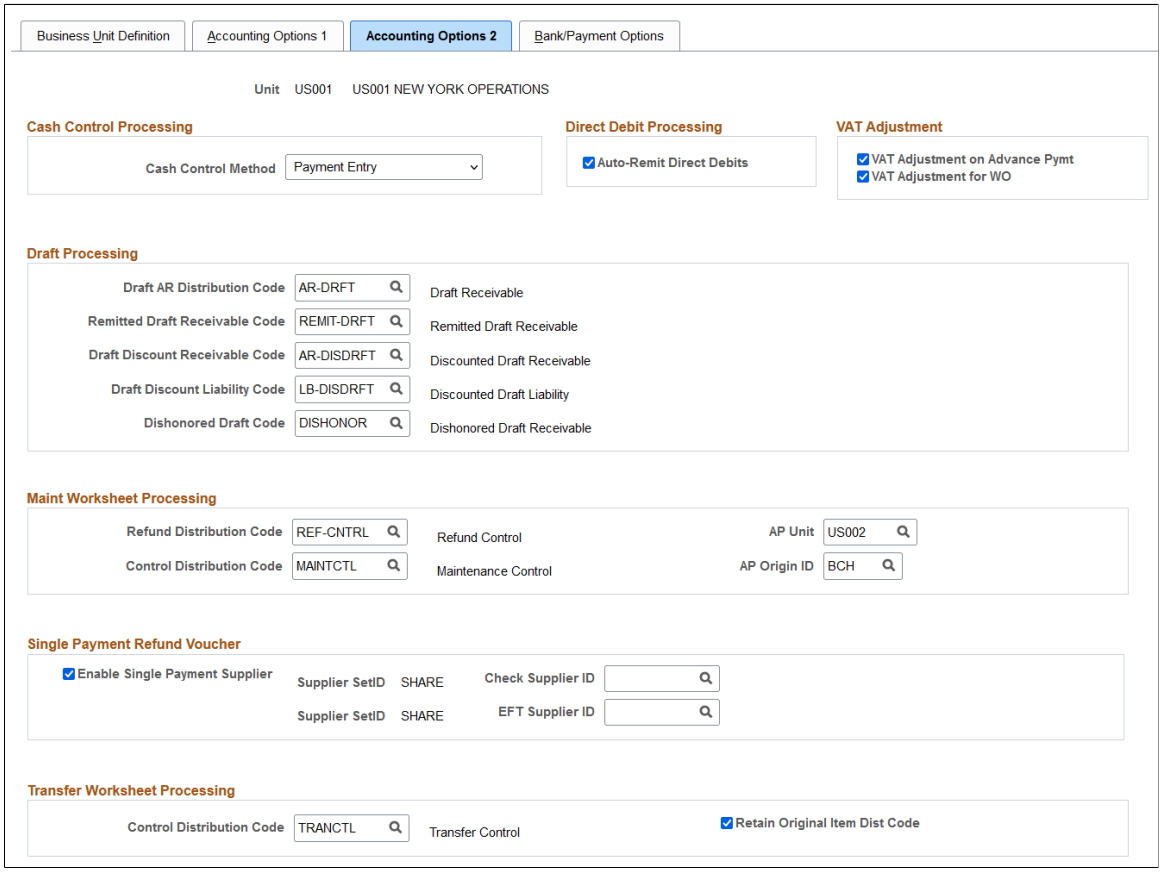
Use the Receivables Definition - Accounting Options 2 page (BUS_UNIT_TBL_AR3) to specify the distribution codes used to create accounting entries for draft processing and refund processing.

Also, define defaults for direct debit and refund processing.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Definition > Accounting Options 2

This example illustrates the fields and controls on the Receivables Definition - Accounting Options 2 page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Cash Control Method	Select a timing method, if you use cash control accounting, which records a debit to cash and a credit to cash control before the receipts are applied to accounts receivable. The methods differ only in the timing of the creation of the initial accounting entry that debits cash. All other aspects of cash control accounting are treated the same way under the methods. Options are: *Bank Reconciliation:* This method is used primarily in European countries. It requires the creation of the cash control entry when the payment is reconciled on a bank statement. *Payment Entry:* The preferred method in the U.S. It creates the cash control entry when the payment is received. *None:* The system always debits the cash account and credits the PeopleSoft Receivables account when you apply the payment. The system does not create cash control entries.
Auto-Remit Direct Debits	Select to have the Create Direct Debits Application Engine process (AR_DIRDEBIT) automatically change the status to *Remitted* for direct debits without exceptions in the run. If any of the direct debits that the process creates contain exceptions, their status is *Pending Approval* on the direct debit worksheet. Override this selection for each run request on the Request Parameters page.
VAT Adjustment on Advance Pymt (VAT adjustment on advance payment)	Select this check box to include the VAT amount of a prepayment in the Accounts Receivable Pre-Paid account. See VAT Adjustment for Advance Payments and On-Account Payments.
VAT Adjustment for WO (VAT adjustment for write-off)	Select this check box to specify how accounting entries should be handled when doing a write-off against an item with VAT. This is typically set for French businesses, where the VAT final balance should be zero after a write-off when the write-off is due to bankruptcy. See VAT Adjustment for Write-Offs.
GST on Advance Payment	Select this check box to enable India GST processing on advance payments. (IND)
Draft AR Distribution Code (draft accounts receivable distribution code)	Select the distribution code that the system uses to move the draft item from the original PeopleSoft Receivables account to the Draft PeopleSoft Receivables account. See Understanding Draft Setup.
Remitted Draft Receivable Code	Enter the distribution code that the system uses to identify the PeopleSoft Receivables account when you remit a draft.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Draft Discount Receivable Code	Enter the distribution code that the system uses to identify the PeopleSoft Receivables account for a discounted draft.
Draft Discount Liability Code	Enter the distribution code that the system uses to identify the Liability account when you discount a draft with or without recourse.
Dishonored Draft Code	Enter the distribution code that the system uses to identify the Dishonored Receivables account when you dishonor a draft.
Refund Distribution Code	Enter the distribution code that the system uses to create accounting entries for refunds. **Note:** If you have PeopleSoft Payables installed, you must complete the **Refund Distribution Code, AP Unit,** and **AP Origin ID** fields before you can process refunds. If PeopleSoft Payables is not installed, these fields are optional.
Control Distribution Code	Select the default distribution code for the offset entry for transactions in maintenance and transfer groups. You can override the value on maintenance or transfer worksheets. Enter separate codes for maintenance and transfer worksheets. **Important!** You cannot build the worksheets if you do not assign a default value to the business unit.
AP Unit (Accounts Payable unit)	Select the PeopleSoft Payables business unit for which you want to create vouchers for credit items that you refund from the PeopleSoft Receivables business unit. For Payables refund processing, the receivables business unit and associated Payables business unit must share the same PeopleSoft General Ledger business unit.
AP Origin ID (Accounts Payable origin ID)	Enter the source of the voucher. **Note:** Before you can enter values in the **AP Unit** and **AP Origin ID** fields, you must select a PeopleSoft General Ledger business unit on the Business Unit Definition page and click **Save.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Enable Single Payment Supplier	Select to enable single payment vouchers for Receivables refunds. With this feature you can create a single payment refund using a one-time supplier. You do not need to define permanent supplier IDs for one-time refund payments. When you select this option, the **Check Supplier ID, EFT Supplier ID,** and **Supplier Set ID** fields appear. Use these fields to define two one-time suppliers—one for check refunds and one for EFT refunds. The Receivables refund process automatically creates a single payment voucher using the one-time supplier IDs. It also generates the supplier bank account and address information. See the “Invoice Information Page” (PeopleSoft Payables) and the “Voucher - Single Payment Supplier Page” (PeopleSoft Payables). **Note:** When you create a single payment voucher using this method, multiple items are grouped into a single voucher.
Supplier Set ID (Associated with Check Supplier ID)	Displays the supplier set ID associated with the the selected AP unit. This field is only visible when you select **Enable Single Payment Supplier**.
Check Supplier ID	Select a one-time supplier for check refunds. This field is only visible when you select **Enable Single Payment Supplier.**
Supplier Set ID (Associated with EFT Supplier ID)	Displays the supplier set ID associated with the the selected AP unit. This field is only visible when you select **Enable Single Payment Supplier.**
EFT Supplier ID	Select a one-time supplier for EFT refunds. This field is only visible when you select **Enable Single Payment Supplier.**
Retain Original Item Dst Code	Select to retain the Original Item distribution code in the To Item distribution code on the transfer worksheet. This option is used for non-doubtful transfers only. See the Transfer Worksheet - Worksheet2 Page.

Related Links

Setting Up Distribution Codes

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the Create Direct Debits Application Engine Process

"Journal Generator Template - Defaults Page" (Application Fundamentals)

Receivables Definition - Bank/Payment Options Page

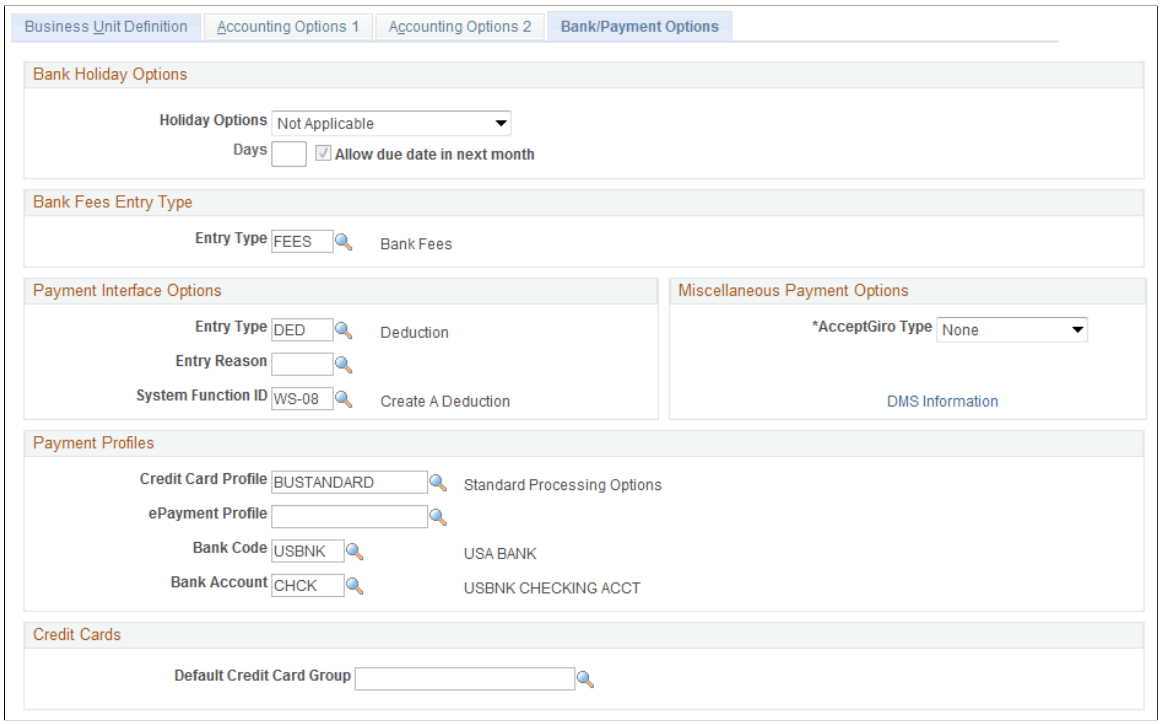
Use the Receivables Definition - Bank/Payment Options page (BUS_UNIT_TBL_AR4) to specify business unit defaults for due dates that fall on holidays.

If you use discounted drafts, specify the default entry type for bank fees.

Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Definitions > Bank/Payment Options

This example illustrates the fields and controls on the Receivables Definition - Bank/Payment Options page. You can find definitions for the fields and controls later on this page.



The **Bank Holiday Options** are the same as the ones on the Receivables Options - General 2 page. If you enter values for a specific business unit they override the values for the SetID.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Bank Fees Entry Type

Field or Control	*Description*
Entry Type	Select the default entry type to use for the bank fees or interest on discounted drafts, if you process discounted drafts. Discounted drafts are drafts for which you receive the funds prior to the due date. Define entry types on the Entry Type page. The Receivable Update process uses the entry type to create accounting entries for the bank fees on the discount date.

Payment Interface Options

Field or Control	*Description*
Entry Type, **Entry Reason**, and **System Function ID**	Enter the information that provides the default values that the Payment Loader Application Engine process (AR_PAYLOAD) uses for adjustments reason translation. If the process cannot find the adjustment reason code in the lockbox, EDI file, or bank statement in the Adjustment Reason table (ADJ_ REASON_TBL), it uses the values that you provide for the business unit for the entry type, entry reason, and system function.

Miscellaneous Payment Options

Field or Control	*Description*
AcceptGiro Type	(NLD) Select *A/S Contract* to print statements and dunning letters on the acceptgiro form. Otherwise, select *None.* If you select *A/S Contract* and you enter this business unit on the run control pages, the system prints statements and dunning letters on the A/S Contract Type acceptgiro form. You can choose not to print the statements and dunning letters on the acceptgiro form when you run the Statements Application Engine process (AR_STMTS) or the AR Dunning process (AR _DUNNING).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Payment Reference Sequence	(NLD) Enter the payment reference number to print on the acceptgiro form. When you print statements or dunning letters on acceptgiro forms, the process increments this number by one and adds a check digit. The process also adds this reference number, including the check digit, to the Item table (PS_ITEM) for each item on the statement or dunning letter. If the item already has a payment reference number, the process overrides the number. The bank typically sends the payment reference number with the payment. This enables you to apply payments to items using Payment Predictor if you use detail algorithm groups or to match payments to items on the payment worksheet.
DMS Information (Debt Management Service information)	(USF) Click this link to access the DMS Definition page, where you map fields and specify the outbound and inbound file processing requirements. This link is available only if you have selected the DMS Interface check box on the Installation Options - Receivables page.

Payment Profiles

Field or Control	*Description*
Credit Card Profile	(Optional) Select the profile used to control batch processing of credit card payments. Any profile entered here may be overridden at the customer level on the Bill To Options page of the Customer component. See also “Setting Up Credit Card Options and Groups” (Application Fundamentals).
ePayment Profile	Enter a profile used to process and create ePayment worksheets for electronic payments, such as electronic checks and PayPal payments. See Setting Up ePayment Profiles.
Bank Code and **Bank Account**	Identify which bank accounts receive deposits for credit card payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Credit Cards

Field or Control	*Description*
Default Credit Card Group	Enter a default credit card group to manage the display of credit card types for a specific business unit. If the value is not defined in the business unit definition, the system uses this value. The grouping can be utilized by the Order to Cash applications to limit or control what credit card types and third-party processors are available within their transactions. See documentation for the “Credit Card Groups Page” (Application Fundamentals).

Related Links

Entry Type Page
“External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing)

DMS Information Page

Use the DMS Definition page (DMS_BU_SEC) to map fields and specify outbound and inbound file processing requirements for the Debt Management Service (DMS) interface. (USF)

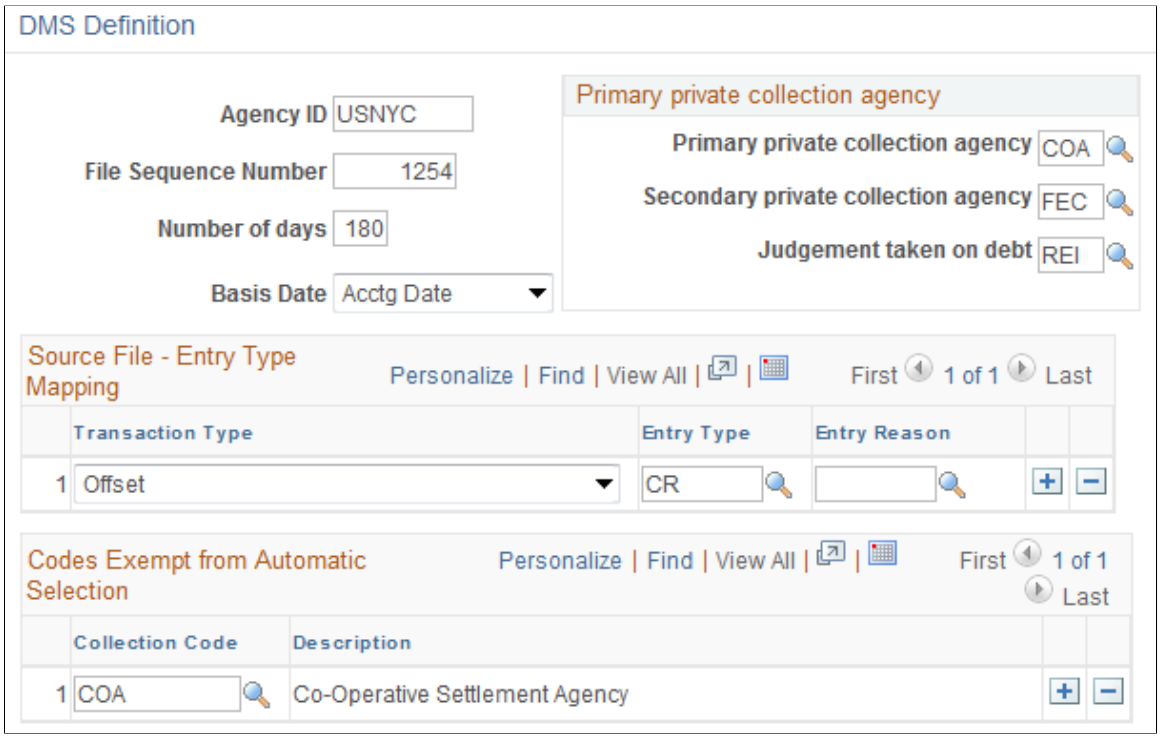
Navigation:

Click the **DMS Definition** link on the Receivables Definition - Bank/Payment Options page.

The link is available only if you selected the **DMS Interface** field on the Installation Options - Receivables page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Agency ID	Enter the agency identifier code assigned by the DMS for the organization.
File Sequence Number	Enter the original sequence number for the files that you submit to the DMS. The system increments the number after each successful process.
Number of days and **Basis Date**	Enter the number of days past the date in the **Basis Date** field that the system uses to determine whether to automatically send the outstanding debt to the DMS. The default is 180 days. Values for the basis date are *Accounting Date, As of Date, Due Date,* or *Item Date.*
Primary private collection agency, Secondary private collection agency, and **Judgement taken on debt**	Enter a collection code that you defined on the Collection Code page to identify the collection agencies to which you submit collections for this business unit. If you enter values in these fields, the system sends a supplemental record to the DMS that includes the date and the amount of the debt that was sent to the collection agency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Transaction Type, Entry Type, and Entry Reason	Select each transaction type that you receive in inbound files from the DMS and associate it with the entry type and entry reason that you want used to create items for the transactions in the Pending Item table (PS_PENDING_ITEM). Options are: *Adjustment Transaction-Down:* Negative adjustment transaction for amounts less than 0. *Adjustment Transaction-Up:* Positive adjustment transaction that is greater than 0. *Offset:* An offset that is treated as a payment in PeopleSoft Receivables. *Payment:* Partial payment that is applied to the net balance.
Collection Code	Select the code for the collection agency that you assign to items that you do not send to the DMS.

Creating Receivables Business Units Using Business Unit Management

The Business Unit Management feature allows you to setup General Ledger business units using the PeopleTools Activity Guide. You can also create sub-ledger business units by copying existing sub-ledger business units and then modifying them per your requirements. This topic discusses how to create, copy, or modify Receivables business units using the Business Unit Management feature.

Pages Used to Create Receivables Business Units Using Business Unit Management

Page Name	*Definition Name*	*Usage*
Receivables Definition Page	AR_BU_COPY_FL	Search, modify, add, and copy Receivables business units.
Business Unit Definition Page	BUS_UNT_TBL_AR_FL1	Create a Receivables business unit and specify its default numbering options.
Accounting Options 1 Page	BUS_UNT_TBL_AR_FL2	Define the open accounting periods for the business unit, assign a direct journal template to the unit, assign the accounts receivable distribution codes to the unit, and define multi-currency processing options.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Accounting Options 2 Page	BUS_UNT_TBL_AR_FL3	Specify the distribution codes used to create accounting entries for draft processing and refund processing.
Bank/Payment Options Page	BUS_UNT_TBL_AR_FL4	Specify business unit defaults for due dates that fall on holidays.

Understanding Receivables Business Unit Creation Using Business Unit Management

The Business Unit Management feature enables you to create new Receivables sub-ledger business units or copy existing Receivables business units and modify them per your requirements.

Follow these steps to create Receivables business units using the Business Unit Management feature:

1. Enable the Business Unit Management feature for Receivables by selecting *Accounts Receivable* on the “Source System Page” (PeopleSoft General Ledger).
2. Create a new ledger using the “Create New Ledger Page” (PeopleSoft General Ledger).
3. Enter basic business unit information using the “Basic Information” (PeopleSoft General Ledger) page.
4. (Optional) Define additional business unit information—such as incremental calculation method—using advanced features.
5. Define ledgers for a business unit using the “Ledgers For A Unit Page” (PeopleSoft General Ledger).
6. Define Receivables sub ledgers and specify its default processing options using the Receivables Definition Page and Business Unit Definition Page.
7. Define open accounting periods and multi-currency processing options,and assign direct journal template and accounts receivable distribution codes using the Accounting Options 1 Page.
8. Specify the distribution codes used to create accounting entries for draft processing and refund processing using the Accounting Options 2 Page.
9. Specify business unit defaults for due dates that fall on holidays using the Bank/Payment Options Page.

Receivables Definition Page

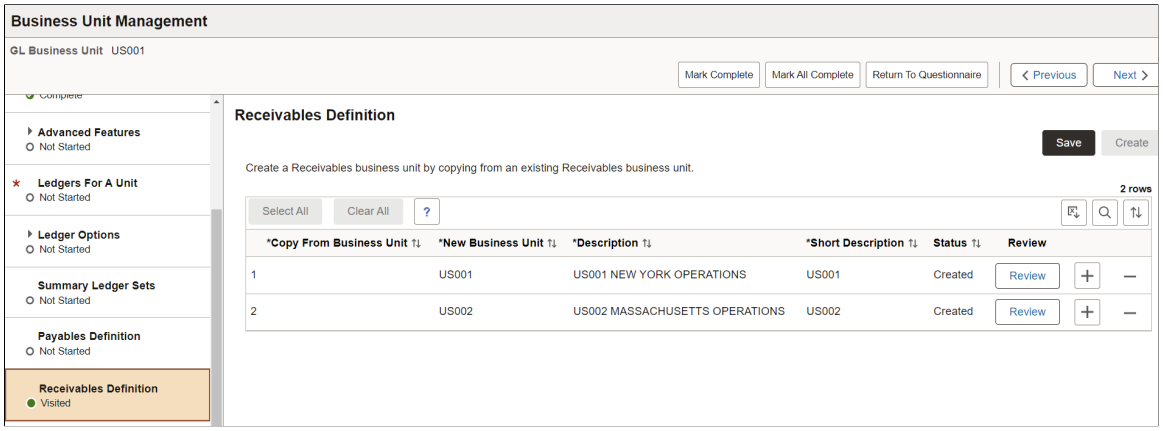
Use the Receivables Definition page (AR_BU_COPY_FL) to search, modify, add, and copy Receivables business units.

Navigation:

PeopleSoft Home > **Finance & Accounting** > **Business Unit Management tile** > **Create New Ledger** > **Basic Information** > **Receivables Definition**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Receivables Definition page.



See the “View Business Unit Management Page” (PeopleSoft General Ledger) for field definitions.

Note: This page allows you to create a new Receivables sub-ledger business unit by copying from an existing sub-ledger business unit. The new sub-ledger business unit is not created until you select the **Create** button. When the **Create** button is selected, the Review button is available to proceed to the sub-ledger Questionnaire page. The system then proceeds to the sub-ledger configuration pages.

Business Unit Definition Page

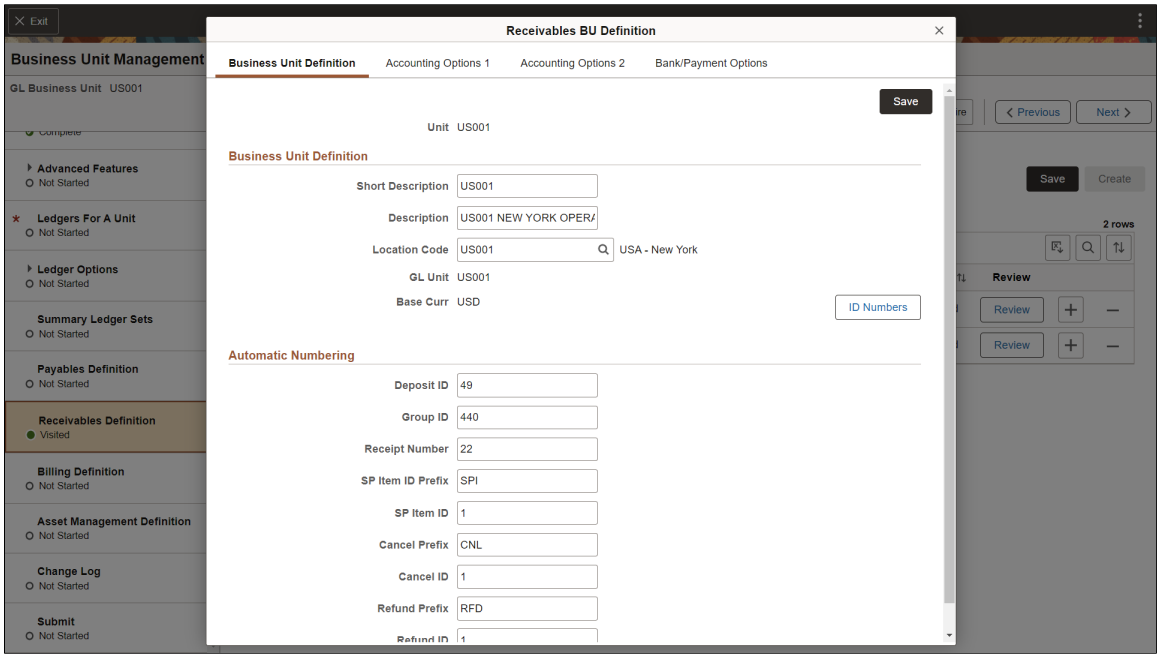
Use the Business Unit Definition page (BUS_UNT_TBL_AR_FL1) to create a Receivables business unit and specify its default numbering options.

Navigation:

PeopleSoft Home > **Finance & Accounting** > **Business Unit Management tile** > **Create New Ledger** > **Basic Information** > **Receivables Definition** > **Business Unit Definition**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Business Unit Definition page.



See the Receivables Definition - Business Unit Definition Page for field definitions.

Accounting Options 1 Page

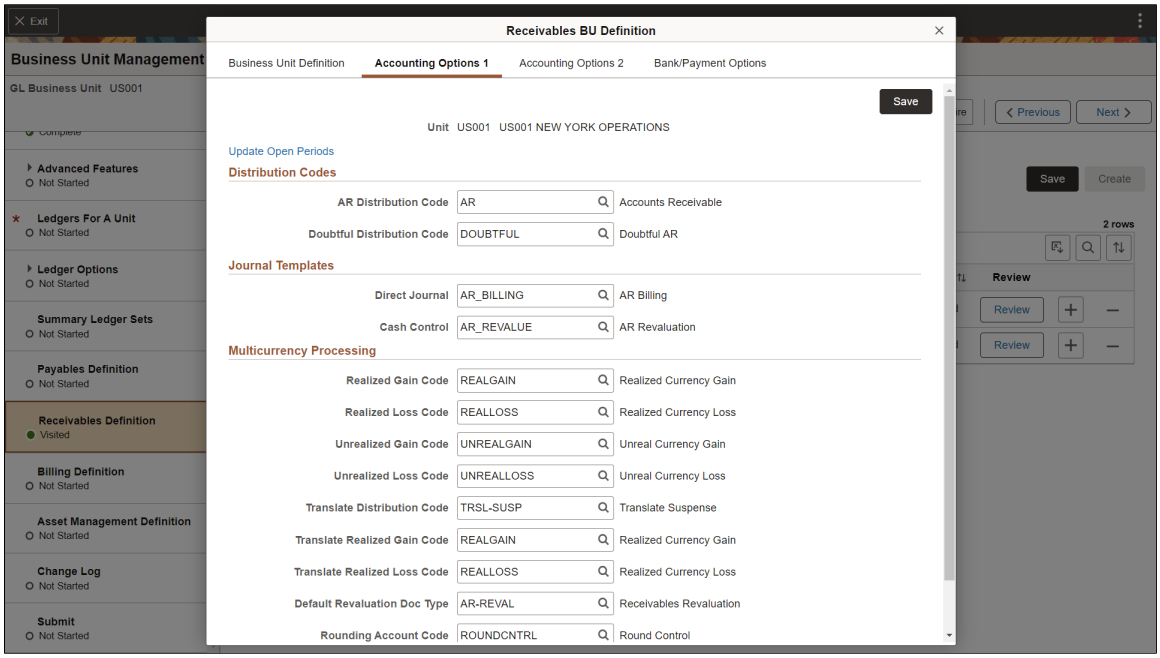
Use the Accounting Options 1 page (BUS_UNT_TBL_AR_FL2) to define the open accounting periods for the business unit, assign a direct journal template to the unit, assign the accounts receivable distribution codes to the unit, and define multi-currency processing options.

Navigation:

PeopleSoft Home > Finance & Accounting > Business Unit Management tile > Create New Ledger > Basic Information > Receivables Definition > Accounting Options 1

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Accounting Options 1 page.



See the Receivables Definition - Accounting Options 1 Page for field definitions.

Accounting Options 2 Page

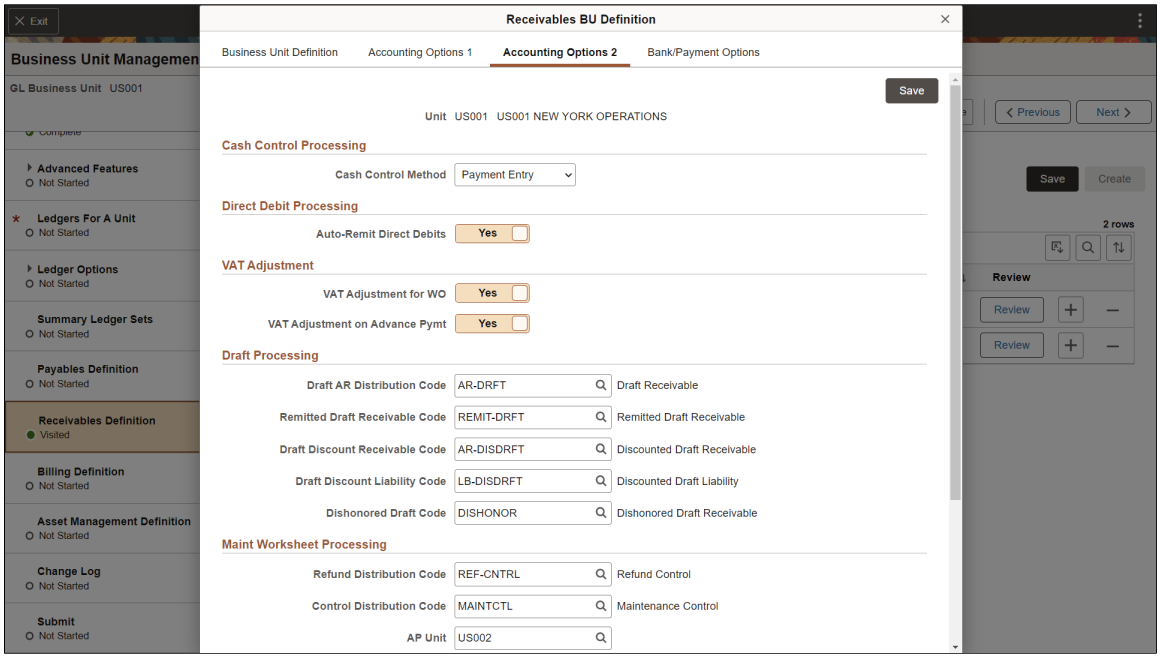
Use the Accounting Options 2 page (BUS_UNT_TBL_AR_FL3) to specify the distribution codes used to create accounting entries for draft processing and refund processing.

Navigation:

PeopleSoft Home > Finance & Accounting > Business Unit Management tile > Create New Ledger > Basic Information > Receivables Definition > Accounting Options 2

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Accounting Options 2 page.



See the Receivables Definition - Accounting Options 2 Page for field definitions.

Bank/Payment Options Page

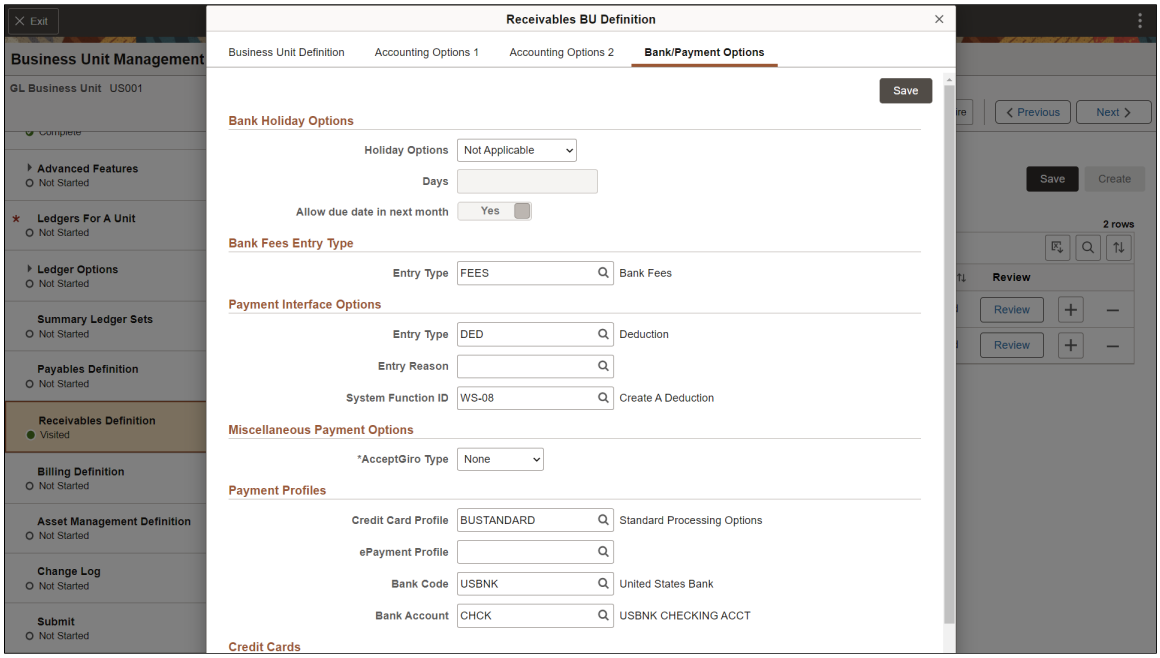
Use the Bank/Payment Options page (BUS_UNT_TBL_AR_FL4) to specify business unit defaults for due dates that fall on holidays.

Navigation:

PeopleSoft Home > Finance & Accounting > Business Unit Management tile > Create New Ledger > Basic Information > Receivables Definition > Bank/Payment Options

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Bank/Payment Options page.



See the Receivables Definition - Bank/Payment Options Page for field definitions.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 4

Defining PeopleSoft Receivables Processing Options

Understanding PeopleSoft Receivables Processing Options

Before you enter or process items and payments, you must set up the tables that form the foundation of your PeopleSoft Receivables system. Some of these tables apply to both receivables and payments; some apply to only one.

PeopleSoft Receivables creates and maintains the System Functions table (PS_ENTRY_USE_TBL), and you cannot modify it. The Entry Type table (PS_ENTRY_TYPE), Automatic Entry Type table (PS_AUTO_ENTRY_TBL), and Item Entry Type table (PS_ITEM_ENTRY_TBL) define subsets of the system functions and determine the structure for reporting, tracking, and general ledger processing.

System functions represent all the processes and actions that are possible for both receivables and payments. Entry types are set up for each sort of transaction that you anticipate. You associate system functions with entry types through subsets of automatic entry types and item entry types. Item entry types make up a subset of system functions that involve the entry of invoices, credit memos, and debit memos. Automatic entry types take care of all the rest—entry types for all of the worksheets and batch processes that generate pending items.

Note: You must set up entry types as either item entry types or automatic entry types before you can use them.

Prerequisites for Defining PeopleSoft Receivables Processing Options

Before you can set up receivables processing options, you must:

- Set up TableSets.

  See the product documentation for *PeopleTools: Application Designer Developer's Guide*.

- Define ChartFields.

  See “Understanding PeopleSoft ChartFields” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up System Functions

Pages Used to Set Up System Functions

Page Name	*Definition Name*	*Usage*
System Functions 1 Page	ENTRY_USE_TABLE	View system function attributes, which enable the processing of a system function. PeopleSoft Receivables maintains these attributes, and you typically should not change them.
VAT Distribution Type Page	ENTRY_VAT_PNL	View the rules for updating the VAT tables during the Pending Group Generator Application Engine process (AR_PGG_SERV).
System Functions 2 Page	ENTRY_USE_TABLE2	Review the system-defined portion of the accounting entries.

Understanding System Functions

To define system functions, use the System Functions component (ENTRY_USE_TABLE).

Use this component to:

- Select system function attributes.
- Review rules for value-added taxes (VAT) processing.
- Review system function accounting entries.

System functions are the activities that your PeopleSoft Receivables system supports. The System Functions table lists the system functions and describes how the system generates accounting entries for the general ledger. Each system function has an accounting entry definition that indicates how the system creates accounting entries. You cannot change these accounting entries—they are system-defined entries. Specify the user-defined entries either in an item entry or automatic entry template or during processing on the Accounting Entries pages.

Each system function is prefixed with a two-letter identifier describing the part of the system that uses the function:

Identifier	*Description*
DD	Direct debit management
DM	Draft management

Copyright © 1988, 2025, Oracle and/or its affiliates.

Identifier	*Description*
FC	Overdue charges
IT	Item entry
MT	Maintenance worksheet, item splits, or Automatic Maintenance Application Engine process (AR_AUTOMNT)
TR	Transfer worksheet
WS	Payment worksheet or Payment Predictor Application Engine process (ARPREDCT)

This table lists the system function parameters that may be helpful when you map entry types and automatic entry types to system functions:

System Function ID	*Description*	*Entry Function*	*Sign*	*Item*	*Reason*	*Auto Number*	*Accounting Entry*
DD-01	Direct Debit Remit - Clearing	Auto	Neg	NA	NA	NA	DR Cash Control CR Accounts Receivable
DD-02	Direct Debit Remit - Cash	Auto	Neg	NA	NA	NA	DR Cash Received CR Accounts Receivable
DD-03	Direct Debit Cancel - Clearing	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Control
DD-04	Direct Debit Cancel - Cash	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Received
DD-05	Direct Debit Cash Clearing	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DD-06	Direct Debit Cash Clearing	Auto	Un	NA	NA	NA	DR Bank Cash Received CR Cash Control
DD-07	Direct Debit Cancel - Clearing	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Control
DD-08	Direct Debit Cancel - Cash	Auto	Pos	NA	NA	NA	DR Accounts Receivable CR Cash Received
DD-09	VAT at Due Date	Auto	Un	NA	NA	NA	DR VAT Output Intermediate CR VAT Output Final
DM-01	Pay an Item	Auto	Neg	NA	NA	NA	DR Draft Receivable CR Accounts Receivable
DM-02	Prepay an Item	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution
DM-03	Place an Amount On Account	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution
DM-04	Adjust Remaining Overpayment	Auto	Neg	New	X	X	DR Draft Receivable CR AR Distribution

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-05	Adjust Remaining Underpayment	Auto	Pos	New	X	X	DR AR Distribution CR Draft Receivable
DM-06	Create a Deduction	Auto	Pos	New	X	X	DR AR Distribution CR Draft Receivable
DM-07	Write off an Item	Auto	Neg		X		DR User line CR AR Account(s)
DM-08	Write off an Overpayment	Auto	Pos	2nd - DM-04	X	X	DR AR Distribution CR User line
DM-09	Write off an Underpayment	Auto	Neg	2nd - DM-05	X	X	DR User line CR AR Distribution
DM-20	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Draft Cash Control CR Draft Receivable
DM-21	Draft Remitted with Discount	Auto	Un	NA	NA	Na	DR Discount Draft Cash Control CR Draft Receivable
DM-22	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Cash Control CR Draft Receivable

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-23	Draft Remitted to Bank	Auto	Un	NA	NA	NA	DR Remitted Draft Distribution CR Draft Receivable
DM-24	Draft Remitted with Discount	Auto	Un	NA	NA	NA	DR Draft Discount Receivable CR Draft Receivable
DM-30	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-31	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-32	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-33	Collect Cash on Discount Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Draft Discount Liability
DM-40	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-41	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Discount Receivable
DM-42	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Cash Control
DM-43	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Discount Receivable
DM-44	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Draft Receivable
DM-45	Reverse Discount Liability	Auto	Un	NA	NA	NA	DR Draft Discount Liability CR Draft Receivable
DM-46	Collect Cash on Draft	Auto	Un	NA	NA	NA	DR Cash Received CR Remitted Draft Distribution

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-47	VAT on Discounted Draft	Auto	Un	NA	NA	NA	None (This function generates VAT accounting only for items with declaration point of payment.)
DM-50	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Draft Receivable
DM-52	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-53	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-54	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Control
DM-55	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Remitted Draft Distribution

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
DM-56	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Discount Draft Receivable
DM-57	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Received
DM-58	Dishonor Draft	Auto	Un	NA	NA	NA	DR Dishonored Draft Distribution CR Cash Received
DM-90	Draft Bank Fees	Auto	Pos	NA	X	X	CR Cash Received
DM-98	Cancel Remitted Draft	Auto	Neg	NA	NA	NA	None (PeopleCode creates accounting entries based on the status of the draft.)
DM-99	Void Drafts	Auto	Neg	NA	NA	NA	None (PeopleCode creates accounting entries based on the status of the draft.)
FC-01 Overdue Charge	Create an Overdue Charge	Auto	Pos	New	NA	X	DR Accounts Receivable CR User line

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
IT-01 Item Entry	Create an Invoice/Debit Memo	Item	Pos	NA	X	NA	DR Accounts Receivable CR User line
IT-02 Item Entry	Create a Credit Memo	Item	Neg	NA	X	NA	DR User line CR Accounts Receivable
MT-01 Maintenance Worksheet	Offset an Item	Auto	Un	NA	X	NA	DR Maintenance Control CR Accounts Receivable
MT-02 Maintenance Worksheet	Write off a Credit	Auto	Pos	NA	X	NA	DR Accounts Receivable CR User line
MT-03 Maintenance Worksheet	Write off a Debit	Auto	Neg	NA	X	NA	DR User line CR Accounts Receivable
MT-04 Maintenance Worksheet	Create New Debit	Auto	Pos	New	X	X	DR AR Distribution CR Maintenance Control
MT-05 Maintenance Worksheet	Create New Credit	Auto	Neg	New	X	X	DR Maintenance Control CR AR Distribution
MT-06 Maintenance Worksheet	Write off Remaining Credit	Auto	Pos	2nd - MT-05	X	NA	DR AR Distribution CR User line
MT-07 Maintenance Worksheet	Write off Remaining Debit	Auto	Neg	2nd - MT-04	X	NA	DR User line CR AR Distribution

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
MT-08 Maintenance Worksheet	Refund Remaining Credit	Auto	Pos	2nd - MT-05	X	NA	DR AR Distribution CR Refund Control
MT-09 Maintenance Worksheet	Refund a Credit	Auto	Pos		X		DR Accounts Receivable CR Refund Control
TR-01 Transfer Worksheet	Transfer Item From Customer	Auto	Un	NA	NA	NA	DR Transfer Control CR Accounts Receivable
TR-02 Transfer Worksheet	Transfer Item To Customer	Auto	Un	NA	NA	NA	DR Accounts Receivable CR Transfer Control
TR-03 Transfer Worksheet	Transfer Item to Doubtful Receivable Account	Auto	Un	NA	NA	NA	DR Doubtful Receivables Distribution Code CR Transfer Control
WS-01 Payment Worksheet	Pay an Item	Auto	Neg	NA	NA	NA	DR Cash Received CR Accounts Receivable
WS-02 Payment Worksheet	Take Earned Discount	Auto	Neg	NA	NA	NA	DR User line CR Accounts Receivable
WS-03 Payment Worksheet	Take Unearned Discount	Auto	Neg	NA	NA	NA	DR User line CR Accounts Receivable

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Entry Function	Sign	Item	Reason	Auto Number	Accounting Entry
WS-04 Payment Worksheet	Prepay an Item	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-05 Payment Worksheet	Place An Amount On Account	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-06 Payment Worksheet	Adjust Remaining Overpayment	Auto	Neg	New	X	X	DR Cash Received CR AR Distribution
WS-07 Payment Worksheet	Adjust Remaining Underpayment	Auto	Pos	New	X	X	DR AR Distribution CR Cash Received
WS-08 Payment Worksheet	Create a Deduction	Auto	Pos	New	X	X	DR AR Distribution CR Cash Received
WS-09 Payment Worksheet	Write off an Item	Auto	Neg	NA	X	NA	DR User line CR Accounts Receivable
WS-10 Payment Worksheet	Write off an Overpayment	Auto	Pos	2nd - WS-06	X	X	DR AR Distribution CR User line
WS-11 Payment Worksheet	Write off an Underpayment	Auto	Neg	2nd - WS-07	X	X	DR User line CR AR Distribution

Note: NA means not applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Functions 1 Page

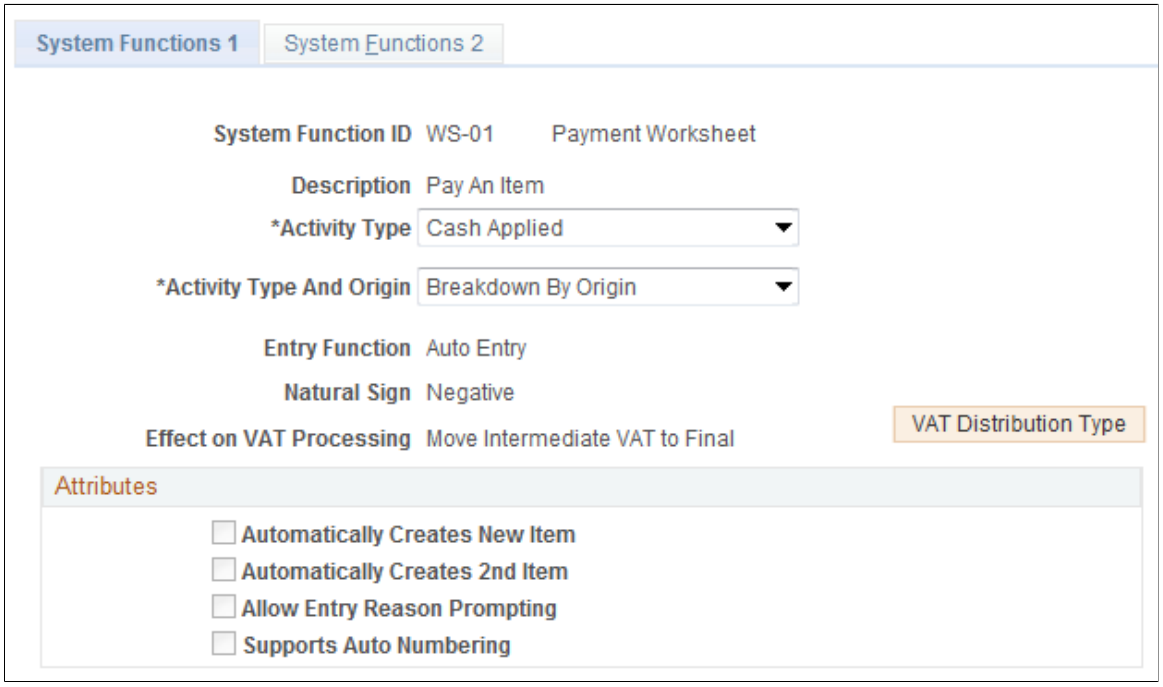
Use the System Functions 1 page (ENTRY_USE_TABLE) to view system function attributes, which enable the processing of a system function.

PeopleSoft Receivables maintains these attributes, and you typically should not change them.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Receivables System Function** > **System Functions 1**

This example illustrates the fields and controls on the System Functions 1 page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Activity Type	Select an activity type that indicates how system functions are classified. You must associate each system function with an activity type. You can assign an activity type to more than one system function. This structure determines how the system presents data on the Unit Activity page and the Unit Activity report.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Activity Type And Origin	When you view the inquiry page by activity type and origin, the system uses the **Activity Type And Origin** field to determine whether to break the category down by origin or bank code. This determines how the system displays information on the Unit Activity page. For example, suppose that you select *Billing* for the activity type and *Breakdown By Origin* for the **Activity Type And Origin** field. On the Unit Activity page, under **Activity Type/Origin/Bank Code** you will see that billing activity came from two different origins, *OBILL* and *XBILL.* The individual totals for each origin appear on the page. If you choose *not* to break down by origin, select *Do Not Break Down By Origin* for system functions IT-01 and IT-02. The Unit Activity page lists billing without an origin—meaning that the system has bundled together all the billing transactions, rather than breaking them into totals under their associated origin IDs. As another example, if you select *Breakdown by Origin* for the WS-01 system function, you will see a separate row for each bank account for the payment activity. If you select *Do Not Break Down By Origin,* all the payment activities are combined in one row.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Function	Displays a system-defined value. It can be either *Auto Entry* (automatic entry) or *Item Entry.* Item entry types identify pending items created during online item entry or by an external interface. The system uses item entry types to handle processing when you directly build a pending item—during online entry or when an interface process constructs groups of pending items. When you enter or build pending items that make up a group, you use entry types that you have specifically enabled for use as item entry types. Item entry types take two forms: • Positive amounts (IT-01, FC-01). • Negative amounts (IT-02). Automatic entry types work in the background to translate instructions for overdue charging, payments, maintenance, transfers, direct debits, and drafts into pending items. When you initiate an online or background process for these types of groups (such as selecting an item on one of the worksheets, or running the Payment Predictor process or the Automatic Maintenance process), the system creates the necessary pending item using the information that you defined on the automatic entry type for that action. For example, every time you select an item for payment on the payment worksheet, the system uses the entry type, entry reason, and accounting entry information from the WS-01 (Pay An Item) automatic entry type to create the pending item. Automatic entry types fall into the following categories: • Overdue charges (prefaced with FC). • Maintenance worksheet (prefaced with MT). • Payment worksheet (prefaced with WS). • Transfer worksheet (prefaced with TR). • Direct debit management (prefaced with DD). • Draft management (prefaced with DM).
Natural Sign	Displays a positive (+) or negative (–) sign, which. the system applies to pending items to determine the effect that a system function has on the customer balance. The only unsigned system functions are transfers, offsets, direct debits, and drafts (they can be said to offset an item), because their sign varies with the sign of the item being offset, transferred, or included in draft and direct debit processing. Debit memos must be positive, and credit memos must be negative.
Effect on VAT Processing(effect on Value Added Tax processing)	Indicates how VAT balances are adjusted for the system function.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
VAT Distribution Type (Value Added Tax distribution type)	Click to view the account types that you selected for each declaration point for the system function.
Automatically Creates New Item	Displays the system setting. If this option is selected, the system creates a new item for activities that occur in the background. These system functions are all automatic entry types: new debits and credits, prepayments, on-account payments, deductions, and adjustments for overpayments and underpayments.
Automatically Creates 2nd Item	Displays the system-setting. If selected, it enables write-off of remaining debits and credits on the maintenance worksheet and by the Automatic Maintenance process, or write-off of overpayments and underpayments on the payment worksheet and draft worksheet, and by the Payment Predictor process.
Allow Entry Reason Prompting	Displays the system setting. If selected, it indicates that entry types tied to the system function can require an entry reason. Entry types define activity, and entry reasons enable you to further qualify the activity. So if a system function enables you to require an entry reason, you can generate reports, run aging, and view history at a greater level of detail.
Supports Auto Numbering (supports automatic numbering)	Displays the system setting. If selected, it enables you to enter a prefix and starting number for pending items. For example, these system functions could be assigned: *PR:* Prepayments. *AO:* Overpayment adjustments. *AU:* Underpayment adjustments. *DE:* Deductions. *OA:* On-account payments.

VAT Distribution Type Page

Use the VAT Distribution Type page (ENTRY_VAT_PNL) to view the rules for updating the VAT tables during the Pending Group Generator Application Engine process (AR_PGG_SERV).

Navigation:

Click the **VAT Distribution Type** button on the System Functions 1 page.

The values determine how to update the VAT tables for the system function. If more than one row is in the grid, the processing varies depending on the declaration point.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Declaration Point	Indicates when the system recognizes VAT transaction information for reporting purposes. Values are: *Invoice:* Recognize VAT at invoice time. *Payment:* Recognize VAT at the time of payment. *Delivery:* Recognize VAT at the time of delivery.
VAT Accounting Entry Type (Value Added Tax accounting entry type)	The accounting entry types, together with VAT codes and VAT transaction types, determine VAT accounting and reporting.
Effect on VAT Processing(Value Added Tax processing)	Displays the action for VAT processing. Values are: • *Adjust intermediate VAT liability.* • *Include in item entry totals.* • *None.* • *Move intermediate VAT to final.*

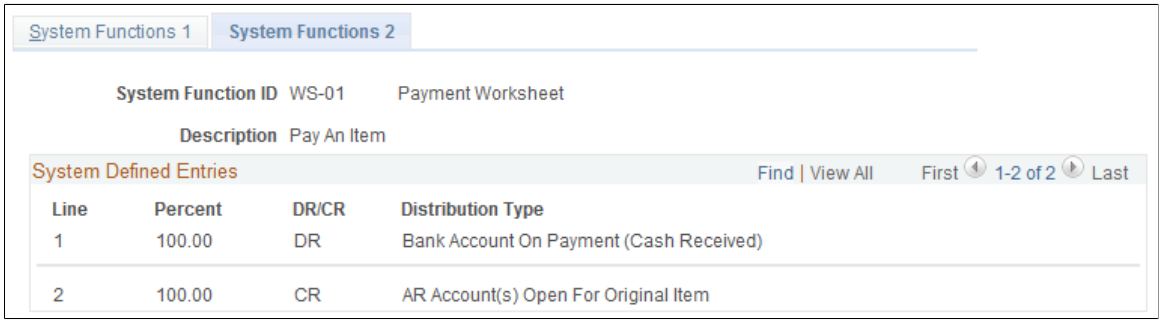
System Functions 2 Page

Use the System Functions 2 page (ENTRY_USE_TABLE2) to review the system-defined portion of the accounting entries.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Receivables System Function** > **System Functions 2**

This example illustrates the fields and controls on the System Functions 2 page. You can find definitions for the fields and controls later on this page.



System-Defined Entries

The system-defined entries fall into one of two categories:

- Two lines are defined: one for the accounts receivable entry and one for the cash entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

In this case, the system generates a balanced accounting entry by itself. Cash system functions related to the payment worksheet, drafts, and direct debits fall into this category. Also, system functions related to the maintenance and transfer worksheet and the Automatic Maintenance process define two lines: one for the accounts receivable account and one for a control account.

- A single line is defined: either a debit or credit for the accounts receivable entry.

  Write-offs, discounts, and item entry system functions require two-sided accounting entries to be posted; therefore, you must create user-defined lines for the offsetting entries on your templates or during processing.

Revenue Estimate Attributes

If you selected the Receivables check box in the Enabled Commitment Control group box on the Installation Options – Products page, the **Revenue Estimate Attributes** group box appears. The revenue estimate attributes define whether source transactions for the control budget should be generated and if so, how.

Field or Control	*Description*
Revenue Estimate Affected	Determines whether the Revenue Estimate Application Engine process (AR_REV_EST) creates source transactions. *Yes* indicates that the process creates source transactions, and *No* indicates it does not.
User Definable	Indicates whether you must specify which revenue bucket to update for each entry type and reason combination for the automatic entry type or item entry type associated with the system functions. *Yes* indicates that you must specify the revenue buckets for the automatic entry type or item entry type, and *No* indicates that the system function defines them.
Revenue Estimate Updated	Indicates whether the accounting entries update the recognized or collected bucket or both buckets. If the bucket is user-defined for the automatic entry type or item entry type, the default bucket appears.

Setting Up Entry Types and Reasons

Pages Used to Set Up Entry Types and Reasons

Page Name	*Definition Name*	*Usage*
Entry Type Page	ENTRY_TYPE_TABLE1	Create and define entry types.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Entry Reason Page	ENTRY_TYPE_TABLE2	Specify the appropriate entry reasons for an entry type.

Related Links

Entry Types and Reasons

Understanding Entry Types

To define entry types and reasons, use the Entry Type component (ENTRY_TYPE_TABLE1).

Use this component to:

- Define entry types.
- Define entry reasons.

Thinking through and defining a comprehensive set of entry types is second in importance only to defining business units and TableSets. An entry type categorizes your pending items and the system uses them to create or update items. The Receivable Update Application Engine process (ARUPDATE) uses pending items along with associated entry types and reasons to create or update items and to maintain customer balances.

During processing, you sometimes enter pending items directly—for example, when you enter an invoice, a debit memo, or a credit memo. Sometimes the system creates pending items for you based on commands that you provide. For example, it creates deductions and on-account payments in the background as you use the payment worksheet or the Payment Predictor process.

To use all of the PeopleSoft Receivables processing and payment features, at a minimum you must accommodate the following entry types. You can assign a single entry type to several functions and you can name them whatever you want.

- Adjust underpayment.
- Adjustment overpayment.
- Credit memo.
- Debit memo.
- Deduction.
- Earned discount.
- Overdue charge.
- Invoice.
- Maintenance credit.
- Maintenance debit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Offset customer's debits and credits.
- On-account.
- Payment.
- Prepayment.
- Refund credit.
- Refund remaining credit.
- Unapplied cash.
- Unearned discount.
- Write-off.
- Write off a credit.
- Write off overpayment.
- Write off remaining credit.
- Write off remaining debit.
- Write off underpayment.

This table lists the entry types that you must create if you process direct debits or drafts:

Direct debits	***Drafts***
Direct debit remitted to bank-cash clearing	Draft remitted to bank
Direct debit remitted to bank-cash	Draft remitted with discount
Direct debit canceled-cash	Collect cash on discount draft
Direct debit cash clearing	Collect cash on draft
Not applicable	Reverse discount liability
Not applicable	Dishonored draft
Not applicable	Cancel remitted draft
Not applicable	Void draft
Not applicable	Bank fees (for discounted drafts)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: You must create either an item entry type or automatic entry type for each entry type before you can use them.

If you use the vendor rebate claim functionality in PeopleSoft Purchasing or the claim back functionality in PeopleSoft Order Management, you might want to create unique entry types for the interface items to identify them on the payment worksheet or on inquiries and reports.

Entry Types and Reasons for Partial Payments

PeopleSoft Receivables delivers entry types and reasons in the sample database. If you use the Payment Predictor process to apply your payments, the #DTL_TLR algorithm group uses these entry types and reasons to determine how to create accounting entries for underpayment, overpayment, and discount conditions. You must use these entry types and reasons when you create your automatic entry types if you want to process partial payments and discounts correctly.

Important! If you cannot use these entry types and reasons due to your business practices, you need to change the SQL for the #DTL_TLR algorithm group. You should, however, avoid making these changes.

PeopleSoft delivers these entry types:

Term	*Definition*
PR	Prepay an Item.
OA	On Account.
AU	Adjust Remaining Underpayment.
AO	Adjust Remaining Overpayment.
DED	Create a Deduction.
WO	Write-Off Item.
WAO	Write Off an Overpayment.
WAU	Write Off an Underpayment.

PeopleSoft delivers these entry reasons:

Term	*Definition*
IOIT	Invoice Overage Within Tolerance.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
IUIT	Invoice Underage Within Tolerance.
DOIT	Discount Overage Within Tolerance.
DUIT	Discount Underage Within Tolerance.
IOET	Invoice Overage Exceeds Tolerance.
IUET	Invoice Underage Exceeds Tolerance.
DOET	Discount Overage Exceeds Tolerance.
DUET	Discount Underage Exceeds Tolerance.

When you set up automatic entry types for these system functions, you must use these entry type and reason combinations:

System Function	*Entry Type and Reason*
WS-04	PR and IOET PR and DUET
WS-05	OA and IOET OA and DUET
WS-06	AO and IOET AO and IOIT AO and DUIT AO and DUET
WS-07	AU and IUIT AU and DOIT
WS-08	DED and IUET DED and DOET

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function	*Entry Type and Reason*
WS-09	WO and IOIT WO and IUIT WO and DOIT WO and DUIT
WS-10	WAO and IOIT WAU and DUIT
WS-11	WAU and IUIT WAU and DOIT

The #DTL_TLR algorithm group uses a default system function for overpayments, underpayments, and unearned discounts. However, you can override the default system function for each business unit on the Predictor Detail Options page by assigning a different entry type and reason. The entry type and reason that you assign must be consistent with the intended usage of the system function. For example, adjust overpayment should not be used with an underpayment entry type and reason.

Related Links

Using #DETAIL and #DTL_TLR for Partial Payments and Deductions

Understanding Entry Reasons

Use different entry reasons to set up different accounting entry templates for different conditions.

Some of the entry types that create entries in the background accommodate the use of an entry reason; others do not. Use entry reasons for:

- Invoice or debit memos.
- Credit memos.
- Overdue charges.
- Prepayments.
- On-account payments.
- Deductions.
- Write-offs (debits and credits, remaining debits and credits, underpayments, and overpayments).
- Adjustments for underpayments and overpayments.
- Remaining credit refunds.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Credit refunds.
- Creating new debits.
- Creating new credits.
- Offsetting items.
- Draft bank fees.

Note: You specify whether entry reasons are required on the Item Entry Type - Selection page and the Automatic Entry Type - Selection page. If an entry reason is required for a credit write-off (MT-06) or a debit write-off (MT-07), you must choose one entry reason to be the default reason code.

You can also use entry reasons for reporting or inquiry purposes to further identify items.

Entry Reasons for Vendor Rebate and Claimback Processing

You must set up entry reasons for any entry types that you use to pay or offset items for vendor rebate and claimback processing.

For the entry types that you associate with the Pay an Item (WS-01 and DM-01), and Offset an Item (MT-01) system functions, you must create a minimum of two entry reasons:

- An entry reason that is used to pay or offset the base amount of the item.
- An entry reason that is used to pay or offset the VAT amount for an item.

You can create as many entry reasons as you want, but you must create at least one for the base amount and one for the VAT amount for each entry type that you use to pay or offset items for vendor rebate and claimback processing. When you create automatic entry types for the WS-01, DM-01, and MT–01 system functions, you must enter all of these entry reasons on the Automatic Entry Type - Selection page. When you apply a payment to a vendor rebate claim or claimback item on the payment worksheet, you create two entries in the payment worksheet for each item if the business unit for the item requires VAT. One entry is for the base amount of the item and one entry is for the VAT amount. You assign the appropriate entry reason to each line. When you apply a draft to a claimback or vendor rebate claim on the draft worksheet or offset a claimback or vendor rebate claim on the maintenance worksheet, you follow the same procedure.

Note: If you have no business units that require VAT, you do not need to create an entry reason to record the VAT amount for an item and you do not need to create two entries on the worksheets.

Note: If the receivables business unit does not require VAT, you create only one entry for the base amount. You must enter the entry reasons to use for the business unit on the AR Integration page. The system enables you to select only the entry reasons associated with the item's business unit on the worksheets.

When you run the AR Rebate Notification Application Engine process (AR_REBATE) to update the claim management workbench, the process sends the base amount and the VAT amount for each item paid or offset. When you run the Claim Settlement process for AP Application Engine process (PO_CLMSETTLE_AP) on the claim management workbench, the process uses this information to generates the base and VAT distribution lines when it creates adjustment vouchers or claimback vouchers.

See Running the AR Rebate Notification Process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

See “Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management).

See “Understanding Vendor Rebates” (PeopleSoft Purchasing).

See “Defining Account Receivables Integration Options for Vendor Rebates” (PeopleSoft Source to Settle Common Information).

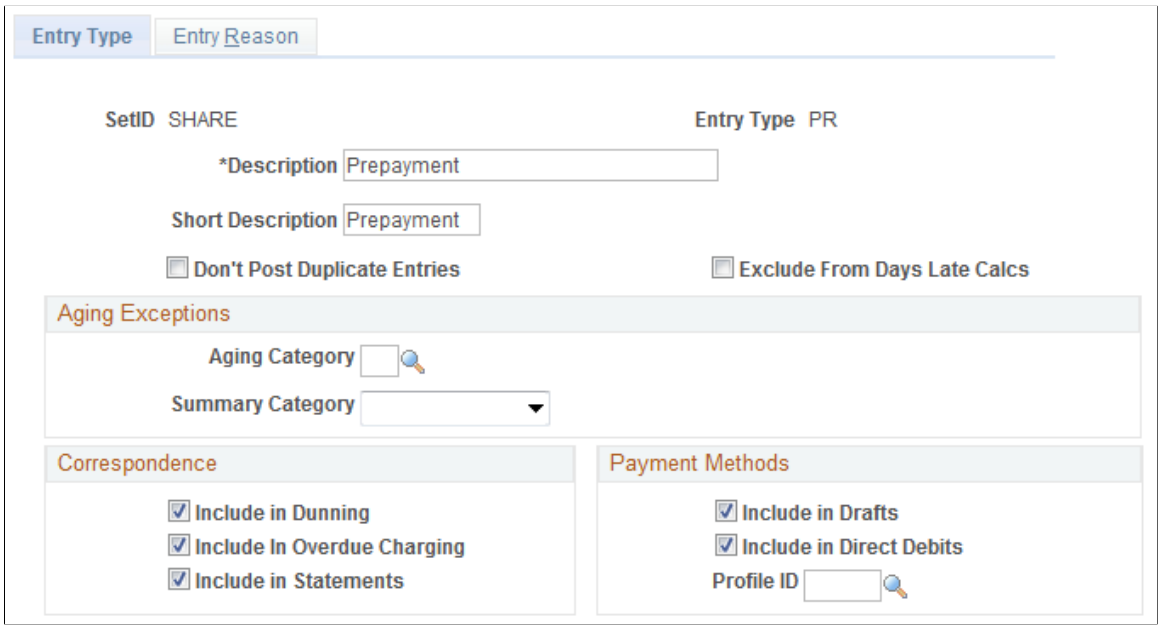
Entry Type Page

Use the Entry Type page (ENTRY_TYPE_TABLE1) to create and define entry types.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Entry Type** > **Entry Type**

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



Field or Control	*Description*
Don't Post Duplicate Entries	This check box handles: • Timing: An adjustment to an invoice is posted before the invoice. • Duplication: Two entries with the same entry type attempt to update an item. Select when you post a subsequent event—such as a debit memo or a credit memo—that has the same business unit, customer ID, item ID, and item line as the invoice before you post the invoice. This occurs if: • You are converting closed item detail from your previous receivables system. • The feeder billing systems cannot guarantee sequencing. • Your business often generates related transactions such as an invoice and a credit memo together. Normally, the system creates an Item record for each new item with its entry type. Subsequent entries create item activity lines but do not alter the entry type on the Item table (PS_ ITEM). If the original item is a debit or credit memo instead of an invoice, then the debit or credit memo entry type will be on the Item record. What you really want is the invoice entry type. You need to have the appropriate entry type on the Item record, because entry types determine aging redirection, correspondence inclusion, and weighted average days late calculations. If a prepayment or credit memo posts first and the invoice posts second, you need to update the Item record with the entry type and date of the invoice. Selecting the **Don't Post Duplicate Entries** check box for an entry type means that: • The entry type takes precedence over whatever entry type exists on the Item record (unless the entry type on the Item record also has the option selected). Selecting this check box enables you to use the invoice entry type as the controlling entry type, even though the invoice was not posted first. Select only for those entry types that represent an invoice. • After you post a pending item, other pending items with this selected option are not posted against this item, because any given item can have only one dominant pending item. • The system catches duplicate invoices for a particular business unit or customer combination. The Receivables Update process does not post a second pending item that also has the option selected against the

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	same business unit, customer ID, item ID, and item line combination. **Note:** Be sure that you select this check box only for invoice type or dominant transaction types and that only dominant entry types can be posted against an item.
Exclude From Days Late Calcs (exclude from days late calculations)	Select to exclude items with this entry type from history calculations for average days late and weighted average days late.
Aging Category	Enter an aging category in which to place items, rather than aging them normally. **Note:** If you define a rule for aging deductions, disputes, or collections in an aging ID other than aging normally, that rule takes precedence over a category that you select here.
Summary Category	Select a summary category to place items in a different summary category from the one associated with the aging category.
Include in Dunning, Include in Overdue Charging, and **Include in Statements**	Select to include items with the entry type in dunning letters, on overdue charge invoices, and on statements. In the delivered system, all entry types are included; deselect the check boxes to exclude those that you do not want to appear in correspondence. This applies only to the entry type on the item itself, not to item activities.
Include in Drafts, Include in Direct Debits, and **Profile ID**	Select to include items of this entry type in drafts and direct debits. If you select **Include Direct Debits,** enter a profile ID to use a specific direct debit profile for all items using this entry type. Otherwise, leave **Profile ID** blank to use the profile ID assigned to the customer. If you enter a profile ID, you must select the **Use Entry Type** field on the Direct Debit Profile page.

Related Links

Setting Up Direct Debit Profiles
Understanding Aging Setup

Entry Reason Page

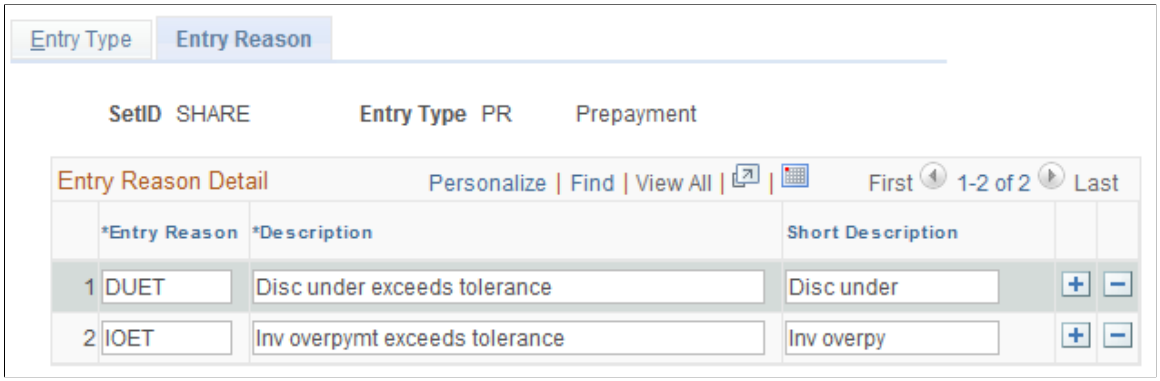
Use the Entry Reason page (ENTRY_TYPE_TABLE2) to specify the appropriate entry reasons for an entry type.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Product Related > Receivables > Options > Entry Type > Entry Reason

This example illustrates the fields and controls on the Entry Reason page.



For each entry type that you define, you can set up as many valid entry reasons as needed.

Setting Up Distribution Codes

Pages Used to Set Up Distribution Codes

Page Name	*Definition Name*	*Usage*
Distribution Code Page	DST_CODE_TABLE	Define or review distribution codes.
Draft Details Page	DST_CODE_DRAFT_SEC	Specify the draft distribution codes to associate with the AR (accounts receivable) distribution code.

Understanding Setting Up Distribution Codes

Distribution codes simplify the process of generating accounting entries by defining a valid combination of ChartField values.

To define distribution codes, use the Distribution Code component (DST_CODE_TABLE).

Use this component to:

1. Define distribution codes.
2. Link draft distribution codes to AR distribution codes.

Distribution Code Page

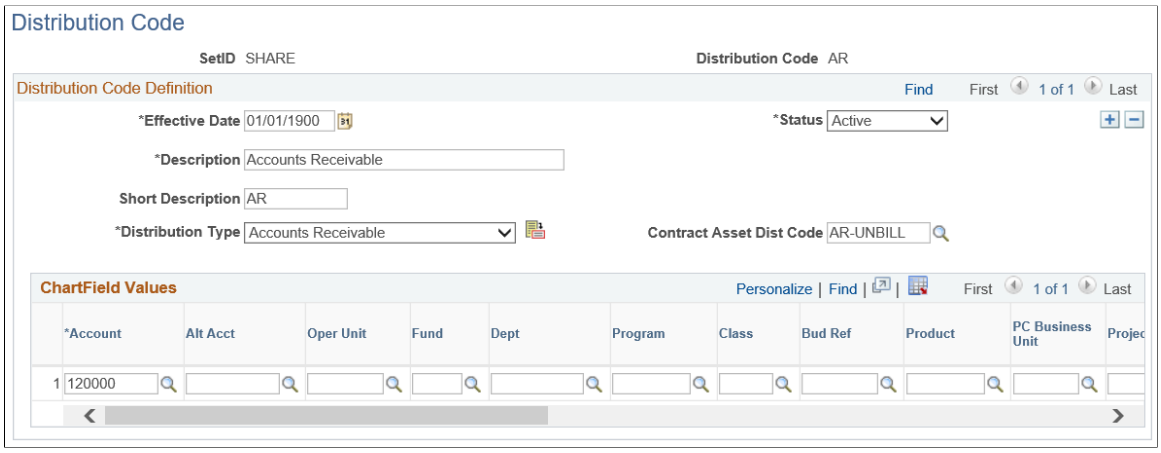
Use the Distribution Code page (DST_CODE_TABLE) to define or review distribution codes.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Common Definitions > Distribution Accounting > Distribution Code > Distribution Code

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



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Distribution Type	Select a value that indicates how the system will use the account. Values are: *AR* (accounts receivable): The system uses this value for pending items. You must assign default distribution codes for pending item groups. The system obtains the default distribution codes using the following hierarchy: 1. From the entry reason on the Item Entry Type - Selection page for billing groups or the entry reason on the Automatic Entry Type - Selection page for payment, draft, maintenance, and overdue charges groups. 2. From the customer on the General Information - Bill To Options page. 3. From the business unit on the Receivables Definition - Accounting Options 1 page. The Revaluation Application Engine process (AR_REVAL) also uses the AR distribution type to create accounting entries. Create a separate distribution code if you use translation ledgers. *Disc Draft* (discounted drafts): The receivable account for discounted drafts. Select or enter this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page. *Dishonor:* The receivable account for dishonored drafts. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page. *Doubtful:* The receivable account for doubtful receivables. Specify this code on the Receivables Definition - Accounting Options 1 page. *Draft Liab* (draft liability): The draft liability account for drafts discounted with recourse. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page. *Draft:* The receivable account for items that have been applied to any draft. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page. *Maint Ctrl* (maintenance control): Used to create the offsetting entry for transactions in maintenance groups. Specify this code on the Receivables Definition - Accounting Options 2 page. *Real G/L* (realized gain/loss): Used behind the scenes by the maintenance and payment worksheets and draft processing to create adjusting entries for multicurrency processing. You can define as many distribution codes as you choose, but each business unit can have only one realized gain and one realized loss code.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Translation for a realized gain or loss for translation ledgers also uses this value. If you want to track realized gains and losses separately you must create separate distribution codes for realized gains and realized losses. Specify these codes on the Receivables Definition - Accounting Options 1 page and the Receivables Definition - Options 2 page. *Refund Ctrl* (refund control): This value is the ChartField combination used to record the liability for a refund. Specify this code on the Receivables Definition - Accounting Options 2 page. If you use the commitment control option, the system does not update either the Recognized or Collected budget if you use an expense account. Instead, the system updates an Expense budget. *Remit Drft* (remitted drafts): The receivable account for nondiscounted drafts that have been remitted to the bank. Specify this code on the Receivables Definition - Accounting Options 2 page and override it by draft type and business unit on the Draft Type Distribution Codes page. *Round:* The system uses this value when you apply a payment to an item on the payment worksheet for which the currency differs from the currency of the item or when the payment and item are in the same currency, but differ from the base currency of the business unit. The Receivable Update process posts any remaining amount from the currency conversion to this rounding account. Specify this code on the Receivables Definition - Accounting Options 1 page. *Trans Ctrl* (transfer control): The system uses this value to create the offsetting entry for transactions in transfer groups. Specify this code on the Receivables Definition - Accounting Options 2 page. *Unreal G/L* (unrealized gain and loss): Used only during revaluation. This code enables you to summarize gains and losses into one line that updates the unrealized gain and loss account. If you want to track unrealized gains and losses separately, you need to create separate distribution codes for unrealized gains and unrealized losses. Specify these codes on the Receivables Definition - Accounting Options 2 page.
Contract Asset Dist Code (contract asset distribution code)	Select if the distribution type is *AR* and you have contract assets. This field is available only when the distribution type is *AR*.

Note: PeopleSoft Receivables does not directly use these distribution types: *Corp Vchr, Cust Dep, Dfr Disc, Dfr Rev, Dfr Surch, Discount, DM New Opr, DM Orig CR, DM Orig De, DM Orig Op, Dst no GL, GST, Match Ctrl, IU Pay, IU Rec, Reim, Coll, Revenue, Reverse, Reverse CR, Reverse DR, Sales/Use, Send Back, Surcharge,* and *Unbill AR, Unbill Dsc,* and *UnflCOwAdv.* PeopleSoft Receivables also does not use these distribution types: *Cash, Cash Ctrl, Disc Ctrl,* and *Draft Ctrl.* PeopleSoft Receivables uses the ChartFields that you assign to the bank account on the External Accounts page for cash and cash control accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

ChartField Values

Enter the combination of ChartField values that the general ledger uses to process activity with the distribution code unless your inheritance setup overrides the distribution code.

Related Links

Defining Business Unit Defaults for Individual Business Units

“Defining External Account Information” (PeopleSoft Banks Setup and Processing)

Draft Details Page

Use the Draft Details page (DST_CODE_DRAFT_SEC) to specify the draft distribution codes to associate with the AR (accounts receivable) distribution code.

Navigation:

Click the **Draft Distribution Codes** button on the Distribution Code page.

If you link draft distribution codes to an accounts receivable distribution code, the system uses that code to create accounting entries. Otherwise, it uses the codes that you assign to a draft type and business unit combination.

Field or Control	*Description*
Draft AR Distribution Code	Enter the code that defines the receivable account for approved drafts.
Remitted Draft Receivable Code	Enter the code that defines the receivable account for remitted drafts.
Draft Discount Receivable Code	Enter the code that defines the receivables account for the discounted drafts.
Draft Discount Liability Code	Enter the code that defines the liability account for drafts discounted with recourse.
Dishonored Draft Code	Enter the code that defines the receivable account for dishonored drafts.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Item Entry Types

Pages Used to Set Up Item Entry Types

Page Name	*Definition Name*	*Usage*
Item Entry Type - Selection Page	ITEM_ENTRY_TABLE1	Set up item entry types, specify whether to distribute accounting entries to the general ledger, and assign entry reasons to the item entry type.
Item Entry Type - Accounting Template Page	ITEM_ENTRY_TABLE2	Define how the system creates accounting entries for the general ledger.

Understanding Setting Up Item Entry Types

The system uses item entry types for items that you enter online or receive through an interface. By mapping entry types to system functions, you create item entry types.

To define item entry types, use the Item Entry Type component (ITEM_ENTRY_TABLE2).

Use this component to:

1. Define item entry types.
2. Define accounting templates for item entry types.

Item Entry Type - Selection Page

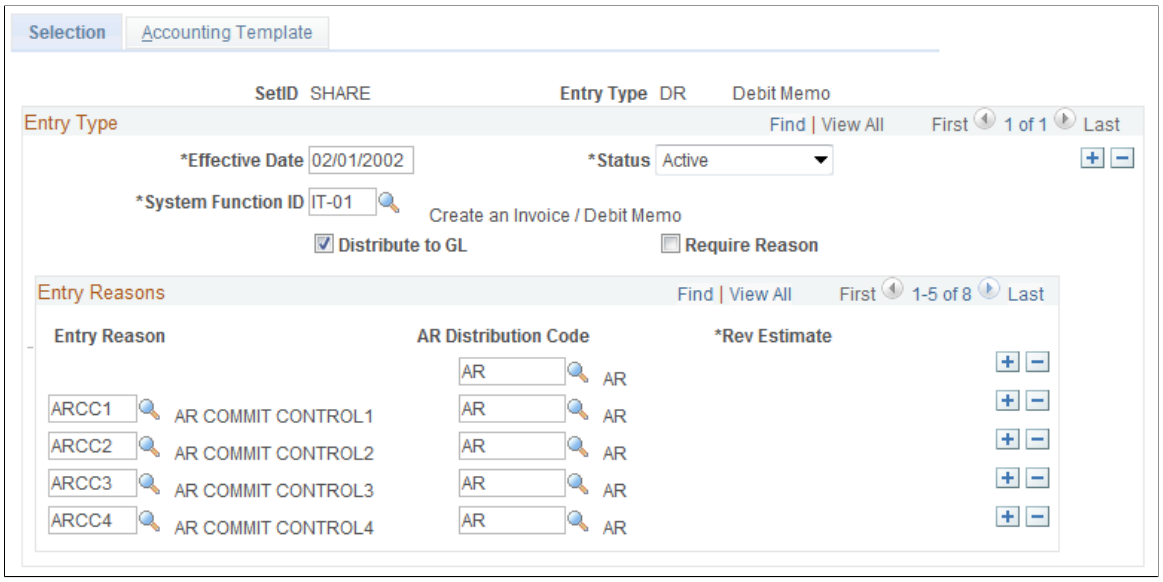
Use the Item Entry Type - Selection page (ITEM_ENTRY_TABLE1) to set up item entry types, specify whether to distribute accounting entries to the general ledger, and assign entry reasons to the item entry type.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Define Item Entry Type** > **Selection**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Item Entry Type - Selection page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
System Function ID	Enter the system function to associate with the entry type. You can have more than one item entry type per system function. For example, system function IT-02 defines the process for entering a credit memo. You can map multiple entry types—CR1 and CR2—to IT-02, representing different kinds of credit memos.
Distribute to GL	Select to distribute accounting entries for this item type to the general ledger. Your accounting entry design determines whether you use this feature.
Require Reason	Select to require users to enter a value in the **Entry Reason** field every time they use this item entry type during pending item entry and on the maintenance and payment worksheets. If you deselect this check box, the system automatically adds a row to the **Entry Reason Detail** grid that has no entry reason. If **Require Reason** is selected, every row in the grid must have an entry reason.
AR Distribution Code	Select a distribution code if the accounts receivable ChartField combination is different for each combination of entry type and entry reason. The distribution code governs the default ChartFields used in generating system-defined accounting entries for items bearing the item entry type and the specified type and reason combination. If the accounts receivable account is the same for all combinations, set a default accounts receivable distribution code on the Account Options 1 page. If the accounts receivable account varies by item, you can enter it on the Pending Item 1 page for individual pending items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rev Estimate (revenue estimate)	If you selected the **Receivables** check box in the Enable Commitment Control group box on the Installation Options – Products page, and the system function that you selected for the item entry type indicates that the revenue bucket is user-defined, you must specify whether to update the collected or recognized bucket or both buckets. If the bucket that you update varies under certain circumstances, create two entry reasons and select a different bucket for each entry reason. If the system function defines the bucket, the field is unavailable.

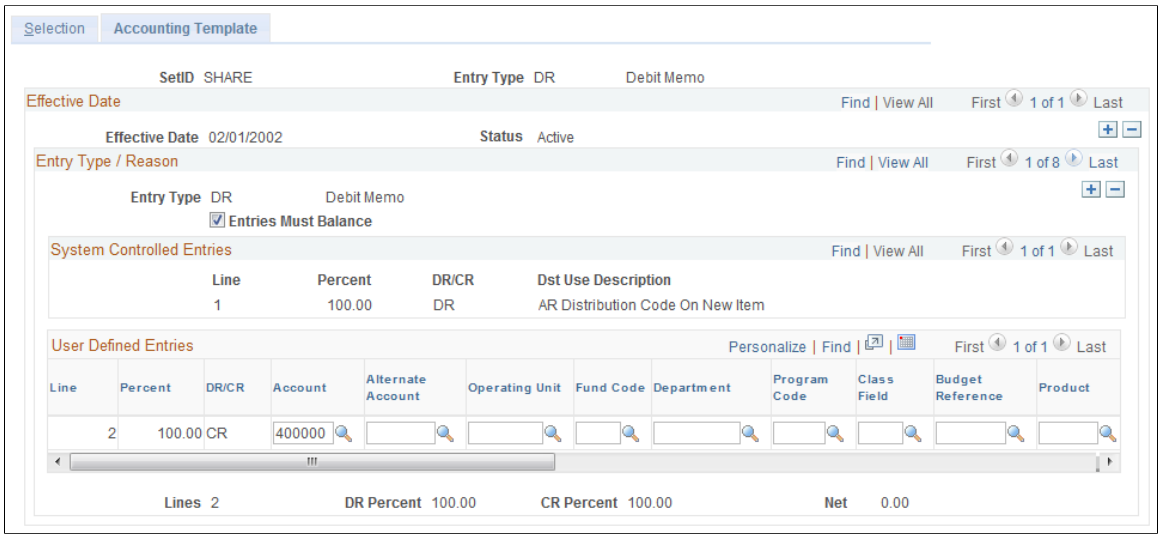
Item Entry Type - Accounting Template Page

Use the Item Entry Type - Accounting Template page (ITEM_ENTRY_TABLE2) to define how the system creates accounting entries for the general ledger.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Define Item Entry Type** > **Accounting Template**

This example illustrates the fields and controls on the Item Entry Type - Accounting Template page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Entries Must Balance	If this check box is selected, you must define 100 percent of the accounting entries and enter an account for every line in the **User Defined Entries** grid. You can override the default account after the lines are created during processing. Deselect this check box to leave the user-defined entries blank and complete them during processing. If you have defined ChartField inheritance options on the Receivables Revaluation (AR Reval) and Billing (AR/BI) groups as *Always Inherit* or *Inherit within BU,* you cannot insert multiple user-defined lines for the following system functions: MT-02: Write off a credit. MT-03: Write off a debit. WS-02: Take earned discount. WS-03: Take unearned discount. WS-09: Write off an item.

System Controlled Entries

The information for system-defined accounting entries comes from the system function table and the distribution codes. It also stipulates that the system distributes the entire amount to AR either as a credit (–) or a debit (+).

User-Defined Entries

User-defined entries are specific to your particular organization and are not always required. You provide defaults for the template, but you can change any information on the user-defined entries after you generate accounting entries. Enter the ChartField values for the revenue line, as needed. You cannot specify a statistical account for any item entry accounting templates.

Note: If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options - Products page, you must use ChartFields that are in the control budget ledger as well.

If you want to vary the ChartField combinations entered at a level lower than the entry type and entry reason, you have two options:

- Enter a number of user-defined lines without a percentage (unbalanced) with all of the possible accounts that you might use.

  Once these lines are created, delete the ones that you do not want and add monetary amounts to the remaining lines.

- Do not enter user-defined lines on the template, and deselect **Entries Must Balance.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Users can enter these lines on the appropriate Accounting Entries page after the system-defined lines are created.

Setting Up Automatic Entry Types

Pages Used to Set Up Automatic Entry Types

Page Name	*Definition Name*	*Usage*
Automatic Entry Type - Selection Page	AUTO_ENTRY_TABLE1	Set up new automatic entry types. Specify whether you distribute accounting entries to the general ledger and assign entry reasons to the automatic entry type.
Automatic Entry Type - Accounting Template Page	AUTO_ENTRY_TABLE2	Define how the system creates accounting entries for the general ledger.

Understanding Automatic Entry Types

To define automatic entry types, use the Automatic Entry Type component (AUTO_ENTRY_TABLE2).

Use this component to:

1. Define automatic entry types.
2. Define accounting templates for automatic entry types.

Automatic entry types define how the system assigns entry types to pending items created in the background. When you use online pages to tell the system what to do—for example, create a deduction or place a payment on account—the system uses automatic entry types. Batch processes that generate pending items also use entry types.

Automatic entry types are related to the subset of system functions that includes transfers, drafts, direct debits, overdue charges, and worksheet functions. To enable the use of an underlying system function, you must:

- Map the system function to an entry type.

  You can assign only one entry type to a system function, but you can associate the same entry type with multiple system functions. For example, you can associate the Dishonor Draft entry type with different system functions based on your organization's needs.

- Define how the system creates accounting entries.

Automatic Entry Type - Selection Page

Use the Automatic Entry Type - Selection page (AUTO_ENTRY_TABLE1) to set up new automatic entry types.

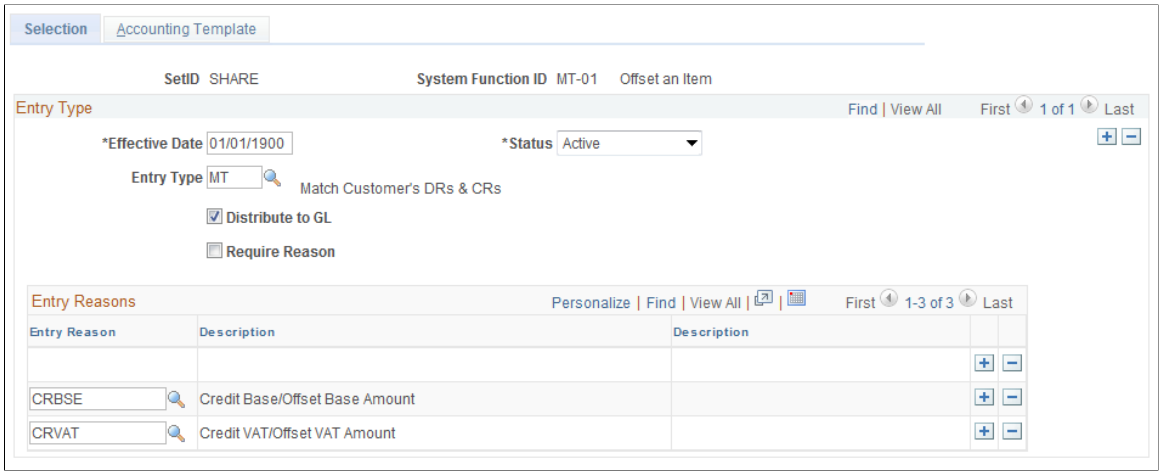
Copyright © 1988, 2025, Oracle and/or its affiliates.

Specify whether you distribute accounting entries to the general ledger and assign entry reasons to the automatic entry type.

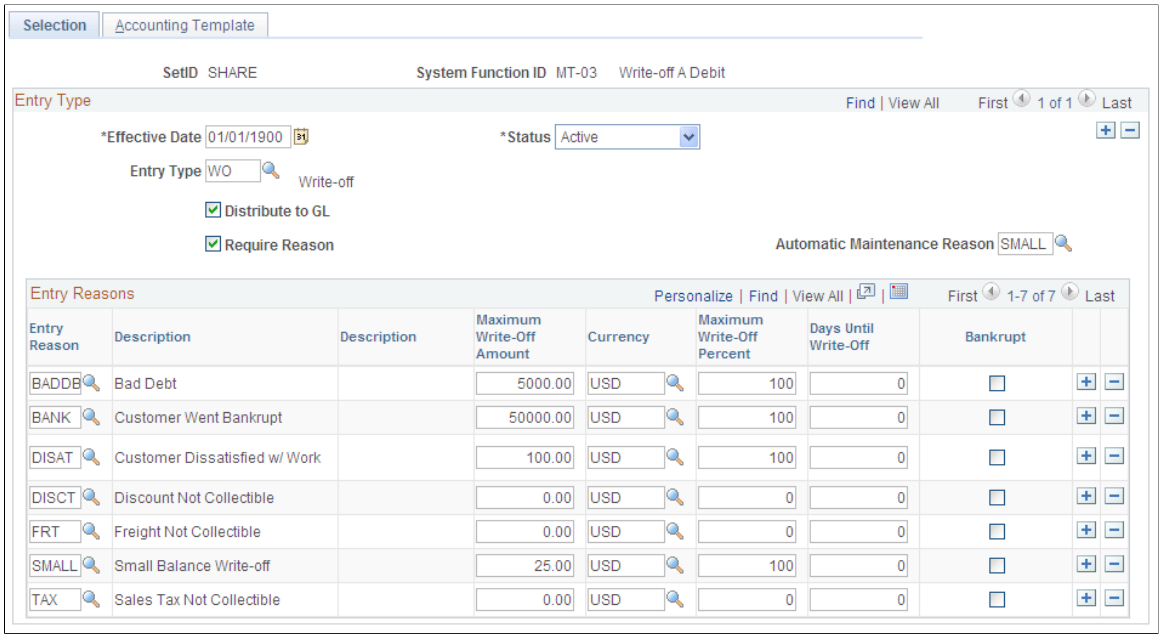
Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Payments > Automatic Entry Type > Selection

This example illustrates the fields and controls on the Automatic Entry Type - Selection page for Entry Type MT. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Automatic Entry Type - Selection page for Entry Type WO. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type	Select the entry type that is appropriate for pending items that the system creates for the system function. Each automatic entry type assigns only one entry type to a pending item.
Distribute to GL	Select to distribute accounting entries for this item type to general ledger. Your accounting entry design determines whether you use this feature.
Require Reason	Select this check box if you want the system to require an entry reason when it uses this automatic entry type. For example, if a cash applier creates a write-off on the payment worksheet, this setting determines whether the cash applier must supply an entry reason. When you select the Require Reason check box, the Automatic Maintenance Reason field displays and the Entry Reasons grid becomes active. You must select a default reason code in the Entry Reasons grid for a credit write-off (MT-06) or a debit write-off (MT-07).
Predictor Reason	If you selected **Require Reason,** enter the entry reason that the Payment Predictor process assigns to all items that it creates using the system function for the automatic entry type. When a payment predictor method specifies conditions under which it creates an item, the method itself contains the system function it uses for the item, but does not specify an entry reason. It uses the entry reason that you supply. This applies only to these system functions: WS-04: Prepay an item. WS-05: Place an amount on account. WS-06: Adjust remaining overpayment. WS-07: Adjust remaining underpayment. WS-08: Create a deduction. WS-10: Write off an overpayment. WS-11: Write off an underpayment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Automatic Maintenance Reason	If you selected **Require Reason,** enter the entry reason that the Automatic Maintenance process assigns to all items that it creates using the system function. This applies only to these system functions: MT-02: Write off a credit. MT-03: Write off a debit. MT-04: Create new debit. MT-05: Create new credit. MT-06: Write off remaining credit. MT-07: Write off remaining debit.

Entry Reasons

The **Entry Reasons** grid contains the valid entry type and entry reason combinations.

Field or Control	*Description*
Sequence	Enter a sequence number to prioritize the order in which the Payment Predictor process applies payments to overdue charge line items. See Using the #OVERDUE Algorithm Group.
Entry Reason	Each automatic entry type can have more than one entry reason. To enable an entry type to be used without an entry reason, you must have one row in the grid that contains just the entry type with a blank reason. You must include the entry reason specified for the Payment Predictor or Automatic Maintenance processes in the grid. **Important!** If you use vendor rebate claim processing in PeopleSoft Purchasing or claimback processing in PeopleSoft Order Management, you must enter the entry reasons for the WS-01 and DM-01 system functions that you set up for VAT processing. Also you must enter entry reasons for the MT-01 system function. See Understanding Entry Reasons.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Default Reason Code	Appears only for a credit write-off (MT-06) or a debit write-off (MT-07) when the Require Reason check box is selected. You must choose one entry reason to be the default reason code.
Entry Event	Enter the entry event that is used to generate supplemental accounting entries for each entry reason if you create one overdue charge for all of a customer's eligible items. This option is available only for the Create an Overdue Charge (FC-01) system function and if you enabled the entry event option for your organization.
AR Distribution Code	Select a different code to vary the accounting entries that the system creates for an automatic entry type.
Maximum Write-Off Amount	Enter the maximum amount that you can write off for either an individual item or for the remaining balance for a normal group or match group on the maintenance worksheet or in the Automatic Maintenance process. This enables write-offs for an amount below the maximum amount as long as it does not exceed the percentage of the original amount for the item. For example, if you enter an amount of *25.00,* the process allows write-off amounts up to 25.00. However, if you enter a maximum write-off percent of *10,* and the total original amount of an item is 240.00, the system does not write off more than 24.00. For no limit, enter all *9s*. See Write-Off Tolerances.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Maximum Write-Off Percent	For the maintenance worksheet, enter the maximum percentage of the item amount that the system can write off. The write-off percent applies only to write-offs for individual items, not for remaining amounts for items or match groups. For the Automatic Maintenance process, enter the maximum percentage that the remaining balance can be for a match group. The process adds the total debits or total credits and divides the higher amount by the remaining balance for the match group to determine the percentage that can be written off. The maximum percentage that you can enter is *100.* For no limit, enter *100.* **Note:** Because the calculation for the Automatic Maintenance process and the maintenance worksheet are different, you might want to create a unique entry reason for automatic maintenance write-offs. If you do this, select the **Require Reason** check box and enter the entry reason in the **Automatic Maintenance Reason** field.
Days Until Write-Off	Enter the minimum age of items before you can write them off on the maintenance worksheet or during automatic maintenance. The system calculates the age by subtracting the accounting date from the current date. For no limit, enter *0.* **Note:** The write-off tolerance fields are available only for the MT-02, MT-03, MT-06, and MT-07 system functions.
Bankrupt	Select this check box if the entry reason for the transaction is due to bankruptcy. This option is used when processing a write-off for French business transactions, where the VAT final balance should be zero after a write-off when the write-off is due to bankruptcy. **Note:** The Bankrupt check box is available only for the MT-02, MT-03, and WS-09 system functions. The **Bankrupt** check box has no effect on the accounting for write-offs when the VAT Adjustment for WO check box is deselected on the Receivable Definition - Accounting Options 2 page (**Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Definitions** > **Accounting Options 2**). See also VAT Adjustment for Write-Offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rev Estimate (revenue estimate)	If you selected the **Receivables** check box in the Enable Commitment Control group box on the Installation Options - Products page, and if the system function associated with the automatic entry type indicates that the revenue bucket is user-defined, specify whether you must update the *Collected* or *Recognized* bucket, *Both* buckets, or none of the buckets. The options vary by system function. If the system function defines the bucket, the field is unavailable. See Setting Up Item and Automatic Entry Types for Revenue Estimate Processing. If the bucket that you update varies under certain circumstances, create two entry reasons and select a different bucket for each entry reason. For example, when you offset an item (system function MT-01) on the maintenance worksheet, you can offset it with on-account cash or a credit memo. If you offset it with cash, you should update the collected bucket. If you offset it with a credit, you reverse the amount of both the original item and the credit memo in the recognized budget. You do not update the collected bucket. In this case, you set up a separate entry reason for a cash offset and a credit memo offset to update the correct buckets.

For example, suppose the user selects the following entries on a maintenance worksheet:

Item	*Amount*	*Reason*	*Description*
ITEM001	100.00	ITEM	Offsets CREDIT1 credit memo
CREDIT1	–100.00	ITEM	Offsets ITEM001
ITEM002	50.00	CASH	Offsets OA-01 on account cash
OA-01	–50.00	CASH	Offsets ITEM002

The Revenue Estimate process then generates these source transactions:

Bucket	*Amount*	*Description*
Recognized	–100.00	Reverses ITEM001

Copyright © 1988, 2025, Oracle and/or its affiliates.

Bucket	*Amount*	*Description*
Recognized	100.00	Reverses CREDIT1
Collected	50.00	From ITEM002

You also need to create two entry reasons for MT-09 (refund of a credit):

- One for a credit memo refund (from an IT-02 item activity) that reverses the entry in the recognized bucket.
- One for cash or a non-IT-02 item activity that does not update any revenue bucket.

Automatic Entry Type - Accounting Template Page

Use the Automatic Entry Type - Accounting Template page (AUTO_ENTRY_TABLE2) to define how the system creates accounting entries for the general ledger.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Automatic Entry Type** > **Accounting Template**

Field or Control	*Description*
Entries Must Balance	If this check box is selected, you must define 100 percent of the accounting entries and enter an account for every line in the **User Defined Entries** grid. You can override the default account after the lines are created during processing. Deselect to leave the user-defined entries blank and complete them during processing.

System-Defined Entries

The information for system-defined accounting entries comes from the system function table and the distribution codes. It also stipulates that the system distribute the entire amount to AR either as a credit (–) or a debit (+).

User-Defined Entries

User-defined entries are specific to your particular organization and are not always required. You provide defaults for the template, but you can change any information on the user-defined entries after you generate accounting entries. Enter the ChartField values for the revenue line, as needed. You cannot specify a statistical account for any automatic entry accounting template. For some automatic entry types, you do not define the user-defined entries. In this case, the user-defined grid is not available.

If you want to vary the ChartField combination at a level lower than the entry type and reason, you have two options:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Enter a number of user-defined lines without a percentage (unbalanced) with all of the accounts that you might use.

  Then, when the lines are created, delete the ones that you do not want, and add dollar amounts to the remaining lines.

- Do not enter user-defined lines on the template, and deselect **Entries Must Balance.**

  Operators can enter these lines on the appropriate Accounting Entries page after the system-defined lines are created.

Note: If you selected the Receivables check box in the Enable Commitment Control group box on the Installation Options – Products page, you must use ChartFields that are in the control budget ledger as well.

Setting Up Item and Automatic Entry Types for Revenue Estimate Processing

Revenue Estimate processing creates the source transactions for the revenue entries to control budgets. A budget in PeopleSoft Receivables is a fixed income allocation (that is, a revenue estimate) with two monetary buckets:

- *Recognized revenue* is revenue that has been billed to the customer but for which payment has not yet been received.
- *Collected revenue* is cash that has been received as payment.

See Performing Commitment Control Processing.

The entry type (or the combination of the entry type and reason) defines how and when to generate source transactions based on preset values in the system function. The system function specifies whether the bucket that the process updates is user-defined on the item entry type or an automatic entry type. If it is not user-defined, the system function specifies whether to:

- Update the recognized revenue bucket.
- Update the collected revenue bucket.
- Update both revenue buckets.

Note: When the user enters the item information, the user must enter the correct entry type and reason to update the correct buckets.

System Function Attributes

This table lists the revenue estimate definitions for each system function. Oracle sets these defaults for PeopleSoft Receivables and you cannot modify them. If the bucket to update is user-defined, the information in the table suggests how to set up the item entry type or automatic entry type associated with the system function.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
DD-01	Direct Debit Remit - Clearing	Not applicable	Not applicable	No	None
DD-02	Direct Debit Remit - Cash	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-03	Direct Debit Cancel - Clearing	Not applicable	Not applicable	No	None
DD-04	Direct Debit Cancel - Cash	Not applicable	Debits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-05	Direct Debit Cash Clearing	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the Cash Control line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DD-06	Direct Debit Cash Clearing	Not applicable	Credits budget	No	One for each of the item's user-defined lines. The amount comes from the Cash Control line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-07	Direct Debit Cancel - Clearing	Not applicable	Not applicable	No	None
DD-08	Direct Debit Cancel - Cash	Not applicable	Debits budget	No	One for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated.
DD-09	VAT at Due Date	Not applicable	Not applicable	No	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-01	Pay an Item (Draft Accepted)	Not applicable	Credits or debits budget	No	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one transaction for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated. The system places the transaction on hold until the cash is recognized. Then the Budget Processor Application Engine process (FS_BP) checks the source transaction.
DM-02	Prepay an Item	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you receive the invoice.
DM-03	Place an Amount On Account	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you apply the payment to an item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-04	Adjust Remaining Overpayment	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you apply the payment to an item.
DM-05	Adjust Remaining Underpayment	Not applicable	Not applicable	Not applicable	None
DM-06	Create a Deduction	Not applicable	Not applicable	Not applicable	None
DM-07	Write off an Item	Credits or debits budget	Not applicable	Yes	If an IT-01, IT-02, or FC-01 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from the user-defined lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, DM-02, DM-03, or DM-04 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else to update both buckets for the buckets to balance.)
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, DM-05, or DM-06 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-08	Write off an Overpayment	Credits budget	Credits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else to update both buckets for the buckets to balance.) **Note:** The system places these transactions on hold until the cash is recognized. Then the Budget Processor checks the source transactions.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-09	Write off an Underpayment	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment. **Note:** The system places these transactions on hold until the cash is recognized. Then the Budget Processor checks the source transactions.
DM-20	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-21	Draft Remitted with Discount	Not applicable	Not applicable	Not applicable	None
DM-22	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-23	Draft Remitted to Bank	Not applicable	Not applicable	Not applicable	None
DM-24	Draft Remitted with Discount	Not applicable	Not applicable	Not applicable	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-30	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-31	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transaction that the process generated for a prior activity off hold and releases them for budget checking.
DM-32	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transaction that the process generated for a prior activity off hold and releases them for budget checking.
DM-33	Collect Cash on Discount Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-40	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
DM-41	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None
DM-42	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-43	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None
DM-44	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-45	Reverse Discount Liability	Not applicable	Not applicable	Not applicable	None
DM-46	Collect Cash on Draft	Not applicable	Not applicable	Not applicable	Takes the source transactions that the process generated for a prior activity off hold and releases them for budget checking.
DM-47	VAT on Discounted Draft	Not applicable	Not applicable	Not applicable	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-50	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-52	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-53	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-54	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-55	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-56	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-57	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-58	Dishonor Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-90	Bank Fees	Not applicable	Not applicable	Not applicable	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-98	Cancel Remitted Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity.
DM-99	Void Draft	Not applicable	Not applicable	No	Generates transactions to reverse a prior draft activity. If the draft is voided before the cash is recognized, it does not create transactions.
FC-01	Create an Overdue Charge	Credits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
IT-01 Item Entry	Create an Invoice/ Debit Memo	Credits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
IT-02 Item Entry	Create a Credit Memo	Debits Budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
DM-10	Deduction Write-off	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because it was updated when you created the deduction.
MT-01 Maint Wksht	Offset an Item	If the offset is an item, it either debits or credits the budget.	If the offset is cash, it debits the budget.	Yes	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated. The update to either the recognized or collected budget is determined by the entry reason, which indicates whether the offset is an item or cash.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
MT-02 Maint Wksht	Write off a Credit	Credits budget	Not applicable	Yes	If an IT-02 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, WS-04, WS-05, or WS-06 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines. **Note:** This information provides a suggested setup for this system function. Specify by reason code which buckets to update.
MT-03 Maint Wksht	Write off a Debit	Debits budget	Not applicable	Yes	If an IT-01 or FC-01 item activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, WS-07, or WS-08 activity generates the item, the process creates one transaction for each user-defined line. The amount and account come from user-defined lines.
MT-04 Maint Wksht	Create New Debit	Not applicable	Not applicable	Not applicable	None
MT-05 Maint Wksht	Create New Credit	Not applicable	Not applicable	Not applicable	None
MT-06 Maint Wksht	Write off Remaining Credit	Credits budget	Credits budget	Yes	If the amount does not come from IT-02 item activity (partial or full), the process creates one transaction for each user-defined line. The amount and account come from the user-defined line.
MT-07 Maint Wksht	Write off Remaining Debit	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
MT-08 Maint Wksht	Refund Remaining Credit	Not applicable	Not applicable	Not applicable	None. **Note:** None of the refunded credit should come from an IT-02 item activity.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
MT-09 Maint Wksht	Refund a Credit	Not applicable	Debits budget	Yes	If it is an IT-02 item activity, the amount and accounts come from Refund Control. ***Warning!*** If you use an expense account in the distribution code for refund control, the system updates an expense budget and not a recognized revenue or collected revenue bucket. If it is *not* an IT-02 item activity, the system does not generate transactions. (Oracle recommends that you use two entry reason codes.)
TR-01 Transf Wksht	Transfer Item From Customer	Not applicable	Not applicable	Not applicable	None
TR-02 Transf Wksht	Transfer Item To Customer	Not applicable	Not applicable	Not applicable	None
TR-03 Transf Wksht	Transfer Item To Doubtful Acct	Not applicable	Not applicable	No	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
WS-01 Pay Wksht	Pay an Item	Not applicable	Credits or debits budget	No	If an IT-01, IT-02, or FC-01 item activity generates the item, the process creates one transaction for each of the item's user-defined lines. The amount comes from the AR line and the accounts come from the item's user-defined lines. If multiple user-defined lines exist, the amounts are prorated if users do not perform a manual revenue allocation on the worksheet.
WS-02 Pay Wksht	Take Earned Discount	Debits budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.
WS-03 Pay Wksht	Take Unearned Discount	Debits budget	Not applicable	No	One transaction for each user-defined line. The amount and accounts come from the user-defined line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
WS-04 Pay Wksht	Prepay an Item	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you apply the payment to an item.
WS-05 Pay Wksht	Place An Amount On Account	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you receive the invoice.
WS-06 Pay Wksht	Adjust Remaining Overpayment	Not applicable	Not applicable	Not applicable	None **Note:** The system updates the revenue budget when you apply the payment to an item.
WS-07 Pay Wksht	Adjust Remaining Underpayment	Not applicable	Not applicable	Not applicable	None
WS-08 Pay Wksht	Create a Deduction	Not applicable	Not applicable	Not applicable	None
WS-09 Pay Wksht	Write off an Item	Credits or debits budget	Not applicable	Yes	If an IT-01, IT-02, or FC-01 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from the user-defined lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	*Description*	*Update to Recognized Bucket*	*Update to Collected Bucket*	*User-Defined*	*Transaction Generated*
Not applicable	Not applicable	Credits budget	Credits budget	Yes	If an MT-05, WS-04, WS-05, or WS-06 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transactions, you need to update neither bucket or else update both buckets for the buckets to balance.)
Not applicable	Not applicable	Debits budget	Debits budget	Yes	If an MT-04, WS-07, or WS-08 item activity creates the item, the process creates one transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

System Function ID	Description	Update to Recognized Bucket	Update to Collected Bucket	User-Defined	Transaction Generated
WS-10 Pay Wksht	Write off an Overpayment	Credits budget	Credits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. (Because the original item did not create any source transaction, you need to update neither bucket or else update both buckets for the buckets to balance.)
WS-11 Pay Wksht	Write off an Underpayment	Debits budget	Debits budget	Yes	One transaction for each user-defined line. The amounts and accounts come from user-defined lines. The collected bucket must be reversed, because the bucket was updated when you created the underpayment.

Setting Up Group Types and Group Origins

Pages Used to Set Up Group Types and Group Origins

Page Name	Definition Name	Usage
Group Type Page	GROUP_TYPE_TABLE	Set up new group types. Assign each group type a journal template to create journal entries and a document type if you use document sequencing.
Origin Page	ORIGIN_TABLE1	Define origin IDs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Group Types

To define group types and group origin IDs, use the Group Type (GROUP_TYPE_TABLE) and Origin (ORIGIN_TABLE1) components.

A group is a postable entity, a collection of pending items that are ready to post. Groups that you enter, such as billing groups, as well as groups that are created during processing—such as transfers, offsets, overdue charges and payments—must be assigned a group type. You must establish codes to categorize the types of groups that you process. Reports that list group activity use group types to sort and select information.

You must establish a minimum of eight group types: *B, D, F, M, P, T, U,* and *X.* You can establish as many additional group types as you need for query and reporting purposes. If you do not establish the group types, the corresponding function is not authorized.

If you use the vendor rebate functionality in PeopleSoft Purchasing, you must establish a group type using *R* as the code. If you use the claimback functionality in PeopleSoft Order Management, you must establish a group type using *C* as the code. The AR Rebate Notification process looks at the group type for the original item associated with a Pay an Item (WS-01 or DM-01) or Offset (MT-01) activity to determine whether to send notification that the original item was paid or offset. Then the process sends notification of the payment or offset to PeopleSoft Purchasing or PeopleSoft Order Management. You assign these group types to a business unit on the AR Integration page. PeopleSoft Purchasing and PeopleSoft Order Management assign the appropriate group type to the claims (items) based on the business unit for the claim.

This table lists the group types that you must set up:

Group Types	***Abbreviation***	***Description***
Draft groups	D	Created at each stage in processing when you use drafts to pay items.
Overdue charge groups	F	Created when you run the Overdue Charges Application Engine process (AR_OVRDUE) and then post the overdue charge to the customer balance. The process creates a group only if you selected **Create A Group To Post Charges** for the overdue charge ID.
Maintenance groups	M	Created when you use the maintenance worksheet or Automatic Maintenance processing to match or offset existing items, apply on-account payments or prepayments to items, or write off items. Also created when you split items.
Payment groups	P	Created during express deposit, payment worksheet application, and Payment Predictor processing when you apply a payment to specific open items or create any other entries such as deductions, on-account payments, or prepayments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Group Types	*Abbreviation*	*Description*
Transfer groups	T	Created when you use the transfer worksheet to move items from one customer to another.
Unpost groups	U	Created when you unpost a draft group or reverse a payment.
Direct debit	X	Created at each stage of processing when you use direct debits to pay items.
Billing groups	B	Created when items are entered either online or through a billing interface.
Purchasing vendor rebate groups	R	Created when items, which are vendor rebate claims or reversals, are included from PeopleSoft Purchasing.
Order Management claim back groups	C	Created when items, which are claimbacks, are included from PeopleSoft Order Management.

Related Links

“Understanding Vendor Rebates” (PeopleSoft Purchasing)
“Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management)

Understanding Group Origins

You might have three origin IDs: one for external billing, one for online billing and adjustments, and the required PS_AR origin ID for system-generated groups. If you use the vendor rebate claim functionality in PeopleSoft Purchasing and the claimback functionality in PeopleSoft Order Management, you should set up two additional origin IDs to identify these items. Assign the vendor rebate and claimback origin IDs to a business unit on the AR Integration page. PeopleSoft Purchasing and PeopleSoft Order Management assign the appropriate origin ID to the claims (items) based on the business unit for the claim.

The system uses the origin IDs to classify groups of pending items based on how they are created or brought into the system. You can view the origin IDs for items on inquiry pages.

Group Type Page

Use the Group Type page (GROUP_TYPE_TABLE) to set up new group types.

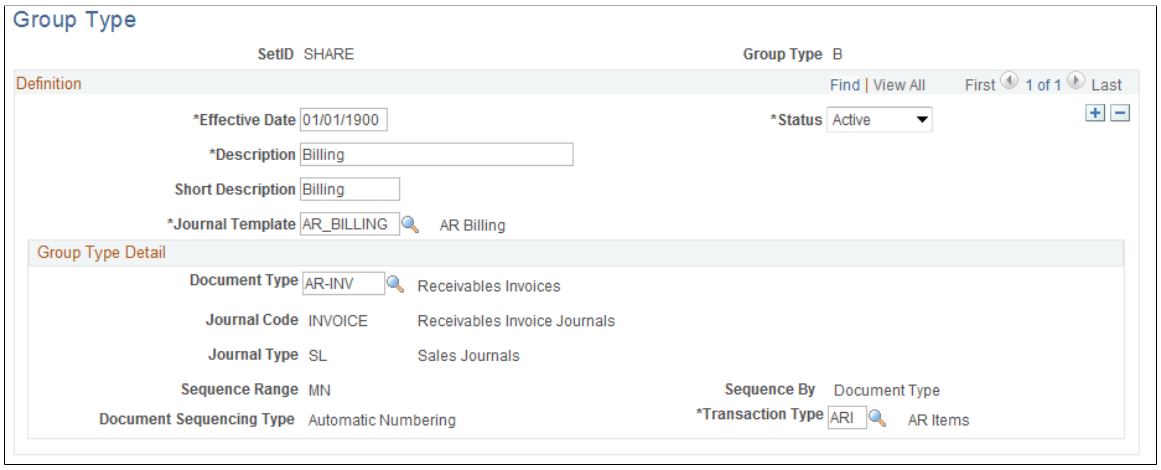
Assign each group type a journal template to create journal entries and a document type if you use document sequencing.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Product Related > Receivables > Options > Group Type > Group Type

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



Field or Control	*Description*
Journal Template	Select the journal template to use to create journals for your general ledger. Templates summarize your receivables accounting entries and determine the journal header, date options, and other characteristics. If you plan to generate only one format of journal entry from PeopleSoft Receivables, you can set up a single journal template and associate it with each group type. You can have a different journal format for each group type.
Document Type	Select a document type if you are using document sequencing.
Transaction Type	You can vary the opening and closing period for a receivables business unit for specific types of transactions from the periods for the general ledger business unit that is associated with the receivables business unit. Select the transaction type to associate with items created for the group type. Values are: *ARD* (AR direct journals): Use for direct journal payments. *ARI* (AR items): Use for overdue charge and billing groups. *ARM* (AR maintenance): Use for maintenance and transfer groups. *ARP* (AR payments): Use for payment, draft, and direct debit groups. *ARU* (AR unpost): Use for unpost groups. *DEF* (default): Use when you want to use the default opening and closing periods for the business units and do not want unique periods for the group type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

Understanding Document Sequencing with PeopleSoft Receivables Transactions

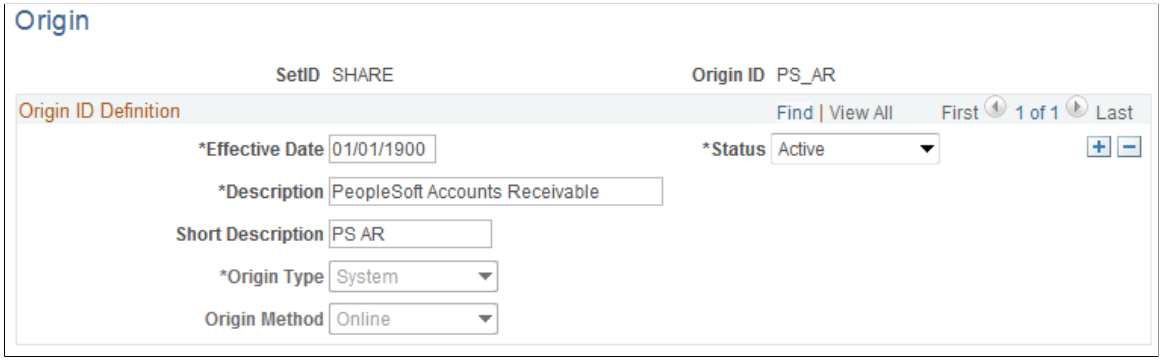
Origin Page

Use the Origin page (ORIGIN_TABLE1) to define group origin IDs.

Navigation:

- **Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Options** > **Billing Origin Set** > **Origin**
- **Set Up Financials/Supply Chain** > **Product Related** > **Billing** > **Setup** > **Establish Billing Origin** > **Origin**

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



Field or Control	*Description*
Origin Type	Select an origin type. Values are: *Billing* - When you enter a billing group, the origin represents the source of the group, such as a particular billing system. Billing groups can be brought into the system online or through an external interface. If you plan to enter billing information online, as well as bring it into the system through an interface, you must establish a minimum of two billing origins. Also, use *Billing* for item interfaces from PeopleSoft Purchasing and PeopleSoft Order Management. *Pension* - Use *Pension* for integration with PeopleSoft Pension Administration. *System:* System groups are created in the background during processing. They include Payment, Maintenance, Transfer, Overdue Charge, Drafts, and Unpost. The system assigns an origin ID of *PS_AR* to such groups. You must establish this origin ID, and it must be named *PS_AR*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Origin Method	Indicates whether you enter the group online or receive it from an external source, such as items coming from a billing, purchasing, or order management interface. For integration with HCM and PeopleSoft Pension Administration, select *External*.

Important! You cannot change an origin type after you save it.

Setting Up ChartField Combination Editing

This section provides an overview of ChartField combination editing and discusses how to set up ChartField combination editing.

You track receivables transactions based on the ChartField combinations that you define when you set up ChartField combination editing in PeopleSoft General Ledger. PeopleSoft General Ledger uses your accounts in combination with other ChartFields to create journal entries. In PeopleSoft Receivables, ChartField combination editing provides a method to validate online and batch accounting entries.

By defining valid combinations, you can filter entries before you post them to ledgers, saving time and effort during reconciliation and closing. The Journal Editing Application Engine process (GL_JEDIT) also performs the final validation of journal entries before you post them to the ledger.

To set up ChartField combination editing:

1. Review the system-defined ChartField editing templates.
2. Create ChartField combination definitions.
3. Create combination edit rules.

   The combination edit rule defines which ChartFields can be used in combination with an anchor ChartField.
4. Create combination edit groups.
5. Enable ChartField editing for business units on the Receivables Options - General 2 page.
6. Ensure that the ChartField combinations for the Cash and Cash Control lines for the bank on the External Accounts page conform to the combination rules.
7. Ensure that the ChartField combinations for distribution codes, item entry accounting templates, and automatic entry accounting template conform to the combination rules.

Related Links

“Understanding ChartField Combination Editing” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

ChartField Combination Editing in PeopleSoft Receivables

The components in PeopleSoft Receivables where the accounting entries appear and ChartField combination editing is validated are:

- Accounts Receivable, Pending Items, Online Items:
    - Online Items, Group Entry
    - Online Items, Single Item
    - Online Items, Large Group
    - Online Items, Overdue Charge Items
    - External Items, Group Entry
    - External Items, Single Item
    - External Items, Large Group
- Accounts Receivable, Payments, Review Payments, Deposit Accounting Entries
- Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Accounting Entries
- Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Accounting Entries
- Accounts Receivable, Receivables Update, Correct Posting Errors

---

Note: After run the Receivable Update if the Accounting Entries have an invalid ChartField Combination, the transaction is marked in error, and it is necessary go to the Correct Posting Errors page to rectify it. You have to save the transaction first in these pages in order to see the ChartField Combination Editing detail.

    - Online items
    - External items
    - Overdue charge items
    - Worksheet
    - Transfer
    - Direct debit
    - Direct debit accounting entries
    - Draft
    - Draft accounting entries
    - Payment.
- Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: The validation for the ChartField Combination Editing is performed for direct journal accounting entries when these accounting entries are set to Complete.

Copyright © 1988, 2025, Oracle and/or its affiliates.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 5

Defining Additional Processing Options

Setting Up Payment Terms

Pages Used to Set Up Payment Terms

Page Name	*Definition Name*	*Usage*
Payment Terms Timing Page	PAY_TERMS_TIME1	Define timing IDs, which define the time increments for payment terms.
Payment Terms Page	PAY_TERMS_AR	Define payment terms, which specify the rules for calculating an item due date and the discount terms.

Understanding Payment Terms

To set up payment terms, use the Payment Terms Timing (PAY_TERMS_TIME1) and the Payment Terms (PAY_TERMS_AR) components.

Use these components to:

- Define timing IDs.
- Define payment terms.

Set up payment terms if you plan to have the system automatically calculate payment due dates, discount amounts, and discount due dates. Defining payment terms is a two-step process.

Payment terms govern the length of time that a customer has to pay an item and determine discount eligibility and amount. You use the range of terms that you set up now as defaults for the following levels:

- Business units
- Customers
- Items

Payment Terms Timing Page

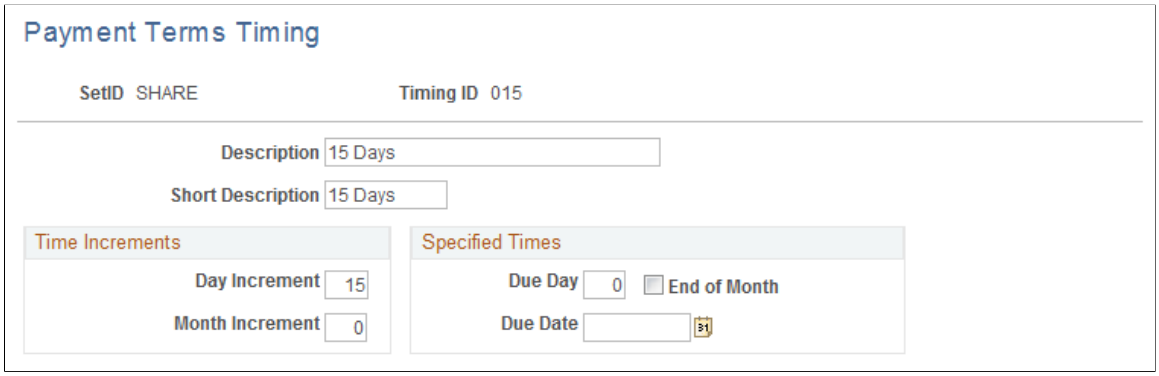
Use the Payment Terms Timing page (PAY_TERMS_TIME1) to define timing IDs, which define the time increments for payment terms.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Set Up Financials/Supply Chain > Product Related > Receivables > Payments > Establish Payment Terms Timing > Payment Terms Timing**
- **Set Up Financials/Supply Chain > Product Related > Billing > Setup > Enter Payment Terms Timing > Payment Terms Timing**

This example illustrates the fields and controls on the Payment Terms Timing page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Day Increment	Select to have the system add the specified number of days to the base date of your terms. For example, if your terms are 2/10 net 30, your net terms reference a timing ID with a day increment of 30 and your discount terms reference a timing ID with a day increment of 10.
Month Increment	Select to have the system add the specified months to the base terms date. For example, if your terms are *End of the Next Month,* you reference a timing ID with a month increment of one.
Due Day	Enter the specific due day that the payment is due each month. For example, enter *15* if you want the payment due on the 15th of the month. Enter a due date if you know that payment for specific items is due on the same day every year.
End of Month	Select to indicate that the system should use the last day of the indicated month. For example, If your terms were due at the end of the next month, enter a month increment of *1* and select the **End of Month** check box.
Due Date	Enter a due date if you know that payment for specific items is due every year on the same date.

Payment Terms Page

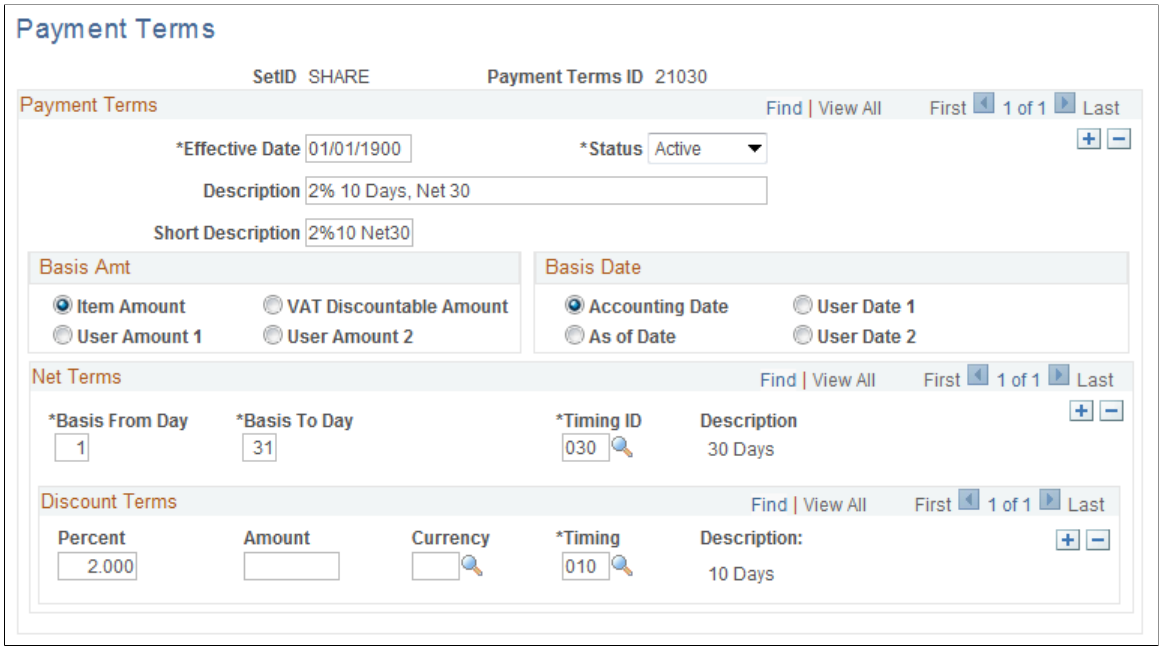
Use the Payment Terms page (PAY_TERMS_AR) to define payment terms, which specify the rules for calculating an item due date and the discount terms.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

- **Set Up Financials/Supply Chain > Product Related > Receivables > Payments > Establish Payment Terms > Payment Terms**
- **Set Up Financials/Supply Chain > Product Related > Billing > Setup > Enter Payment Terms**

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



Basis Amount

Specify the basis that the system uses to calculate the discount amount.

Field or Control	*Description*
Item Amount, User Amount 1, and **User Amount 2**	Select the option that corresponds to either the item amount or a user-defined amount that you enter on the pending items during item entry to use one of these amounts to calculate the discount amount.
VAT Discountable Amount	Select to have system calculate the discount amount on the net amount of the item after VAT. Deselect to have the system calculate the discount amount on the gross amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Basis Date

The basis date tells the system where to start counting when it calculates the discount due date and invoice due date. The system takes these options directly from values that you enter on the pending item entry pages. Select one of these options:

- **Accounting Date**
- **As of Date**
- **User Date 1**
- **User Date 2**

Net Terms

The net term values determine the due date. A due date that varies depending on when the basis date occurs in the month is called *split terms*. For example, if you use two different due dates (one if the basis date occurs between the first and the fourteenth of the month and a second if the basis date occurs between the fifteenth and the end of the month), you will have two rows in the grid, as shown in this table:

Basis From Day	*Basis To Day*	*Timing ID*
1	14	1M1 (1st day of next month)
15	31	15N (15th day of next month)

To determine the payment due date, add the number of days that is indicated in the **Timing ID** field to the base date.

Discount Terms

The discount terms determine the discount amount and date for each due date that is defined by the net terms.

Field or Control	*Description*
Percent and **Amount**	Enter either a percent of the base amount or a fixed amount. You define a single discount formula or set up cascading terms with two levels. For example, discount terms of 1/10 and 3/5 with net terms specified as 20 days means a 1 percent discount if you pay within 10 days, a 3 percent discount if you pay within 5 days, and the total is due in 20 days.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Currency	Select the currency that the system uses to calculate discount terms. If the currency differs from the currency in the profile, the process uses the discount terms currency to calculate discount terms.
Timing	Select a value that indicates when discounts are available.

Setting Up Deposit Types

Page Used to Set Up Deposit Types

Page Name	*Definition Name*	*Usage*
Deposit Type Page	DEPOSIT_TYPE_TABLE	Define deposit types.

Understanding Deposit Types

To set up deposit types, use the Deposit Type component (DEPOSIT_TYPE_TABLE).

You must specify a deposit type when entering a deposit either online or from a lockbox. Define a deposit type for each class of deposit to track, such as all deposits for a particular region or all international deposits. You assign a deposit type to a bank account on the External Accounts - Account Information page, and the system populates the **Deposit Type** field for regular and express deposits. Reports that list deposit activity use them to sort and select deposits.

Deposit Type Page

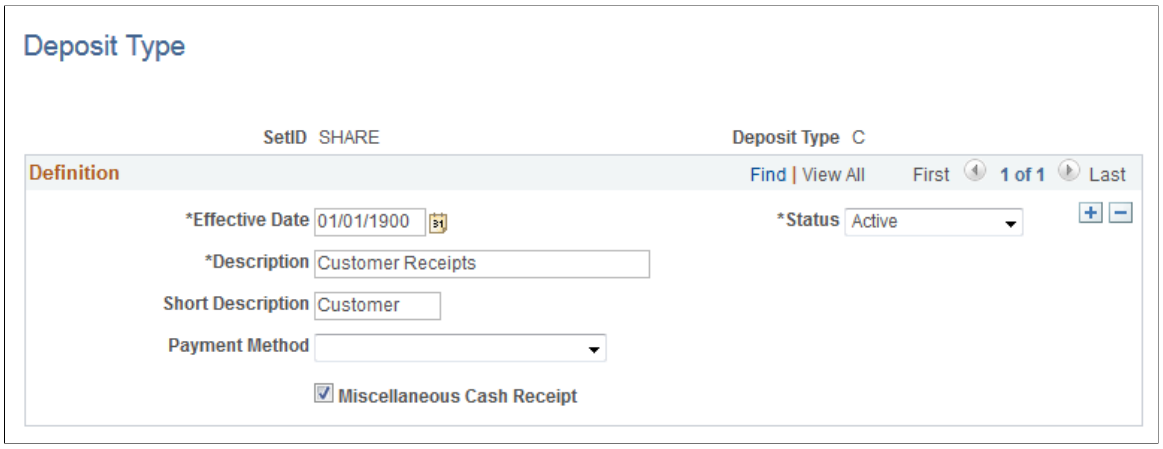
Use the Deposit Type page (DEPOSIT_TYPE_TABLE) to define deposit types.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Deposit Type** > **Deposit Type**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Payment Method	Select the default payment method for payments that are entered online. Values are *Check*, *Electronic Funds Transfer*, and *Giro - EFT*. **Note:** (NLD) Use *Giro - EFT* if customers tear off the *acceptgiro* form on invoices, statements, and dunning letters and send it to their bank for payment. The system assigns this payment method to all deposits for which the deposit business unit has the same SetID as the deposit type. If you leave this field blank, the system uses the payment method that is assigned to the business unit. If a lockbox deposit does not contain a valid payment method, the Lockbox SQR process (AR25001) assigns the payment method to all deposits in the lockbox for which the deposit business units have the same SetID as the deposit type. If you leave this field blank, the process uses the payment method that is assigned to the business unit. If the payment method for the business unit is not assigned, the process assigns check as the payment method.
Miscellaneous Cash Receipt	Select this option to allow users to enter receipt reference information and print receipts for payments using the Regular Deposit - Payments page. When you select this option, the system automatically selects the *Journal Directly* option on the Regular Deposit - Payments page and payments are treated as miscellaneous cash received. You can manually deselect the Journal Directly option, but if you do so you cannot print receipts for the payments. See: Regular Deposit - Payments Page Understanding Direct Journal Payments

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Adjustment Reason Codes

Page Used to Set Up Adjustment Reasons

Page Name	*Definition Name*	*Usage*
Adjustment Reason Page	ADJ_REASON_TABLE	Create adjustment reason codes for electronic payments, such as EDI, lockbox, and bank statements.

Understanding Adjustment Reason Codes

To set up adjustment reason codes, use the Adjustment Reason component (ADJ_REASON_TABLE).

Create adjustment reason codes for electronic payments, such as Electronic Data Interchange (EDI), lockbox, and bank statements. The system matches the adjustment reason codes in the electronic files to the entry type and reason setup to create the appropriate accounting entries and adjustment items.

You must set up all possible adjustment reason codes that you use in electronic payments.

The system uses this information when you run the Payment Predictor Application Engine process (ARPREDCT) to build a payment worksheet. The process automatically assigns the correct entry type and reason to the line for the adjustment in the payment worksheet and uses the system function ID to create the accounting entries for the adjustment.

Adjustment Reason Page

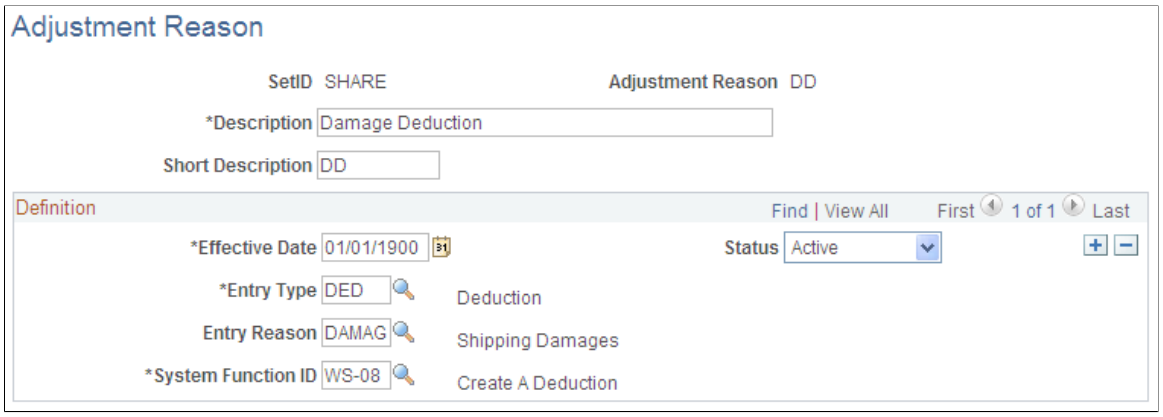
Use the Adjustment Reason page (ADJ_REASON_TABLE) to create adjustment reason codes for electronic payments, such as EDI, lockbox, and bank statements.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Adjustment Reason** > **Adjustment Reason**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Entry Type and **Entry Reason**	Assign an entry type and reason associated with the adjustment reason. For example, you can have one adjustment reason for product discount deductions and another for deductions for damaged goods. Each uses the same entry type but has a separate entry reason so that you can update a different account. If the Payment Loader Application Engine process (AR_PAYLOAD) cannot translate the adjustment reason code in the lockbox, EDI file, or bank statement, it uses the entry type, entry reason, and system function ID that you specified for the payment business unit on the Receivables Options - General 2 page.
System Function ID	Displays one of the system functions that is associated with the entry type. Override this value, which appears by default, if needed.

Setting Up Reference Qualifiers

Page Used to Set Up Reference Qualifiers

Page Name	*Definition Name*	*Usage*
Reference Qualifier Page	AR_FLD_REF_TBL	Define new payment reference qualifiers that you will use to identify payment reference information and items when building worksheets.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Reference Qualifiers

To set up reference qualifiers, use the Reference Qualifier component (AR_FLD_REF_TBL).

Payment remittance information can contain a variety of reference numbers, such as:

- Purchase order numbers.
- Item IDs.
- Bill of lading numbers.
- Statement IDs.
- (NLD) Acceptgiro payment reference numbers.
- Public voucher numbers.

When you enter a payment electronically or online, you must supply the meaning of the reference information. Reference qualifiers are codes that you establish for this purpose.

Also use reference qualifier codes to identify the types of references to use when building a payment, transfer, maintenance, or draft worksheet. For example, if you select a reference qualifier code for a purchase order, the system uses purchase order numbers for the reference information and builds a worksheet with the items for which the purchase order numbers match the ones that you specified in your selection criteria. You assign the default reference qualifier code at the business-unit level.

Related Links

Defining Business Unit Defaults by SetID

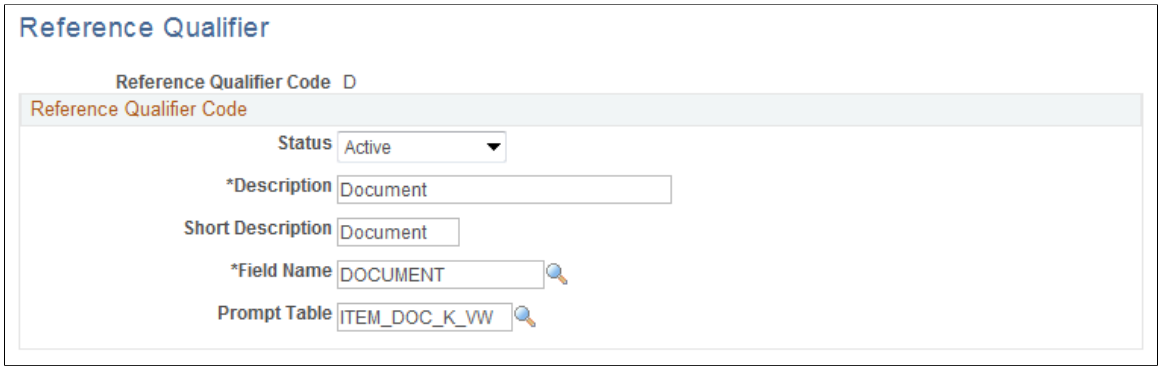
Reference Qualifier Page

Use the Reference Qualifier page (AR_FLD_REF_TBL) to define new payment reference qualifiers that you will use to identify payment reference information and items when building worksheets.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **View Reference Qualifiers** > **Reference Qualifier**

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



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Field Name	Select a field from PS_ITEM_ALL_PVN_VW that the remittance information references.
Prompt Table	Select a prompt record for the reference qualifier code, which the system uses to display an appropriate list when a user prompts on the field online.

This table lists the prompt tables for the key reference qualifier fields:

Field Name	*Prompt Table*
Document (DOCUMENT)	ITEM_DOC_K_VW
Item ID (ITEM)	ITEM_ITEM_VW
Bill of Lading (BILL_OF_LADING)	ITEM_LADING_VW
Purchase Order Number (PO_REF)	ITEM_PO_VW
Statement ID (ST_ID_NUM)	STMT_ITEM_VW
Sales Order Number (ORDER_NO)	ITEM_ORDER_VW
Letter of Credit (LC_ID)	ITEM_LC_VW
(NLD) Acceptgiro Payment Reference Number (AG_REF_NBR)	ITEM_AG_VW
Public Voucher Number (PUBLIC_VOUCHER_NBR)	ITEM_PVN_VW

Setting Up Worksheet Reasons

Page Used to Set Up Worksheet Reasons

Page Name	*Definition Name*	*Usage*
Worksheet Reason Page	WORKSHEET_REASON	Use to set up maintenance worksheet reason codes and their descriptions.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Worksheet Reasons

To set up worksheet reasons, use the Worksheet Reason component (WORKSHEET_REASON).

Worksheet reasons enable you to enter a reason at the worksheet level that applies to all selected items on a maintenance worksheet. The Receivables Update Application Engine process (ARUPDATE) applies the reason to all items in the maintenance group and stores the reason on the Item Activity table (PS_ITEM_ACTIVITY) for the item. The reason appears on pages showing item activity.

Important! Do *not* create a reason code called *SPLIT.* The system uses this reason code for all items that you split on the Item Split page.

Worksheet Reason Page

Use the Worksheet Reason page (WORKSHEET_REASON) to use to set up maintenance worksheet reason codes and their descriptions.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Worksheet Reason** > **Worksheet Reason**

Setting Up Unpost Reason Codes

Page Used to Set Up Unpost Reason Codes

Page Name	*Definition Name*	*Usage*
Unpost Reason Page	UNPOST_RSN_TABLE	Set up reason codes for unposting groups.

Understanding Unpost Reason Codes

To set up unpost reason codes, use the Unpost Reason component (UNPOST_RSN_TABLE).

For informational purposes, you might want to define a reason code for payment groups that you are unposting due to insufficient funds. You assign unpost reason codes to an unpost group on the Options page for unpost groups.

For organizations that want to ensure that these reason codes are always updated for each unposted transaction, you can select the **Unpost Reason** check box on the Installation Options - Receivables page. When you select this check box, users must select a reason code every time they unpost a PeopleSoft Receivables transaction.

See “Installation Options - Receivables Page” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Unpost Reason Page

Use the Unpost Reason page (UNPOST_RSN_TABLE) to set up reason codes for unposting groups.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Unpost Reason** > **Unpost Reason**

Setting Up Short Pay Reasons

Page Used to Set Up Short Pay Reasons

Page Name	*Definition Name*	*Usage*
Short Pay Reason Page	SH_PAY_RSN_TBL	Set up valid reason options that a customer can select when they elect to short pay in PeopleSoft eBill Payment. The options that you define here are available to customers on the Payment Cart page.

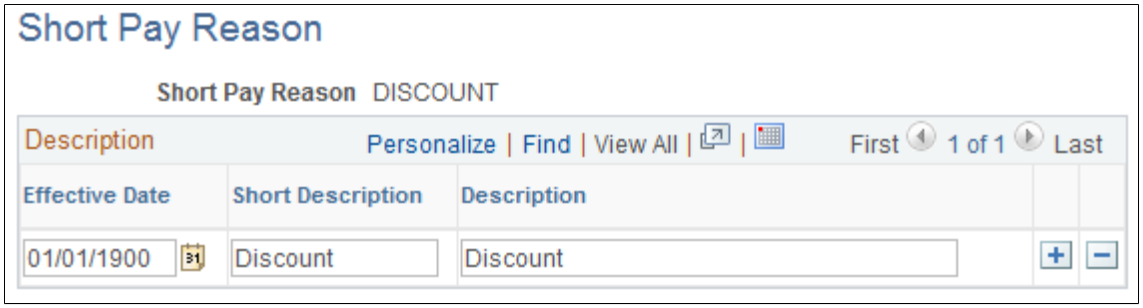
Short Pay Reason Page

Use the Short Pay Reason page (SH_PAY_RSN_TBL) to set up valid reason options that a customer can select when they elect to short pay in PeopleSoft eBill Payment. The options that you define here are available to customers on the Payment Cart page.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Short Pay Reason**

This example illustrates the fields and controls on the Short Pay Reason page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Credit Card Profiles

Page Used to Set Up Credit Card Profiles

Page Name	*Definition Name*	*Usage*
Credit Card Profile Page	AR_CRCARD_PRFL	Create credit card profiles.

Understanding Setting Up Credit Card Profiles

To set up credit card profiles, use the Credit Card Profile component (AR_CRCARD_PROFILE).

Credit card profiles enable you to control the selection of open items for credit card processing and the processing of credit card worksheets that have been created. The Credit Card Scheduler process (ARCRCARD) uses credit card profiles to control the batch creation of credit card worksheets. When you create credit card worksheets online, the system does not use any of created profiles. Credit card profiles enable you to set limits on the amount of each credit card payment within worksheets that are created in batch. You can also determine the actions that the system takes to manage low values.

Related Links

“Setting Up Credit Card Options and Groups” (Application Fundamentals)

Credit Card Profile Page

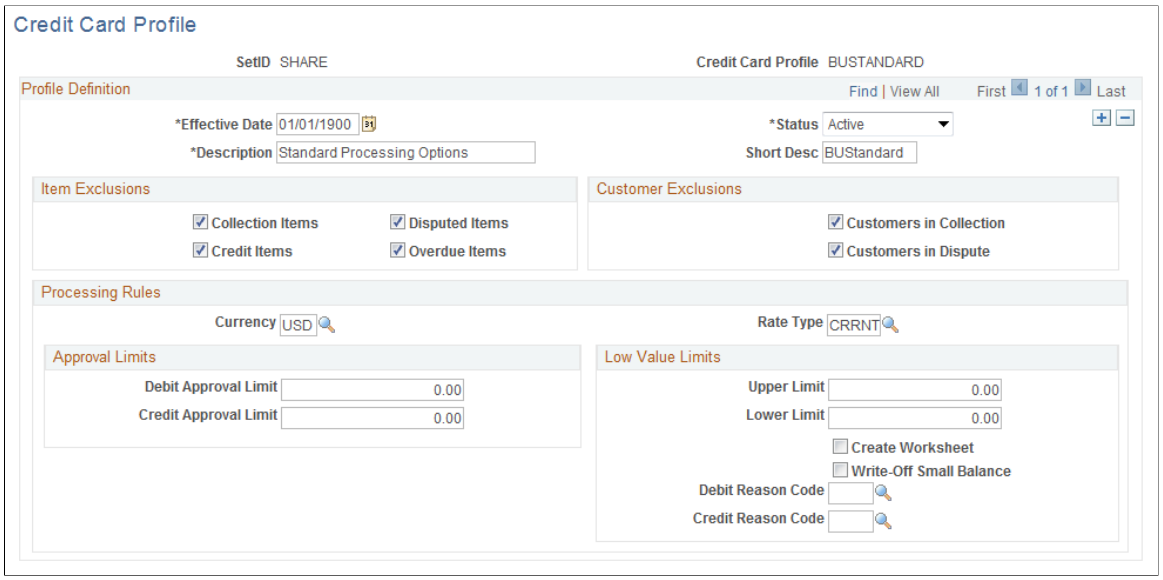
Use the Credit Card Profile page (AR_CRCARD_PRFL) to create credit card profiles, select item and customer exclusions, and define processing rules.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Credit Card Profile**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Credit Card Profile page. You can find definitions for the fields and controls later on this page.



Item Exclusions

Use the check boxes in the **Item Exclusions** group box to prevent the Credit Card Scheduler process (ARCRCARD) from selecting certain types of items when it creates credit card payments and builds the worksheet.

Customer Exclusions

Use the check boxes in the **Customer Exclusions** group box to prevent the credit card process from selecting items for customers who are in collection or dispute.

Approval Limits

The values that you enter in the **Approval Limits** group box determine whether the credit card process automatically approves a credit card payment. If the worksheet amount is within the approval limits, then the system approves the payment. An approved credit card payment is available for authorization and settlement with a third-party credit-card transaction provider. If the worksheet amount is outside the specified limits, the system creates the credit card worksheet, but marks the worksheet as an exception to show that it needs manual review. You can find the exceptions using the Credit Card Workbench. So approval really means that the process attempts to settle the transaction. Failure to approve means that the credit card payment requires manual intervention.

Field or Control	*Description*
Debit Approval Limit	Enter the maximum amount that a credit card debit can be for the Credit Card Scheduler process to approve it.
Credit Approval Limits	Enter the maximum amount that a credit card credit can be for the Credit Card Scheduler process to approve it.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Low Value Limits

Enter the values for the range of credit-card payment amounts that are too low to warrant processing the amount by credit card that is due because the administrative cost of collecting the money is more than the amount to be collected.

Field or Control	*Description*
Upper Limit and **Lower Limit**	Enter a value other than 0 to enable low value processing. Otherwise, the low value processing rules are not applied.
Create Worksheet	Select to create an unapproved credit card worksheet when the credit card payment is within the specified low value limits. This enables you to decide whether you should authorize and settle this amount, manually modify the worksheet, or delete the worksheet.
Write Off Small Balance	Select to write off a small balance. The **Create Worksheet** check box must be selected to enable this option. The system creates a credit card worksheet for the low balance with either a write-off an overpayment (WS-10) line or a write-off an underpayment (WS-11) line on the worksheet and sets the worksheet to post. This marks the selected open items as paid, and the remaining item amount is written off. You must specify the Debit Reason Code and the Credit Reason Code for this option.

Setting Up ePayment Profiles

Pages Used to Set Up ePayment Profiles

Page Name	*Definition Name*	*Usage*
Electronic Payment Profile Page	AR_EPAY_PRFL	Create electronic payment profiles.
Bank/Payment Options Page	BUS_UNIT_TBL_AR4	Define an ePayment Profile for an individual Receivables business unit. See Setting Up ePayment Options for Individual Business Units and the Receivables Definition - Bank/Payment Options Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Setting Up ePayment Profiles

Electronic payment (ePayment) profiles enable you to control the selection of open items for ePayment processing and the processing of ePayment worksheets that have been created. The Electronic Payment Scheduler Application Engine process (AR_EPY_PRCS) uses ePayment profiles to control the batch creation of ePayment worksheets.

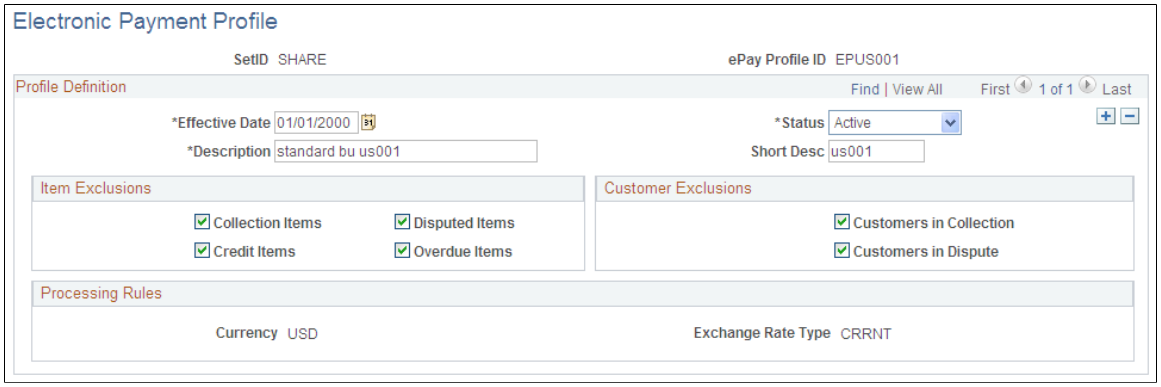
Electronic Payment Profile Page

Use the Electronic Payment Profile page (AR_EPAY_PRFL) to set up electronic payment profiles.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Electronic Payment Profile**

This example illustrates the fields and controls on the Electronic Payment Profile page. You can find definitions for the fields and controls later on this page.



Profile Definition

Field or Control	*Description*
Effective Date	Enter an effective date, that is, when the table row becomes effective, or the date that an action begins. The PeopleSoft system supports the concept of effective-dated rows. **Note:** The EFFDT field is almost always a key. Specify the descending key attribute to display the row with the most recent effective date first.
Description and **Short Desc**	Enter a description and a shorter version of the description for this ePayment profile.
Status	Select from *Active* or *Inactive*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Item Exclusions	Use the check boxes in the Item Exclusions group box to prevent AR Electronic Payment Processing (AR_EPY_PRCS) from selecting certain types of items when it creates electronic payments and builds the worksheet. Select from these options: • *Collection Items* • *Credit Items* • *Disputed Items* • *Overdue Items*
Customer Exclusions	Use the check boxes in the Customer Exclusions group box to prevent AR Electronic Payment Processing (AR_EPY_PRCS) from selecting items for customers who are in collection or dispute.
Processing Rules	Displays Currency and Exchange Rate Type. As of the general availability of PeopleSoft Receivables 9.2, the system supports only USD.

Setting Up ePayment Options for Individual Business Units

Use the Bank/Payment Options page (BUS_UNIT_TBL_AR4) to define an ePayment Profile and default credit card group for an individual Receivables business unit.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Definitions** > **Bank/Payment Options**

Related Links

Defining Business Unit Defaults for Individual Business Units

“Setting Up Credit Card Options and Groups” (Application Fundamentals)

Setting Up Direct Debit Profiles

Page Used to Set Up Direct Debit Profiles

Page Name	*Definition Name*	*Usage*
Direct Debit Profile - Profile Page	DD_PROFILE	Create direct debit profiles.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Setting Up Direct Debit Profiles

To set up direct debit profiles, use the Direct Debit Profile component (DD_PROFILE).

Direct debit profiles define the processing characteristics for the Create Direct Debits Application Engine process (AR_DIRDEBIT). You assign a profile to each bill to customer who pays for direct debits.

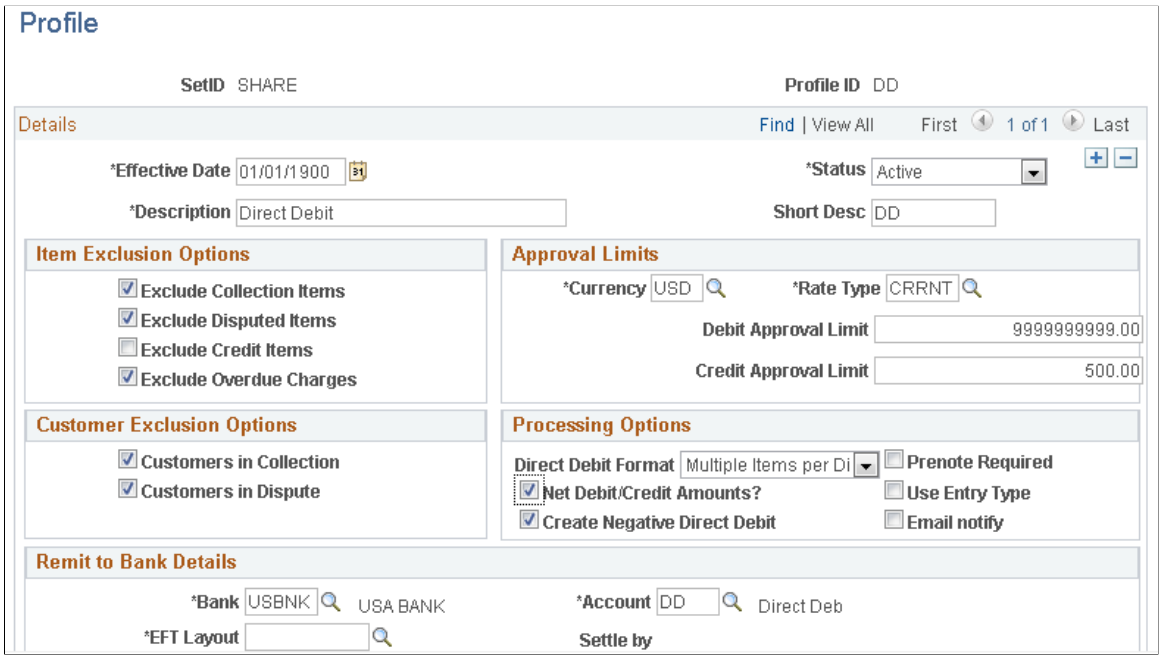
Direct Debit Profile - Profile Page

Use the Direct Debit Profile - Profile page (DD_PROFILE) to create direct debit profiles, select item and customer exclusion options, define approval limits and processing options.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Direct Debit Profile** > **Profile**

This example illustrates the fields and controls on the Direct Debit Profile - Profile page. You can find definitions for the fields and controls later on this page.



Item Exclusion Options

Use the check boxes in the **Item Exclusion Options** group box to prevent the Create Direct Debits process from selecting certain types of items when it creates direct debits and builds the worksheet.

Customer Exclusion Options

Use the check boxes in the **Customer Exclusion Options** group box to prevent the Create Direct Debits process from selecting items for customers who are in collection or dispute.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Approval Limits

The values that you enter in the **Approval Limits** group box determine whether the Create Direct Debits process automatically approves a direct debit or a direct credit. If the direct debit amount is within the approval limits, it assigns the status of *Accepted.* If the process does not approve the direct debit because it is over the approval limit, it assigns the status of *Pending Approval.*

Field or Control	*Description*
Currency and **Rate Type**	Enter the currency and rate type for the profile. If the currency of the items in the direct debit differs from the currency in the profile, the Create Direct Debits process uses the rate type to convert the amount for comparison.
Debit Approval Limit	Enter the maximum amount that a direct debit can be for the Create Direct Debits process to approve it.
Credit Approval Limit	Enter the maximum amount that a direct credit can be for the Create Direct Debits process to approve it.

Processing Options

Field or Control	*Description*
Direct Debit Format	Select a format option. Values are: • *Multiple Item Lines / DD*: Creates a separate direct debit for each item, regardless of the number of items that are specified in settings on the EFT layout. However, if an item has multiple item lines, the item and all item lines are entered as a single direct debit. • *Multiple Items / DD*: Creates one direct debit for all items that have a matching business unit, customer, due date, and currency. • *One Item / Direct Debit*: Creates a separate direct debit for each item, regardless of the number of items that are specified in settings on the EFT layout.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Prenote Required	Select this check box to enable you to create, transmit, and receive confirmation of direct debit prenotes. The PeopleSoft Receivables Direct Debit Application Engine (AR_DIRDEBIT) processes these prenotes, which help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank. Prenotes also reduce any delays in receivable collections. **Note:** If this check box is selected, the system verifies that the selected EFT Layout that you select can be used to transmit prenotes. See Understanding Direct Debit Processing.
Net Debit/Credit Amounts?	Select to have the Create Direct Debits process create one direct debit that corresponds to the net of all debit and credit open items for the selected business unit, customer, due date, and currency. This field is not available if the **Exclude Credit Items** field is selected.
Use Entry Type	Select to use the direct debit profile that you assigned to the entry type for the item on the Entry Type page instead of the direct debit profile that you assigned to the bill to customer. The Create Direct Debits process selects only items for which the entry type matches the direct debit profile that you select on the run control page and the process uses that profile to determine the processing options. **Note:** If you do not assign a direct debit profile to an entry type, the system uses the direct debit profile that you assigned to the bill to customer.
Create Negative Direct Debit	Select to indicate that the Create Direct Debit process (AR_DIRDEBIT) creates negative direct debits. For this field to appear, you must select the **Net Debit/Credit Amounts?** field. For more information about the Create Direct Debit process: See Creating and Working with Direct Debits.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Email Notify	Select to indicate that the Bill To customer should receive a remittance advice through e-mail. This applies to all Bill To customers who are associated with this direct debit profile Also enables the delivery of Direct Debit (DD) remittance advice information to a customer contact using e-mail. You must select this check box in the Direct Debit profile and set up a customer contact in order to notify the assigned customer contact that the customer's bank has been instructed to withdraw money from the customer's account in their bank. **Note:** An e-mail is also sent when a canceled direct debit is reprocessed. However, the system does not send an e-mail when a direct debit payment cancellation occurs.

Remit to Bank Details

Field or Control	*Description*
Bank and **Account**	Enter the bank ID and account number into which the funds are deposited.
EFT Layout (electronic funds transfer layout)	Select the EFT layout that you use to request the funds. The system populates this field with the default EFT layout that you assigned to the bank account on the Collection Methods page. Override the layout if needed. **Important!** If you selected the Prenote Required check box on this page, the system runs an edit to verify that the EFT layout is valid for prenotes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Settle by	Displays the remittance method that you assigned to the EFT layout on the Collection Methods page for the bank account. Values are: *01 Financial Gateway:* Sends the settlement request through the Financial Gateway option in PeopleSoft Cash Management. The Financial Gateway option creates the EFT files and submits them to the bank. You receive acknowledgement statuses from the Financial Gateway option. *02 Format EFT:* Generates an EFT file in PeopleSoft Receivables, which you send to the bank manually or through a third-party integration. The Create Direct Debits process assigns the remittance method to each direct debit that it creates. When you run the processes to create direct debits, each process checks the **Settle by** field for the direct debit to determine whether to process the direct debit. See Understanding the Direct Debit Remit Process.

Setting Up EFT Reason Codes for Direct Debits

Page Used to Set Up EFT Reason Codes for Direct Debits

Page Name	*Definition Name*	*Usage*
EFT Reason Codes Page (for Direct Debits)	EFT_BANK_REASON	Set up reason codes for direct debit processing.

Understanding EFT Reason Codes

To set up EFT reason codes, use the EFT Reason Codes component (EFT_BANK_REASON).

In some countries, the bank sends an EFT file after you submit direct debits to the bank confirming whether the payment was collected. The file contains a reason code for each payment record that indicates whether it was collected. If payment is not collected, the reason code indicates why it was not collected. You run the DD_AR_BANK Application Engine process to process the bank EFT file and to update the status of the Direct Debit Control record. When you run the Receivables Update process, it creates the appropriate accounting entries based on the change to the control record.

Copyright © 1988, 2025, Oracle and/or its affiliates.

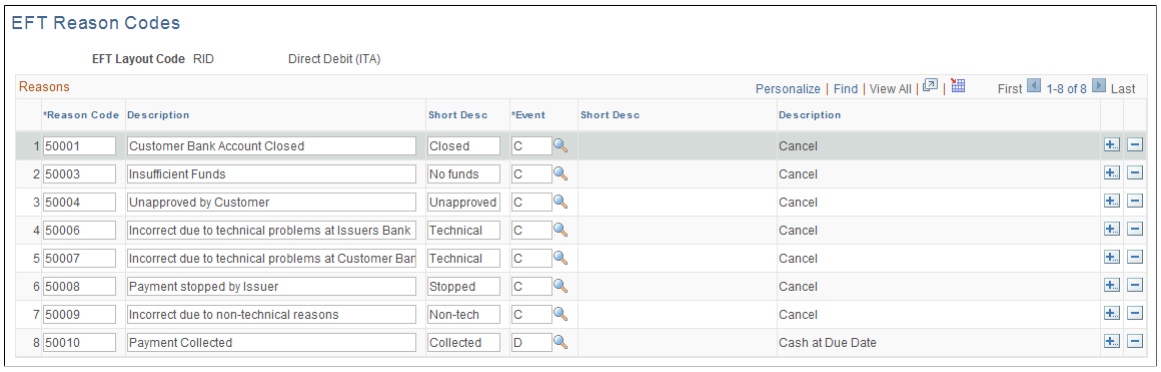
EFT Reason Codes Page (for Direct Debits)

Use the EFT Reason Codes page (EFT_BANK_REASON) to set up reason codes for direct debit processing.

Navigation:

Set Up Financials/Supply Chain > Common Definitions > EFT > EFT Reason Codes > EFT Reason Codes

This example illustrates the fields and controls on the EFT Reason Codes page. You can find definitions for the fields and controls later on this page.


EFT Reason Codes

EFT Layout Code RID Direct Debit (ITA)

Reasons

Personalize | Find | View All | First 1-8 of 8 Last

	*Reason Code	Description	Short Desc	*Event	Short Desc	Description
1	50001	Customer Bank Account Closed	Closed	C		Cancel
2	50003	Insufficient Funds	No funds	C		Cancel
3	50004	Unapproved by Customer	Unapproved	C		Cancel
4	50006	Incorrect due to technical problems at Issuers Bank	Technical	C		Cancel
5	50007	Incorrect due to technical problems at Customer Bar	Technical	C		Cancel
6	50008	Payment stopped by Issuer	Stopped	C		Cancel
7	50009	Incorrect due to non-technical reasons	Non-tech	C		Cancel
8	50010	Payment Collected	Collected	D		Cash at Due Date

Field or Control	*Description*
Reason Code	Enter a user-defined reason code and description.
Event	Select the appropriate direct debit business event. Values are: *Cancel:* Changes the status in the Direct Debit Control table (PS_DD_CONTROL) for the direct debit to *Rejected.* *Cash at Due Date:* Changes the status in the Direct Debit Control table to *Complete.*

Set up the following reason codes for the RID files that are used in Italy. Other countries can use this as an example to set up their reason codes.

Reason Code	*Description*	*Action*
50001	Customer bank account closed.	Cancel direct debit.
50003	Insufficient funds.	Cancel direct debit.
50004	Unapproved by customer.	Cancel direct debit.
50006	Incorrect due to technical problems at issuer bank.	Cancel direct debit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reason Code	Description	Action
50007	Incorrect due to technical problems at customer bank.	Cancel direct debit.
50008	Payment stopped by issuer.	Cancel direct debit.
50009	Incorrect due to nontechnical reasons.	Cancel direct debit.
50010	Payment collected.	Apply cash.

Selecting EFT Layouts

Oracle provides several delivered EFT layouts that are used for:

- Payment processing.
- Direct debit processing.
- U.S. federal agency interfaces.

Electronic Payments

These EFT layouts are used to receive electronic payments:

EFT File Layout Codes	Description	Country
EDI	Use to receive electronic payments and remittances from the bank.	United States
KIJ	Use Kijitsu for inbound transmissions.	Japan

Direct Debits

The following EFT layouts are used for transmitting direct debits manually or through a third-party integration. You set them up on the EFT File Layouts page.

Important! BACS, CPA005, SEPA, and UFF transmit direct debit prenotes manually or through third-party integration.

EFT File Layout Code	Description	Country
BACS	Use for outbound transmissions.	United Kingdom

Copyright © 1988, 2025, Oracle and/or its affiliates.

EFT File Layout Code	*Description*	*Country*
BECS	Use for outbound transmissions. Bulk Electronic Clearing System.	Australia
CLIEOP2	Use for outbound transmissions.	Netherlands
CLIEOP3	Use for Euro-compatible outbound transmissions.	Netherlands
CPA005	Use for outbound transmissions. Canada Pay Association.	Canada
CSB19	Use for outbound transmissions.	Spain
CSB43	Use for outbound transmissions.	Spain
DDRD	Use for outbound transmissions.	Japan
DOM80	Use for outbound transmissions.	Belgium
DTAUS	Use for outbound transmissions.	Germany
ETBDD	Use for outbound transmissions.	France
RID	Use for inbound and outbound transmissions.	Italy
SEPA	Use for Single Euro Payments Area transmissions.	Europe
UFF	Use for outbound transmissions. Universal File Format.	United States

The following EFT layouts are used for transmitting direct debits using the Financial Gateway option in PeopleSoft Cash Management. You set them up on the Layout Catalog page.

Important! The following EFT layouts are also used for transmitting direct debit prenotes in Financial Gateway. You must select the **Supports Prenotes** check box in the Bank Integration Layout component to enable Financial Gateway to transmit prenotes. **(Banking > Administer Bank Integration > Bank Integration Layout)**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Format ID	*Format Name*
820 ACH	EDI 820 payment format for ACH
CCD	NACHA CCD payment format
CCD+	NACHA CCD+ payment format
CTX	NACHA CTX payment format
PAYMENTEIP	PeopleSoft XML Format, PAYMENT_DISPATCH EIP Message
PPD	NACHA PPD payment format

For a list of all layouts set up for direct debits, including SEPA and NACHA, refer to the *PeopleSoft Financial Gateway* documentation.

See “Bank Integration Layouts Page” (PeopleSoft Financial Gateway).

U.S. Federal Agency Interfaces

Use the IPAC file layout for the Intra-Governmental Payment and Collections (IPAC) interface.

Related Links

“Setting Up EFT Processing” (PeopleSoft Banks Setup and Processing)

“Setting Up Common Components for Bank Statement, Payment, and Payment Acknowledgment Processing” (PeopleSoft Financial Gateway)

Setting Up Rules for Overdue Charges

Pages Used to Set Up Rules for Overdue Charges

Page Name	*Definition Name*	*Usage*
Overdue Charging - Setup 1 Page	OVERDUE_CHG_TABLE1	Define overdue charge IDs and some basic rules for how to calculate overdue charges.
Overdue Charging - Setup 2 Page	OVERDUE_CHG_TABLE2	Define the conditions under which items should be excluded from overdue charges.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Overdue Charge IDs

To define rules for overdue charges, use the Overdue Charging component (OVRDUE_CHG_TABLE2).

Use this component to:

- Define overdue charge IDs.
- Define exclusions from overdue charges.

Overdue charge IDs enable you to define the overall processing rules for overdue charge invoices, such as:

- Whether overdue charges should be added to the customer balance.
- The number of days that must elapse before overdue charges are reassessed.
- The overdue charge percentage rate.
- What items should be excluded from overdue charges invoices, such as past-due items that are in dispute.

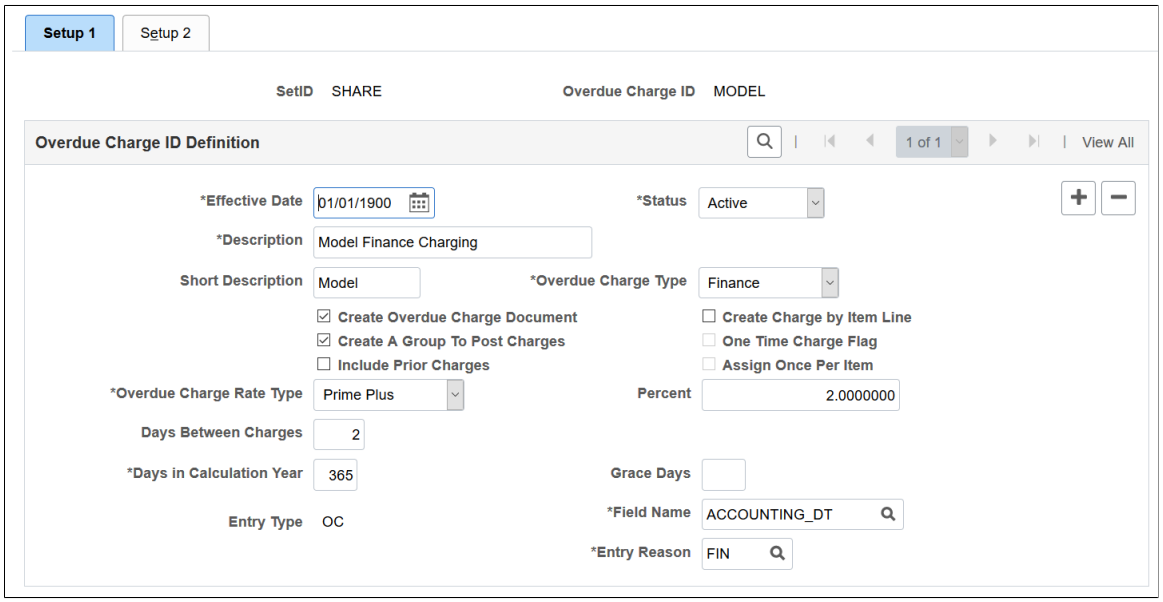
Overdue Charging - Setup 1 Page

Use the Overdue Charging - Setup 1 page (OVERDUE_CHG_TABLE1) to define overdue charge IDs and some basic rules for how to calculate overdue charges.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Overdue Charging > Setup 1

This example illustrates the fields and controls on the Overdue Charging - Setup 1 page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Create Overdue Charge Document	Select to create an overdue charge document to send to a customer. This document contains only overdue charges, not any of the customer's existing open items, and does not affect the customer's balance.
Create Charge by Item Line	Select to create a separate line item for each overdue charge. This selection enables users to see a separate line for the principal and each overdue charge type on the payment worksheet. It also enables the user to pay each of the charges before reducing the principal of the item. If you deselect this check box, users will see a single line item that includes a lump sum amount of the principal and all overdue charges.
Create A Group To Post Charges	Select to create an overdue charge group to be posted and to increment the customer's account based on the charges. This option does not create a document of any kind, but creates one overdue charge group per business unit requested on the run control. The process creates a group that has a group type of *F.* If you need to create a statement that has new overdue charges invoices and the customer's existing open items: 1. Select the **Create A Group To Post Charges** check box on this page. 2. Generate overdue charges. 3. Run the Receivables Update process for the business units of the newly created overdue charge group. 4. Generate the statement.
One Time Charge Flag	Select to indicate whether the Overdue Charges Application Engine process (AR_OVRDUE) should create an overdue charge only once or multiple times by checking for a last assessed date. If you select this check box, the process creates an overdue charge only once for an item; otherwise, the process continues to create overdue charges until the item is closed.
Include Prior Charges	Select to include prior overdue charges in the calculation of the current balance.
Assign Once Per Item	Select to have the system check to determine whether any overdue charges exist for any of the current items that qualify for overdue charging for this specific overdue charge ID. If a charge exists for one or more items, the system does not calculate a new charge; however, the system calculates this type of overdue charge for any qualified items that do not have any charges assessed against them. After these charges are assessed against these items, the system prevents them from being charged again.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Overdue Charge Rate Type	Select the value that determines how the system calculates the overdue charge. Values are: • *Fixed Amt* (fixed amount): Creates an administrative, financial, or punitive charge for the amount that you enter in the **Fixed Amt** (fixed amount) field. • *Interest Percentage:* Calculates a charge based on the number of days that an item is overdue and the percentage rate in the **Percent** field. • *Item Amt Percentage* (item amount percentage): Calculates a charge based on the past due item amount and the percentage rate in the **Percent** field. This is an example: If the overdue original amount is USD 1,000 and the item amount percentage is 10%, the first time you run the overdue charge process, the system creates an overdue charge of USD 100. When you run ARUPDATE, the item new balance is USD 1,100. When you run the overdue process again and also: • Select the **Include Prior Charges** check box, the overcharge is 1100*(10/100) = USD 110. • Deselect the **Include Prior Charges** check box, the overcharge is 1000*(10/100) = USD 100. • *Prime Plus:* Calculates a charge using the prime rate that you enter on the Overdue Charges run control page plus the percentage rate that you enter in the **Percent** field.
Days Between Charges	Enter the number of days that the system must wait before reassessing overdue charges for items that have *already* been evaluated for overdue charging. The Overdue Charges process uses this value differently depending on whether an item has already had an overdue charge assessed. If an item has a previous overdue charge, the system compares the value in the **Days Between Charges** field to the number of days between the date of the current overdue charge run and the date of the previous overdue charge.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Grace Days	Enter the number of grace days that the system uses in combination with the basis date to determine whether the item is overdue for items that has had no previous overdue charges. If you want the trigger for the overdue charges and the amount of the overdue charges to be calculated based on the same day, enter *0*. Overdue charge calculations use the grace days that are defined here, not the grace due days that are associated with the business unit, customer, or item. Those grace days refer to the due date, which may not be the same as the overdue charge basis date.
Days in Calculation Year	Enter a number to determine the number of days in the year, such as 365 or 366, that represents an annual basis for the interest calculation. The system uses the basis date to determine how many days the item is overdue.
Field Name	Select the date field that is used as the basis date for calculating the overdue charges. Values are: *ACCOUNTING_DATE:* The date that the account entry was entered into the system. *ASOF_DT:* The as of date that is entered on the pending item. *DUE_DT:* The date that a transaction is due. *USER_DT1* to *USER_DT4:* An additional date that is defined by the user.
Entry Type	Displays the entry type that you defined for overdue charges. All overdue charge items have this entry type.
Entry Reason	Select one of the entry reasons that is assigned to the overdue charge entry type. The system uses this entry reason for all overdue charge items that the Overdue Charges process creates using this overdue charge ID. The entry type and entry reason determine the correct accounting distribution for each charge. To process an overdue charge manually or automatically, the automatic entry type and reason code must be identical to the item entry type and reason code.

Related Links

Generating Customer Statements

Overdue Charging - Setup 2 Page

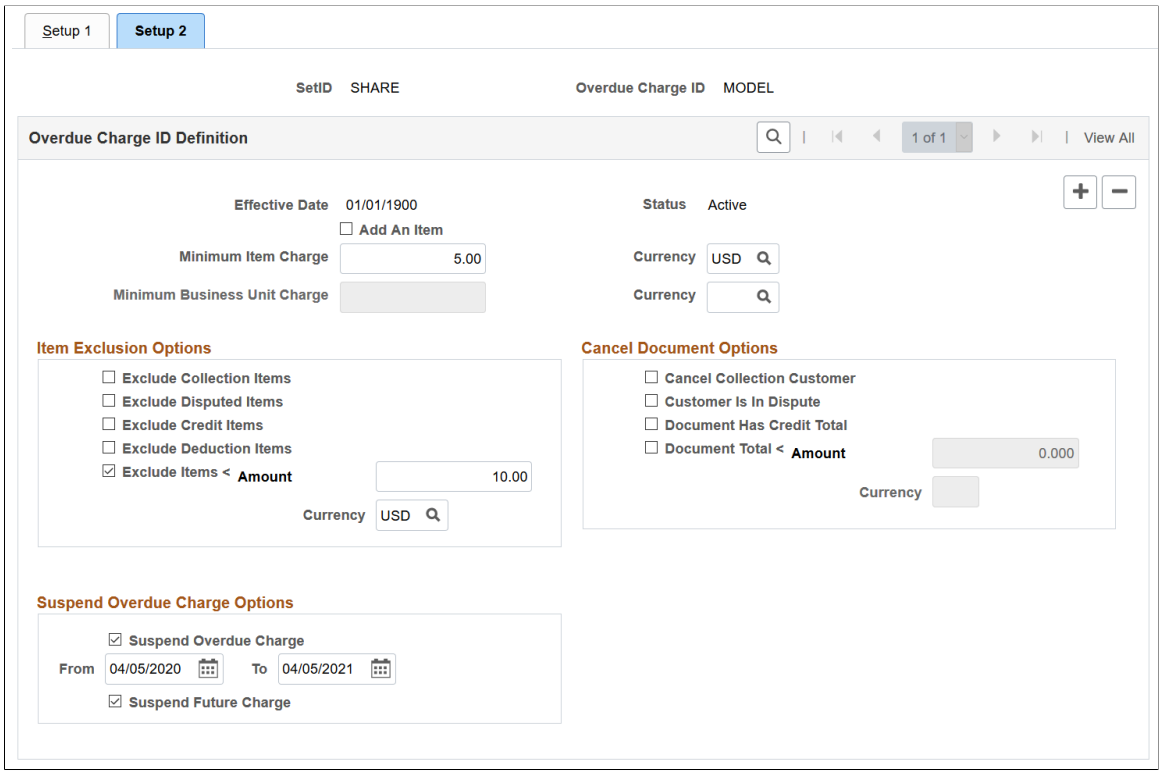
Use the Overdue Charging - Setup 2 page (OVERDUE_CHG_TABLE2) to define the conditions under which items should be excluded from overdue charges.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Overdue Charging > Setup 2

This example illustrates the fields and controls on the Overdue Charging - Setup 2 page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Add An Item, Minimum Item Charge, and **Minimum Business Unit Charge**	Select either a detail level or summary level for overdue charges. If you want a detail level, deselect the **Add An Item** check box and enter a minimum item charge. The overdue charges appear as activity against the original item, and one overdue charge appears for each open item using the same item ID as the open item. This method has the effect of adding the overdue charge to the original item and increasing its balance. If you want a summary level, select the **Add An Item** check box and enter a minimum business unit charge. The system combines all overdue charges in one new item that posts to the customer's account. For example, if a customer has 10 past-due items that qualify for overdue charges, the system creates one overdue charge. This method increases the customer's balance without affecting the balance of the original item. This method enables you to increase the calculated charge to a minimum amount for a customer and business unit combination.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Currency	Select a currency for the **Minimum Item Charge** and **Minimum Business Unit Charge** fields to calculate overdue charges.

Item Exclusion Options

Field or Control	*Description*
Exclude Collection Items and **Exclude Disputed Items**	Select to prevent items from appearing on overdue charges invoices if they are marked for collection or dispute.
Exclude Credit Items	Select to prevent credit memos, on-account payments, and prepayments from appearing on overdue charges invoices.
Exclude Deduction Items	Select to prevent deduction items from appearing on overdue charges invoices.
Exclude Items < Amount (exclude items less than amount)	Select to prevent items from appearing on overdue charges invoices if they have a small balance.

Cancel Document Options

Field or Control	*Description*
Cancel Collection Customer and **Customer Is In Dispute**	Select to prevent the generation of overdue charges invoices for customers who are marked for collection or dispute on the Credit Profile page. The system creates an invoice if the correspondence group to which the customer belongs has other eligible open items. The system does not create an invoice if the correspondence customer itself is in collection or dispute.
Document Has Credit Total	Select to have the Overdue Charges process bypasses invoices with a negative total.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Document Total < (document total less than)	Select this check box and enter a monetary limit to prevent the system from generating invoices when the total of items on the invoice is less than a certain amount specified. The **Document Has Credit Total** and **Document Total <** check boxes apply to the balance of the invoice, which is always at the correspondence customer level. Therefore, a customer with a small debit balance is overridden by a customer with a larger credit balance if both customers belong to the same correspondence customer, and the system creates the invoice.

Suspend Overdue Charge Options

Field or Control	*Description*
Suspend Overdue Charge	Select this option to suspend overdue charges for a specified period of time. When you select this option, the From/To date fields appear. Use these fields to define the period of time to suspend overdue charges. You must enter values for the date fields.
From/To (date)	Use the date fields to define the period of time to suspend overdue charges The To date must be of greater or equal value to the From date. You must enter values for the date fields.
Suspend Future Charge	Select this option to suspend any future overdue charges that may occur. Items entered during the suspended period (From/To dates) do not incur overdue charges. The system uses the accounting date to determine when the item is entered.

Note: The fields in this group box work together with the **Overdue Charge Rate Type** field on the Overdue Charging - Setup 1 Page.

The following table describes how overdue charges are determined when the Suspend Overdue Charge option is selected.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Overdue Charge Rate Type	***Result When Suspend Overdue Charge Is Selected***
Interest Percentage or *Prime Plus*	When Suspend Overdue Charge is selected and the Overdue Charge Rate Type is *Interest Percentage* or *Prime Plus,* the number of overdue days to be charged are determined as such: *Exclude suspended dates from overdue dates* For example, a customer may have a past due item with a balance of $1000 USD and an accounting date of March 1. The item is 90 days overdue (March 1 to May 30), and the Overdue Charge Rate Type is *Interest Percentage,* set at 10%. When Suspend Overdue Charge is selected and the suspended date range is defined as April 1 to April 30, the FIN charge is (1000*10%)/365 * 60 overdue charge days = $16.44 USD. The overdue charge days in the previous equation was determined by excluding the suspended dates (30 days, April 1 to April 30) from the original overdue charge dates (90 days, March 1 to May 1)
Fixed Amount or *Item Amount Percentage*	When Suspend Overdue Charge is selected and the Overdue Charge Rate Type is *Fixed Amount* or *Item Amount Percentage* overdue charges are determined as such: *If overdue charge dates overlap with suspend overdue charge dates, then no overdue charge* For example, a customer may have a past due item with a balance of $1000 USD and an accounting date of March 1. The item is 90 days overdue (March 1 to May 30), and the Overdue Charge Rate Type is *Fixed Amount,* set at $10 USD. When Suspend Overdue Charge is selected and the suspended date range is defined as April 1 to April 30, there is no FIN charge because the overdue dates overlap with the suspended overdue charge dates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Write-Off Approval Workflow

Pages Used to Set Up Write-Off Approval Workflow

Page Name	*Definition Name*	*Usage*
Receivables Options - General 1 Page	BUS_UNIT_OPT_AR1	Define the write-off tolerances for the business unit level. See Defining the Maximum Write-Off Amount for the Business Unit Level. See the Receivables Options - General 1 Page for more information.
General Information - Bill To Options Page	CUST_BILLTO_OPT	Define the write-off tolerances for the bill-to customer level. See Defining the Maximum Write-Off Amount for the Customer Level. See the “General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information) for more information.
User Preferences - Receivables Data Entry 2 Page	OPR_DEF_TABLE_AR2	Specify write-off tolerances for the user. See Defining the Maximum Write-Off Amount for the User. See the “User Preferences - Receivables Data Entry 2 Page” (Application Fundamentals) for more information.
User List Definition Page	PTAF_USER_LIST	Define user-list definitions. As part of sample data, PeopleSoft Receivables delivers a user list named *WriteOffApprovers* to be used for write-off approvals. See Creating the List of Approvers Within the Approval Framework. See the “User List Definition Page” (Application Fundamentals) for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
User Profiles - Roles Page	USER_ROLES	Attach workflow roles to users. See Defining Users Within the Workflow Process. See the product documentation for *PeopleTools: Security Administration* for more information.
User Profiles - Workflow Page	USER_WORKFLOW	Define supervisors and worklist users. See Defining Users Within the Workflow Process. See the product documentation for *PeopleTools: Security Administration* for more information.
Register Transactions Page	EOAW_TXN	Register an application with the Approval Framework. See Reviewing the Approval Transaction Registry Within the Approval Framework. See the “Register Transactions Page” (Approval Framework) for more information.
Configure Transactions Page	EOAW_TXN_NOTIFY	Use the Configuration Transactions page to configure how the system uses the particular implementation of approval triggers. See Configuring the Approval Transactions Within the Approval Framework. See the “Configure Transactions Page” (Approval Framework) for more information.
Generic Template Definition Page	WL_TEMPLATE_GEN	Establish a common format for all ad hoc notifications. See Creating or Modifying Notification Template Definitions. See the “Generic Template Definition Page” (Approval Framework) for more information.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Setup Process Definitions Page	EOAW_PRCS_MAIN	Define workflow approval process stages. See Setting Up Process Definitions Within the Approval Framework. See the "Setup Process Definitions Page" (Approval Framework) for more information.
Criteria Definition Page	EOAW_CRITERIA	Define criteria for the workflow approval step to launch write-off approvals. See Setting Up Process Definitions Within the Approval Framework. See the "Criteria Definition Page" (Approval Framework) for more information.
Receivables Options - Payment Options Page	BUS_UNIT_OPT_AR2	Select the Enable Write-off Workflow check box to activate workflow for write-off amounts. See Activating Approval Workflow for Write-Off Amounts. See the Receivables Options - Payment Options Page for more information.

Understanding Write-Off Approval Workflow

Within PeopleSoft Receivables, you can restrict users' ability to write-off amounts on the payment, credit card, maintenance, and draft worksheets.

- You can limit the amount that can be written off. Maximum write-off amounts can be defined for the business unit, bill to customer, and individual user. If any of these limits are exceeded, the system does not allow the user to save the worksheet.
- You can require approval of write-off amounts entered on the worksheet that are below the maximum write-off limits but above the approval-needed limit. This approval is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted.

Note: Write-off approvals are designed to require approval for write-offs entered on the the payment, credit card, maintenance, and draft worksheets only. The approval does not pick up write-off transactions from processes such as the Payment Predictor process and the Automatic Maintenance process.

PeopleSoft Approval Framework feature is a type of workflow. Many daily tasks are part of a larger process that involves several steps and people working together. The term *workflow* refers to this process,

Copyright © 1988, 2025, Oracle and/or its affiliates.

which could encompass, for example, the approval of a write-off transaction. To facilitate this type of multiuser process, the PeopleSoft product can automatically trigger notifications to inform the approver in the process of work awaiting him or her. The approval process could include one or more approval steps with different approvers. When the approval process is complete, the transaction is promoted to its next stage. In the case of a write-off approval, the next stage is to set the worksheet to post.

It is important to note that PeopleSoft applications offer two types of approval workflows:

1. PeopleTools Workflow Technology

   See the product documentation for *PeopleTools: Workflow Technology*. The PeopleTools Workflow Technology workflow requires advanced technical skills in PeopleSoft PeopleTools to create and maintain workflow. This method is not used for write-off approval.

2. PeopleSoft Approval Framework

   See the product documentation for *PeopleSoft Approval Framework*. The Approval Framework provides an alternative workflow that is much easier to create and maintain. For example, all of the steps in Approval Framework are defined by means of PeopleSoft pages rather than the underlying PeopleSoft PeopleCode, so functional users can design and maintain approval processes using these online PeopleSoft pages, without technical developers having to create workflow rules.

For the write-off approval workflow, the sample data is delivered with data to start the workflow process with one level of approver. You can alter this information to work in your environment. You can also change the data to create a multistep approval process or use additional features in Approval Framework. Write-off approval requests are routed to the approvers by worklist, email, or push notification.

Related Links

Approving Write-Off Amounts Using Workflow

Write-Off Approval Workflow

To setup write-off approval, complete the following steps:

1. Define the maximum write-off amount for the business unit level.
2. Define the maximum write-off amount for the customer level.
3. Define the maximum write-off amount for the user.
4. Create the list of approvers within the Approval Framework.
5. Define users within the workflow process.
6. Review the Approval Transaction Registry and enable notifications within the Approval Framework.

   Note: Push notifications are available as of PeopleTools 8.54.

7. Configure the approval transactions within the Approval Framework.
8. Create or modify notification template definitions.
9. Set up process definitions within the Approval Framework.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

10. If email notifications are enabled (see Step 6), set up a URL for email notifications.

11. Activate approval workflow for write-off amounts.

The following sections offer more information about each step listed here.

Defining the Maximum Write-Off Amount for the Business Unit Level

Use the Receivables Options - General 1 page (BUS_UNIT_OPT_AR1) to define the write-off tolerances for the business unit level.

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Options** > **General 1**

The Maximum Write-Off Amount field works in combination with the Maximum Write-Off Percent field located on this page. For example, if you enter an amount of 25.00 USD, the process writes off amounts up to 25.00 USD. However, if you enter a maximum write-off percent of 10 and the total original amount of an item is 240.00 USD, the system will not write off more than 24.00 USD. If you do not want to limit the write-off amount at the business unit level, enter all 9's in the **Maximum Write-Off Amount** field and enter *100* in the **Maximum Write-Off Percent** field.

Keep in mind that the Receivables Options component is defined by SetID and linked to business units using the record group ID AR_03 (Business Unit Options) on the TableSet Control - Record Group page (PeopleTools, Utilities, Administration, TableSet Control, Record Group).

See Receivables Options - General 1 Page.

Defining the Maximum Write-Off Amount for the Customer Level

Use the General Information - Bill To Options page (CUST_BILLTO_OPT) to define the write-off tolerances for the bill-to customer level.

Navigation:

Customers > **Customer Information** > **General Information** > **Bill To Options**

Like the business unit level, the Maximum Write-Off Amount field works in combination with the Maximum Write-Off Percent field located on the same page. If you do not want to limit the write-off amount at the customer level, enter all 9's in the Maximum Write-Off Amount field and enter 100 in the Maximum Write-Off Percent field.

See "Adding General Customer Information" (PeopleSoft Order to Cash Common Information).

Defining the Maximum Write-Off Amount for the User

Use the User Preferences - Receivables Data Entry 2 page (OPR_DEF_TABLE_AR2) to specify write-off tolerances for the user.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > **Common Definitions** > **User Preferences** > **Define User Preferences** > **Receivables Data Entry 2**

Use this page to define the user's individual write-off limits for the payment worksheet, credit card worksheet, and the maintenance worksheet. If you do not define write-off tolerances for the user, the system uses zero for the user's write-off tolerances, and the user cannot write off items.

See “User Preferences - Receivables Data Entry 2 Page” (Application Fundamentals).

Creating the List of Approvers Within the Approval Framework

Use the User List Definition page (PTAF_USER_LIST) to define lists of users who can approve a write-off transaction that is entered on the payment worksheet, maintenance worksheet, credit card worksheet, or draft worksheet. Your list of approvers can be defined as a particular user role, SQL definition, PeopleSoft Query, or Application Class.

Navigation:

Enterprise Components > **Approvals** > **Approvals** > **User List Setup**

As part of system data, PeopleSoft Receivables delivers three user lists to be used for all three delivered write-off approval process.

- WriteOffApprovers: Used with the Steps definition. This user list uses the SQL definition EOAW_SUPERVISOR_BY_OPRID. It checks the Supervising User ID field on the User Profile-Workflow page for the person entering the write-off and uses the supervisor as the approver.
- ARWriteOffReviewers: Used to populate Adhoc User List. This user list is tied to an existing role Accounts Receivable Manager. Only users who have this role can be added as ad-hoc reviewers or approvers. Ad-hoc approvers or reviewers can be inserted by an approver during the write-off approval process.
- ARWriteOffApprovers: Email approval user list specified in the Transaction Configuration. This user list is tied to the new delivered Role Receivables Writeoff Approvers. You add this new role to the users who will be approving write-off transactions directly on the email.

See “Defining Users for Approval Framework” (Approval Framework).

Defining Users Within the Workflow Process

Within the PeopleTools menu, each user is defined with a user ID in the User Profile component. For the approval workflow process, use this component to define the relationship between users entering write-off amounts on a worksheet and the approvers.

For users within PeopleSoft Receivables:

- Use the User Profiles - Workflow page to define supervisors and worklist users.
- Use the User Profile-Roles page to enter the roles of the user.

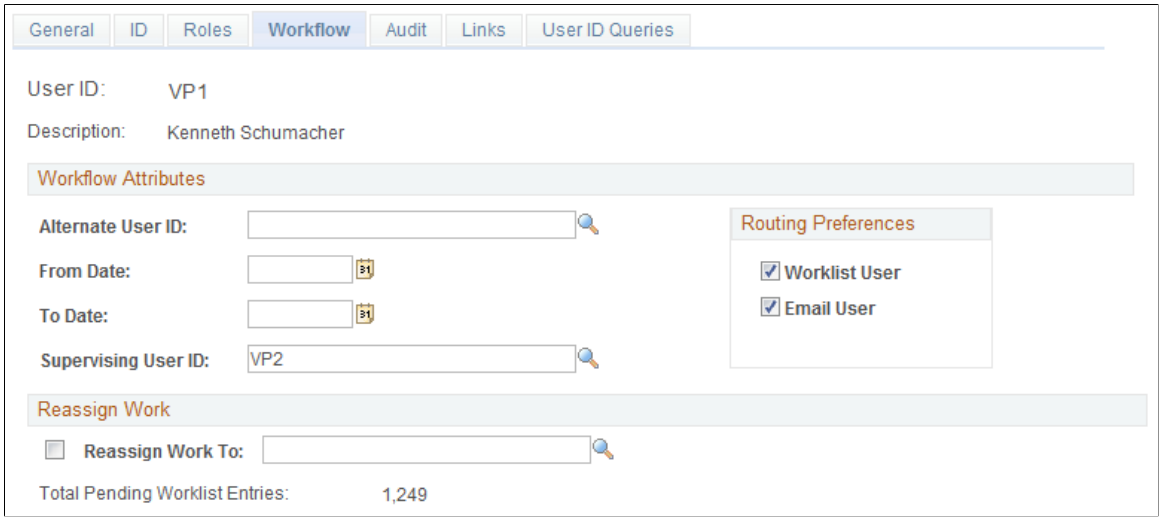
Use the User Profiles - Workflow page (USER_WORKFLOW) to define supervisors and worklist users. Identify the supervisor who should approve the write-off transactions.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleTools > **Security** > **User Profiles** > **User Profiles** > **Workflow**

This example illustrates the fields and controls on the User Profile - Workflow page.



For the requester's user profile, identify the supervisor (Supervising User ID field) who should approve the write-off transactions. The supervisor is important if you are using the SQL definition EOAW_SUPERVISOR_BY_OPRID in the *WriteOffApprovers* user list. Verify that Worklist User check box and the Email User check box located in the Routing Preferences group box are selected.

For the supervisor's user profile, select both the Worklist User check box and the Email User check box located in the Routing Preferences group box.

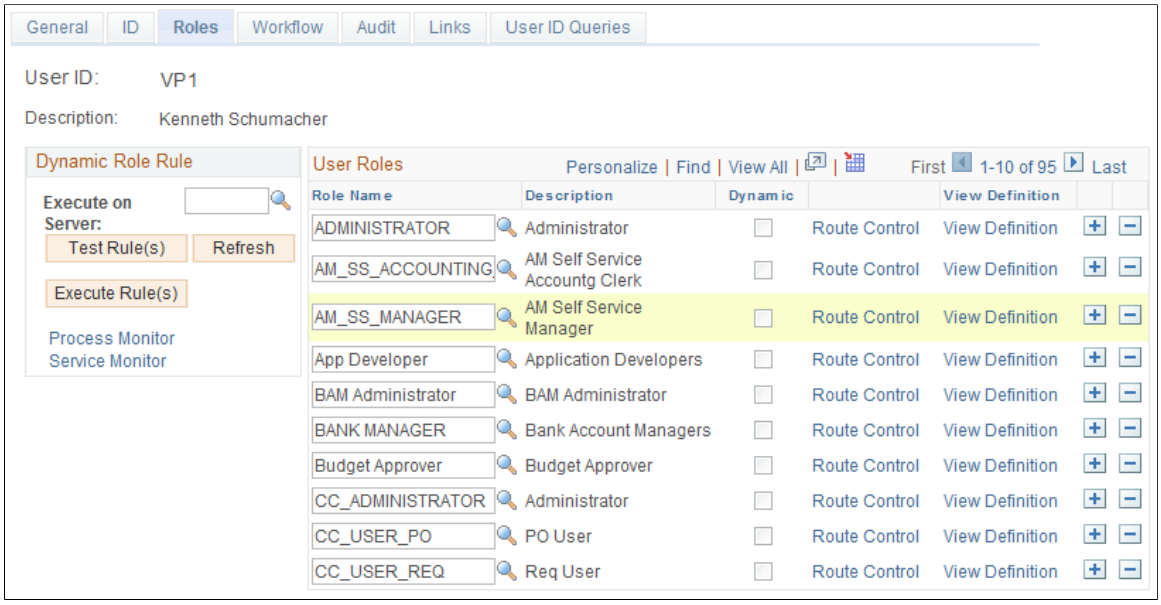
Use the User Profiles - Roles page (USER_ROLES) to attach workflow roles to users. Add the roles with the authority to approve write-off amounts.

Navigation:

PeopleTools > **Security** > **User Profiles** > **User Profiles** > **Roles**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



A role is a class of users who perform the same type of work, such as a collector, credit analysis, AR specialist, or manager. A role describes how people fit into workflow. Roles are defined under PeopleTools, Security, Permissions & Roles, Roles. Roles are important because you define a role on the User List Definition page (Enterprise Components, Approvals, Approvals, User List Setup), and then add the role to each user ID with the authority to approve write-off amounts.

See “Defining Users for Approval Framework” (Approval Framework).

Reviewing the Approval Transaction Registry Within the Approval Framework

Use the Register Transactions page (EOAW_TXN) to register an application with the Approval Framework.

Navigation:

Enterprise Components > **Approvals** > **Approvals** > **Approval Registry**

The Approval Transaction Registry is the interface application used to register an application with the Approval Framework. You use the Register Transactions page to link the components, event handler, records, and classes that you created to the approval process for an application transaction. The main records and components that make up the transaction are registered, along with the approval transaction on which to base the approval process definition. The PeopleSoft Receivables transaction registries are delivered as system data.

Within the transaction registry, the following process IDs have been defined in PeopleSoft system data for AR write-offs:

- ARDraftWriteOff (AR write-off for the draft worksheet)

  The transaction registry for the process ID ARDraftWriteOff uses the cross-reference table AR_DRAFT_WO_AW and the default approval component of DRAFT_WORKS_IC.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- ARPaymentWriteOff (AR write-off for the payment worksheet or the credit card worksheet)

  The transaction registry for the process ID ARPaymentWriteOff uses the cross-reference table AR_PAYMENTWO_AW and the default approval component of AR_WF_PAY_WO_XFER.

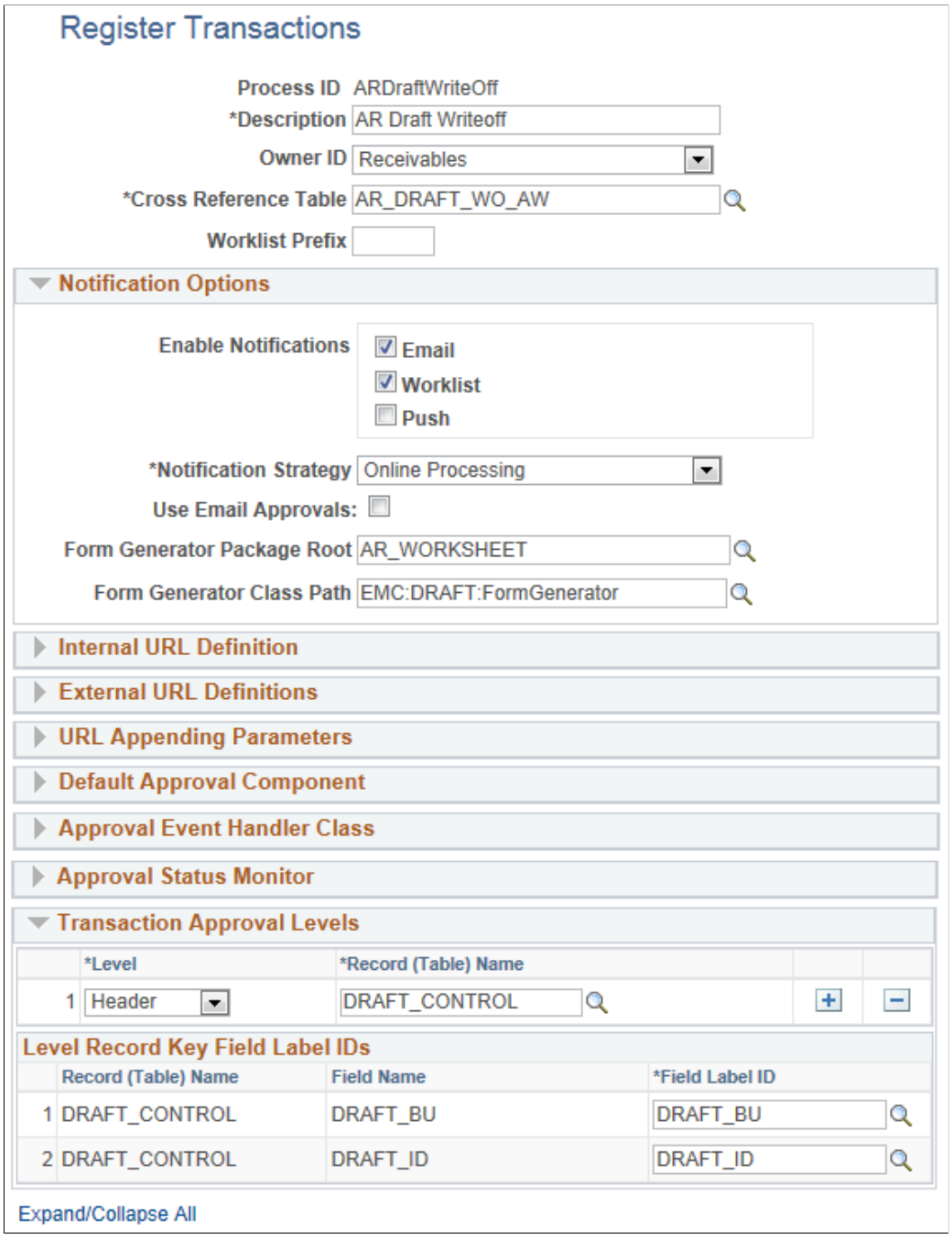
- ARMaintWriteOff (AR write-off for the maintenance worksheet)

  The transaction registry for the process ID ARMaintWriteOff uses the cross-reference table AR_MAINT_WO_AW and the default approval component of WS_WORKSHEET_IC.

This example shows the transaction registry for the Receivables draft worksheet write-off process, as defined in PeopleSoft system data:

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Register Transactions page for Process ID ARDraftWriteOff.



Most of the fields on this page should not to be changed. The exceptions are the following page elements in the notification options that might require modification to fit your notification preferences.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Enable Notifications	Determine what type of notifications your company will use. Select at least one channel from these options: • *Email* - Sends an email to the recipients. • *Worklist* - Creates a worklist entry for the recipients. This is the default option if no channels have been selected for the process status. • *Push* - Generates a push notification item in the PeopleSoft Fluid User Interface - Alerts list for the recipient. Push functionality is available as of PeopleTools 8.54. For information about the push notification framework, see *PeopleTools: Fluid User Interface Developer's Guide,* "Working with Push Notification Framework."
Notification Strategy	Specify whether to allow email to be processed immediately (Online Processing) or offline (Offline Processing) through NEM (Notification and Escalation Manager).
Use Email Approvals	Click to use email approvals with workflow.

See "Setting Up the Transaction Registry" (Approval Framework).

Configuring the Approval Transactions Within the Approval Framework

Use the Configure Transactions page (EOAW_TXN_NOTIFY) to select and define elements that determine what triggers a notification, who receives the notification, and the content of the notification. Notifications are mapped to work with the approval transaction registry and include menus and components and SQL definitions.

The Approval Framework supports email, worklist, and push notifications.

Navigation:

Enterprise Components > **Approvals** > **Approvals** > **Approval Setup**

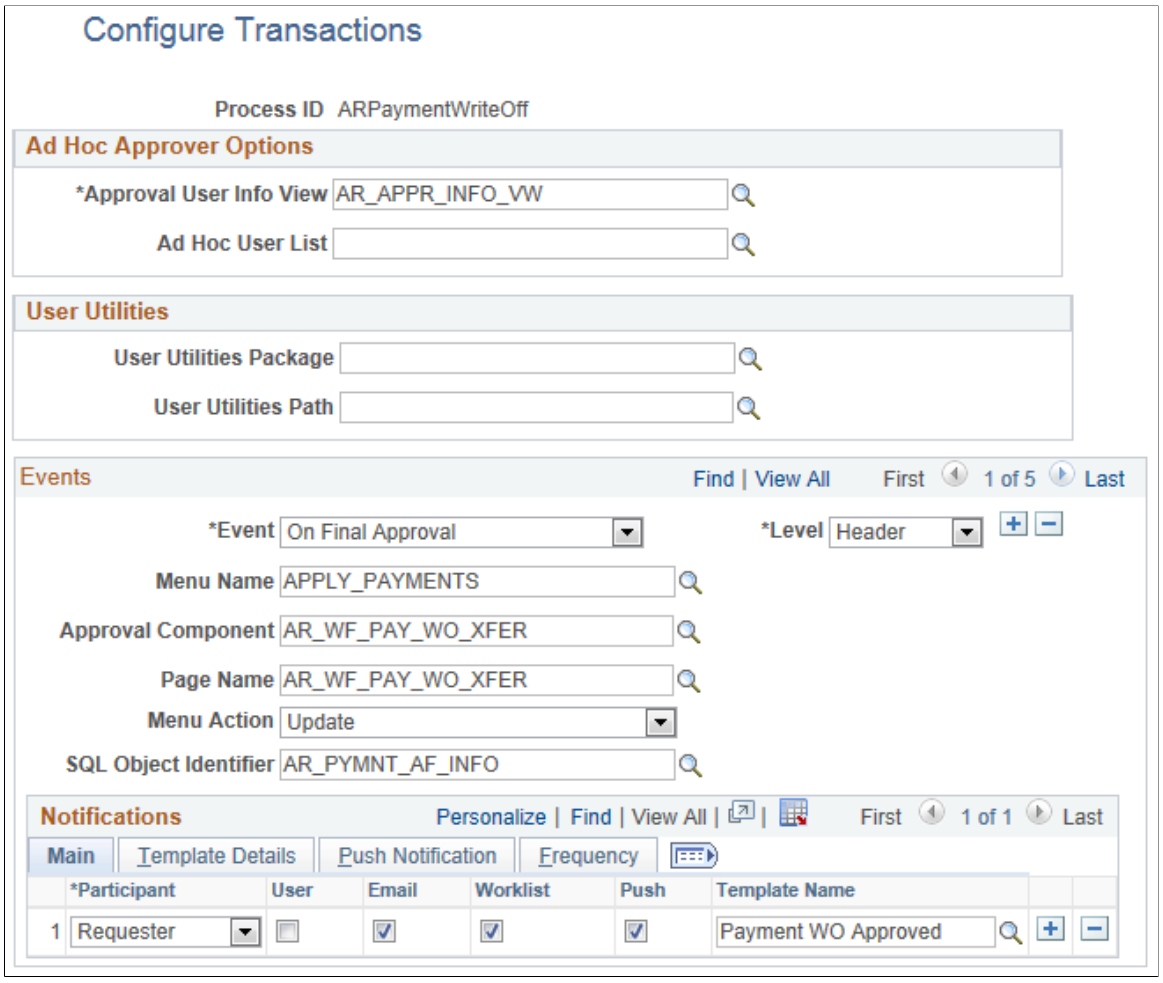
The Configure Transactions page uses the same process IDs as the Register Transactions page, including the following process IDs for AR write-offs:

- ARPaymentWriteOff
- ARDraftWriteOff
- ARMaintWriteOff

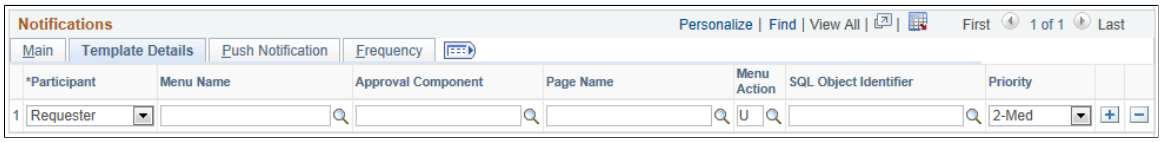
The following example shows the fields and controls on the Configure Transactions page for the ARPaymentWriteOff process ID:

Copyright © 1988, 2025, Oracle and/or its affiliates.

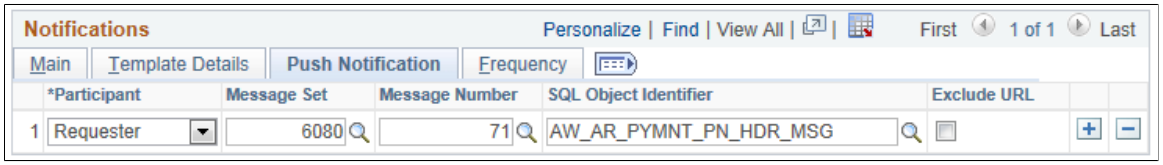
This example illustrates the fields and controls on the Configure Transactions page displaying the Notifications - Main tab, for payment and credit card write-off approvals in Receivables.



This example illustrates the fields and controls on the Configure Transactions page displaying the Notifications - Template Details tab, for payment and credit card write-off approvals in Receivables.

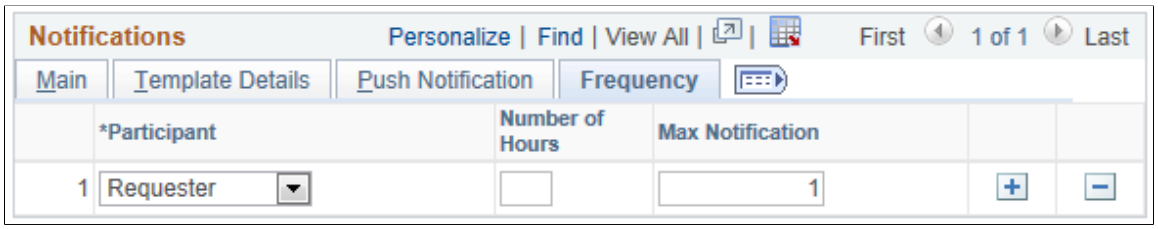


This example illustrates the fields and controls on the Configure Transactions page displaying the Notifications - Push Notification tab, for payment and credit card write-off approvals in Receivables. Use the Push Notification tab to identify the SQL that retrieves data for display on the push notification alert or approval tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Configure Transactions page displaying the Notifications - Frequency tab, for payment and credit card write-off approvals in Receivables.



The table below lists all the delivered Events and Templates tied to each Receivables approval process. A channel value of *All* indicates email, worklist, and push notifications.

Process ID	***Event***	***Participant***	***Channel***	***Template***
ARPaymentWriteOff	On Final Approval	Requester	All	Payment WO Approved
	Push Back	Approvers	All	Payment WO Push Back
	On Final Denial	Requester	All	Payment WO Denied
	Route for Approval	Approvers	All	Payment WO Approval
	Route for Review	Reviewers	All	Payment WO Review
ARDraftWriteOff	On Final Approval	Requester	All	Draft WO Approved
	Push Back	Approvers	All	Draft WO Push Back
	On Final Denial	Requester	All	Draft WO Denied
	Route for Approval	Approvers	All	Draft WO Approval
	Route for Review	Reviewers	All	Draft WO Review
ARMaintWriteOff	On Final Approval	Requester	All	Maint WO Approved
	Push Back	Approvers	All	Maint WO Push Back
	On Final Denial	Requester	All	Maint WO Denied
	Route for Approval	Approvers	All	Maint WO Approval
	Route for Review	Reviewers	All	Maint WO Review

Copyright © 1988, 2025, Oracle and/or its affiliates.

See “Configuring Approval Transactions” (Approval Framework).

Creating or Modifying Notification Template Definitions

Use the Generic Template Definition page (WL_TEMPLATE_GEN) to establish a common format for all ad hoc notifications.

Navigation:

PeopleTools > **Workflow** > **Notifications** > **Generic Templates**

Template definitions provide the email content for approval notifications. You can modify the verbiage of the delivered templates or create your own template definitions. However, you must keep the delivered template variables, unless you create your own SQL objects that are referenced on the configuration definition.

Setting Up Process Definitions Within the Approval Framework

Use the Setup Process Definitions page (EOAW_PRCS_MAIN) to define workflow approval process stages.

Navigation:

Enterprise Components > **Approvals** > **Approvals** > **Approval Process Setup**

The approval definition process is made up of the stages, paths, steps, and criteria that build a workflow. For the AR write-off approvals, the sample data includes one approval step launched for a write-off amount enter on the payment worksheet, maintenance worksheet, credit card worksheet, or draft worksheet. You can change the criteria to meet your own specific needs; for example, you can include multiple approvers or launch workflow for write-offs above a certain amount. When setting up write-off approvals, use the following information:

Process ID	*Approver User List*	*Amount Record*	*Amount Field*
ARPaymentWriteOff	WriteOffApprovers defined on the User List Definition page	PAYMENT	WO_ITEM_AMT
ARDraftWriteOff	WriteOffApprovers defined on the User List Definition page	DRAFT_CONTROL	WO_ITEM_AMT
ARMaintWriteOff	WriteOffApprovers defined on the User List Definition page	WS_CONTROL	WS_TOTAL_WO

See “Defining the Setup Process Definitions Component” (Approval Framework).

To enable write-off approvals in your environment, go to the Criteria Definition page (EOAW_CRITERIA) for the step within the Setup Process Definitions component.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Click the Criteria link from the Setup Process Definitions page in the Steps section.

For each process ID:

- Verify the Criteria Type field has the value of *User Entered.*
- Within the Field Criteria group box, change the Value field to the threshold write-off amount that should prompt workflow approval. As delivered in the sample data, this Value field contains *999999999.* For example, if you change the Value field to 300, then any write-off amount greater than 300 requires approval.

Enabling Email Approval

PeopleSoft Receivables uses Enterprise Components email collaboration framework for write-off email approval. Email approval can be enabled for Draft, Payment and Maintenance worksheet. For you to use this feature, the PeopleSoft Integration Broker must be configured to run, the email collaboration framework must be configured, and all the following Receivables-related Integration Broker objects must be activated:

- Service operation AR_DRAFT_EM_APPROVAL
- Service operation AR_DRAFT_EM_APPROVAL handler
- Service operation AR_DRAFT_EM_APPROVAL routing
- Service operation AR_MAINT_EM_APPROVAL
- Service operation AR_MAINT_EM_APPROVAL handler
- Service operation AR_MAINT_EM_APPROVAL routing
- Service operation AR_PYMNT_EM_APPROVAL
- Service operation AR_PYMNT_EM_APPROVAL handler
- Service operation AR_PYMNT_EM_APPROVAL routing
- Queue DRAFT_EM_APPROVAL
- Queue PYMNT_EM_APPROVAL
- Queue MAINT_EM_APPROVAL

Perform the following setup steps to enable email approval:

1. Confirm node properties and connectors of node PSFT_EMC_GETMAIL is correctly setup.
2. Activate the aforementioned service operations (PeopleTools, Integration Broker, Integration Setup, Service Operations). Confirm that Service Operation Security (link on Service Operation page) is tied to a Permission List with Full Access.
3. Set the Integration Broker queues to Run (PeopleTools, Integration Broker, Integration Setup, Queues).
4. Select the Use Email Approvals check box on the Register Transactions page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

5. Provide the Email Approval User List on the Configure Transaction page. PeopleSoft Receivables delivers email approval user list ARWriteOffApprovers. This user list is tied to the new delivered Role Receivables Writeoff Approvers. You add this new role to the users who will approve write-off transactions directly on the email.

6. Schedule the PeopleSoft Application Engine program EOAWEMC to read and process email approvals.

See “Understanding Email Collaboration” (Approval Framework) and “Triggering Email Collaboration” (Approval Framework).

Setting Up the URL for Email Notifications

This information is system-defined. The user must set up the URL Identifier for EMP_SERVLET on the “URL Maintenance Page” (Approval Framework).

Activating Approval Workflow for Write-Off Amounts

To activate the Approval Framework for write-off approvals, select the Enable Write-Off Workflow check box on the Receivables Options - Payment Options page (BUS_UNIT_OPT_AR2).

Navigation:

Set Up Financials/Supply Chain > **Business Unit Related** > **Receivables** > **Receivables Options** > **Payment Options**

Keep in mind that the Receivables Options component is defined by SetID and linked to business units using the record group ID AR_03 (Business Unit Options) on the TableSet Control - Record Group page (PeopleTools, Utilities, Administration, TableSet Control, Record Group).

See Receivables Options - Payment Options Page.

Understanding the Financials Audit Framework for PeopleSoft Receivables

This topic presents an overview of Financials Audit Framework (audit logging) for PeopleSoft Receivables.

Related Links

“Setting Up Financials Audit Framework (Audit Logging)” (Application Fundamentals)

Understanding the Financials Audit Framework for PeopleSoft Receivables

The Financials Audit Framework (audit logging) provides efficient tracking of transaction processing that results in enhanced visibility and detailed audit trails. The framework is a centralized structure that allows you to identify the statuses of transactions to be tracked, including online views to search the audit log results by source, transaction and user. You can also archive and purge the audit logs.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

You must enable the document events based on the document name in PeopleSoft Receivables for which you want audit logging performed. You can also select the Include Archive check box for each document name to include data archived by the PeopleSoft Data Archive Manager.

See the product documentation for *PeopleTools: Data Management*.

- Enable Audit Logging
- Search Audit Logs
- Purge Audit Logs

Use the Enable Audit Logging page (FS_AUDITLOG_ENABLE) to enable PeopleSoft Receivables document events for audit logging.

Navigation:

Set Up Financials/Supply Chain > **Common Definitions** > **Audit Logging** > **Enable Audit Logging** > **Enable Audit Logging**

Document Name	***Event Name***
AR Deposit	Create the Deposit
	Delete the Deposit
	Post the Deposit
AR Customer Draft	Accepted
	Worksheet Approved
	Complete
	Draft Created
	Oh Hold
	Worksheet Rejected
	Remitted to Bank
	Worksheet Built
AR Item	AR Rebate

Copyright © 1988, 2025, Oracle and/or its affiliates.

Document Name	*Event Name*
	AR Revenue Estimate
	Auto Maintenance
	Credit Card Worksheet
	Condition Monitor
	Create Item
	Apply Direct Debit
	Cancel Direct Debit
	Post Direct Debit
	Draft Worksheet
	Dun Item
	Maintain Item
AR Pending Item	Create Pending Item
	Delete External Pending Item
	Delete Pending
	Post Pending Item
	Update External Pending Item
	Update Pending Item
AR Payment	Payment Applied
	Credit Card Applied
	Credit Card Worksheet

Copyright © 1988, 2025, Oracle and/or its affiliates.

Document Name	*Event Name*
	Create Payment
	Delete Worksheet
	Delete Payment
	Directly Journaled Payment
	Post Payment
	Payment Predictor Applied
	Payment Predictor Worksheet
	Unpost Payment
	Update Worksheet
	Create Worksheet

Setting Up Item Audit Options

This topic provides an overview of audit history options and discusses how to select fields for auditing.

Page Used to Define Item Audit Options

Page Name	*Definition Name*	*Usage*
Audit Control Page	AUDIT_CNTRL_TBL	Select the fields on the Item table for which you want to create audit history.

Understanding Audit History Options

To define item audit options, use the Audit Control component (AUDIT_CNTRL).

The system creates an audit history record when you change values in the fields that you specify for tracking on the Item table (PS_ITEM). This enables your organization to have as many comprehensive audit history records as you need. The more fields that you select to track, the more audit history records you will have. View the changes on the Item Audit History page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The system tracks the changes that you make online using the View/Update Item Details component (ITEM_MAINTAIN), when you use the Multi-item Update feature on the Item List page, and when you build a payment worksheet with multiple items, or add items to a previously built payment worksheet. The system also tracks changes to field values that you select to update when you run the Mass Change Application Engine process (AR_MASSCHG).

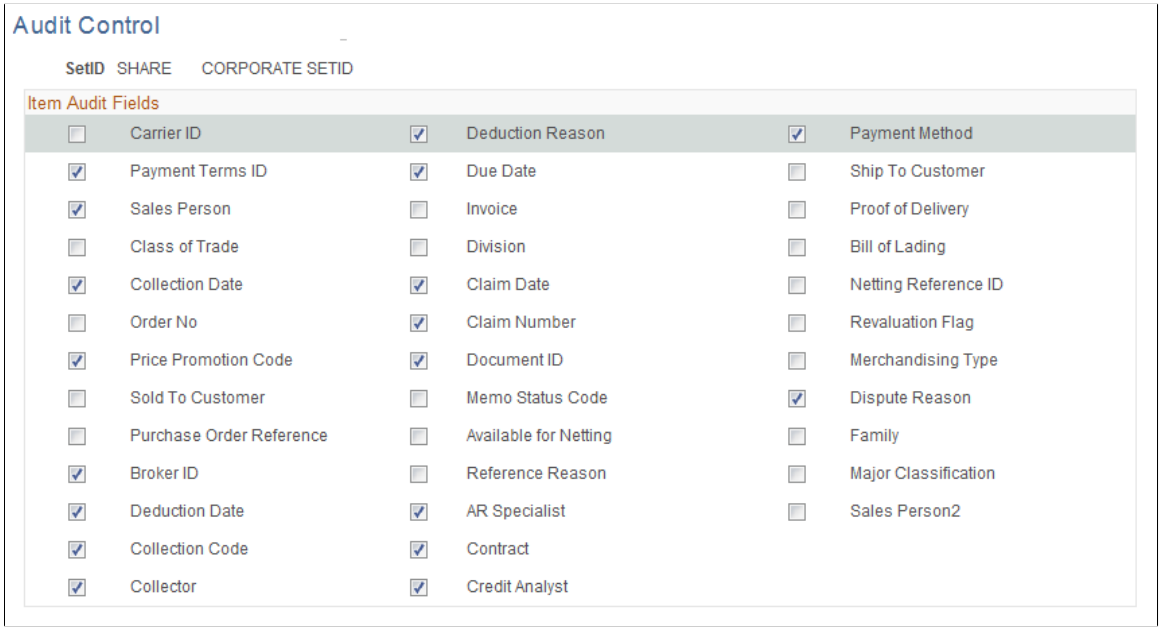
Audit Control Page

Use the Audit Control page (AUDIT_CNTRL_TBL) to select the fields on the Item table for which you want to create audit history.

Navigation:

Set Up Financial/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Audit Control** > **Audit Control**

This example illustrates the fields and controls on the Audit Control page.



Select any of the fields on the Item table for an item for which you want to generate an audit history record when you change the field values for items. The system creates an audit history record when anyone changes the field value.

Setting Up Collections Workbench Components

Pages Used to Define Collections Workbench Setup Components

Page Name	*Definition Name*	*Usage*
Collections Workbench Customer Detail Fields Page	AR_CWB_CD_FIELDS	Set up Collections Workbench customer detail fields.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Collections Workbench Tabs Page	AR_CWB_TABS	Set up Collections Workbench tabs.
Collections Workbench Actions Page	AR_CWB_ACTIONS	Set up Collections Workbench actions.
Maintain Personalizations - Personalization Search Page	AR_CWB_OPTION_SRCH	Perform a search based on selected personalization levels and text.
Personalize Content Page	AR_CWB_ALL_OPTION	Personalize the content of the Collections Workbench for all users, by role, or by user ID.
Look Up Field Page	AR_CWB_FLDLKUP_SEC	Change the category and field value that apply to the selected field value cell in the grid on the Personalize Content page. See the Personalize Content Page.

Understanding the Collections Workbench Setup Components

System administrators for an organization are the primary users of the Collections Workbench setup components.

Use the setup components to:

- Set up Collections Workbench customer detail fields.
- Set up Collections Workbench tabs.
- Set up Collections Workbench actions.
- Personalize the content of the Collections Workbench for all users, by role, or by user ID.

The Collections Workbench is comprised of these pages:

- Collections Workbench Customer Detail Fields page

  The Customer Detail Fields component and page is used by system administrators to make fields available to be listed in the customer details box on the Collections Workbench. These modifications would most likely be performed by a developer and may require additional coding. This page can be used in the state that it is delivered in the system to your organization to modify the name of each field. The primary purpose of this page is to enable the system administrator to modify the field names on this page and avoid additional coding. If your organization decides to add new fields, you need a programmer to unlock the page, add new field definitions, and add the code to handle the new field.

- Collections Workbench Tabs page

  The Collections Workbench Tabs component and page is used by system administrators to add or modify work areas on the Collections Workbench. These modifications would most likely be

Copyright © 1988, 2025, Oracle and/or its affiliates.

performed by a developer and may require additional coding. This page can be used in the state that it is delivered in the system to your organization to modify the name of each tab. The primary purpose of this page is to enable the system administrator to modify the tab names on this page to avoid additional coding. If your organization decides to add new tabs, you need a programmer to unlock the page, add new tab definitions, and add the code to handle the new tabs.

- Collections Workbench Actions page

  The Collections Workbench Actions component and page is used by system administrators to make new actions available for the Collections Workbench. These modifications would most likely be performed by a developer and may require additional coding. This page can be used in the state that is delivered in the system to your organization to modify the name of each action or add a URL for existing actions. The primary purpose of this page is to enable the system administrator to modify the action names or add a URL on this page to avoid additional coding. If your organization decides to add new actions, you need a programmer to unlock the page, add new action definitions, and add the code to handle the new action.

- Personalize Content page

  The Personalization component and page is used by system administrators to personalize the way the Action List, Customer Details box, and message alerts appear in the system. A system administrator can set up personalizations at the system-wide or *All Users* level or based on roles. Individual users can also use this page to set up their own personal settings.

See Using the Collections Workbench.

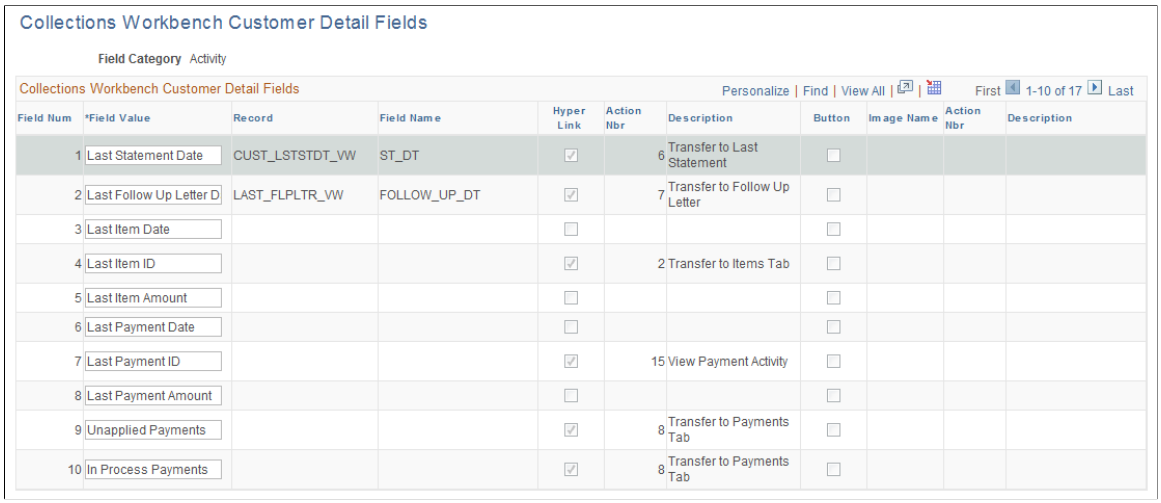
Collections Workbench Customer Detail Fields Page

Use the Collections Workbench Customer Detail Fields page (AR_CWB_CD_FIELDS) to set up Collections Workbench customer detail fields.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Workbench > Customer Detail Fields > Collections Workbench Customer Detail Fields

This example illustrates the fields and controls on the Collections Workbench Customer Detail Fields page. You can find definitions for the fields and controls later on this page.



Collections Workbench Customer Detail Fields

Field Category Activity

Collections Workbench Customer Detail Fields — Personalize | Find | View All | First 1-10 of 17 Last

Field Num	*Field Value	Record	Field Name	Hyper Link	Action Nbr	Description	Button	Image Name	Action Nbr	Description
1	Last Statement Date	CUST_LSTSTDT_VW	ST_DT	☑	6	Transfer to Last Statement	☐			
2	Last Follow Up Letter D	LAST_FLPLTR_VW	FOLLOW_UP_DT	☑	7	Transfer to Follow Up Letter	☐			
3	Last Item Date			☐			☐			
4	Last Item ID			☑	2	Transfer to Items Tab	☐			
5	Last Item Amount			☐			☐			
6	Last Payment Date			☐			☐			
7	Last Payment ID			☑	15	View Payment Activity	☐			
8	Last Payment Amount			☐			☐			
9	Unapplied Payments			☑	8	Transfer to Payments Tab	☐			
10	In Process Payments			☑	8	Transfer to Payments Tab	☐			

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Field Category	Before you can access this page, you must select one of these field categories and click the **Search** button on the Customer Detail Fields page. • *Activity Field* • *Balances Field* • *General Field* • *Metrics Field* • *User Field*
Field Value	Enter a field value for each field based on the way you want the fields to appear on the Collections Workbench. The remaining fields are system defined and read-only.

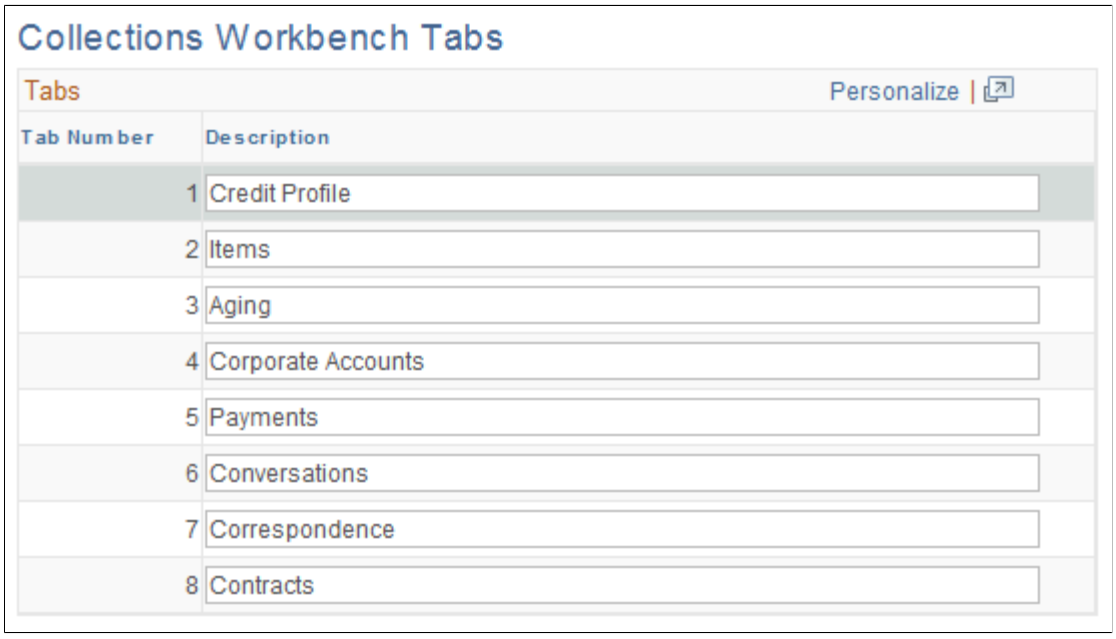
Collections Workbench Tabs Page

Use the Collections Workbench Tabs page (AR_CWB_TABS) to set up Collections Workbench tabs.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Workbench** > **Tabs** > **Collections Workbench Tabs**

This example illustrates the fields and controls on the Collections Workbench Tabs page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Description	Enter a description for each tab. The tab number field is system defined and read-only.

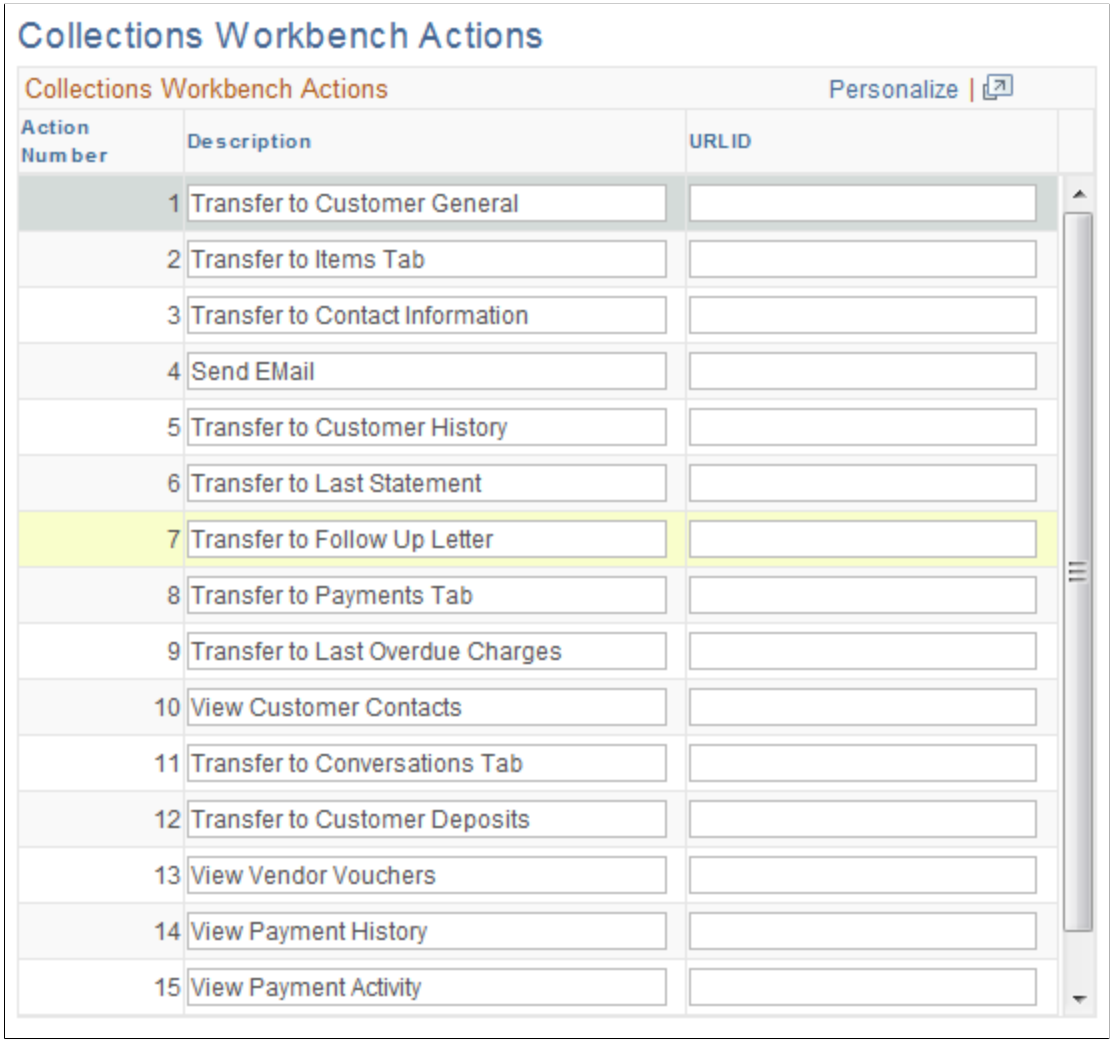
Collections Workbench Actions Page

Use the Collections Workbench Actions page (AR_CWB_ACTIONS) to set up Collections Workbench actions.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Workbench > Actions > Collections Workbench Actions

This example illustrates the fields and controls on the Collections Workbench Actions page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Description	These action descriptions are system-defined. The action numbers are system defined and read-only. These actions only appear on the Customer Details Field setup page. End users will not be able to view these descriptions.
URL (Uniform Resource Locator)	Enter or copy a URL A URL is the address of a specific website or file on the Internet. The URL that you enter on this page takes precedence over any code already in place. The URL that you enter is used as a way to customize actions quickly, without making code changes. Also, the existing code that goes with each of the existing actions is not based on a URL. There is PeopleCode logic plus a component transfer in the code for each action.

Maintain Personalizations - Personalization Search Page

Use the Maintain Personalizations - Personalization Search page (AR_CWB_OPTION_SRCH) to perform a search based on selected personalization levels and text.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Workbench** > **AR Workbench Personalization** > **Maintain Personalizations - Personalization Search**

Personalize Content Page

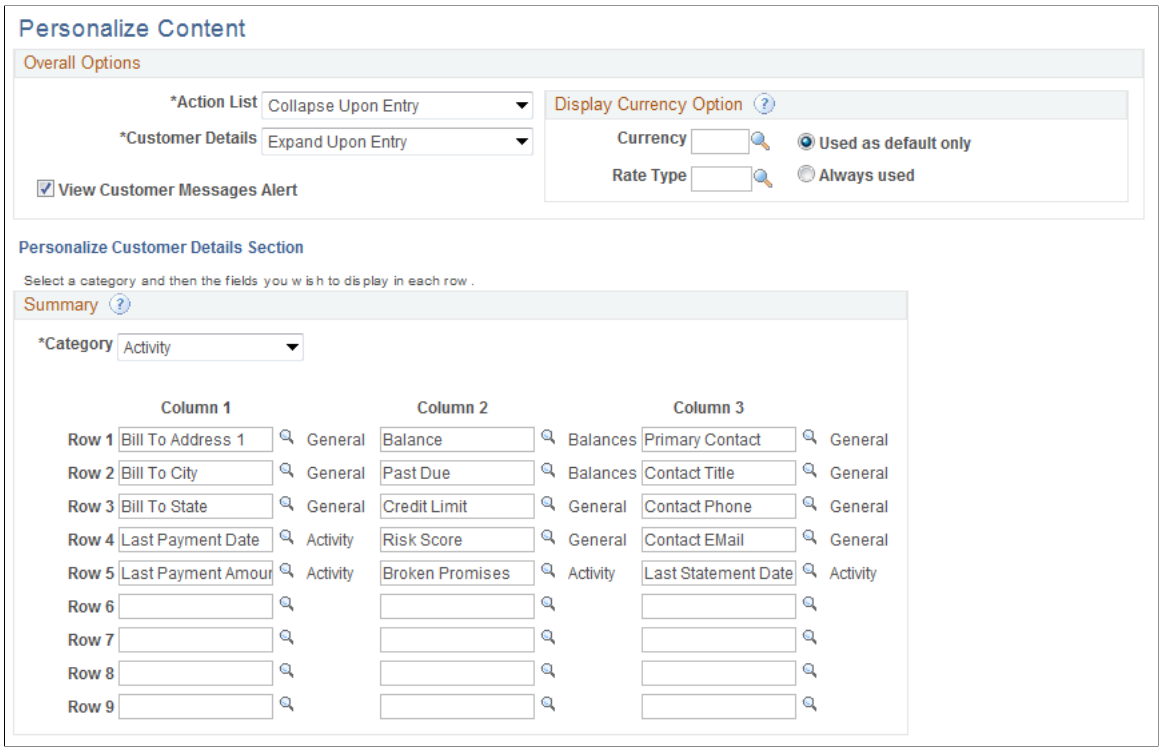
Use the Personalize Content page (AR_CWB_ALL_OPTION) to personalize the content of the Collections Workbench for all users, by role, or by user ID.

Navigation:

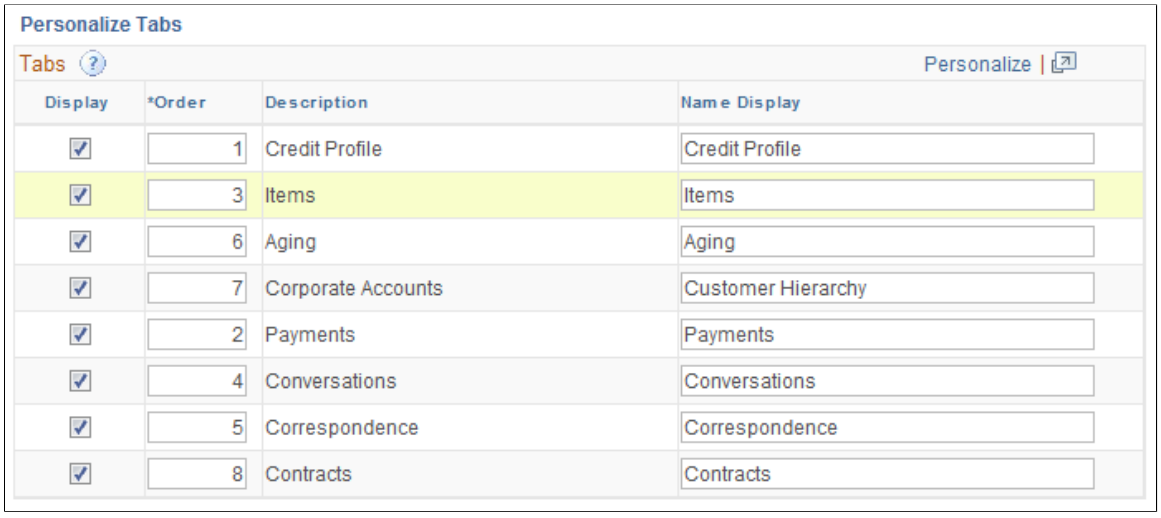
- Select *All Users* as the **Personalization Level** on the Maintain Personalization – Personalization Search page.
- Select *By Role* as the **Personalization Level** on the Maintain Personalization – Personalization Search page, click the Search button on this page, and click the link associated with a role ID listed in the Search Results.
- Select *By User* as the **Personalization Level** on the Maintain Personalization – Personalization Search page, click the Search button on this page, and click the link associated with one a User ID listed in the Search Results.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Personalize Content setup page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Personalize Content setup page (2 of 2). You can find definitions for the fields and controls later on this page.



There is an order of precedence for the three levels of personalizations. If users have their user ID set up based on personalizations, they will always see these pages based on those personalizations. If the system does not find user ID personalizations, it uses the personalizations that are set up based on a the role of the user. If the system does not find any role-based personalizations set up, it uses the system-wide or All Users personalizations. Personalizations must be set up for All Users in order for the system to work properly, while personalizations for role or by user ID are optional.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action List	Select one of these options that control the display of the Action List group box on the Collections Workbench page. • *Always Hide* • *Collapse Upon Entry* • *Expand Upon Entry*
Customer Details	Select one of these options that control the display of the Customer Details group box on the Collections Workbench page. • *Always Hide* • *Collapse Upon Entry* • *Expand Upon Entry*
View Customer Message Alert	Select this check box if you want a Customer Messages link to appear on the Collections Workbench page to alert you about the existence of customer messages. If you deselect this check box, the Customer Messages link does not appear on the Collections Workbench page. The check box is selected by default.

Personalize Customer Details Section

Field or Control	*Description*
Category	Select one of these categories to appear as the default on the Look Up Field page (AR_CWB_FLDLKUP_SEC) for each field. You can override this value on the Look on the Look Up Field page. • *Activity Field* • *Balances Field* • *General Field* • *Metrics Field* • *User Field*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Row "n" and Column "n"	The rows and columns contain the field values that you want to list on the Collections Workbench Customer Details page. You can click the search icon next to each field value to access the Look Up Field page which contains the fields that belong to the category: • **Category** The default category that you selected at the top of this Summary section appears in this field. You can override this category. For example, if the category is currently *General Field,* you can select customer address fields or customer contact fields to appear in the cell of the Customer Details box on the Collections Workbench. If the category is currently *Balances,* you can select the customer outstanding balance field, or the past due amount field, or other balance amount fields, to appear in the cell of the Customer Details box on the Collections Workbench. • **Field Value** If you select a different category for the selected field value cell on the grid, you can select a new field value for the cell that applies to the newly selected category. For example, the field value in the cell on the Personalize Content page on Row 1 and Column 1 is currently *Bill To Address 1* and it has **General** as the category to the right of the cell that contains the field value. When you click Search icon next to the *Bill To Address 1* field cell, the Look Up Field page displays. You change the *General Field* category to *Activity Field.* Remove the Bill To Address 1 from the Field Value and click the **Lookup** button. A list of field values displays for the Activity Field category. For this example, you choose *Last Payment Date* for the Field Value. The Personalize Content page re-displays with the Field Value *Last Payment Date* appearing in the Row 1, Column 1 cell with the category Activity displaying to the right of the field. The field values defined in the rows and columns appear in the Customer Details box on the Collections Workbench. The Customer Details box can hold up to 27 fields in 9 rows with 3 field values in each row. If you remove all fields in the bottom row, the space on the Collections Workbench page is claimed back, and

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
	the Customer Details box shrinks to fit the remaining fields. If you add a field in the bottom row that was previously empty, the Customer Details box expands to list that new field. Personalizations defined for a specific user ID overrides personalizations defined for a role. Personalizations defined for a role override the personalizations defined for all users.

Setting Up User-Defined Fields

PeopleSoft Receivables provides 22 fields in the Item (PS_ITEM) and Pending Item (PS_PENDING_ITEM) tables that you can use to track company-specific or industry-specific information that is not predefined on these tables, such as a shipment date. You define the value to use for each of the fields, and you can specify what to use for the field label. User fields include:

- **USER_DT1** through **USER_DT4,** which store date values.
- **USER1** through **USER10,** which store single-character values.
- **USER_AMT1** through **USER_AMT8,** which store numeric values.

The **USER1** through **USER10** fields are one-character fields. You should modify the field length to meet the requirements of your organization.

Use PeopleSoft Application Designer to change the field labels and field lengths. For more information, see the *PeopleTools: Application Designer Developer's Guide*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 6

Setting Up Correspondence Options

Setting Up Statement Processing

Page Used to Set Up Statement IDs

Page Name	*Definition Name*	*Usage*
Statement Page	STATEMENT_TABLE	Create statement IDs.

Understanding Statement IDs

To set up statement processing, use the Statement component (STATEMENT_TABLE).

Statement IDs determine the statement type—open item or balance forward—and conditions under which items are excluded from statements (collection, deduction, and disputed items, credit items, and items that are more then a certain monetary amount). Statement IDs also determine the circumstances under which statements should not be produced (collection, deduction, and disputed items, credit items, and items that are less than a certain monetary amount).

You assign a default statement ID to each business unit and override it, if applicable, for individual correspondence customers. When you run the process that generates statements, the system looks for a statement ID at the customer level and uses the business unit default if the customer does not have one.

Statement Page

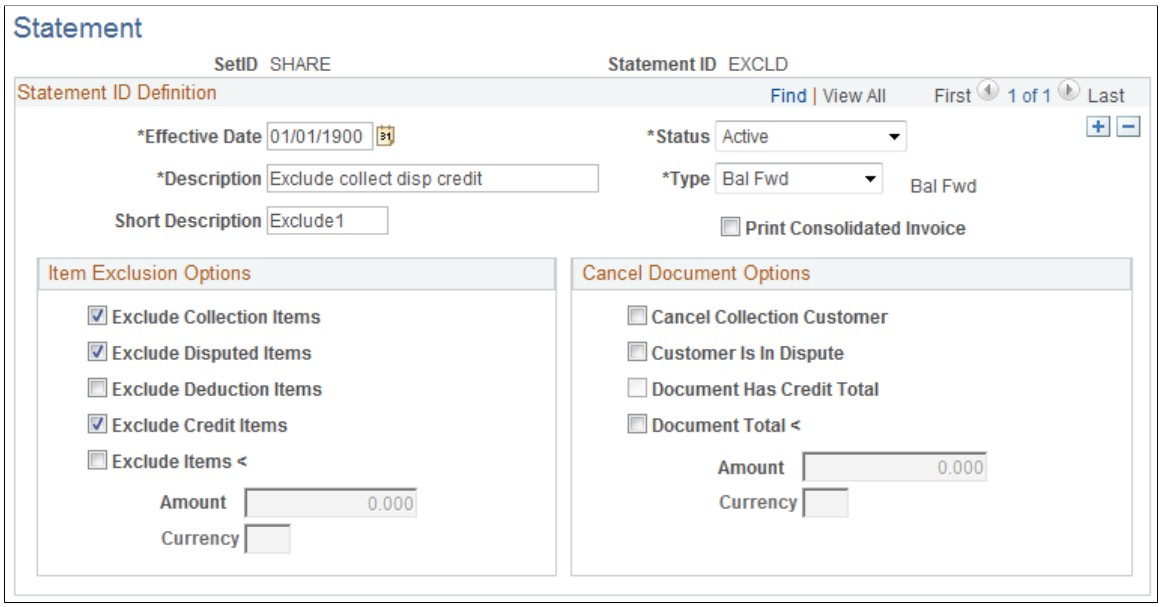
Use the Statement page (STATEMENT_TABLE) to create statement IDs.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Define Statement ID's** > **Statement**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Type	Select the type of statement to be generated. Values are: *Open Item:* Select for statements that provide detailed information for all open items for the customer. *Bal Fwd* (balance forward): Select for statements that provide an opening balance, all new activity for the current statement period, including all new items (opened or closed) and payments, and an ending balance.
Print Consolidated Invoice	Select to print a consolidated invoice instead of individual invoices. The consolidated invoice includes the total amount of all individual invoices. When this check box is deselected, the statement request prints individual invoices. This check box is deselected by default. To generate the consolidated invoice, the AR_STMTS Application Engine batch processing extracts the consolidated invoices data, prepares the statements, and performs table cleanup.
Exclude Collection Items, Exclude Disputed Items, and **Exclude Deduction Items**	Select to prevent items from appearing on statements if they are deductions or marked for collection or in dispute on the View/Update Item Details - Detail 1 page.
Exclude Credit Items	Select to prevent any credit items from appearing on statements.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Exclude Items < (exclude items less than)	Select to prevent items under the monetary limit in the **Amount** field from appearing in statements. The system uses the rate type for the item to convert the amount that you enter to the item currency for comparison.
Cancel Collection Customer and **Customer Is In Dispute**	Select if no statements are to be generated for customers who are marked for collection or dispute on the Credit Profile page. These options delete individual customers' items from the statement, although the system might still create a statement if the correspondence group to which they belong has eligible open items for other customers. If the correspondence customer is in collection or dispute, the system does not generate a statement.
Document Has Credit Total	Select to skip statements with a negative total.
Document Total < (document total less than)	Select and enter a monetary limit in the **Amount** field to prevent the system from generating statements when the total amount of items on the statement is less than the amount that you enter. The system uses the rate type for the correspondence customer to convert amounts for comparison purposes.

The **Document Has Credit Total** and **Document Total <** check boxes apply to the balance of the statement, which is always at the correspondence customer level. Therefore, a customer with a small debit balance would be overridden by a customer with a larger credit balance if both balances belonged to the same correspondence customer, and the process would not create the statement.

Note: If the statement type is *Bal Fwd,* only items that have not appeared on a previous balance forward statement are eligible for exclusion.

Adding Fields to Customer Statements

You rarely need to modify the Statements Application Engine process (AR_STMTS). The Statements process populates a temporary table with dozens of fields that can be added to statements. This table lists fields that exist in the temporary table and are not in the sample statement that is delivered. To include these fields on the statement, modify the report for statements:

Field Type	*Field*
Additional discount fields	DISC_AMT1 (discount amount 1) DISC_DT (discount date) DISC_DT1 (discount date 1)
Bill of lading fields to identify the payment	BILL_OF_LADING

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field Type	Field
User fields	USER_AMT1 through USER_AMT8 USER_DT1 through USER_DT4 USER1 through USER10

Setting Up Parallel Processing for Statements

Pages Used to Set Up Parallel Processing for Statements

Page Name	Definition Name	Usage
Server Definition Page	SERVERDEFN	Define the maximum concurrent processes for Application Engine processes. See the product documentation for *PeopleTools: Process Scheduler* for more information.
AR Parallel Processing Options Page	PARALLEL_AR_SBP	Specify the exact number of parallel processes or partitions that you want for statements.
Job Definition Page	PRCSJOBDEFN	Add additional Statements process definitions to run the AR_STMT multiprocess job. See the product documentation for *PeopleTools: Process Scheduler* for more information.
Process Definition Page	PRCSDEFN	Add additional Statements process definitions if you need to run more than eight parallel processes. See the product documentation for *PeopleTools: Process Scheduler* for more information.

Understanding Parallel Processing for Statements

PeopleSoft Receivables enables you to process multiple Statements processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

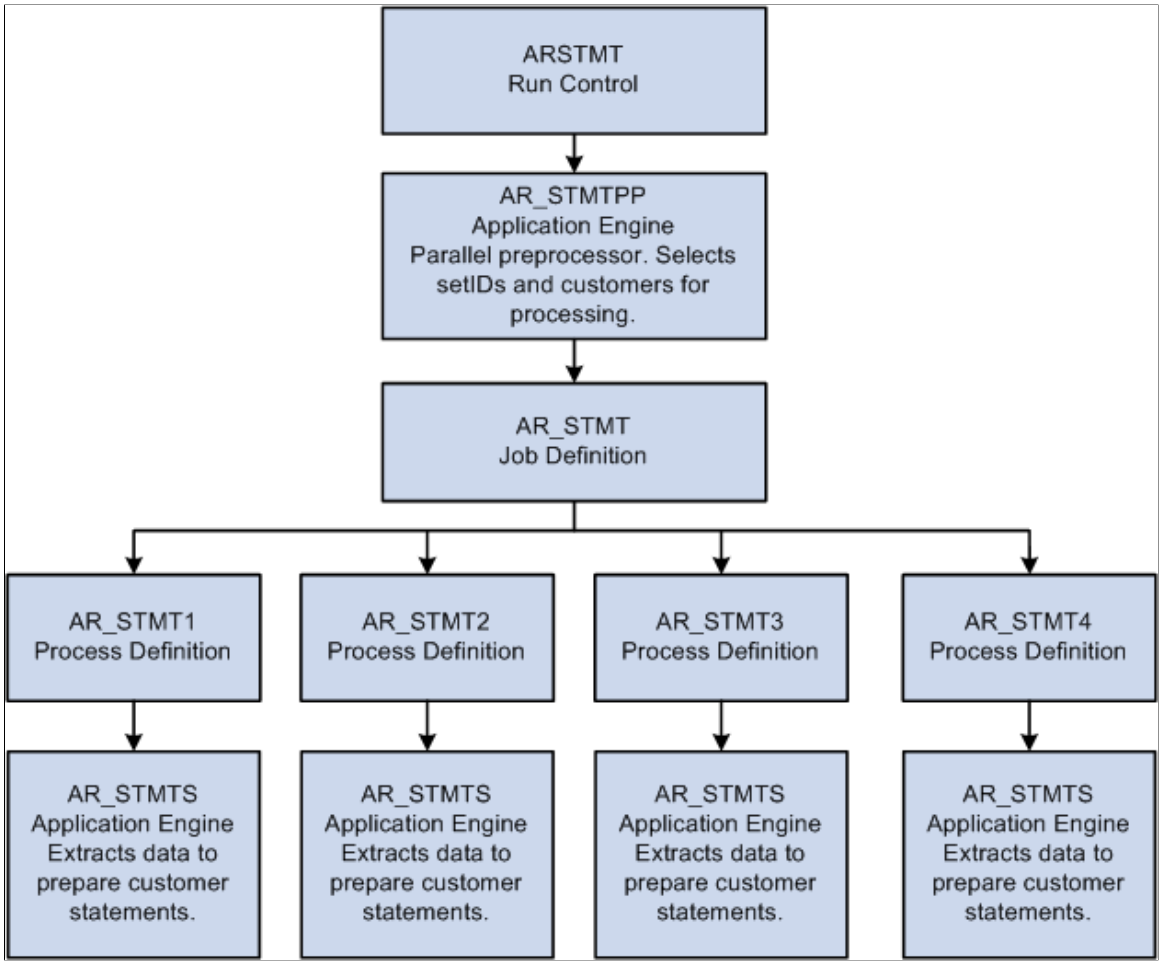
The Statements Preprocessor multiprocess job (ARSTMT) includes:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- The Statement Parallel Preprocessor Application Engine process (AR_STMTPP).
- The Statements - Parallel multiprocess job (AR_STMT).

The following diagram illustrates how the Statements Preprocessor Application Engine parallel processor processes four different statement jobs AR_STMT1, AR_STMT2, ARSTMT3, and AR_STMT4 at the same time and extracts data to prepare customer statements for each job.

Illustrates how the Statements Preprocessor Application Engine parallel processor processes four different statement jobs at the same time, and extracts data to prepare customer statements for each job



When you use the Process Monitor to check the status of the process, you view the status of the AR_STMTPP process and each process within the AR_STMT multiprocess job. The system does not indicate that the Statements Preprocessor multiprocess job (ARSTMT) is successful until each parallel process completes. The Job Message Log Summary page summarizes all the individual parallel process message log messages for the entire ARSTMT job.

Note: PeopleSoft Receivables also provides the Statements-Parallel/Prnt multiprocess job (STATEMNT), which runs the Statements Preprocessor multiprocess job (ARSTMT) and prints the Open Item Statement and the Balance Forward Statement.

AR_STMTPP Process

The AR_STMTPP process acts as a preprocessor for the Statements process and also:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Selects SetIDs and customers for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.
- Initiates the AR_STMT multiprocess job that starts child processes in parallel.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_STMT Multiprocess Job

The AR_STMT multiprocess job contains all of the Application Engine process definitions that you use for parallel processing, such as AR_STMT1. Each process definition calls the AR_STMTS Application Engine process, which actually extracts the data, prepares the statements, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions—AR_STMT1 through AR_STMT8. If you want to run more than eight partitions of the Statements process at once, you must define additional process definitions. Use the AR_STMT1 process definition as an example.

The standard setup for the AR_STMT multiprocess job is to run a single threaded process that contains only the AR_STMT1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. Oracle suggests that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Payment Predictor (AR_PREDICT), Aging (AR_AGING), and Receivable Update (AR_UPDATE) processes, the maximum instances applies to those processes, as well. For example, if you want to run eight instances for the Receivables Update process and four for the Statements process, you must configure your server for eight instances.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section – PSAESRV.*

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The section looks as follows:

```
Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.
```

2. Change the value for **Max Instances** to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Use the Server Definition page (SERVERDEFN) to define the maximum concurrent processes for Application Engine processes.

Navigation:

PeopleTools > **Process Scheduler** > **Servers** > **Server Definition**

Field or Control	*Description*
Process Type and **Max Concurrent**	For the *Application Engine* process type, enter the maximum number of parallel processes that you run at once. This figure must be the same as or greater than the maximum instances that you defined for PSAdmin.

AR Parallel Processing Options Page

Use the AR Parallel Processing Options page (PARALLEL_AR_SBP) to specify the exact number of parallel processes or partitions that you want for statements.

Navigation:

Set Up Financials/Supply Chain > **Install** > **Installation Options** > **Receivables**

Click the **Parallel Processing Options** link.

Field or Control	*Description*
Parallel Process and **Maximum Partitions**	Enter the exact number of partitions or parallel processes that you want to run for the AR_STMT parallel process.

Adding More Parallel Processes to the AR_STMT Multiprocess Job

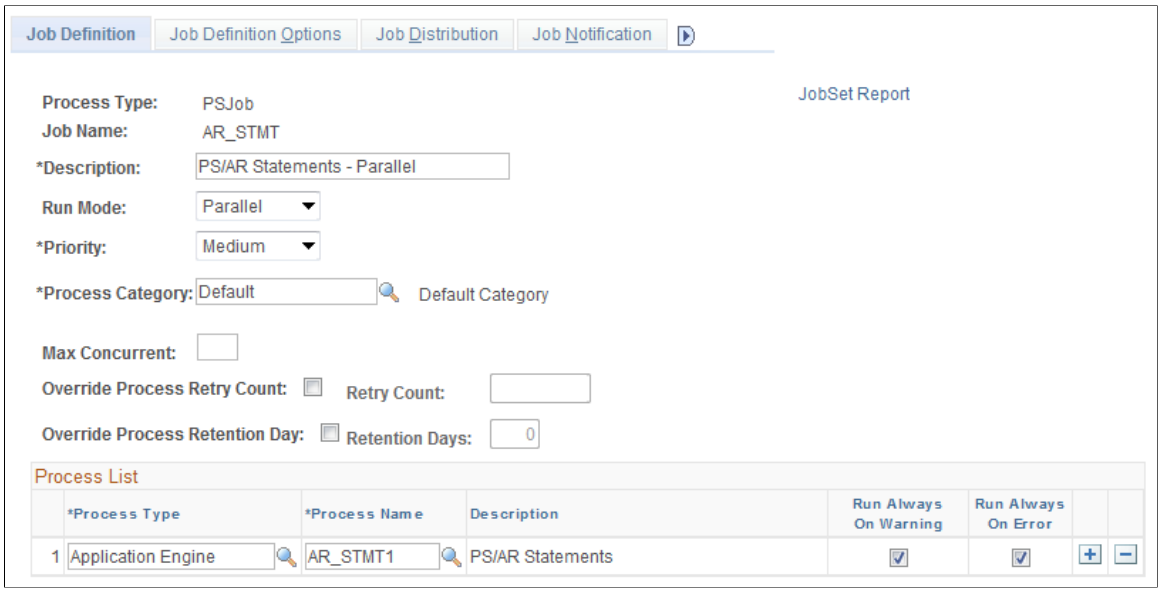
Use the Job Definition page (PRCSJOBDEFN) to add additional Statements process definitions to run the AR_STMT multiprocess job.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleTools > Process Scheduler > Jobs > Job Definition

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



Field or Control	*Description*
Run Mode	Always select *Parallel.*
Process Type and **Process Name**	Enter *Application Engine* for the type and select from *AR_STMT2* to *AR_STMT8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added. **Note:** You must have the same number of rows in the process list as you enter in the **Maximum Partitions** field on the AR Parallel Processing Options page.
Run Always On Warning and **Run Always On Error**	You must select these check boxes.

Adding Additional Statements Process Definitions

Use the Process Definition page (PRCSDEFN) to add additional Statements process definitions if you need to run more than eight parallel processes.

Navigation:

PeopleTools > Process Scheduler > Processes > Process Definition

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_STMT1 process definition with two exceptions:

- Use another name.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Use another description.

Use this format for the name: *AR_STMT#,* for example *AR_STMT9.*

Setting Up Dunning Letter Processing

Pages Used to Set Up Dunning Letter Processing

Page Name	*Definition Name*	*Usage*
Letter Code Page	LETTER_CD_TBL	Define letter codes for different levels of dunning letters and the default letter text for the code.
Dunning ID Page	DUNNING_TBL	Define dunning IDs and select a dunning method (by level, by days past due, or by action list).
Dunning Level Page	DUNNING_LVL_TBL	Define the levels for the dunning method that you selected on the Dunning ID page. (This page is not available for a dunning by action list method.)

Understanding Dunning Letter Setup

To set up dunning letter processing, use the Letter Code (LETTER_CD) and the Dunning (DUNNING_TABLES) components.

You define letter codes that specify the text that you want to print on a dunning letter. However, the letter code that you use when you print the letters depends on several other setup factors.

When you define the dunning ID, select a dunning method that determines which items appear in the letters and which letter code to use when you print the letters. You assign the dunning ID to a business unit and override it for individual customers. The AR Dunning Application Engine process (AR_DUNNING) uses the rules for the dunning ID associated with the business unit or customer to generate the dunning letters. This table describes how the method that you select determines which items appear on a letter and which letter code to use for each letter:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Method	*Description*
Dunning by Action List	Letters are based on the action template assigned to collection and assessment rules. The Condition Monitor Application Engine process (AR_CNDMON) generates dunning letter actions with a specific letter code based on these rules. The collection and assessment rules determine whether items are eligible for dunning letters based on their amounts past due and the number of days past due. If you assign a dunning ID to a business unit or customer that uses the action list method, the AR Dunning process always uses the letter code that you specify in the action template. **Note:** If you assign a dunning ID to a business unit or customer that contains one of the other methods, the AR Dunning process uses the letter codes specified for the dunning ID and determines whether to use the highest or lowest level based on the parameters in the run control definition.
Dunning by Level	Letters are based on sequential levels (and intervals between levels), instead of the age of past due items. Each item passes through each dunning level, without skipping any levels, during each qualified letter extract process. The AR Dunning process determines whether any items are past due. If there are past due items, the process determines the level of the last dunning letter sent. The process also determines if the interval has elapsed for the waiting period between the levels. If the criteria are met, the process increments the level to the next level and sends the letter associated with the level in the dunning ID. **Note:** When you set up Dunning Levels, set up the Level 01 interval equal to zero to indicate to the Dunning process that no interval must elapse to advance to the next level based on the first time you run the Dunning process using the Dunning by Level method.
Dunning by Days	Letters are based on the number of days past due. A letter to each customer can contain past due items that fall into different levels based on the days past due. With this method, the items can skip levels between two sequential dunning letters. The process sends the letter associated with the level in the dunning ID.

If you use *dunning by level* or *dunning by days,* you associate each letter code with a dunning level and assign the letter code with the least severe text to the lowest dunning level and the letter code with the most severe text to the highest dunning level. When you run the AR Dunning process, you choose to use either the highest or lowest dunning level. For example, if you have items that fall into the defined bracket for levels two and three and you select to use the lowest dunning level for a letter that includes all past due items, then the process prints the text from the letter code that you assigned to the second dunning level.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Besides the dunning method, the dunning ID determines when items are excluded from a letter—such as deduction or disputed items—and whether the letter is generated.

Related Links

Understanding the Dunning Letter Process

Letter Code Page

Use the Letter Code page (LETTER_CD_TBL) to define letter codes for different levels of dunning letters and the default letter text for the code.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Letter Code** > **Letter Code**

Each letter code should be unique. You should create a letter code for each text variation and not use the same letter code that you used for other letters.

To print a separate letter for outstanding items in each age range, create a separate letter template for each letter code.

Field or Control	***Description***
Letter Code Type	Select *Dunning Letter.*
Dunning Letter Text	Enter the text of the dunning letter. The dunning letter text field length is 3500 characters. The text should be appropriate for the dunning level (first, second, and so on). The text appears before the list of open items on the dunning letter, unless you change the format of the letter in BI Publisher.

If you do not use the delivered letter codes provided, then you must change the BI Publisher template that formats the letter.

Related Links

Changing Dunning Letter Layouts

Dunning ID Page

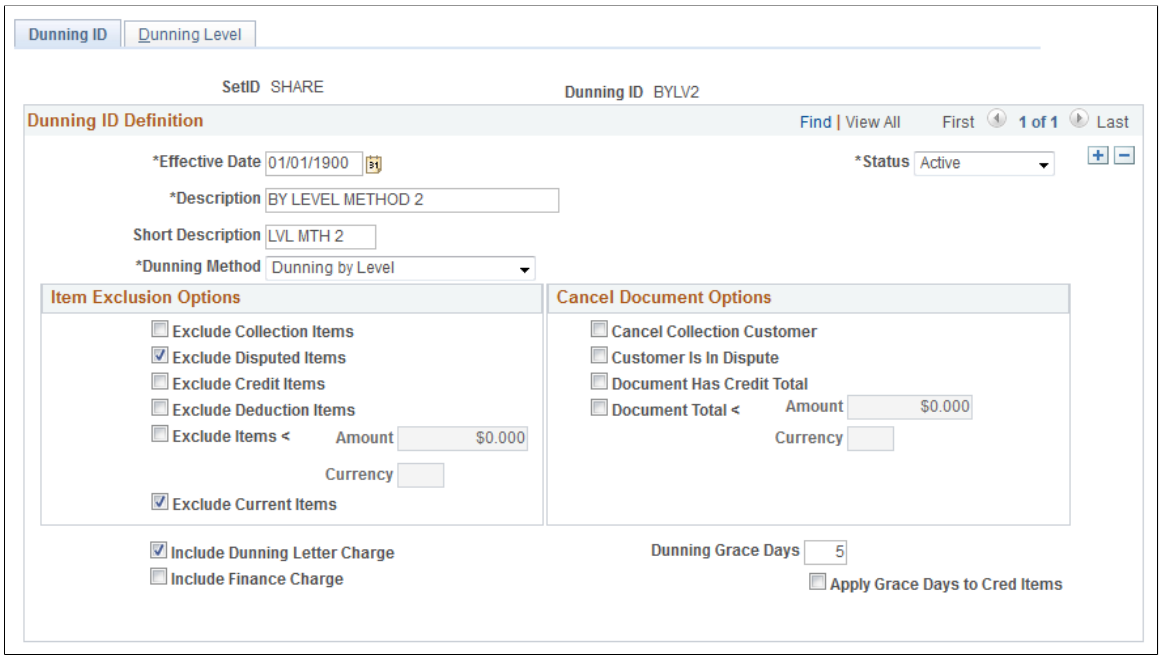
Use the Dunning ID page (DUNNING_TBL) to define dunning IDs and select a dunning method (by level, by days past due, or by action list).

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Dunning Methods** > **Dunning ID**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Dunning Method	Select the dunning method. Values are: *Dunning by Action List:* Based on the rules defined in an action template that the Condition Monitor process uses. If you select this value, the Dunning Level page is not available to define dunning levels. *Dunning by Days:* Based on a range of the number of days past due, such as 1 to 60 days, 61 to 90 days, and 91 to 9999 days. *Dunning by Level:* Based on a sequence with a number of days between letters. **Note:** The Condition Monitor process runs dunning letters when it completes. Always use dunning by action list if you use the Condition Monitor process for collection activities, unless the government requires you to use dunning by level. The Condition Monitor process uses the action templates that you set up to determine the rules for generating the dunning letters instead of the dunning method.
Exclude Collection Items, Exclude Disputed Item, and **Exclude Deduction Items**	Select to prevent items from appearing on dunning letters if they are deductions or marked for collection or dispute on the View/Update Item Details - Detail 1 page.
Exclude Credit Items	Select to prevent credit memos, on-account payments, and prepayments from appearing in dunning letters.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Exclude Items < (exclude items less than)	Select a monetary limit to prevent items from appearing in dunning letters if the items are under a certain amount. The system uses the rate type for the item to convert the amount that you enter to the item currency for comparison.
Exclude Current Items	Select this option to exclude current items and only process past due items. If you do not select this option, both current items and past due items are processed. This option is only available when the Dunning Method is *Dunning by Days* or *Dunning by Level.*
Cancel Collection Customer and **Customer Is In Dispute**	Select to prevent the system from generating dunning letters for customers who are marked for collection or dispute on the Credit Profile page.
Document Has Credit Total	Select to skip dunning letters with a negative total balance amount.
Document Total < (document total less than)	Select and enter a monetary limit to prevent the system from generating dunning letters when the total of items in the letter is less than a specified amount at the correspondence customer level. For example, you might cancel a letter if a customer with a small debit balance belongs to the same correspondence customer as a customer with a larger credit balance. The system uses the rate type for the correspondence customer to convert amounts for comparison purposes.
Include Dunning Letter Charge	Select to apply a fixed charge for each letter generated. The charge can be different for each dunning level.
Include Finance Charge	Select to impose an overdue charge for past due items in the dunning letter.
Dunning Grace Days	Enter the number of extra days to allow for postal service when running the AR Dunning process. Grace days is applicable only if *Exclude Current Items* is selected.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Apply Grace Days to Credit Items	Excludes credit items from the dunning letter when Credit Item Due Date + Dunning Grace Days > As Of Date. This is the system default. Credit items are any items with an item balance amount less than zero, such as on-accounts, prepayments, or credit memos. Deselect this check box so that the system will not apply Dunning Grace Days criteria to any credit items. You must also select the Include in Dunning check box on the credit item's Entry Type page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Entry Type, Entry Type) to add credit items to dunning letters. The dunning level for credit items is empty, or blank, in dunning reports.

Related Links

Setting Up Actions and Action Templates

Dunning Level Page

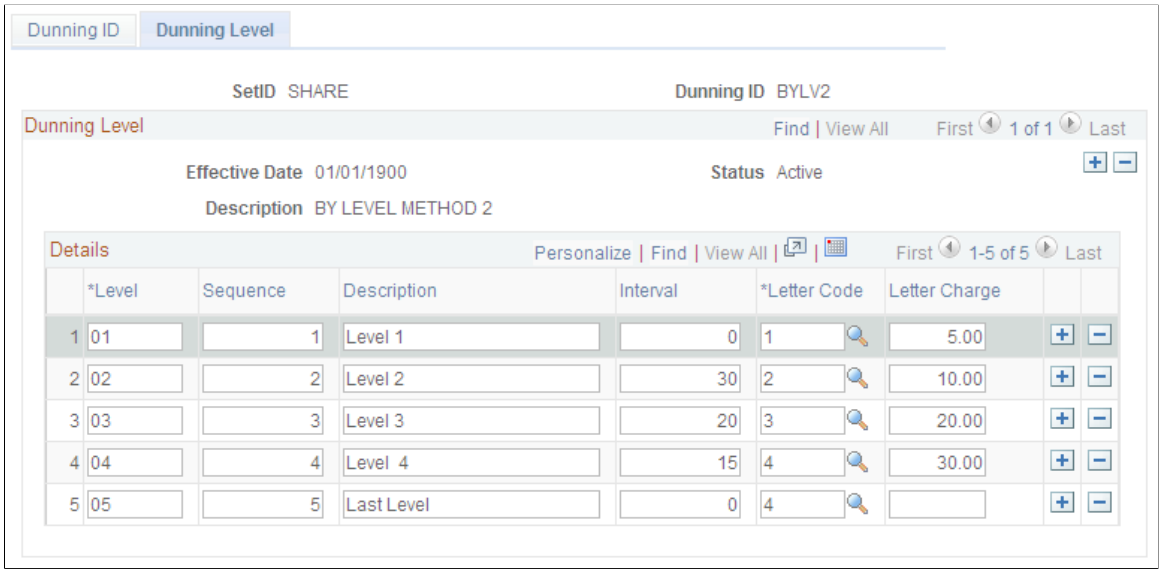
Use the Dunning Level page (DUNNING_LVL_TBL) to define the levels for the dunning method that you selected on the Dunning ID page.

(This page is not available for a dunning by action list method.)

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Dunning Methods** > **Dunning Level**

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



Copyright © 1988, 2025, Oracle and/or its affiliates.

The fields that appear on this page depend on the method that you selected and on whether you selected the **Include Dunning Letter Charge** check box on the Dunning ID page.

Field or Control	*Description*
Level	Assign a dunning level. **Note:** When you set up Dunning Levels, set up the Level 01 interval equal to zero to indicate to the Dunning process that no interval must elapse to advance to the next level based on the first time you run the Dunning process using the Dunning by Level method. For example: Row 1: Level = 01, Interval = 0, Letter Code = 1 Row 2: Level = 02, Interval = 27, Letter Code = 1 (or 2 or 3)
Sequence	Assign a sequence number to a level.
Start Day, End Day, or **Interval**	For a dunning method by days, select a start and end day for each level. The first start day for the first level must be *1,* and the last end day for the last level must be *9999.* For a dunning method by levels, indicate the number of days between levels.
Letter Code	Enter the letter code corresponding to the text that you want to send to customers whose outstanding items fall within the category. If you run the Dunning Letters - All Levels (ARX33000) report, the system uses the dunning level for either the oldest or newest item, based on your selection on the Dunning Letters Parameters page.
Letter Charge	Specify the charge for each letter that you send. This field is available only if you selected the **Include Dunning Letter Charge** check box on the Dunning ID page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Dunning Methods, Dunning ID).

Changing Dunning Letter Layouts

You can create your own dunning letters and configure them to match the different credit approaches that you take with your customers or to change the letter layout. If you use the All Levels Dunning Letter (ARX33000 or ARX33A00) report that includes all past due items regardless of their age, you use the Letter Code page to configure the text for each dunning level. Specify whether or not to use the letter code assigned to the highest or lowest level when you run the AR Dunning process.

To print a separate letter for past due items in each age range associated with dunning levels, use the Level 1 Dunning Letter (ARX33001 or ARX33A01), Level 2 Dunning Letter (ARX33002 or ARX33A02), and Level 3 Dunning Letter (ARX33003 or ARX33A03) reports. The system uses the text for the letter code assigned to the appropriate dunning level. For example, if all items fall in the age range for dunning level one, use the Dunning Level 1 letter. If you have more than three dunning levels and

Copyright © 1988, 2025, Oracle and/or its affiliates.

letter codes, you must create your own dunning letters for each additional letter code and dunning level combination.

Note: (NLD) Use the ARX33A00, ARX33A01, ARX33A02, and ARX33A03 reports only if you have enabled business units to print the *acceptgiro* data on dunning letters.

See (NLD) Understanding Acceptgiro Form Printing.

When creating new dunning letters, Oracle recommends that you copy an existing dunning letter and save it using the naming conventions established for existing files. All the delivered files begin with *AR*. Oracle suggests using *ARU* to differentiate files that are user-created or -modified.

This section discusses how to:

- Modify and create queries.
- Add fields to dunning letters.
- Create additional letter layouts.

Modifying and Creating Queries

If you do not use the delivered letter codes, you must modify the WHERE clause of the query to reflect the new letter codes in PeopleTools. This procedure can also be used to add fields to dunning letters or to create new queries by copying, renaming the files, then modifying the new file.

To modify the WHERE clause of a query:

1. Select **Reporting Tools** > **Query** > **Query Manager.**
2. In the **Search By** field, enter the AR33001 or the report ID for the appropriate letter that you want to change and click **Search.**
3. Click the **Edit** button and then select the Criteria tab.

   The Criteria page displays the fields in the query.
4. Click the Edit button for the criteria that you want to change.

   The Edit Criteria Properties page appears.

   Change the Expression 2 fields, as needed. For example, to use letter code 8 instead of 1, enter *8* in the **Constant** field for Expression 2.
5. Click **OK** and then select the appropriate option at the bottom of the Criteria page.
   - Click **Save** to save the query with the exact name and the same criteria as the original query.
   - Click the **Save As** link to save the query with a different name; the original query does not change.
   - Click the **New Query** link to create a new query; any changes to the existing query are lost.
6. After you save the query, click **Run** to run the query.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Adding Fields to Dunning Letters

Suppose that one of the sample dunning letters comes close to suiting your needs, but you want to display one or two additional database fields on the letter. To do so, you must change the AR Dunning Application Engine extract (AR_DUNNING), the query, and the BI Publisher template.

Editing BI Publisher reports is covered in detail in *PeopleTools: BI Publisher for PeopleSoft*.

See *PeopleTools: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

Creating Additional Letter Layouts

If you have more than three letter codes and you generate dunning letters that include items in a single dunning level, you must create additional letter templates using BI Publisher.

Creating BI Publisher report templates is covered in detail in *PeopleTools: BI Publisher for PeopleSoft*.

See *PeopleTools: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

Setting Up Follow-Up Letter Processing

Page Used to Set Up Follow-Up Letter Codes

Page Name	***Definition Name***	***Usage***
Letter Code Page	LETTER_CD_TBL	Define letter codes for follow-up letters. See Setting Up Follow-Up Letter Codes and the Letter Code Page.

Understanding Setting Up Follow-Up Letter Processing

To set up follow-up letters, use the use the Letter Code (LETTER_CD) component.

PeopleSoft Receivables ships letter codes for follow-up letters. The system requires that you use the letter code of *F* for follow-up letters.

PeopleSoft also delivers a sample follow-up letter that you can modify to fit your needs.

Use this component to:

- Set up follow-up letter codes.
- Modify the sample follow-up letter.

Setting Up Follow-Up Letter Codes

Use the Letter Code page (LETTER_CD_TBL) to define letter codes for follow-up letters.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Letter Code** > **Letter Code**

Field or Control	*Description*
Letter Code Type	Select *Follow Up Letter.*

Modifying the Sample Follow-Up Letter

PeopleSoft Receivables delivers a sample follow-up letter that you can modify to create a follow-up letter that is more suitable to your organization's needs. You can use BI Publisher to modify the ARX33004 report.

Note: If you save the report file with a different name, you must create a process using the Process Definition page in PeopleSoft Process Scheduler that follows the model of the existing ARX33004 report. You also must create a new process definition that includes the two processes used to generate follow-up letters on the Job Definition page.

Editing BI Publisher reports is covered in detail in *PeopleTools: BI Publisher for PeopleSoft*.

See *PeopleTools: BI Publisher for PeopleSoft*, "Creating Report Templates" and "Defining Report Definitions."

Related Links

“Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 7

Setting Up Exception and Collection Processing

Understanding Exception and Collection Processing Options

PeopleSoft Receivables enables you to monitor a customer's account and take action when a condition occurs, such as reaching a credit limit or exceeding a user-defined balance due. It also enables you to create deductions, put an item in dispute or collection, calculate a risk score and track and manage these items.

If a customer violates a condition, the Condition Monitor Application Engine process (AR_CNDMON) determines the appropriate action plan. The Condition Monitor process creates the actions and assigns them to an owner on a user-defined date. If field values on items, item activity, item distribution lines, and the customer match a user-defined criteria, the Condition Monitor also creates actions and assigns them to an action owner on a user-defined date.

You specify the type of owner, such as collector, credit analyst, receivables (AR) specialist, or sales person, for each type of condition. You also define the rules that the Condition Monitor process uses to determine whether a customer has violated a condition or whether an item meets specified criteria, and to determine if it should create an action plan for the customer or item.

Note: You must complete the tasks discussed in this topic to implement exception and collection processing.

Related Links

Understanding Exception and Collection Processing Options

“Installation Options - Receivables Page” (Application Fundamentals)

Setting Up Action Owners

Pages Used to Set Up Action Owners

Page Name	*Definition Name*	*Usage*
Collector Page	COLLECTOR_TABLE	Go to **Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **Collector** > **Collector** to define valid collectors to manage collections.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Credit Analyst Page	CR_ANALYST_TABLE	Go to **Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **Credit Analyst** > **Credit Analyst** to establish valid credit analysts to manage credit.
Receivable Specialist Page	AR_SPECIALIST	Go to **Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **AR Specialist** > **Receivable Specialist** to establish valid AR specialists to manage deduction and disputed items.
Personal Data (Edit) Page	EX_PERSONAL_DATA2	Go to **Set Up Financials/Supply Chain** > **Common Definitions** > **Employee Data** > **Create/Update Personal Data** > **Personal Data (Edit)** to set up an employee ID for a sales person.
Team Member Types Page	MEMBER_TYPE_TABLE	Go to **Set Up Financials/Supply Chain** > **Common Definitions** > **Team Members** > **Team Member Types** > **Team Member Types** to define sales person team types.
Team Member Personal Data - Member Data Page	MEMBER_PERSON1	Go to **Set Up Financials/Supply Chain** > **Common Definitions** > **Team Members** > **Team Member Personal Data** > **Member Data** to set up a team member.
Team Member Personal Data - Member Commission Page	MEMBER_PERSON3	Go to **Set Up Financials/Supply Chain** > **Common Definitions** > **Team Members** > **Team Member Personal Data** > **Member Commission** to associate a team member with a sales person team type.
Support Team Members Page	TEAM_MEMBER_TABLE	Go to **Set Up Financials/Supply Chain** > **Common Definitions** > **Team Members** > **Support Team Members** to assign a sales person to a support team.

Understanding Action Owners

To set up action owners, use the Collector (COLLECTOR_TABLE), Credit Analyst (CR_ANALYST_TABLE), and AR Specialist (AR_SPECIALIST) components.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Action owners are the individuals who perform the tasks for the actions assigned to customers or items. An action owner can be either a collector, credit analyst, AR specialist, or sales person. The Condition Monitor process assigns an action owner based on the type of action owner in the collection or assessment rule, and it assigns the value for that type of action owner in the Item (PS_ITEM) table. If you are monitoring information at the business unit level, and the items have different action owners, the system uses the action owner that is assigned to the collection customer (monitoring level).

If you create an action online, you manually assign the action owner. You can also assign actions online to brokers. Brokers access their actions in the self-service web pages.

You assign the action owners to items on the pending item entry pages, the View/Update Item Details - Detail 1 page, or the Bill to Options page for the customer.

If you want to assign all actions to a single action owner, you specify the user ID of that person on the Installation Options - Receivables page. Also, if you do not specify a user ID for individual credit analysts, collectors, AR specialist, or sales persons, the Condition Monitor assigns the actions that are assigned to those individuals to the default action owner that you specify in the installation options.

Related Links

Setting Up Brokers and Customers for Self-Service Transactions

Prerequisite

Before you set up action owners, you must set up a user profile for them using the User Profiles component (USERMAINT).

See the product documentation for *PeopleTools: Security Administration* for more information.

Common Elements Used to Set Up Action Owners

Field or Control	*Description*
User ID	Enter the ID from the PeopleSoft user profile for the individual. If you do not specify a user ID, the system assigns actions for the individual to the default action owner defined in installation options and will not assign any actions to the individual action owner.
Name and Telephone	Enter the name and telephone number. These fields are informational only.
Fax Number and Title	Enter the fax number and title. These fields are informational only.
Email Address	Enter the e-mail address. This address is used for notifications if workflow is set up; otherwise, it is informational only.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Sales People

Sales person is a required field on every item in the system. A sales person in PeopleSoft Receivables is a support team member. Several reports enable you to summarize aging according to the sales person hierarchy in your organization. You must enter at least one team member in a SetID, because a default support team is a required field for customers and the default support team must have at least one sales person. Each item has a sales person associated with it as well, so you will see the sales person code on the item entry and status pages. If a pending item does not have an assigned sales person, the Receivables Update Application Engine process (ARUPDATE) assigns a sales person using the default support team member with a sales person type and the lowest priority.

To set up sales people:

1. Create an employee ID for each sales person on the Personal Data (Edit) page.
2. Create a support team type for sales people on the Team Member Types page.

   You must select the **Is this a Sales Person?** check box.
3. Create a team member for each sales person on the Team Member Personal Data - Member Data page.
4. Assign the support team member to a support team type for sales people on the Team Member Personal Data - Member Commission page.
5. Set up the sales person as a support team member on the Support Team Members page.

Related Links

“Personal Data (Edit) Page (Common Definitions)” (Application Fundamentals)
“Setting Up Customer Support Personnel” (PeopleSoft Order to Cash Common Information)

Setting Up Workflow Notification for Action Owners

Pages Used to Set Up Workflow Notification for Action Owners

Page Name	*Definition Name*	*Usage*
User Profile - Workflow Page	USER_WORKFLOW	Enter workflow processing information for the user. See the product documentation for *PeopleTools: Security Administration*.
User Profile - Email Addresses Page	USER_EMAIL	Enter the email address of the action owner to which you will send the notification. See the product documentation for *PeopleTools: Security Administration*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Miscellaneous General Info Page	CUST_GENERAL_MISC	Assign a workflow user to a customer. See the “Miscellaneous General Info Page” (PeopleSoft Order to Cash Common Information) for more information.
URL Maintenance Page	URL_TABLE	Modify the URL for the AR_NOTIFYURL URL identifier for workflow notification for actions. See the“URL Maintenance Page” (Approval Framework) for more information.

Understanding Workflow Notification Setup

The system sends an e-mail to action owners to notify them of new actions and places the action on their worklist if you set up users for workflow notification. The e-mail includes a universal record locator (URL) to the Action page, where the action owner works the action.

To set up users for workflow notification:

- Set up a user profile for each user who will receive notification.
    - Set up workflow processing information on the User Profiles - Workflow page.
    - Enter users' e-mail address information on the User Profiles - Email Addresses page, if you want them to receive an e-mail notification.
- Assign a workflow user to each customer on the Miscellaneous General Info page.
- Change the AR_NOTIFYURL URL identifier on the URL Maintenance page.

    The system places this URL in e-mail notifications to access the Action page. The URL is the portal URL and varies depending on your system setup. This is an example: http://adas0182.peoplesoft.com/psp/ep910ts1nt/EMPLOYEE/ERP/.

See also the product documentation for *PeopleTools: Security Administration* and *PeopleTools: System and Server Administration*.

Related Links

Assigning Actions and Sending Notification
Generating Additional Workflow Notifications
“General Information - Additional General Info Page” (PeopleSoft Order to Cash Common Information)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Exception Reasons and Collection Codes

Pages Used to Set Up Exception Reasons and Collection Codes

Page Name	*Definition Name*	*Usage*
Deduction Reason Page	DEDUCTION_TABLE	Define deduction reasons including rules for aging deductions and optionally a default AR specialist for the reason.
Dispute Reason Page	DISPUTE_TABLE	Define dispute reasons including rules for aging disputes and optionally a default AR specialist for the reason.
Collection Code Page	COLLECTION_TABLE	Define collection codes including rules for aging items in collection.

Understanding Exception Reasons and Collection Codes

To set up exception reasons and collection codes, use the Deduction Reason (DEDUCTION_TABLE), Dispute Reason (DISPUTE_TABLE), and Collection Reason (COLLECTION_TABLE) components.

Exception reasons identify the reason that an item is a deduction or is disputed. Collection codes normally identify the collection agency for an item or customer.

You can define unique aging rules for deduction, disputed, or collection items by using the reason or collection code.

This section discusses:

- Deduction reasons
- Dispute reasons
- Collection codes

Deduction Reasons

You create deductions by using the payment or draft worksheet. The Payment Predictor Application Engine process (ARPREDCT) also creates deductions. The Payment Predictor process assigns the default deduction reason for the business unit to the deduction. With the worksheets, you can use the default deduction reason for the business unit or unique reasons based on the entry reason for the deduction. If you want to use unique reasons for entry reasons, you must create deduction reason codes that are the same as the entry reason codes for the deduction (DED) entry type. The system looks at the Deduction Reason table (PS_DEDUCTION_TABLE) to determine whether there is a matching value to the entry reason. If a matching value exists, the system assigns the appropriate deduction reason. Otherwise, the system uses the default deduction reason for the business unit. You can override the default deduction reason as needed on the worksheet or later on the View/Update Item Details - Detail 1 page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

If you make an item a deduction by using the View/Update Item Details - Detail 1 page, you manually assign a deduction reason.

Assign an AR specialist to a deduction reason if you want to assign specialists to deductions by reason.

Add a deduction reason for each reason that you need to describe deductions.

Dispute Reasons

You can place both customers and items in dispute. When you place a customer in dispute on the Credit Profile page or place an item in dispute on the View/Update Item Details - Detail 1 page, you enter the dispute reason.

Assign an AR specialist to a dispute reason if you want to assign specialists to disputed items by reason.

Add a dispute reason for each reason that you use when putting a customer or item in dispute.

Collection Codes

You can place both customers and items in collection. When you place a customer in collection on the Credit Profile page or place an item in collection on the View/Update Item Details - Detail 1 page, you enter the collection code.

Add a code for each collection code that you want to use. For example, you may want to add a code for each collection agency, or you may create codes indicating the reason that an item or customer is in collection.

Related Links

Setting Up Aging

Deduction Reason Page

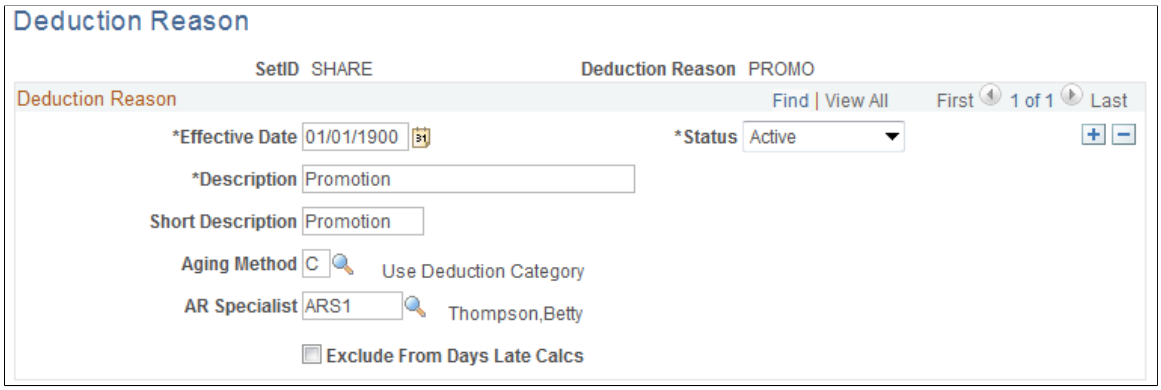
Use the Deduction Reason page (DEDUCTION_TABLE) to define deduction reasons including rules for aging deductions and optionally a default AR specialist for the reason.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Deduction Reason** > **Deduction Reason**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Aging Method	The system uses this aging method option only for aging IDs that have the **Deduction Aging** field set to *Vary* on the Aging page. This enables you to define aging rules for deductions based on the deduction reason assigned to the item. Options for each deduction reason are: *Age Normally:* Select to age items based on the rules assigned to the aging ID. *Use Deduction Category:* Select to use the aging category in the **Deduction Aging** group box on the Aging page for deductions with this deduction reason. *Exclude from Aging:* Excludes items with this deduction reason from aging. If you prefer to exclude all deductions from aging regardless of deduction reason, select that option in the **Deduction Aging** group box on the Aging page.
AR Specialist (receivables specialist)	If you want to assign all deductions with this reason to the same AR specialist, enter the ID for the specialist. If you leave this value blank, the system uses the value for the business unit. If you enter an AR specialist for the customer, that value overrides the value for the deduction reason.
Exclude From Days Late Calcs (exclude from days late calculations)	Select to enable the system to skip items with this deduction reason when it calculates average days late and weighted average days late.

Dispute Reason Page

Use the Dispute Reason page (DISPUTE_TABLE) to define dispute reasons including rules for aging disputes and optionally a default AR specialist for the reason.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Dispute Reason** > **Dispute Reason**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Aging Method	The system uses this aging method option only for aging IDs that have the **Dispute Aging** field set to *Vary* on the Aging page. This enables you to define aging rules for disputed items based on the dispute reason assigned to the item. Options for each dispute reason are: *Age Normally:* Select to age items with this dispute reason based on the rules assigned to the aging ID. *Use Dispute Category:* Select to use the aging category in the **Dispute Aging** group box on the Aging page for items with this dispute reason. *Exclude from Aging:* Excludes items with this dispute reason from aging. If you prefer to exclude all disputed items from aging regardless of dispute reason, select that option in the **Dispute Aging** group box on the Aging page.
AR Specialist (receivables specialist)	If you want to assign all disputed items with this reason to the same AR specialist, enter the ID for the specialist. If you leave this value blank, the system uses the value for the business unit. If you enter an AR specialist for the customer, that value overrides the value for the dispute reason.
Exclude From Days Late Calcs (exclude from days late calculations)	Select to enable the system to skip items with this dispute reason when it calculates average days late and weighted average days late.

Collection Code Page

Use the Collection Code page (COLLECTION_TABLE) to define collection codes including rules for aging items in collection.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Collection Code** > **Collection Code**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Aging Method	The system uses this aging method option only for aging IDs that have the **Collection Aging** field set to *Vary* on the Aging page. This enables you to define aging rules for items in collection based on the collection code that is assigned to the item. Options for each collection code are: *Age Normally:* Select to age items with this collection code based on the rules assigned to the aging ID. *Use Collection Category:* Select to use the aging category in the **Collection Aging** group box on the Aging page for items with this collection code. *Exclude from Aging:* Excludes items with this collection code from aging. If you prefer to exclude all items in collection from aging regardless of collection code, select that option in the **Collection Aging** group box on the Aging page.

Setting Up Hold and Message Codes for Credit Holds

Pages Used to Define Hold and Message Codes for Credit Holds

Page Name	*Definition Name*	*Usage*
Hold Codes Page	HOLD_CD	Define hold codes. Create a hold code for each reason that you use for putting a customer on hold.
Messages Page	MESSAGE_TBL	Define message codes and select the message type.

Understanding Hold and Message Codes

To define hold and message codes for credit holds, use the Hold Codes (HOLD_CD) and Messages (MESSAGE_TBL) components.

When you attach messages to customers regarding their accounts, you must enter a message code. The codes that you define on the Messages page comprise the prompt list for the message field. For each code, you supply message text and define an action to take. You must select *Credit Related Message* for the message type for credit hold messages.

When you place a customer on a credit hold, you must enter a message code that is designated as a credit related message. PeopleSoft Receivables uses hold codes in two ways:

- The Condition Monitor process checks for a Credit Hold condition and takes action if a credit hold exists on a customer's account.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- When you use the Place a Customer on Hold action in an action template, you specify the message code that is associated with the hold code as an action parameter that you want to place on the customer's account.

Hold Codes Page

Use the Hold Codes page (HOLD_CD) to define hold codes.

Create a hold code for each reason that you use for putting a customer on hold.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Hold Codes** > **Hold Codes**

The codes that you define on this page appear on the Messages page for customers designated with an action of *Hold.*

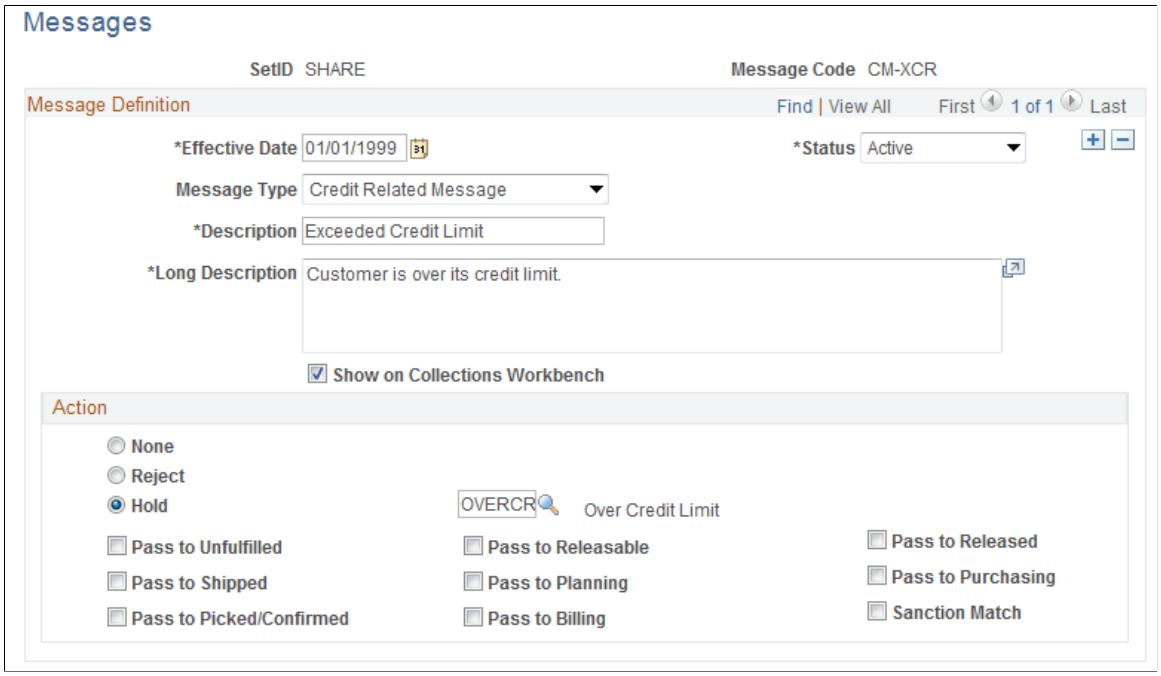
Messages Page

Use the Messages page (MESSAGE_TBL) to define message codes and select the message type.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Messages** > **Messages**

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



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Message Type	Select *Credit Related Message* for credit holds.

Specify a value in the **Action** group box.

Field or Control	*Description*
None	Indicates no action.
Reject	Indicates that the system will reject an order if you attach this message to the customer. Only PeopleSoft Order Management uses the Reject action. It has no effect on PeopleSoft Receivables processing.
Hold	Indicates that a customer is on hold. If you select **Hold,** you must enter an appropriate hold code, one that you established on the Hold Codes page. If a customer has an action of Hold on the Messages page, the value appearing in the **Hold Code** field is the short description that you defined on the Hold Codes page. Several check boxes become available if you select **Hold.** These check boxes are used only by PeopleSoft Order Management.

Note: The action value that you select on this page displays in the **Action** field on the Messages page for the customer.

Setting Up Conditions

Pages Used to Set Up Conditions

Page Name	*Definition Name*	*Usage*
Condition Definition Page	AR_COND_DEF	Review and define a single system-defined condition. Displays all information for a condition.
Condition Definition User Page	AR_COND_DEF_USER	Set up user-defined conditions.
Condition Priority Page	AR_COND_PRIORITY	Review all conditions at one time. Reorder the priority of a condition. Displays limited information for each condition.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Conditions

To set up conditions, use the Condition Definition (AR_COND_DEF), Condition Definition User (AR_COND_DEF_USER), and Condition Priority (AR_COND_PRIORITY) components.

A condition occurs when there is a change of status for a customer's account, such as reaching a credit limit or exceeding a user-defined balance due. A condition also occurs when you create a new deduction or disputed item. The Condition Monitor process checks for customer's accounts or items that meet these conditions and creates an action based on templates and rules that you define. The process looks at the conditions for the customers with the same roles as the role that you select in each condition definition.

PeopleSoft delivers several system-defined conditions. You must set up the system-defined conditions for at least one SetID. Most of the field values for the system-defined conditions are automatically populated by the system. You can also set up your own four-character user-defined conditions. Each condition is monitored at the customer-level or the item-level.

The following table describes the system-defined conditions. You define the details for the condition trigger on the Collection Rule, Assessment Rule, and Assessment Rule User pages. When the Condition Monitor creates an action based on the condition defined on the Assessment Rule User page, it uses the owner (either AR Specialist, Collector, Credit Analyst, or Sales Person) that is stored on the Item instead of the default owner defined on the customer master. The action will not be generated again if it has been marked as complete by a user.

Condition Description	***Code***	***Condition Trigger***
Approaching Credit Limit	ACLA	Customers' calculated outstanding balance reaches a certain dollar amount or percentage of their credit limit. The Condition Monitor process multiplies the credit limit that you defined for the customer on the Credit Profile page by the percentage that you defined on the Assessment Rules page to determine the calculated credit limit. **Note:** You define whether the balance includes in-process payments, unapplied payments, and disputed items on the Installation Options - Receivables page.
Approaching Credit Limit Expiration	ACLD	Customer's credit review date reaches a specified number of days from the run date of the Condition Monitor process. The Condition Monitor process subtracts the number of days that you specify on the Assessment Rules page from the review date the to determine whether to create an action. The customer must have a review date and credit limit on the Credit Profile page to generate an action.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition Description	*Code*	*Condition Trigger*
Approaching Credit Card Expiration Date	CCEX	Customer's credit card expiration date reaches a specified number of days from the run date of the Condition Monitor process.
Cancel Credit Hold	CCHD	This condition takes off the credit hold that was added by the Condition Monitor. If a customer's balance amount in the specified currency is less than the specified amount for the condition, the Condition Monitor creates a CCHD action (Take Off Credit Hold) and changes the End Date to the Current Date for the customer message that was added by Condition Monitor. • If the Cancel Hold action type is *Automatic*, Condition Monitor changes the End Date of the hold type customer message to the date when the action is created. • If the Cancel Hold action type is *Proposed*, when user performs the action, the End Date of the hold type message changes to the date when the action is performed. Assumes the user uses the CCHD action code in an action template used by the CCHD condition. The CCHD action code is used only for the CCHD condition.
Conversation Follow Up	CFLU	Customer has a conversation meeting one or more of these criteria: • Follow-up date is reached. • Follow-up action entered. This condition only processes conversations without promises.
Credit Hold Code Exists	CHLD	Customer message containing a credit hold code is placed on the customer's account. See Understanding Hold and Message Codes.
Collection	COLL	Amount and age of customer balances that are overdue.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition Description	*Code*	*Condition Trigger*
Customer Promise Date Broken	CPDB	Evaluates if promise has been met based on payments on item referenced in the promise date conversation, but creates one action for each business unit or customer rather than for each item. This condition also evaluates the promise tolerance date and promise tolerance amount. If promise date + tolerance days is met and total payment is equal or greater than the promise tolerance amount, the condition sets the promise status to *Kept* and close the promise date conversation. If the promise date + tolerance days is met and total payment is zero or less than the promise tolerance amount, the condition sets the promise status to *Broken* and create a broken promise action list. If there is no item referenced, the promise is evaluated as *Broken* based on promise date and tolerance days. The condition priority is 18 and the condition role is Bill To Customer. The CPDB condition also closes promise date conversations that have: • A status of *Broken* with no promise date action, and do not have a review scheduled after the promise date. • The Promise Broken *Done* flag set to *yes* and do not have a review date after the promise date.
Customer Promise Date Review	CPDR	Creates one action for each business unit or customer rather than for each item for all promise date conversations requiring follow up. The condition priority is 17 and the condition role is Bill To Customer.
Deduction Item	DEDN	A new deduction item.
Disputed Item	DISP	A new disputed item.
eBill Item	EBIL	A new eBill Payment item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition Description	*Code*	*Condition Trigger*
Exceeded Credit Limit	ECLA	Customers' calculated outstanding balance exceeds their calculated credit limit. The calculated credit limit is the limit that you defined for the customer on the Credit Profile page multiplied by the percentage that you defined over the limit on the Assessment Rules page or the amount that you defined on the page. **Note:** You define whether the balance includes in-process payments, unapplied payments, and disputed items on the Installation Options - Receivables page.
Exceeded Credit Limit Expiration Date	ECLD	Customer's credit review date is passed. The customer must have a review date and credit limit on the Credit Profile page to generate an action.
Entry Type/Reason Code	ETRC	Items for a specified entry type and reason code reach a specific amount or age. The existence of items with the entry type and reason can also trigger the condition. The Condition Monitor process creates one action for each item with the entry type and reason combination unless you leave the entry reason blank.
Key Statistics Exceeded	KSTE	Comparison of system- or user-defined history ID amount or count for current fiscal period to assessment rule criteria. The system can also trigger the condition based on the percentage change from a prior period's value.
Large Amount Coming Due	LACD	An invoice (or group of invoices) over a specified amount is due in a specified number of days.
Online Item	ONLN	An individual adds an action to an item on the item action list.
Risk Score	RISK	Creates action items based on risk score. The condition priority is 42 and the condition role is Bill To Customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition Description	*Code*	*Condition Trigger*
Welcome Back Dormant Customer	WBDC	When a customer has not had any activity for a period of time that is specified at the Assessment Rule for this condition, the system sets the customer to *Dormant.* When the first IN (invoice) entry type item is generated after the *Dormant* status, the Condition Monitor generates a Call action to welcome back the customer. The customer must be active in order for this condition to function. **Note:** A customer is considered dormant if Current Date – Last activity is greater than or equal to the Days specified in this condition. The system marks the customer as dormant and records the date that the customer is set to this status. Assumes CALL action will be used in the Action Template that is used by the WBDC condition.
Welcome New Customer	WCNC	Condition Monitor generates a Call action to welcome the new customer when a customer creates their first invoice and the first invoice meets these conditions: • The first invoice is less than or equal to a specified amount of days defined at the WCNC rule. • The Current Date of the first invoice As Of Date is less than or equal to the specified Days. Assumes CALL action will be used in the Action Template that is used by the WCNC condition.

Using Customer Promise Date Broken (CPDB) and Customer Promise Date Review (CPDR) Actions

When CPDB or CPDR actions are created after Condition Monitor runs, the Action Detail page displays an Item References link. This link is visible when one or more items have CPDB or CPDR actions. You can click the link to view the items associated with the action. You can also access conversations information for items with CPDB or CPDR actions on the Owner Action List page and on the Action List in the Collections Workbench.

See also Working with Actions and Using the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition Definition Page

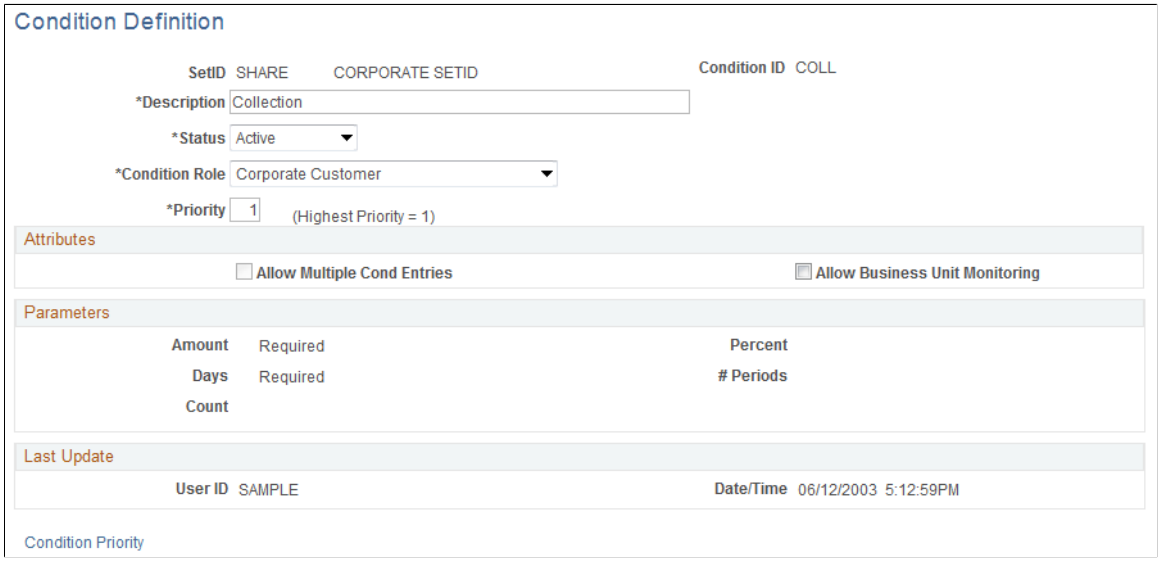
Use the Condition Definition page (AR_COND_DEF) to review and define a single system-defined condition.

Displays all information for a condition.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Condition Definition > Condition Definition

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



Field or Control	*Description*
Description	The system populates the description for system-defined conditions, but you can override the value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Condition Role	For all conditions except the Conversation Follow Up (CFLU) condition, select the customer role to use for monitoring customer's accounts: • *Bill To Customer* • *Corporate Customer* • *Correspondence Customer* • *Remit From Customer* The process looks at the conditions for the customers with the same role that you select here. So when you define customer credit information, it must be set up for the customer that matches the role in the condition definition. For the Conversation Follow Up (CFLU) condition, the role must be *Bill To Customer.*
Priority	Enter a priority number that determines the order in which an action for the condition appears in the action list if a customer has multiple actions. The lower the number, the higher the action associated with the condition will be.
Condition Priority	Click this link to open the Condition Priority page.

Attributes

Field or Control	*Description*
Allow Multiple Cond Entries (allow multiple condition entries)	If selected, indicates that you can use the condition in multiple rules for the same assessment level (SetID, customer group, or customer). This option applies only to the Large Amount Coming Due (LACD), Key Statistics Exceeded (KSTE), and Entry Type/Reason Code (ETRC) conditions.
Allow Business Unit Monitoring	If selected, indicates that the system monitors the conditions at the business unit-level if you selected business unit monitoring on the Installation Options - Receivables page. This option applies to the Collection (COLL), Entry Type/Reason Code (ETRC), Key Statistics Exceeded (KSTE), and Large Amount Coming Due (LACD) conditions.

Parameters

The fields in the **Parameter** group box—**Amount, Count, Days, Percent,** and **# Periods** (number of periods)—control the entry of parameters on the Assessment Rule page. Each condition may have one or

Copyright © 1988, 2025, Oracle and/or its affiliates.

more parameter flags set. The parameters are system-defined, and you cannot modify them. The values are *Required, Optional,* or one of the following values:

Field or Control	***Description***
Only One	You must enter a value in only one of the fields flagged as *Only One* and the other fields with this flag must be blank.
All or None	You must enter a value in all fields flagged as *All or None* or leave all of them blank.
One or All	You must enter a value in at least one of the fields flagged as *One or All* or enter a value in all of the fields with this flag.

The following table lists all of the parameters for each field for each condition. For more information, see Setting Up Actions and Action Templates.

Condition	***Amount*** ***Currency***	***Days***	***Count***	***Percent***	***Number of Periods***	***Explanation***
Approaching Credit Limit (ACLA)	One or All			One or All		Either amount or percent must be entered, or both can be entered.
Approaching Credit Limit Expiration (ACLD)		Required				Days is required.
Approaching Credit Card Expiration Date (CCEX)		Required				Days is required.
Cancel Credit Hold (CCHD)	Required					Amount and Currency are required.
Conversation Follow Up (CFLU)						No parameters can be entered.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition	*Amount* *Currency*	*Days*	*Count*	*Percent*	*Number of Periods*	*Explanation*
Credit Hold Exists (CHLD)						No parameters can be entered.
Customer Promise Date Broken (CPDB)						No parameters can be entered
Customer Promise Date Review (CPDR)						No parameters can be entered
Collection (COLL)	Required	Required				Both amount and days are required.
Deduction Item (DEDN)						No parameters can be entered.
Disputed Item (DISP)						No parameters can be entered.
eBill Item (EBIL)						No parameters can be entered.
Exceeded Credit Limit (ECLA)						No parameters can be entered.
Exceeded Credit Limit Expiration Date (ECLD)						No parameters can be entered.
Entry Type/ Reason Code (ETRC)	Optional	Optional				Both amount and days are optional.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition	*Amount* *Currency*	*Days*	*Count*	*Percent*	*Number of Periods*	*Explanation*
Key Statistics Exceeded (KSTE)	Only One		Only One	All or None	All or None	Either amount or count must be entered; either percent and period must be entered, or both fields must be blank.
Large Amount Coming Due (LACD)	Required	Required				Both amount and days are required.
Online Item (ONLN)						No parameters can be entered.
Risk Score (RISK)			Required			Count is required.
Welcome Back Dormant Customer (WBDC)		Required				Days is required.
Welcome New Customer Welcome (WCNC)		Required				Days is required.
User-defined (any four-character code)						No parameters can be entered.

Condition Definition User Page

Use the Condition Definition User page (AR_COND_DEF_USER) to set up user-defined conditions.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Condition Definition User** > **Condition Definition User**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This page is similar to the Condition Definition page. However, you can define only a condition role and assign a priority.

Related Links

Condition Definition Page

Condition Priority Page

Use the Condition Priority page (AR_COND_PRIORITY) to review all conditions at one time.

Reorder the priority of a condition. Displays limited information for each condition.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Condition Priority** > **Condition Priority**

This page contains the same fields as the Condition Definition page except that it has fewer fields.

Field or Control	*Description*
Priority	Enter a new number to reorder the condition priority. The conditions display in priority order. The priority number determines the order in which an action for the condition appears in the action list if a customer has multiple actions. The lower the number the higher the action associated with the condition will be.
Condition	Click a **condition** link to access the Condition Definition page and view all condition details.

Setting Up Actions and Action Templates

Pages Used to Set Up Actions and Action Templates

Page Name	*Definition Name*	*Usage*
Action Codes Page	ACTION_CODE	Review the definition for each action and change the action status. Define new actions.
Action Template Page	AR_TEMPLATE_TBL	Define a set of actions to perform for a condition in an escalating order based on the number of days that the condition has existed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Actions and Action Templates

To set up actions and action templates, use the Action Code (ACTION_CODE) and Action Template (AR_TEMPLATE_TBL) components.

Actions are activities that an action owner performs in response to the condition of a customer's account, such as sending a follow-up letter or putting an account on hold. Actions are also activities that an action owner performs for items, such as deduction and disputed items.

PeopleSoft Receivables provides system-defined actions, however, you can add customized actions. Each action code definition controls how you enter data in action templates.

Action templates define whether the system automatically performs the action or whether the system marks the action as *Proposed.* If an action is proposed, the action owner decides whether to take the action.

You must enter an action parameter for some actions. These parameters provide additional instructions for the system to use when it performs the action. For example, the Send Other Letter (OLTR) action needs a letter code.

The following table lists the system-defined actions:

Code	***Description***	***Can Be Added Online***	***Can Be Automated***	***Requires Action Parameter***
ALRT	Alert	N	N	N
CALL	Call the Customer	N	N	N
CCHD	Cancel Credit Hold	N	Y	Y
CRDT	Review Customer Credit Limit	Y	N	N
DLTR	Dunning Letter	N	Y	Y
DNGD	Downgrade Credit Rating	N	N	N
FEBN	Follow Up eBill Note	Y	N	N
HOLD	Place Customer on Hold	N	Y	Y
OLTR	Send Other Letter	N	Y	Y
POD	Proof of Delivery	Y	N	N

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Code	*Description*	*Can Be Added Online*	*Can Be Automated*	*Requires Action Parameter*
PRBK	Review Broken Promise Date	N	N	N
PRFO	Review Promise Date	N	N	N
REFR	Refer to Collection Agency	N	N	Y
STMT	Send Statement of Account	N	Y	N
WOFF	Write Off Customer Balance	N	N	N

See the Action Codes Page for each system-defined action.

You must set up the system-defined actions for at least one SetID. Most of the field values for the system-defined actions are automatically populated by the system. You can also define user-defined actions by using a four-letter code.

An action template outlines a set of escalating actions that the system performs based on the period of time that the customer or item has been in the action plan for the condition.

You specify which template the Condition Monitor uses when you define the collection and assessment rules. Each template can contain multiple actions. You specify the number of days that you want to elapse between the time that the condition occurred and the time that the action should take place. Based on the number of days that the condition for a customer or item has existed, the system determines which action to use. You can set up the action template to send a notification to the action owner, the supervisor for the action owner, or a specialist a specified number of days before or after the action due date.

Prerequisites

If you use the following actions, you must set up additional tables before creating action templates:

Action	*Prerequisite Table Setup*
Dunning Letter (DLTR)	Letter codes and dunning IDs.
Place Customer on Hold (HOLD)	Hold codes and message codes.
Send a Follow-up Letter (OLTR)	Letter codes.
Refer to a Collection Agency (REFR)	Collection codes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	*Prerequisite Table Setup*
Send a Statement (STMT)	Statement IDs.

Related Links

Understanding Correspondence Generation

Action Codes Page

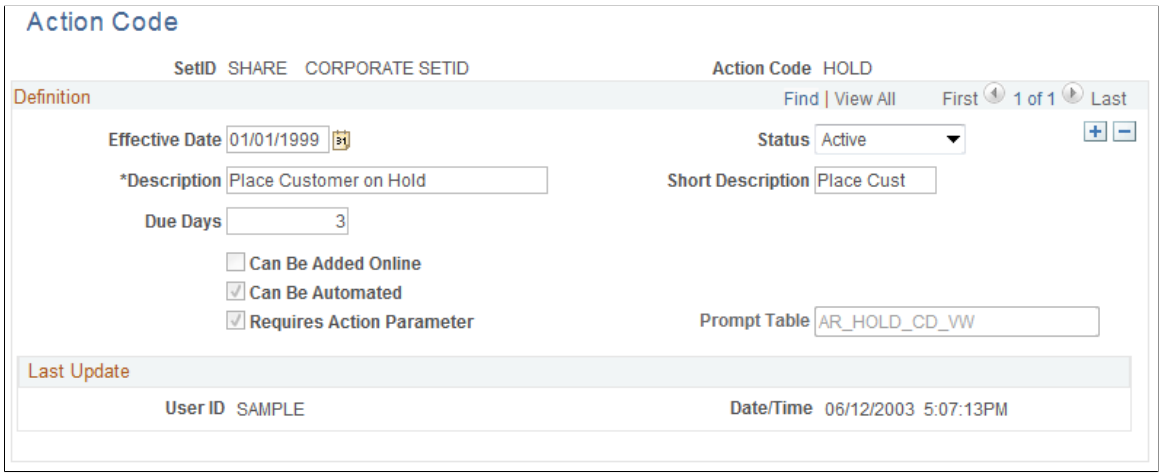
Use the Action Code page (ACTION_CODE) to review the definition for each action and change the action status.

Define new actions.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Action Code** > **Action Code**

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



Field or Control	*Description*
Description	The system populates the description for system-defined actions, but you can override the value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Due Days	Enter the number of days that defines the default due date for a new action. The system calculates the due date by adding the number of days that you specify to the system date. For example, if you create a new action on February 5 and you enter *3,* the default due date for the action will be February 8. If you enter *0,* the system uses the current date. The system does not include weekends and holidays when it calculates the due date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit to determine what days are holidays and weekend days. You select the calendar in the **Holiday List** field on the General Ledger Definition - Definition page.
Can Be Added Online	Select if you want to enable a user to add this type of action for an item online.
Can Be Automated	If selected, you can select either *Proposed* or *Automated* when you use this action in an assessment rule or action template. Otherwise, the action can only be *Proposed.* When an action is proposed, the action owner manually decides whether to take the action. This field is display only and is not available for user-defined actions.
Requires Action Parameter	If selected, you must enter a valid action parameter when you use this action. The system validates the action parameter by using the specified prompt table. This field is display only and is not available for user-defined actions.

Action Template Page

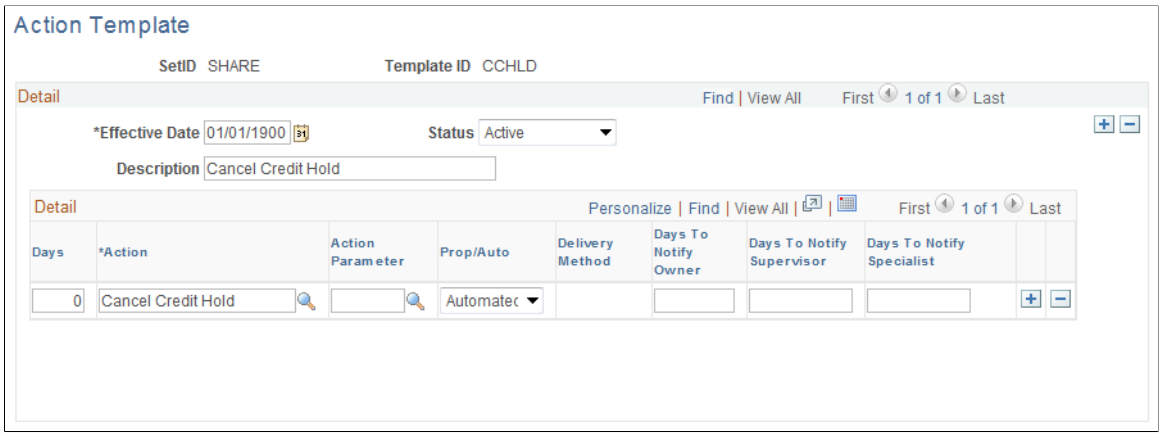
Use the Action Template page (AR_TEMPLATE_TBL) to define a set of actions to perform for a condition in an escalating order based on the number of days that the condition has existed.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Action Template** > **Action Template**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Days	When a customer or item violates a condition criteria, the Condition Monitor process adds the number of days that you enter for each action to the date that the customer violated the condition criteria to determine the date to move the action to the action list. If you want the action transferred to the action list as soon as the customer or item enters the action plan, enter *0*. Do not enter duplicate numbers.
Action	Select the action, which you defined on the Action Code page, that you want transferred to the action list.

Enter the action parameter if the action code definition requires a parameter for the action. This table describes the type of parameter to enter for each type of action:

Action	*Type of Parameter*
Send a dunning letter (DLTR).	Letter code. **Note:** To use the letter assigned to the action, you must assign a customer a dunning ID that uses a *Dunning by Action List* dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID.
Place a hold message on a customer (HOLD).	Message code.
Send a follow-up letter (OLTR).	Letter code.
Refer to a collection agency (REFR).	Collection code.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Prop/**Auto** (proposed/automated)	Select *Automated* or *Proposed* to indicate whether the system should automatically perform the action or if the action owner decides whether to perform the action after it is transferred to the action list. This field is available only if an action can be automated.

The following table shows how the action parameter and Prop/Auto values in an Action Template affect the Condition Monitor result for the CCHD (Cancel Credit Hold) action.

Pro/Auto	*Action Parameter*	*Condition Monitor Results (If Conditions Are Met)*
Automated	Blank	• Creates a new CCHD action. • Changes End Date to the Current Date for all the Hold messages of a customer that were added by Condition Monitor regardless of the message code value. • Updates the CCHD action as system Completed. For example, Customer 1000 has two customer messages that were previously added by Condition Monitor. One message has message code CM-PST; the other one has message code CM-XCR. When this option is used, Condition Monitor changes End Date to the Current Date for both customer messages (CM-PST and CM-XCR).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pro/Auto	***Action Parameter***	***Condition Monitor Results (If Conditions Are Met)***
Automated	A specified Message Code	• Creates a new CCHD action. • Changes the End Date to the Current Date for the Hold customer message with the message code that matches the Action Parameter specified on the Action Template for the CCHD action. Condition Monitor can only change the End Date of the customer messages that were added by Condition Monitor. • Updates the CCHD action as system Completed. For example, Customer 1000 has two customer messages that were previously added by Condition Monitor. One message has message code CM-PST; the other one has message code CM-XCR. When this option is used, if CM-PST is specified as the Action Parameter for the CCHD action in the template, Condition Monitor changes only customer 1000's customer message End Date to the Current Date, for message code CM-PST.
Proposed	Blank	• Creates a new CCHD action. • The Action Parameter on the action is blank. When a user performs the action, the system changes all the Hold customer messages End Date to the Current Date for the customer, regardless of the message code value. Condition Monitor can only change the End Date of the customer messages that were added by Condition Monitor.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pro/Auto	*Action Parameter*	*Condition Monitor Results (If Conditions Are Met)*
Proposed	A specified Message Code	• Create a new CCHD action. • The Action Parameter field value for the CCHD action in the PS_ACTION_LST table is the same as its value specified on the Action Template for the CCHD action. When a user performs the action, the system changes only the Hold customer messages End Date to the Current Date with the message code that matches the Action Parameter specified on the Action Template for the CCHD action. Condition Monitor can only change the End Date of the customer messages that were added by Condition Monitor.

Field or Control	*Description*
Delivery Method	Select the method used to deliver correspondence for the Dunning Letter, Statement, or Follow Up Letter actions. Options are *Email,* *Fax,* or *Print.*
Days To Notify Owner	Enter the number of days from the action due date to remind the action owner that the action is not complete.
Days To Notify Supervisor	Enter the number of days from the action due date to notify the action owner's supervisor that the action is not complete.
Days To Notify Specialist	Enter the number of days from the action due date to notify the AR specialist for an item that the action is not complete.

Note: Enter a positive number to send the notification after the due date and a negative number to send the notification before the due date. To send the notification on the due date enter *0.* You must run the Condition Monitor process to send the notification. If you leave the fields blank, the process does not send notification.

The system does not include weekends and holidays when it calculates the notification date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit to determine what days are holidays and weekend days. You select the calendar in the **Holiday List** field on the General Ledger Definition - Definition page.

Assigning Customers to a Collection Group

You may want to group customers so that you can define collection and assessment rules for a group of customers instead of all customers associated with a SetID or a single collection customer. PeopleSoft

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivables provides a group type called Coll (collection) so that you can create customer groups that are used exclusively for collection and exception processing.

To assign customers to groups:

- Create each customer group by using the Collection group type on the Customer Group Table page.
- Assign the customer to a group by using the Collection group type on the General Information - Customer Group Info page.

Related Links

"Customer Group Table Page" (PeopleSoft Order to Cash Common Information)
"General Information - Customer Group Info Page" (PeopleSoft Order to Cash Common Information)

Setting Up Collection and Assessment Rules

This topic provides an overview of collection and assessment rules, lists common elements, and discusses how to:

- Define schedules.
- Set up collection rules and exceptions.
- Define assessment rules without SQL.
- Define assessment rules using SQL.

Pages Used to Define Collection and Assessment Rules

Page Name	*Definition Name*	*Usage*
Schedules Page	SCHEDULE	Create the schedules that you assign to the collection and assessment rules.
Collection Rule Page	AR_CRULE_TBL	Enter the rules for the Collection condition.
Collection Rule Exclusion Options Page	AR_CRULE_EXCL	Define item exclusion and cancel document options for the Collection condition when generating Dunning letter output.
Assessment Rule Page	AR_ARULE_TBL	Enter the rules for the system-defined conditions other than collection conditions.
Assessment Rule User Page	AR_ARULE_SQL	Enter the rules for user-defined conditions using SQL criteria.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Assessment Rule User SQL Statement Page	AR_ARULE_SQL_SBP	View the free-form SQL statement for an assessment rule or copy the statement to test it using a SQL query tool. See the Assessment Rule User Page.

Understanding Collection and Assessment Rules

To set up collection and assessment rules, use the Schedules (SCHEDULES), Collection Rule (AR_COLLECTION_RULE), Assessment Rule (AR_ASSESS_RULE), and Assessment Rule SQL (AR_ASSESS_RULE_SQL) components.

The Condition Monitor process uses the collection and assessment rules to evaluate the nature of a condition to determine whether to create an action for the customer or item.

You define rules at the following assessment levels:

Level	*Rule Applies To*
SetID	All customers assigned to the SetID.
Customer group	Only for customers in the customer group that you specify.
Customer	Only for customers that you specify.

Rules that are at the customer level override rules that are at the other two levels, and rules that are at the customer group level override rules for SetIDs. From a maintenance standpoint, you should set up defaults at the highest possible level so that if a change is required, you do not have to go to every instance at a lower level to make the change.

Collections rules apply only to the Collection (COLL) condition. The rules for collection conditions are based on both the amount and the number of days past due for outstanding balances. When the Condition Monitor process runs, it determines the age of the oldest past due item on a customer's account and the total amount past due to determine if a collection condition exists.

Assessment rules without SQL are for customer-level conditions other than the collection condition. The assessment rules are based on the existence of data specified in the rule or the comparison of data against a specified value. For example, the rule may say that the Approaching Credit Limit Expiration (ACLD) condition is violated if the numbers of days that are remaining for the customer's credit limit is less than 21 days. These rules are used for system-defined conditions other than collection conditions and item-level conditions, such as deductions and disputed items.

Assessment rules with SQL criteria are for item-level conditions and user-defined conditions. The assessment rules are based on a value in a specified field or fields on an item's record. For example, a rule may specify that the Condition Monitor process should create an action plan if the **Deduction** field is *Y* and the deduction date is *2* days less than the current system date. You need to be familiar with building SQL statements to create these assessment rules. The SQL criteria can also use fields from the Item

Copyright © 1988, 2025, Oracle and/or its affiliates.

Activity (PS_ITEM_ACTIVITY), Item Distribution (PS_ITEM_DST), Customer (PS_CUSTOMER), and Customer Options (PS_CUST_OPTION) tables. You can use assessment rules with SQL criteria only for user-defined conditions.

Prerequisites

If you plan to define assessment rules with SQL criteria, you must create messages in the message catalog that appear as the description text on action lists.

If you create an assessment rule for these conditions, you must set up additional tables before you create the assessment rules:

Condition	*Prerequisite Table Setup*
Entry Type/Reason (ETRC)	Define the entry type and reasons to use in the assessment rules.
Key Statistics Exceeded (KSTE)	Define system-defined or user-defined history IDs to use in the assessment rules.

Related Links

Entry Type Page
Setting Up History IDs

Common Element Used in Collection and Assessment Rules

Field or Control	*Description*
Condition	Displays the condition ID and description for which you are creating a rule.
Schedule	Enter the schedule ID that determines when the Condition Monitor processes the rule. For example, if you enter *Weekly* and the weekly schedule is for Wednesdays, the process checks for conditions in the customer's account that violate the rule every Wednesday.

Schedules Page

Use the Schedules page (SCHEDULE) to create the schedules that you assign to the collection and assessment rules.

Navigation:

Set Up Financials/Supply Chain > **Common Definitions** > **Calendars/Schedules** > **Schedules** > **Schedules**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Define the schedules that the Condition Monitor uses to determine the frequency and days to run a collection or assessment rule. You can select any frequency that you want.

Related Links

"Schedules Page" (Application Fundamentals)

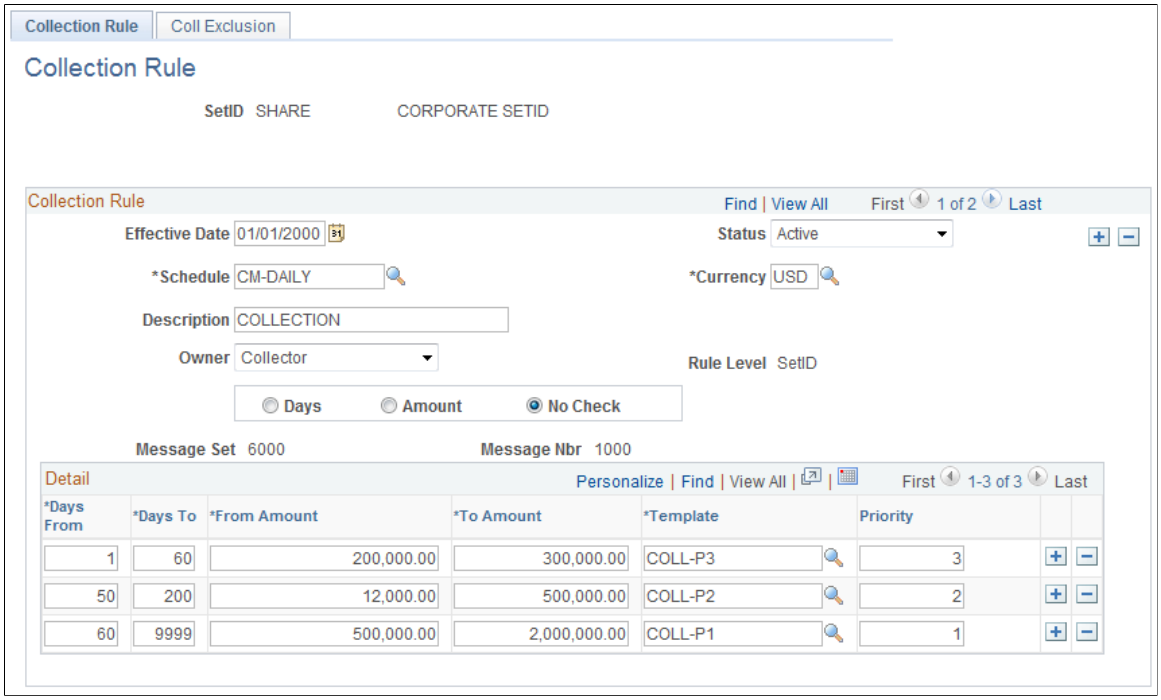
Collection Rule Page

Use the Collection Rule page (AR_CRULE_TBL) to enter the rules for the Collection condition.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Collection Rule** > **Collection Rule**

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



Field or Control	*Description*
Currency	Enter the currency for the amounts in the collection rule.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Owner	Select the type of owner for an action: • *Collector* • *Credit Analyst* • *AR Specialist* • *Sales Person* The Condition Monitor process assigns an action to the owner based on the value assigned to the customer.
Rule Level	Indicates to whom the rule applies. Values are: *Customer:* Applies to a specific customer. *Customer Group:* Applies only to customers in a specific customer group. *SetID:* Applies to all customers associated with a SetID.
Message Set and **Message Nbr** (message number)	The system populates the message set and message number, and you cannot change the value. The system displays this message when the rule is violated in the action list.

Specifying Validation Criteria

Your selection criteria determine how you enter information in the grid.

Field or Control	*Description*
Days	Select to enable entry of a value only in the **From Day** column in the first row. The system assigns the value for the from day for subsequent rows by incrementing the value in the **To Day** field from the previous row by 1. You can enter any values that you want in the **From Amount** and **To Amount** columns.
Amount	Select to enable entry of an amount in the **From Amount** field in the first row. The system assigns the from amount for subsequent rows by incrementing the amount in the **To Amount** field from the previous row by .01. You can enter any values that you want for the **From Day** and **To Day** columns.
No Check	Select to enable entry of any values that you choose in the day and amount fields. You must make sure that there are no gaps or overlaps in the criteria.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entering Validation Information

Field or Control	*Description*
Days From and **Days To**	Enter the range of days of the oldest past due items for the customer.
From Amount and **To Amount**	Enter the total amount of past due items for the customer.
Template	Enter the action template that the Condition Monitor uses when the customer's past due balance meets the days and amount criteria.
Priority	Enter a priority number for the rule. The Condition Monitor uses the priority number for each action template to determine which action template to use when a customer meets the collection rule criteria. It uses the number when: • A customer already has an action plan and has violated a collection rule with a higher priority number. In this case, it checks to see whether you selected the **Enable Auto Escalation** check box on the Installation Options - Receivables page. If it is selected, the process cancels the current action plan and replaces it with a new action plan. • The validation setting for the collection rule is *No Check.* Because you can enter day and amount ranges that overlap, a customer may meet more than one set of criteria. In this case, the Condition Monitor uses the highest priority action template. Another situation causes the Condition Monitor to cancel customers' current action plans and establish new ones. When customers enter an action plan, the Condition Monitor records the assessment level of the rule that they violated. If you subsequently enter a rule with a higher assessment level and the customer meets the new rule criteria, the Condition Monitor automatically cancels the original action plan and uses the new one. You must select the **Enable Auto Escalation** check box on the Installation Options - Receivables page for this to occur.

Collection Rule Exclusion Options Page

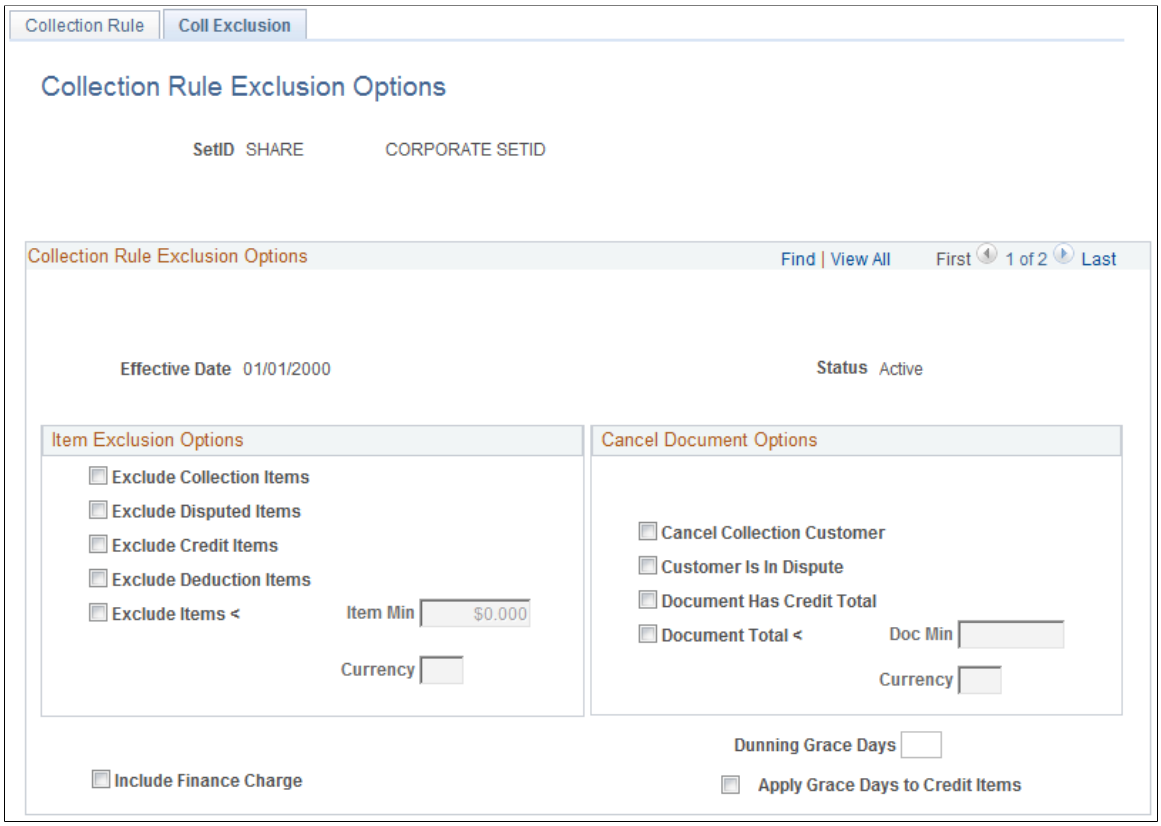
Use the Collection Rule Exclusion Options page (AR_CRULE_EXCL) to define item exclusion and cancel document options for the Collection condition when generating Dunning letter output.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Collection Rule** > **Coll Exclusion**

This example illustrates the fields and controls on the Collection Rule Exclusion Options page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Include Finance Charge	Select to add finance charges (FC_AMT) to the balance amount (ANCHOR_BAL_AMT) for all items for customers having finance charges.
Dunning Grace Days and **Apply Grace Days to Credit Items**	Enter the number of grace days for Dunning calculations, and indicate whether the grace days apply to credit items.

Item Exclusion Options

Field or Control	*Description*
Exclude Collection Items	Select to exclude items in collection. Items in collection will not be picked up by the collection rule.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Exclude Disputed Items	Select to exclude disputed items. Items with a disputed status will not be picked up by the collection rule.
Exclude Credit Items	Select to exclude credit items. Credit items will not be picked up by the collection rule.
Exclude Deduction Items	Select to exclude deduction items. Deduction items will not be picked up by the collection rule.
Exclude Items < (less than) **Item Min** (item minimum) and **Currency**	Select to exclude items with less than the item minimum amount specified. Those items will not be picked up by the collection rule. Specify a currency for the item minimum amount.

Cancel Document Options

Field or Control	*Description*
Cancel Collection Customer	Select to cancel documents if the customer is a collection customer. The system will not generate documents for the collection customer when using the Collection condition (COLL).
Customer Is In Dispute	Select to cancel documents if the customer is in dispute. The system will not generate documents for the customer in dispute when using the Collection condition (COLL).
Customer Has Credit Total	
Document Total < (less than) **Doc Min** (document minimum) and **Currency**	Select to cancel documents when Condition Monitor runs for the COLL condition if the customer balance for a specific business unit or customer ID is less than the document minimum amount entered. Specify a currency for the document minimum amount.

Assessment Rule Page

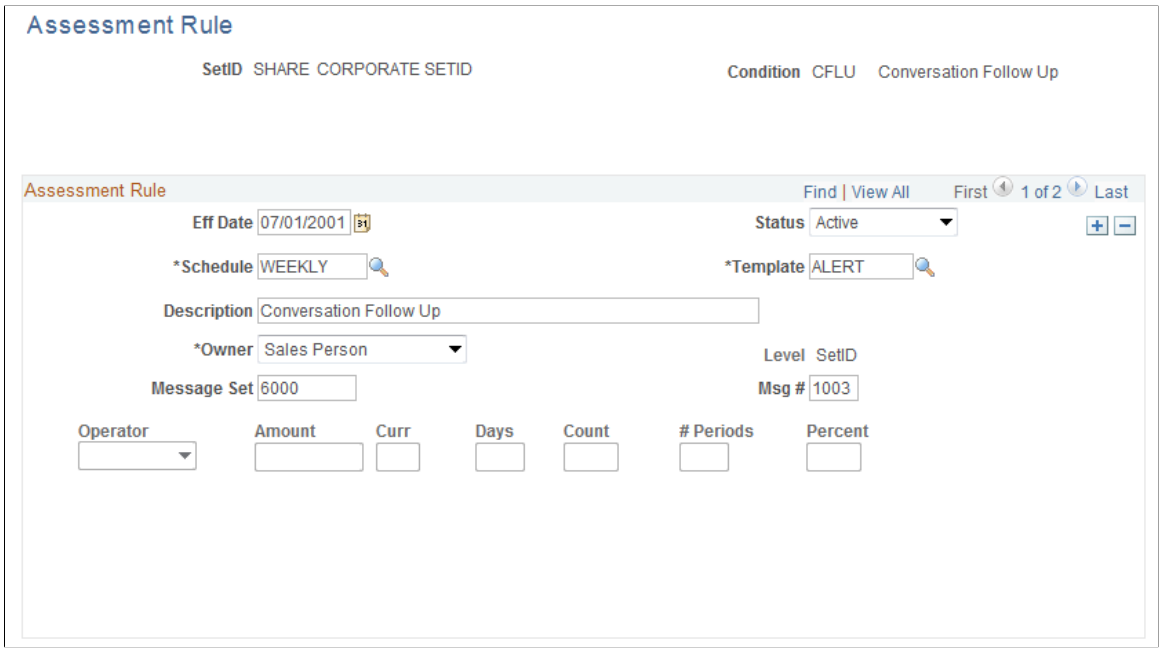
Use the Assessment Rule page (AR_ARULE_TBL) to enter the rules for the system-defined conditions other than collection conditions.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Assessment Rule > Assessment Rule

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



Field or Control	*Description*
Template	Select the action template that the Condition Monitor uses when the customer meets the criteria that you define in the rule.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Summary	Select this check box if: • You are defining a rule for the Large Amount Coming Due (LACD) condition, and you want to create an action plan for a customer when the total amount of invoices that are coming due within the number of days specified in the rules exceeds the dollar amount in the rule. Otherwise the system creates an action plan for the customer based on the balance due and due date of individual invoices. • You are defining a rule for the Entry Type/Reason Code (ETRC) condition, you have *not* specified a reason code for the rule, and you want the Condition Monitor process to look at all items with the specified entry type and no reason code, to determine whether to create an action plan for the customer. In this case, the system creates one action for the condition for all items with no reason code. Otherwise the Condition Monitor process creates one action for each item with the specified entry type and a blank reason code.
Owner	Select the type of owner for an action: • *Collector* • *Credit Analyst* • *AR Specialist* • *Sales Person* The Condition Monitor process assigns an action to the owner based on the value assigned to the item or customer. For example, if you select *Credit Analyst* for the Exceeds Credit Limit condition, the process assigns the action to the credit analyst assigned to the customer.
Level	Indicates to whom the rule applies. Values are: *Customer:* Applies to a specific customer. *Customer Group:* Applies only to customers in a specific customer group. *SetID:* Applies to all customers associated with a SetID.
Message Set and **Msg #** (message number)	The system populates the message set and message number and you cannot change the value. The system displays this message on the action list when the rule is violated.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Parameters

The Condition Monitor process uses the criteria in the **Parameters** group box to determine whether the condition has been violated. If a condition does not require a specific criteria, the field is unavailable. The following table identifies the type of criteria that are applicable for each condition:

Condition	*Operator*	*Amount*	*Days*	*Count*	*Percent*	*Number of Periods*
Approaching Credit Limit (ACLA)		X			X	
Approaching Credit Limit Expiration (ACLD)			X			
Approaching Credit Card Expiration Date (CCEX)			X			
Cancel Credit Hold (CCHD)		X				
Conversation Follow Up (CFLU)						
Credit Hold Code Exists (CHLD)						
Customer Promise Date Broken (CPDB)						
Customer Promise Date Review (CPDR)						
Deduction Item (DEDN)						

Copyright © 1988, 2025, Oracle and/or its affiliates.

Condition	*Operator*	*Amount*	*Days*	*Count*	*Percent*	*Number of Periods*
Disputed Items (DISP)						
eBill Item (EBIL)						
Exceeding Credit Limit (ECLA)						
Exceeded Credit Limit Expiration Date (ECLD)						
Entry Type/ Reason Code (ETRC)	X	X	X			
Key Statistics Exceeded (KSTE)	X	X		X	X	X
Large Amount Coming Due (LACD)		X	X			
Risk Score (RISK)				X		
Welcome Back Dormant Customer (WBDC)			X			
Welcome New Customer Welcome (WCNC)			X			

Copyright © 1988, 2025, Oracle and/or its affiliates.

Defining Rule Parameters

Field or Control	*Description*
Operator	Select an operator such as less than or equal to *(Less/Equal)* if you are creating a comparison rule for a Key Statistics Exceeded (KSTE) or Entry Type/Reason Code (ETRC) condition.
Amount	Enter the monetary amount for the comparison.
Count	Enter the count of times for the comparison.
Percent	If you are creating a rule for the Approaching Credit Limit (ACLA) condition, enter the percent to trigger the condition when customers' outstanding balances reaches the percentage that you enter of their credit limits. For example, a customer's credit limit is 100,000.00 EUR and you enter *80* percent. The Condition Monitor creates an action when the customer's outstanding balance reaches 80,000.00 EUR. If you are creating a rule for the Key Statistics Exceeded (KSTE) condition, enter the number of periods and the percent for the rule. The Condition Monitor process uses these values to determine if a key statistic has changed. Enter the relative period to compare in the **# Periods** (number of periods) field. The current period is considered to be period 0, so if you want to monitor the change between the current period and the same period last quarter, you would enter *3* in the **# Periods** field. Then, enter either a positive or a negative number in the **Percent** field. The Condition Monitor process calculates the percentage change between the current period and the comparison period and then compares the change, using the operator that you entered and the percent for the rule.

Assessment Rule User Page

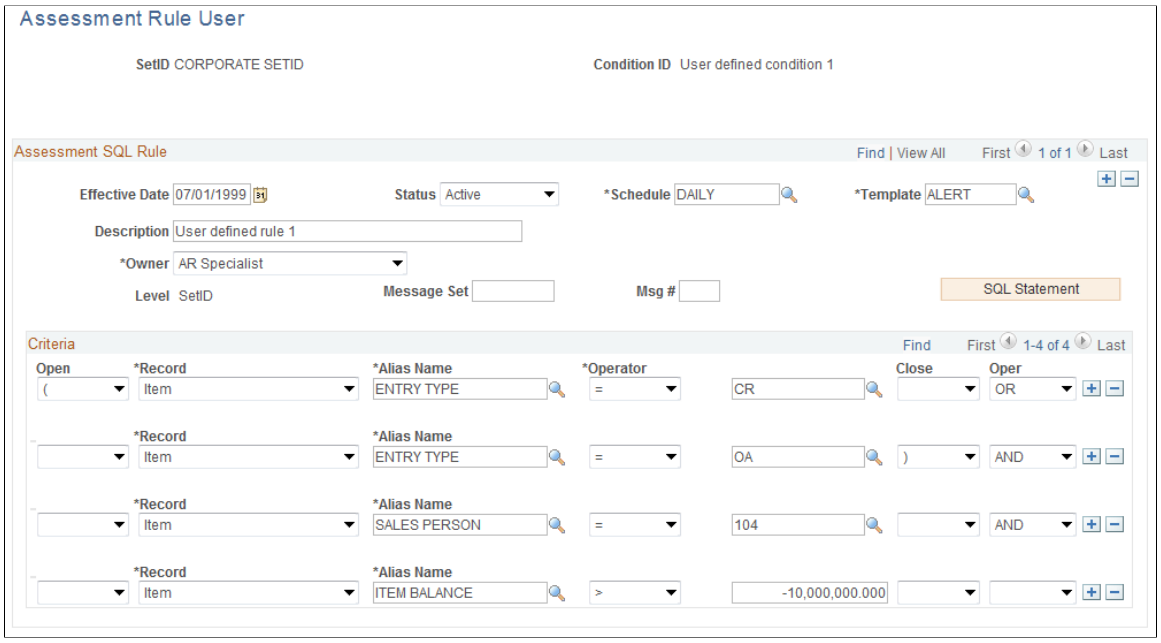
Use the Assessment Rule User page (AR_ARULE_SQL) to enter the rules for user-defined conditions using SQL criteria.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Assessment Rule User** > **Assessment Rule User**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Assessment Rule User page. You can find definitions for the fields and controls later on this page.



Field or Control	***Description***
Template	Enter the action template that the Condition Monitor process uses when an item or customer meets the SQL criteria that you enter.
Owner	Select the type of owner for an action: • *Collector* • *Credit Analyst* • *AR Specialist* • *Sales Person* The Condition Monitor process assigns an action to the owner based on the value specified on the item or customer. By default, an owner assigned at the customer level will be used as the action owner. If an owner at the item level is different from the owner at the customer level, the owner at the item level will be used as the action owner. **Note:** This status applies to Assessment Rule User: USR1.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Level	Indicates to whom the rule applies. Valid values are: *Customer:* Applies to a specific customer. *Customer Group:* Applies only to customers in a specific customer group. *SetID:* Applies to all customers associated with a SetID.
Message Set and **Msg #** (message number)	The system populates the message set and message number for system-defined conditions, and you cannot change the value. For user-defined conditions, enter the message number for the message that you want to display when the rule is violated and the message set in which you put the message.
SQL Statement	Click this button to access the Assessment Rule User SQL Statement page (AR_ARULE_SQL_SBP) where you can view the SQL statement in a free-form format or copy the statement to test it using a SQL query tool. This button is available only after you save the SQL criteria in the grid.
Open	(Optional) Select a character to open the SQL statement. The character is used to signify the start of a group or block of parts in the Where clause that work together to test a condition.
Record	Select the table that contains the fields that you want to include in the SQL statement. Valid values are: • *Item* (PS_ITEM) • *Item Distribution* (PS_ITEM_DST) • *Item Activity* (PS_ITEM_ACTIVITY) • *Customer* (PS_CUSTOMER) • *Customer Option* (PS_CUST_OPTION)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*

Alias Name	Select a field name. The values that you select come from the table that you selected in the **Record** field.
	• If you select a date field, do one of the following:
	  • Enter a date.
	  • Select the check box that follows the **Operator** field.
	  In the +/– field, enter the number of days between the selected date and run date for the Condition Monitor process that the rule is violated. For example, if you want to create an action for new deductions one day after they are created, you would select *Accounting Date* for the field name, *Greater Than* for the operator, and enter *1* in the +/– field.
	• If you select anything other than a date field, enter the value that you want the Condition Monitor to look for in the field that follows the **Operator** field.

Operator	Select a mathematical operator, such as *Equal To* or *Greater Than.*
Close	(Optional) Select a character to close the SQL statement. The character is used to signify the end of a group or block of parts in the Where clause that work together to test a condition.
Oper (operator)	Select a value to concatenate multiple Where clause conditions. The options are: *AND, OR,* or blank. You leave it blank only if you enter one SQL criterion.

Setting Up Conversation Promise Dates

Before you begin using promise dates in conversations, set up the system with the following conditions, action template, actions, and promise date options:

1. Set up assessment conditions of CPDR (Customer Promise Date Review) and CPDB (Customer Promise Date Broken) on the Assessment Rule Page. (The Condition Monitor does not use the conversation follow-up condition CFLU to process promise date conversations.)
2. Set up an action template of Promise Broken, and include the actions Call Customer and Broken Alert. See the Action Template Page.
3. Set up actions of Call Customer and Broken Alert. See Setting Up Actions and Action Templates for more information.
4. Set up Promise Date Options and allow the user to override all options on the Promise Date Options Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Working with Broken Promises

The basic sequence of events for a broken promise may look like this:

1. A collector takes action on an account that is overdue.
2. The collector then creates a conversation within the Receivables system. This conversation is typically created when on the phone with the customer, when the collector gathers vital promise date information from the customer and enters the information as a promise date conversation.

   See Reviewing Conversations and Promises and Collection Processing.
3. Once the promise date conversation is entered, the Condition Monitor processes the promise date conversation based on either review date or promise date using the CPDR (Customer Promise Date Review) condition. If a follow up review is scheduled for the promise date conversation, the collector receives an action item to proactively contact the customer before the promise date. Alternatively, if no proactive action is required by the collector, then no action is created for the collector.
4. When a proactive review has been scheduled by the collector, the Condition Monitor creates an action item in the collector's Action List. The collector contacts the customer to confirm that the promise of payment will be kept.
5. The Condition Monitor evaluates whether the promised payment exceeds date and amount tolerances. When the thresholds are exceeded, the promise is considered broken. If the collector has selected an action for a broken promise, the Condition Monitor creates an action and sends it to the user for review. Although any user can be selected, typically an action is created for either the supervisor or collector. The Condition Monitor then generates a broken promise status and the conversation is closed.

Related Links

Collection Processing
Setting Up Conditions
Setting Up Exception Reasons and Collection Codes
Setting Up Promise Date Options for a Customer
Understanding Exception and Collection Processing Options
Working with Actions

Setting Up Promise Date Options for a Customer

Page Used to Define Promise Date Options

Page Name	*Definition Name*	*Usage*
Promise Date Options Page	PROMISE_DT_OPTIONS	Define promise date options.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Promise Date Options

PeopleSoft Receivables enables a collections analyst to enter a promise of payment by the customer and to track and manage that promise within the Conversations component. The Promise Date Options component enables you to configure tolerance levels for a promise to ensure that a promise is kept based on the actual amount paid, the number of items paid or the actual date paid.

On the Promise Date Options page, you indicate the number of days past the promise to pay date that you are willing to wait to take further action for a selected SetID, SetID and customer, or SetID and customer group. Based on this tolerance period, you indicate what percentage of the promised payment amount you are willing to accept. You also select a Broken Promise Action, which has been predefined as a customer action in PeopleSoft Receivables. You predefine these fields on the Promise Date Options page and indicate whether the selected user performing the review of the broken promise can override these fields in the Conversations component. The values you select on this page appear as default values on the Conversations page.

When a collections analyst creates a new conversation on the Conversations page and selects the Promise of Payment check box, the conversation is considered a promise date conversation and the promise status is Open. Once a conversation is marked as a promise of payment conversation, the collections analyst must enter a promise date and the amount that the customer promised to pay in order to save the conversation. When a promise conversation is saved, it cannot be reverted back to a regular conversation.

See “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).

Promise Date Dependencies and Evaluation

A single item can be referenced in multiple promises with different promise dates. In this case, the system evaluates whether a promise has been kept or broken using these values:

- Tolerance Promise Date (TPD) = Conversation Promise Date + Tolerance Days
- Condition Monitor run date
- Total Payments = Sum of payments made between the Conversation Promise Date and the Tolerance Promise Date (TPD)
- Tolerance Promise Amount (TPA) = Conversation Promise Amount + Tolerance Percent

The system evaluates the Tolerance Promise Date (TPD), the Condition Monitor run date, Total Payments, and Tolerance Promise Amount (TPA) as follows:

Is the Condition Monitor run on or after the Tolerance Promise Date (TPD)?	***Are the Total Payments greater than or equal to the Tolerance Promise Amount (TPA)?***	***Then the Promise Status is...***
Y	Y	Kept
Y	N	Broken

Copyright © 1988, 2025, Oracle and/or its affiliates.

Is the Condition Monitor run on or after the Tolerance Promise Date (TPD)?	*Are the Total Payments greater than or equal to the Tolerance Promise Amount (TPA)?*	*Then the Promise Status is...*
N	Y	None, because the Condition Monitor must be run on or after the Tolerance Promise Date (TPD).
N	N	None, because the Condition Monitor must be run on or after the Tolerance Promise Date (TPD).

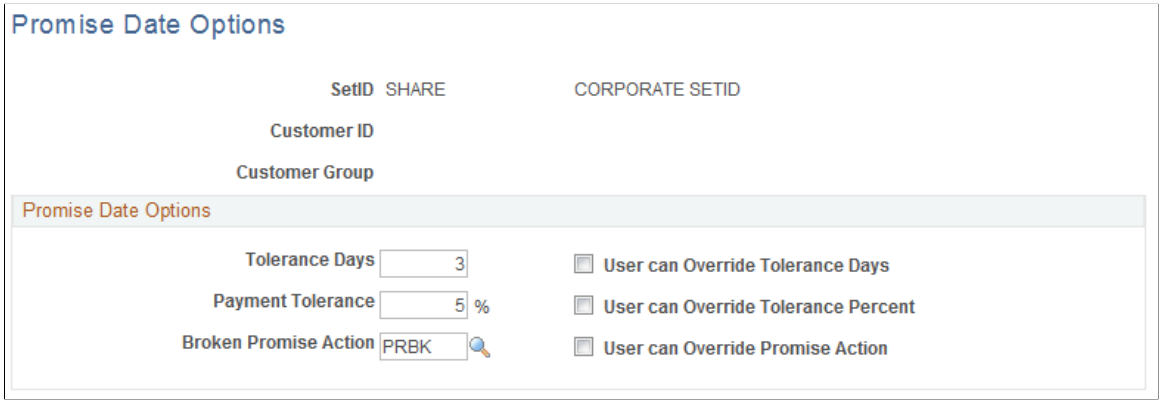
Promise Date Options Page

Use the Promise Date Options page (PROMISE_DT_OPTIONS) to define promise date options.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/ Collections** > **Promise Date Options**

This example illustrates the fields and controls on the Promise Date Options page. You can find definitions for the fields and controls later on this page.



To access the Promise Date Options page you can enter SetID only, SetID and Customer ID, or SetID and Customer Group.

Field or Control	*Description*
SetID	Select a SetID on the Add a New Value page. This is a required field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer ID	• A customer ID • Specify a customer ID and SetID combination. The promise date options you setup will only apply to the specific customer under the SetID.
Customer Group	• A customer group • Specify a customer group and SetID combination. The promise date options you set up only apply to all customers that belong to the customer group under the SetID.
Tolerance Days	Enter the number of days past the promise to pay date that you are willing to wait before taking further action. This value appears as the default value on the Conversations page.
User Can Override Tolerance Days	Select this check box to enable a user to override the default Tolerance Days value on the Conversations page.
Payment Tolerance	Identifies the percentage you are willing to deduct from the promised payment amount. This value defaults on the Conversations page.
User Can Override Tolerance Percent	Select this check box to enable a user to override the default Payment Tolerance percentage value on the Conversations page.
Broken Promise Action	Select a Broken Promise Action, which has been predefined as a system defined customer action on the Action Code page (**Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **Action Code** > **Action Code**).
User Can Override Promise Action	Select this check box to enable a user to override the default Broken Promise Action with another action on the Conversations page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Risk Scoring Rules

Pages Used to Set Up Risk Scoring Rules

Page Name	*Definition Name*	*Usage*
Risk Scoring Rule Page	AR_RISKSCR_TBL	Define risk scoring rules.
Risk Range Details Page	AR_RISK_SEC	Enter risk scoring range values.

Understanding Risk Scoring Rules

You can set up one or more risk scoring rules for selected setid, customer, or customer group. These risk score rules are used by the Risk Scoring program (RUN_AR_RISK) to compute a risk score for a customer. The range value is used in conjunction with the risk scoring weight to compute the risk score. The system computes the Range Value * Risk Scoring Weight = Risk Score.

You can define a risk score rule using one or more risk scoring elements selected from a risk scoring group. You assign a risk scoring weight, a low and high range, and range value for each risk scoring element. The high and low ranges are determined by the type of scoring element you select, which can be Amount, Char (character), percent, days, date or numeric.

For example, when the risk scoring element is BALDUE and the type is Amount, you can enter the low and high range values and the range value on the Risk Range Details grid of the Risk Range Details page. For example, if the risk scoring element is BALDUE, the type is Amount, and the length is 23, you could enter these multiple rows of values:

Range Low	*Range High*	*Range Value*
1	1,999	10
2.000	2,999	20
3.000	3,999	30
4.000	9,999,999,999.99	40

When the risk scoring element is CRHOLD and the type is Char and has a yes/no value (such as: Is the customer on credit hold?) the system automatically populates the Risk Range Details grid with Y for Range High and Range Low values in one row and N for Range High and Range Low values in the next row. You can enter the range value. For example if CRHOLD is the risk scoring element:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Range Low (system generated)	*Range High (system generated)*	*Range Value*
Y	Y	5
N	N	10

When the risk scoring element is CUSTOMER_TYPE, the type is Char, and CUSTOMER_TYPE does not have a yes/no value, then you could enter these values:

Range Low	*Range High*	*Range Value*
A	L	10
M	Z	20

You can set up multiple risk rules for a customer or customer group. However, the Risk Scoring Application Engine program only applies one rule per customer or customer group per run.

See Generating Risk Scores.

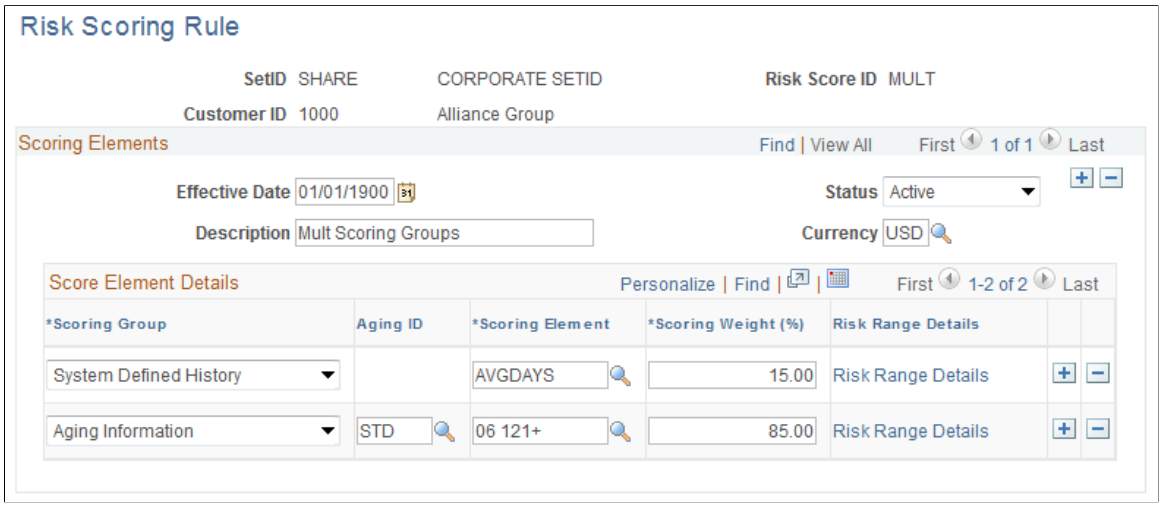
Risk Scoring Rule Page

Use the Risk Scoring Rule page (AR_RISKSCR_TBL) to define risk scoring rules.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Risk Scoring Rule

This example illustrates the fields and controls on the Risk Scoring Rules page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Effective Date	Select the date that this risk score element will become effective. You can add risk scoring elements, as well as assign a new effective date if you modify an existing risk scoring element.
Currency	Enter an anchor currency to apply to this risk score ID. **Note:** This field is required when you select a **Scoring Element** that is amount-based, such as *SALES.*
Scoring Group	Select one of these values: • *Aging Information* • *Customer Activity* • *Customer Table* • *Item Information* • *System Defined History* • *User Defined History*
Aging ID	Select an aging ID value, which is used to populate the scoring element with the correct aging categories. **Note:** This field only appears when you select *Aging* as the **Scoring Group.**
Amount	Enter a threshold amount in order to select the oldest item greater than this amount. **Note:** This field only appears when you select *Item Information* as the **Scoring Group** and *DTOLDIT* (data of the oldest item) as the **Scoring Element.**
Scoring Element	Select the scoring element that you want to apply to the selected scoring group. This value describes the type of scoring data used to make up a scoring rule based on the Scoring Group you select. For example, you can select *Customer Activity* as the Scoring Group and *BALDUE* as the **Scoring Element,** or *System Defined History* as the **Scoring Group** and *DSO30* as the **Scoring Element.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Scoring Weight (%) scoring weight (percentage)	Enter the percentage of weight that you want to apply to this scoring element which is multiplied by the Range Value that you enter on the Risk Range Details page to obtain a Risk Score for that element row. When the Risk Scoring program runs, it sums up the individual element scores for the overall customer score and updates the PS_CUST_CREDIT table with the customer risk score. Default value is 100.00 percent. **Important!** The total scoring weight percentages for all of the scoring elements must equal 100.00 percent.
Risk Range Details	Click this link to access the Risk Range Details page.

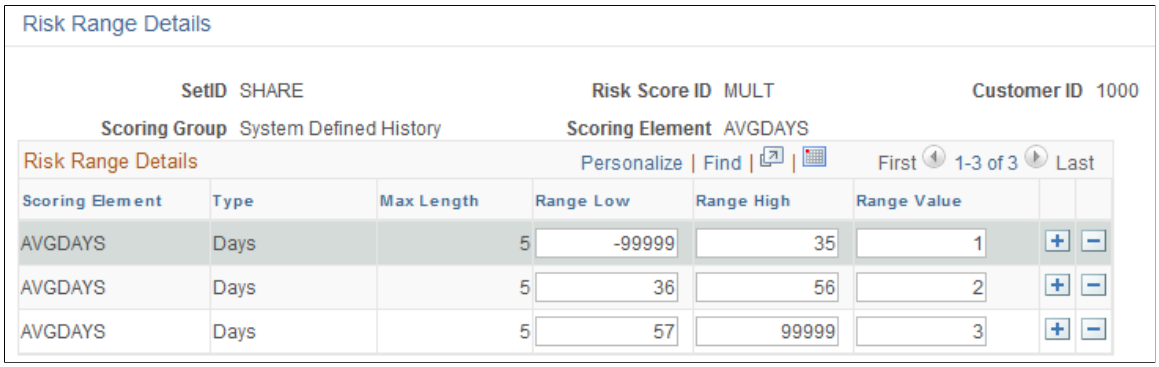
Risk Range Details Page

Use the Risk Range Details page (AR_RISK_SEC) to enter risk scoring range values.

Navigation:

Click the **Risk Range Details** link on the Risk Scoring Rule page.

This example illustrates the fields and controls on the Risk Range Details page. You can find definitions for the fields and controls later on this page.



This page displays the risk range details for each scoring group and scoring element.

Field or Control	*Description*
Type	Indicates the type of field that appears based on the selected scoring element on the Risk Scoring Rule page, such as *Char, Amount, percent, days, date* or *numeric*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Max Length (maximum length)	Displays the maximum length of the data the user can enter in the range low and range high value columns. The length along with the type is displayed to aid users in entering the range values. If the type is days and the length is 5 you can enter whole number range values up to 5 positions in length such as .99999, 40000, and more.
Range Low and **Range High**and **Range Value**	These fields depend on your selection of the type of scoring element, as well as Scoring Group and Scoring Element values on the Risk Scoring Rule page. For example, if you select the scoring group (Customer Activity) and the scoring element (BALDUE), which is based on an amount, then you enter a low range (-99,999) and high range (5,000). If you select a Scoring Element value on the Risk Scoring Rule page that has a Yes/No value, such as CRHOLD (the customer on credit hold), then these Range Low and Range High fields are automatically populated with a row for Yes *(Y)* and a row for No *(N)*. **Range Value**: Enter a value for each range between 1 and 100.

See Understanding Risk Scoring Rules.

Implementing Self-Service Web Components

This topic provides an overview of PeopleSoft Receivables self-service web components and discusses how to:

- Set up brokers and customers for self-service transactions.
- Set up sales people for self-service transactions.

Understanding Self-Service Web Components

Self-service web components provide your employees, customers, and individuals outside of your organization with secure and convenient access to information.

PeopleSoft delivers several self-service web components as templates. You can use PeopleSoft Application Designer to modify these web components just as you would any application components.

PeopleSoft Receivables provides the following web components:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Component	*Description*
Items (ITEM_RVW_CST_SS), (ITEM_RVW_BKR_SS), and (ITEM_RVW_SLS_SS)	Provides details for individual items, including the amount, status, and reference information (such as the associated invoice number, payment ID, and contacts). It also provides links to actions and conversations associated with an item.
Actions (ACTION_RVW_SS)	Provides a list of tasks assigned to individuals to take on an item and option to view the status for a task.

Note: Customers and brokers access the self-service web components from the Customer portal and sales people access the self-service web components from the Employee portal.

Security

The user profile that you create for each individual who accesses your self-service web application determines the web pages that the user can access. You create user profiles in PeopleTools on the User Profiles component. You assign a role to each user profile and you link roles to permission lists. Each permission list identifies the pages that individuals assigned to a role can access. To modify the access for specific web pages for each role, you modify the permission list for the user's role.

Note: If you modify a permission list, you change the access for all users who are assigned to roles to which the permission list is linked.

You also use the user profile to define the data to which the user has access. For example, you associate the user profile for a customer contact with a specific contact ID. When a customer logs on to the self-service web application, they receive access to item information only for the customers assigned to that contact ID.

PeopleSoft Receivables Roles

PeopleSoft Receivables provides self-service web pages for the following roles. The system delivers sample definitions for each of these roles and have assigned sample permission lists to each role:

- Customers
- Brokers
- Sales people

Sales people and brokers have access to self-service web pages where they can perform these tasks:

- View items.
- Maintain actions.
- Review conversations.

Customers have access to a self-service web page that enables them to view items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Web Search Pages

The values that appear on the search results pages and search filter pages vary, based on the user's role, just as they do in other PeopleSoft applications. The system associates one or more of the delivered roles with each self-service role menu.

See the information about permission lists in the *PeopleTools: Security Administration*.

Setting Up Brokers and Customers for Self-Service Transactions

You must perform several tasks to enable brokers and customers to use the self-service web pages. The setup defines which self-service web pages the brokers and customers can access and also identifies to which items they will have access.

See also the product documentation for *PeopleTools: Security Administration*.

To set up brokers and customers:

1. Create separate permission lists for brokers and customers by using the Permission Lists component (ACCESS_CNTRL_LISTX).

   Use the following permission lists in the sample database as examples:

   - Use the EPAR2100 permission list for brokers.
   - Use the EPAR2200 permission list for customers.

2. Create separate roles for brokers, customers, and sales people by using the Roles component (ROLEMAINT).

   Use the following roles in the sample database as examples:

   - Use the Broker role for brokers.
   - Use the Customer role for customers.

3. Create a contact for each customer and broker on the Contact page.
4. Enter the customers that are associated with the contact on the Contact Customer page.

   For broker contacts, you must also select the **Broker Customer** check box on the Self Service Security tab for the customers that correspond to the broker ID on the deductions that you want them to view.

   When a customer or broker contact accesses the Items component, the system displays items for only the customers that you enter.

5. Link the contact to a user profile on the Contact User Profile page.

   The roles that you assign to the contact determine which self-service menus the contact can access. Assign the Customer role to your customer contacts and the Broker role to your broker contacts.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: You can also use the User Profiles component to create a profile for a contact. 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.**

6. Set up the SetID user preference for the user on the Define User Preferences - Overall Preferences page.
7. For brokers, select the **Broker Customer** check box on the General Info page for the customer.

Related Links

"Setting Up and Maintaining Contacts" (PeopleSoft Order to Cash Common Information)
"User Preferences - Overall Preferences Page" (Application Fundamentals)

Setting Up Sales People for Self-Service Transactions

You must perform several tasks to enable sales people to use the self-service web pages. The setup defines which self-service web pages the sales people can access and also identifies to which items they will have access.

To set up sales people for self-service transactions:

1. Create an employee ID for each sales person on the Personal Data (Edit) page.
2. Create a separate permission list for sales people.

   Use the EPAR2300 permission list in the sample database as an example.
3. Create a role for sales people.

   Use the Sales Person role in the sample database as an example.
4. Create a user profile for the sales person.

   Select *Employee* for the **ID Type** and then assign the appropriate employee ID to the **Attribute Value.** Assign the Sales Person role to the user profile.
5. Create a support team type for sales people on the Team Member Types page.

   You must enable the **Is this a Sales Person?** check box.
6. Set up the sales person as a support team member on the Team Member Personal Data - Member Data page.

   Associate the same employee with the sales person as you did in the user profile.
7. Assign the support team member to a support team type for sales people on the Team Member Personal Data - Member Commission page.
8. Specify the SetID user preference for the user on the Define User Preferences - Overall Preferences page.

The sales person for each item is one of the members of a sales support team. The system displays only items to which a sales person is assigned in the **Sales Person 1** or **Sales Person 2** fields for the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See also the product documentation for *PeopleTools: Security Administration*.

Related Links

“Personal Data (Edit) Page (Common Definitions)” (Application Fundamentals)
“Setting Up Customer Support Personnel” (PeopleSoft Order to Cash Common Information)
“User Preferences - Overall Preferences Page” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 8

Setting Up History and Aging

Understanding History Calculations

Both the Receivables Update Application Engine process (AR_UPDATE) and the Aging Application Engine process (AR_AGING) update the system-defined customer history elements.

This topic discusses:

- Customer history calculations in the Receivables Update process.
- Customer history calculations in the Aging process.

Customer History Calculations in the Receivables Update process

The Receivables Update process updates these system-defined customer history elements:

- Average Days Late (AVGDAYS).
- Days Sales Outstanding (DSO30 and DSO90).
- Highest Balance (HI_BAL_AMT).
- Weighted Average Days Late (WTAVGDAYS).
- Weighted Average Terms (WTAVGTERMS).
- Weighted Average Days Paid (WTAVGPAID).

Average Days Late

Days late is the number of days between the due date and the accounting date of the entry that closed the item. The Receivables Update process calculates average days late as:

sum (days late) ÷ number of items

For example, suppose that a customer has these closed items: a 1,000.00 USD item 2 days late, a 2,000.00 USD item 5 days late, and a 3,000.00 USD item 4 days late.

The average days late for this customer = (2 + 5 + 4) ÷ 3, or 11 ÷ 3, or 3.67

Use the Receivable Update Request page to indicate that you want to update the Average Days Late figures for subcustomer levels (assuming subcustomer is enabled). The system date at the start of the Receivables Update run and the accounting calendar determine the accounting period for the result.

The Receivables Update process considers items only if they have been closed since the last time the history was updated.

Copyright © 1988, 2025, Oracle and/or its affiliates.

It can exclude items for a variety of reasons:

- The dispute reason governs exclusion of disputed items.
- The deduction reason governs exclusion of deduction items.
- The entry type governs exclusion by entry type.
- The item was originally negative (such as a credit memo).

For each item that meets the inclusion criteria, the system determines the number of day's difference between the due date and the accounting date of the entry that closed the item. Consider two examples:

- Payment in full.

  A 1,000.00 AUD invoice is posted with an accounting date of September 1 and a due date of September 30. An 1,000.00 AUD payment with an accounting date of October 1 is posted on October 5, bringing the balance of the invoice to 0 AUD and changing its status from open to closed.

  Days late = 1

- Partial payment.

  A 1,000.00 AUD invoice is posted with an accounting date of September 1 and a due date of September 30. A partial payment of 900.00 AUD with an accounting date of October 1 is posted against the invoice on October 5, bringing the balance of the invoice to 100.00 AUD. A 100.00 AUD credit memo with an accounting date of October 15 closes the invoice.

  Days late = 15

Previous activity for the fiscal year and accounting period determine how the Receivables Update process updates history. If a value for Average Days Late does not exist for the fiscal year and accounting period, the Receivables Update process updates the history ID by adding the number of days and dividing by the count of closed items. Here are two examples:

- Example one.

  Two items are closed for a customer. One item is 10 days late, and the other is 5 days late. Total days late is 15, which when divided by 2 equals 7.5 Average Days Late.

- Example two.

  Two items are closed for a customer. One is 10 days late, and the other is 5 days early. Total days late is 5, which when divided by 2 equals 2.5 Average Days Late.

If a value for Average Days Late does exist, the system computes a running average. It adds the sum of the days late of the closed items to the product of the existing value and the number of existing closed items, and then divides by the sum of the existing items and the newly closed items. For example, the previous values are 15 days late, 3 items; the recent closed items values are 40 days late, 2 items. The formula is:

[(15 * 3) + 40)] ÷ (3 + 2) = 17 days late, 5 items

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Days Sales Outstanding (DSO30 and DSO90)

Days sales outstanding (DSO) is reported as two different history IDs: a 30-day based figure and a 90-day based figure. The system uses the calculation year and period from the Receivables Options - Options 1 page as the basis for calculations to determine the accounting period for the resulting history.

Use the Receivable Update Request page to indicate whether you want to update the DSO and the subcustomer history DSO figures. You should request user-defined history when you request DSO, because DSO calculations use the SALES figures updated as part of user-defined history. If you run DSO alone, the results do not reflect the latest sales figures.

The Receivables Update process calculates DSO30 by multiplying the customer's current balance by 30 and dividing by prior period sales. The prior period is the DSO calculation period on the Receivables Definitions - Accounting Options 1 page, even if it crosses a fiscal year.

The Receivables Update process calculates DSO90 by multiplying the current customer balance by 90 and dividing by the sum of sales for the previous three periods. Use a view to sum sales for the three periods before the calculation period, even if a fiscal year boundary is crossed.

Highest Balance (HI_BAL_AMT)

This is the highest balance for the customer for the accounting period. The system uses the system date at the time you run the Receivables Update process, as well as your accounting calendar, to determine the accounting period. If no activity occurs during an accounting period, the system does not create a history record for that period.

Weighted Average Days Late (WTAVGDAYS)

Use the Receivable Update Request page to indicate whether you want to update Weighted Average Days and Weighted Average Days Late figures for subcustomer levels (assuming that subcustomer levels are enabled). The system date at the start of the Receivables Update run and the accounting calendar determine the accounting period for the result.

The amount of the closed item is used to weight the days based on the assumption that a 100,000.00 EUR invoice paid 10 days late is more serious than a 10.00 EUR invoice paid 10 days late. The formula is:

sum (item amount * days late) ÷ sum (item amount)

The item amount is drawn from the first instance of item activity that has the same entry type as the closed item. Days late is the number of days between the due date and the accounting date of the item activity that closed the item.

For example, suppose that a customer has the following closed items: a 1,000.00 USD item 2 days late, a 2,000.00 EUR item 5 days late, and a 3,000.00 EUR item 4 days late. For this customer, WTAVGDAYS equals:

(1,000.00 * 2) + (2,000.00 * 5) + (3,000.00 * 4)] ÷ (1,000.00 + 2,000.00 + 3,000.00) = 24,000.00 ÷ 6,000.00 or 4

The Receivables Update process updates history for Weighted Average Days Late based on the previous activity for the fiscal year and accounting period. If a Weighted Average Days Late value does not already exist for this fiscal year and accounting period, the history is updated. If a Weighted Average Days Late value exists, a running average is computed, using additional information stored by customer history and subcustomer history, if appropriate, similar to the example for Average Days Late. The system date at the

Copyright © 1988, 2025, Oracle and/or its affiliates.

start of the Receivables Update run and the accounting calendar determines the accounting period for the result.

When an item is created, the Item Activity line contains an entry type. This entry type is stored with the item, unless a subsequent Item Activity line has an entry type with the **Prevent Posting of Duplicate Entries** option selected. In this case, the entry type stored with the item changes to the entry type of the subsequent entry.

The **Prevent Posting of Duplicate Entries** option is used when a debit or credit memo is posted before the invoice. Because the system uses the entry type on the item for aging redirection and correspondence inclusion, you can use the invoice entry type as the controlling entry type even though the invoice is not posted first. This is important because Weighted Average Days Late uses the amount associated with the controlling entry type rather than the original amount of the item.

Weighted Average Terms (WTAVGTERMS)

Weighted Average Terms calculates the average number of days allowed for a customer before payment is due, weighted according to the item amount. By default, the calculation is based on the accounting date unless the terms code on the item specifies a different basis date.

Customer payment terms impose limits on the allowable days, and a customer can buy with multiple payment terms. Some invoices can be due in 20 days, others in 30 or 40 days. For example, the Weighted Average Days Late calculation informs you that the customer pays, on average, 5 days late. However, that number is more meaningful when you know that the customer had an average of 25 days to make payments.

The Receivables Update process performs the calculations only if you select **Payment Performance** on the Receivable Update Request page. Settings on the Receivable Update Request page also determine whether the subcustomer history module runs (assuming it is enabled). The accounting period for the result is determined by the Receivables Update run date and your accounting calendar.

Weighted Average Days Paid (WTAVGPAID)

Weighted Average Days Paid is the number of days a customer takes to make payments. The average is weighted by the payment amount, on the assumption that a 1,000.00 USD payment is more significant than a 100.00 USD payment. Weighted Average Days Paid is calculated by adding weighted average terms and Weighted Average Days Late:

days allowed + days late = days taken

For example, weighted average terms of 25, plus Weighted Average Days Late of 5, means that the customer pays an average of 30 days from the invoice date—25 days were allowed, and 5 extra were taken.

The Receivables Update process performs the calculations only if you select **Payment Performance** on the Receivable Update Request page. Settings on the Receivable Update Request page determine whether the subcustomer history module runs (assuming it is enabled). The accounting period for the result is determined by the Receivables Update run date and your accounting calendar.

Related Links

Setting Up Run Controls for Receivables Update

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer History Calculations in the Aging Process

This section discusses the *due* and *high-due* formulas for each history calculation performed during aging.

The Due Family

The Aging process updates these history IDs:

- Current Due
- Future Due
- Past Due
- Other Due

The amounts are based on how you defined an aging ID (the sum category that you selected for each aging category). The history calculations are also affected by any special handling that was defined for entry types. The system date for starting the Aging run determines the fiscal year and accounting period.

The High-Due Family

The Aging process updates these history IDs:

- High Current Due
- High Future Due
- High Past Due
- High Other Due

The amounts are based on the highest amount reached for a given fiscal year and accounting period. The system date for starting the Aging run determines the fiscal year and accounting period.

Setting Up History IDs

Pages Used to Set Up History IDs

Page Name	***Definition Name***	***Usage***
System Defined History Page	CUST_HIST_S_TABLE	Link system-defined history IDs to the SetIDs associated with customers for whom you want to track history.
User-Defined History Page	CUST_HIST_U_TABLE	Create the customer history IDs used to summarize history about customer receivables activity. For each history ID that you create, the system maintains the total specified customer activity for each fiscal year and accounting period.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Setting Up History IDs

To set up history IDs, use the System Defined History (SYSTEM_HIST_TABLE) and the User Defined History (CUST_HIST_TABLE) components.

Use these components to:

- Review system-defined history IDs.
- Define user-defined history IDs.

Note: You must define at least one user-defined history ID called SALES.

System Defined History Page

Use the System Defined History page (CUST_HIST_S_TABLE) to link system-defined history IDs to the SetIDs associated with customers for whom you want to track history.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **System Defined History** > **System Defined History**

This table lists the available system-defined history IDs:

History ID	***Description***
AVGDAYS	Average Days Late
CURRENTDUE	Current Due
DSO30	30 Days Sales Outstanding
DSO90	90 Days Sales Outstanding
FUTUREDUE	Future Due
HI_BAL_AMT	High Balance Amount
HI_CURRENT	High Current Balance
HI_FUTURE	High Future Due
HI_OTHER	High Other Due
HI_PAST	High Past Due

Copyright © 1988, 2025, Oracle and/or its affiliates.

History ID	*Description*
OTHERDUE	Other Due
PASTDUE	Past Due
WTAVGDAYS	Weighted Average Days Late
WTAVGPAID	Weighted Average Paid
WTAVGTERMS	Weighted Average Terms

User-Defined History Page

Use the User-Defined History page (CUST_HIST_U_TABLE) to create the customer history IDs used to summarize history about customer receivables activity.

For each history ID that you create, the system maintains the total specified customer activity for each fiscal year and accounting period.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **User Defined History** > **User-Defined History**

Define as many history IDs as you need.

The system requires a minimum of one user-defined history ID called SALES. The Receivables Update process uses the SALES history ID to calculate DSO. If you cannot use the name SALES for this history ID, then you must change the Receivables Update process to ensure that calculations for DSO are correct.

Field or Control	*Description*
Entry Type and **Entry Reason**	Enter the combination that the system should use to compile customer history. If an entry type has more than one entry reason, you need to list the entry type with each entry reason.

Note: If an entry type does not require an entry reason, you must list the entry type, but leave the entry reason blank. The history then includes those items with the entry reason that you indicated.

Related Links

Setting Up Entry Types and Reasons

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Aging

Page Used to Define Aging IDs

Page Name	*Definition Name*	*Usage*
Aging Page	AGING_TABLE	Define aging IDs that describe how the system ages open items.

Understanding Aging Setup

To set up aging, use the Aging component (AGING_TABLE).

Aging IDs define how the Aging process and aging reports age open items. They also enable you to define unique rules for aging deduction, disputed, collection, and doubtful items, and items paid by drafts with an accepted or remitted status.

Note: For readability, the phrase “items paid by drafts with an accepted or remitted status” may be shortened in this topic to “items paid by drafts”; however, please note that the system ages only items paid by drafts with an accepted or remitted status.

When you age deduction, disputed, collection, and doubtful items as well as items paid by drafts, you choose to do one of the following:

- Age them like normal open items and place them in a category based on the age of the item.
- Define a separate category for either all disputed, deduction, collection, or doubtful items, or items paid by drafts, regardless of their age, or create a separate category for each type of item.

  This categorization is useful when you do not want these item types aged in a date range, but you want to see the total aged amount for these types of items separately.

  You can also set up separate categories based on the dispute or deduction reason, or the collection code.
- Exclude deduction, dispute, collection, or doubtful items, or items paid by drafts, from aging.

  You have two options:

  - Exclude all deduction, disputed, collection, or doubtful items, or items paid by drafts with an accepted or remitted status, aged using the aging ID or any combination of these item types.

    For example, you can exclude deduction and disputed items, but age collection items normally.
  - Exclude deduction and disputed items by their reason or collection items by their collection codes.

    For example, you can exclude authorized deductions that are associated with a product discount, but age the remaining deductions normally or in a deduction category.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The Aging process uses the aging ID assigned to the bill to customer first, then defined at the business unit level to age items. The aging reports use the aging ID that you enter on the run control page to age the items on the reports. The following describes in detail how the system processes the items and how the aging ID is obtained:

1. During the aging process, the system processes all open items from the business unit entered on the run control page.
2. The system checks for an aging ID defined at the customer level for each SetID/customer ID that has open items entered in the business unit on the run control page. If there is a customer-level aging ID, items of this business unit/SetID/customer ID combination will be processed by this aging ID.
3. If this SetID/customer ID does not have an aging ID, then the system uses the aging ID defined at the business unit level.

See the “General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information) for information about setting up the customer-level aging ID. See the Receivables Options - General 1 Page for information about setting up the business unit–level aging ID.

Aging Page

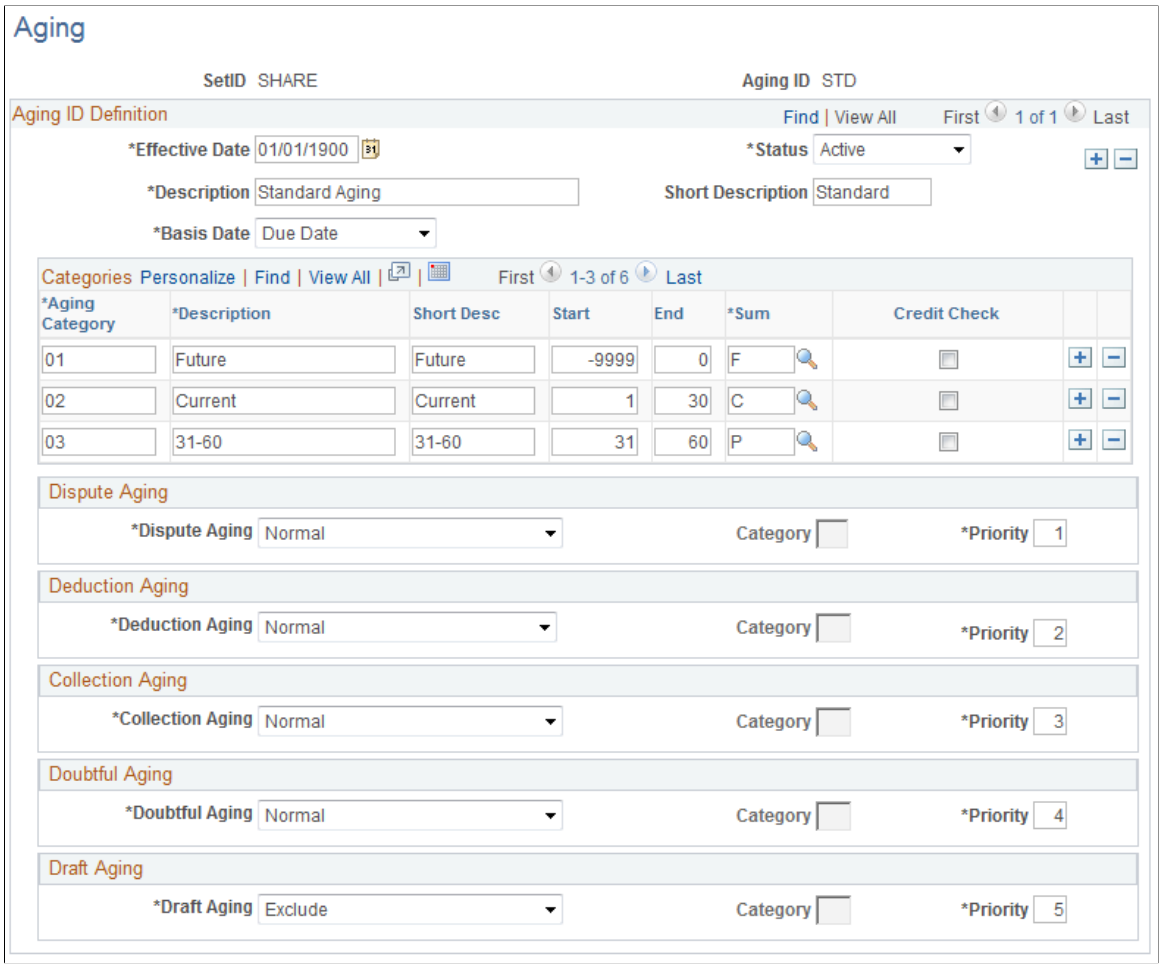
Use the Aging page (AGING_TABLE) to define aging IDs that describe how the system ages open items.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Aging** > **Aging**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



When you run the aging reports or view aging information on inquiry pages, the system uses the aging categories that you define to determine in which bucket to place an item. Each category represents an age range for the items. For example, suppose that you run an aging report using the 30–60 aging ID, as shown in the Aging page. You use an as of date of March 1. If you created an item on January 15, the system puts the item in the 31–60 category, which indicates the item is between 31 and 60 days old. If you defined unique categories for deduction, disputed, or collection items, the system places items flagged as deductions, in dispute, or in collection in the appropriate category.

Field or Control	***Description***
Basis Date	Select the type of date for aging open items. Values are: *As of Date:* A user-defined date for aging items. *Acctg Date* (accounting date): The accounting date for the item. *Item Date:* Usually the invoice date, but it may differ by implementation. *Due Date:* The due date assigned to the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Aging Category and **Description**	Enter an ID for the category and the description that you use to identify the categories on the reports and inquiry pages.
Start and **End**	Enter the number of days that define the beginning and ending of the category. Use *–9999* as the start day for one category and *9999* as the end day for one category. The start date for each category must always be one day greater than the last end day for the previous category with one exception. If you are defining a separate category for disputed, deduction, or collection items, the start and end days is always 9999.
Sum (summarization)	Select a value that links the aging category to one of these summarization categories: *Current Due, Past Due, Future Due,* or *Other.*
Credit Check	Select if the aging category should be considered in the credit checking performed by PeopleSoft Order Management. Upon running the aging process, the system stores the aging total of selected categories with credit check both by business unit and customer ID, and by business unit, customer ID, and subcustomer.
Dispute Aging and **Category**	Specify how the system ages disputed items. Values are: *Categorize:* Select if you have created a unique category for disputed items and enter the category ID in the **Category** field. You can use the same category ID for all types of items or create a unique category for the different types of items. *Exclude:* Select if you do not want to age all disputed items. *Normal:* Select to age items normally by the basis date. *Vary by Disp Status:* Select to age disputed items based on the aging method for their dispute reason on the Dispute Reason page.
Deduction Aging and **Category**	Specify how the system ages deduction items. Values are: *Categorize:* Select if you have created a unique category for deduction items and enter the category ID in the **Category** field. You can use the same category ID for all types of items or create a unique category for the different types of items. *Exclude:* Select if you do not want to age all deduction items. *Normal:* Select to age items normally by the basis date. *Vary by Ded Status:* Select to age deduction items based on the aging method for their deduction reason on the Deduction Reason page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Collection Aging and **Category**	Specify how the system ages collection items. Values are: *Categorize:* Select if you have created a unique category for collection items and enter the category ID in the **Category** field. You can use the same category ID for all types of items or create a unique category for the different types of items. *Exclude:* Select if you do not want to age all collection items. *Normal:* Select to age items normally by the basis date. *Vary by Coll Status:* Select to age collection items based on the aging method for their collection code on the Collection Code page.
Doubtful Aging and **Category**	Specify how the system ages doubtful items. Values are: *Categorize:* Select if you have created a unique category for doubtful items and enter the category ID in the **Category** field. You can use the same category ID for all types of items or create a unique category for the different types of items. *Exclude:* Select if you do not want to age all doubtful items. *Normal:* Select to age items normally by the basis date.
Draft Aging and **Category**	Specify how the system ages draft items. The system includes closed items paid by draft with a Draft Status of *Accepted* or *Remitted* in the aging process and aging reports because, although these items are closed, the company has not received funds for them yet while the draft is accepted or remitted. Values are: *Categorize:* Select if you have created a unique category for draft items and enter the category ID in the **Category** field. You can use the same category ID for all types of items or create a unique category for the different types of items. *Exclude:* Select if you do not want to age draft items. This is the default value. *Normal:* Select to age items normally by the basis date. Draft items will be categorized in the regular categories based on their age.
Priority	Enter a number to indicate which rule to use for an item that is marked with more than one dispute, deduction, collection, doubtful, or draft flag. An item can be aged based on only one of the reason codes. For example, if an item is a disputed item and in collection, the priority number indicates whether the system should use the disputed aging rule or the collection aging rule.

The aging methods for individual dispute reasons, deduction reasons, and collections codes are to age normally, use a specific category, or be excluded from aging.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Use the Entry Type page to place all items for an entry type in a specific aging category.

Related Links

Setting Up Entry Types and Reasons
Setting Up Exception Reasons and Collection Codes
Generating Aging Reports

Setting Up Subcustomer Qualifiers

Pages Used to Define SubCustomer Qualifiers

Page Name	*Definition Name*	*Usage*
SubCustomer Qualifier 1 Page	SUBCUST_QUAL1_TBL	Define the first set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.
SubCustomer Qualifier 2	SUBCUST_QUAL2_TBL	Define the second set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.

Understanding SubCustomer Qualifiers

To set up subcustomer qualifiers, use the SubCustomer Qualifier 1 (SUBCUST1) and the SubCustomer Qualifier 2 (SUBCUST2) components.

Use subcustomer qualifiers to record history and aging information for a subset of your business with a customer or for a cross-section of your business across different customers. Based on the selection on the Installation Options - Overall page, the system can use one subcustomer qualifier, both qualifiers, or neither. If installation options enable both subcustomer qualifiers, you can limit their use for individual customers by allowing both, one, or none for a customer on the Miscellaneous General Info page.

If you elect to use one or both qualifiers, you must define valid qualifiers by TableSet.

This table provides an example of how you might use subcustomers for a large customer to whom you sell and ship products throughout the world:

SubCustomer Qualifier 1 - Collector Locations	*SubCustomer Qualifier 2 - Shipping Locations*
Sydney	New York
London	Tokyo

Copyright © 1988, 2025, Oracle and/or its affiliates.

You run the Receivables Update process to update DSO for the customer and discover that their DSO is at 40 days. If you select the **SubCustomer** check box when you run the Receivables Update process, you find that:

- SubCustomer qualifier 1 shows that the DSO in Sydney is 60 days and in London is 20 days.

  This result might mean that the collector in Sydney is not doing as good a job as the collector in London.

- SubCustomer qualifier 2 shows that when shipments are made from Tokyo, payments are received in 25 days.

  When shipments are made from New York, payments are received in 55 days. Therefore, the DSO for the entire customer is calculated at 40 days. You might use this information to contact customers in New York to determine if they are experiencing a problem with their shipments, so that you can correct the problem.

Note: SubCustomer qualifiers are also available as search criteria on some inquiry pages, such as the Item List page or the Outstanding Customer Payments page.

SubCustomer Qualifier 1 Page

Use the SubCustomer Qualifier 1 page (SUBCUST_QUAL1_TBL) to define the first set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Customers** > **SubCustomer Qualifier One** > **SubCustomer Qualifier 1**

SubCustomer Qualifier 2 Page

Use the SubCustomer Qualifier 2 page to define the second set of customer qualifiers that the system uses to categorize the customers' data for recording balance, historical, aging, and reporting purposes.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Customers** > **SubCustomer Qualifier Two** > **SubCustomer Qualifier 2**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Parallel Processing for Aging

Pages Used to Set Up Parallel Processing for Aging

Page Name	*Definition Name*	*Usage*
Server Definition Page	SERVERDEFN	Define the maximum concurrent processes for Application Engine processes. See Defining the Maximum Concurrent Processes for the Server. See the product documentation for *PeopleTools: Process Scheduler* for more information.
AR Parallel Processing Options Page	PARALLEL_AR_SBP	Specify the exact number of parallel processes or partitions that you want for Aging. See Defining the Number of Parallel Processes.
Job Definition Page	PRCSJOBDEFN	Add additional Aging process definitions to run the Aging Parallel multiprocess job (AR_AGE). See Adding More Parallel Processes to the AR_AGE Multiprocess Job.
Process Definition Page	PRCSDEFN	Add additional Aging process definitions if you need to run more than eight parallel processes. Adding Additional Aging Process Definitions.

Understanding Parallel Processing for the Aging Process

PeopleSoft Receivables enables you to process multiple Aging processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

The Aging - Parallel multiprocess job (AR_AGE) includes:

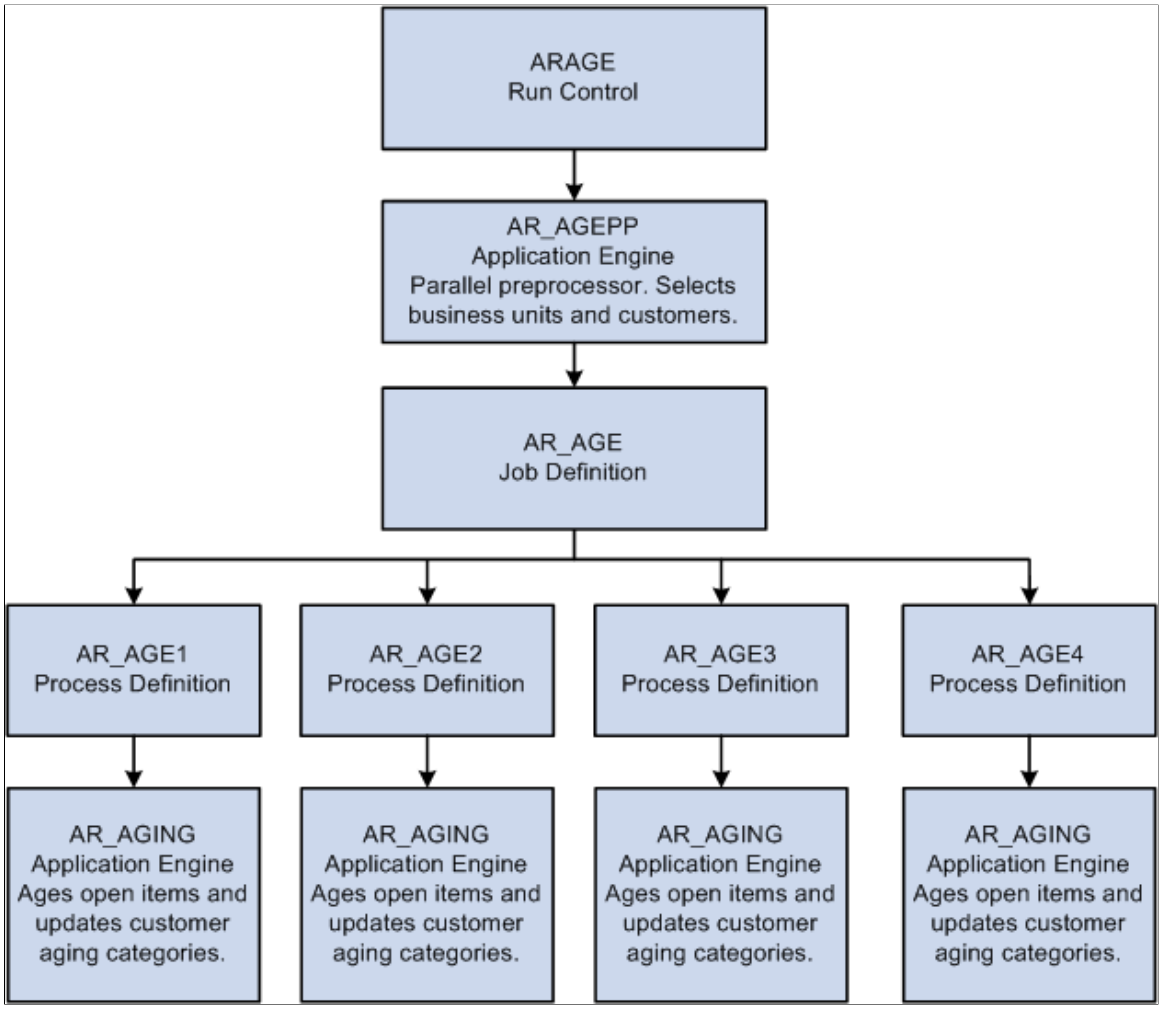
- The Aging Parallel Preprocessor Application Engine process (AR_AGEPP).
- The Aging Parallel multiprocess job (AR_AGE).

The following diagram illustrates the process flow of the AR Parallel Aging process (AR_AGE) for four separate AR jobs. After setting up the AR_AGE Run Control page, the AR_AGEPP Application Engine

Copyright © 1988, 2025, Oracle and/or its affiliates.

parallel preprocessor selects business units and customers, then the AR_AGE runs the job definition for the jobs AR_AGE1, AR_AGE2, AR_AGE3, and AR_AGE4. The AR_AGING Application Engine ages open items and updates customer aging categories for each job.

Process flow of the AR Parallel Aging process (AR_AGE) for four separate AR jobs



When you use the Process Monitor to check the status of the process, you view the status of the Aging Parallel Preprocessor process (AR_AGEPP) and each process within the Aging Parallel multiprocess job (AR_AGE). The system does not indicate that the Aging - Parallel multiprocess job (AR_AGE) is successful until each parallel process completes. The Job Message Log Summary page summarizes all the individual parallel process message log messages for the entire AR_AGE job.

This section discusses:

- AR_AGEPP process
- AR_AGE multiprocess job

AR_AGEPP Process

The Aging Parallel Preprocessor process (AR_AGEPP) acts as a preprocessor for the aging process and also:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Selects business units and customers for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.
- Initiates the Aging Parallel multiprocess job (AR_AGE) that starts child processes in parallel.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors that you previously set up. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_AGE Multiprocess Job

The Aging Parallel multiprocess job (AR_AGE) contains all the Application Engine process definitions that you use for parallel processing, such as AR_AGE1. Each process definition calls the AR_AGING Application Engine process, which actually ages the open items, updates the customer aging categories, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions, AR_AGE1 through AR_AGE8. If you want to run more than eight partitions of the Aging process at once, you must define additional process definitions. Use the AR_AGE1 process definition as an example.

The standard setup for the Aging Parallel multiprocess job (AR_AGE) is to run a single threaded process and contains only the AR_AGE1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. Oracle suggests that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Payment Predictor (AR_PREDICT), Statements (AR_STMT), and Receivable Update (AR_UPDATE) processes, the maximum instances apply to those processes, as well. For example, if you want to run eight instances for the Receivables Update process and four for the Aging process, you must configure your server for eight instances.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section – PSAESRV.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

The section looks as follows:

```
Values for config section - PSAESRV.

Max Instances = 3.

Recycle Count=0

Allowed Consec Service Failures=0.
```

2. Change the value for **Max Instances** to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Use the Server Definition page (SERVERDEFN) to define the maximum concurrent processes for Application Engine processes.

Navigation:

PeopleTools > **Process Scheduler** > **Servers** > **Server Definition**

Field or Control	*Description*
Process Type and **Max Concurrent**	For the Application Engine process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Defining the Number of Parallel Processes

Use the AR Parallel Processing Options page (PARALLEL_AR_SBP) to specify the exact number of parallel processes or partitions that you want for Aging.

Navigation:

Set Up Financials/Supply Chain > **Install** > **Installation Options** > **Receivables** and click the **Parallel Processing Options** link.

Field or Control	*Description*
Parallel Process and **Maximum Partitions**	Enter the exact number of partitions or parallel processes that you want to run for the AR_AGE parallel process.

Adding More Parallel Processes to the AR_AGE Multiprocess Job

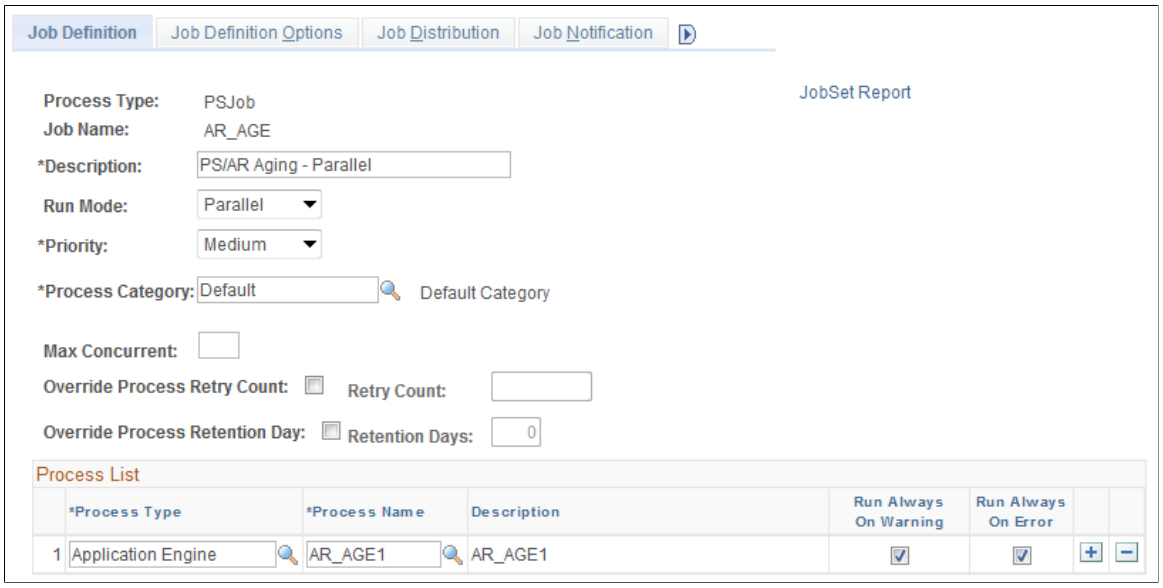
Use the Job Definition page (PRCSJOBDEFN) to add additional Aging process definitions to run the Aging Parallel multiprocess job (AR_AGE).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

PeopleTools > **Process Scheduler** > **Jobs** > **Job Definition**

This example illustrates the fields and controls on the Job Definition page.



Field or Control	*Description*
Run Mode	Always select *Parallel.*
Process Type and **Process Name**	Enter *Application Engine* for the type and select from *AR_AGE2* to *AR_AGE8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added. **Note:** You must have the same number of rows in the process list as you enter in the **Maximum Partitions** field on the AR Parallel Processing Options page.
Run Always On Warning and **Run Always On Error**	You must select these check boxes.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Adding Additional Aging Process Definitions

Use the Process Definition page (PRCSDEFN) to add additional Aging process definitions if you need to run more than eight parallel processes.

Navigation:

PeopleTools > **Process Scheduler** > **Processes** > **Process Definition**

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_AGE1 process definition, with two exceptions:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Use another name.
- Use another description.

Use this format for the name: AR_AGE#, for example AR_AGE9.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 9

Setting Up Payment Predictor Processing

Understanding Payment Predictor Processing

The Payment Predictor Application Engine process (ARPREDCT) is the automatic cash application process in PeopleSoft Receivables. It provides an alternative to applying payments using an express deposit or payment worksheet. Think of Payment Predictor as an automated version of the payment worksheet, which is used to match payments manually to open items or to create adjustments or write-offs for overpayments and underpayments. The items, which have a payment method of cash, check, credit card, electronic file transfer, or giro - EFT, qualify for Payment Predictor processing. The ones with direct debit and draft payment methods are processed by other processes.

This topic discusses:

- Payment Predictor process flow.
- Algorithms and methods.
- Payment Predictor and multicurrency processing.
- Item-level adjustments and reference values.
- Payment Predictor multiprocess job.

Payment Predictor Process Flow

Payment Predictor processes payments in stages. Before you run the Payment Predictor process, you must establish a hierarchy for processing business units, customers, deposits, and payments. You must also decide which customers or payments to exclude from Payment Predictor.

The source of payments does not matter when you use Payment Predictor. Payments can be online payments that are entered in a regular or express deposit, or they can enter the system through an electronic interface, such as electronic data interchange (EDI), bank statement reconciliation, a lockbox interface, the cash drawer receipts interface (CDR_LOADPMT), or the Excel Edit process.

Each payment must have a Magnetic Ink Character Recognition (MICR ID), customer ID, or some other type of reference information. The system uses the reference information to match payments to customers.

Payment Predictor first looks for the MICR ID. If it finds a valid MICR ID, it moves on to the next stage. If it does not find a valid MICR ID, it then looks for a customer ID with a business unit. If it does not find a valid customer ID with a business unit, then it looks for a customer ID without a business unit and uses the deposit business unit to determine which SetID should identify the customer and the remit from customer.

After Payment Predictor finds and validates the reference information, it stores the results in temporary tables. The temporary tables are used to identify which payment processing method the system uses.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When you set up Payment Predictor, you create a payment predictor method that includes a detailed set of instructions for applying payments. The method also includes instructions for handling payments that cannot be applied, such as placing the payment on the customer's account, generating a payment worksheet so that the payment can be manually applied, or releasing the payment.

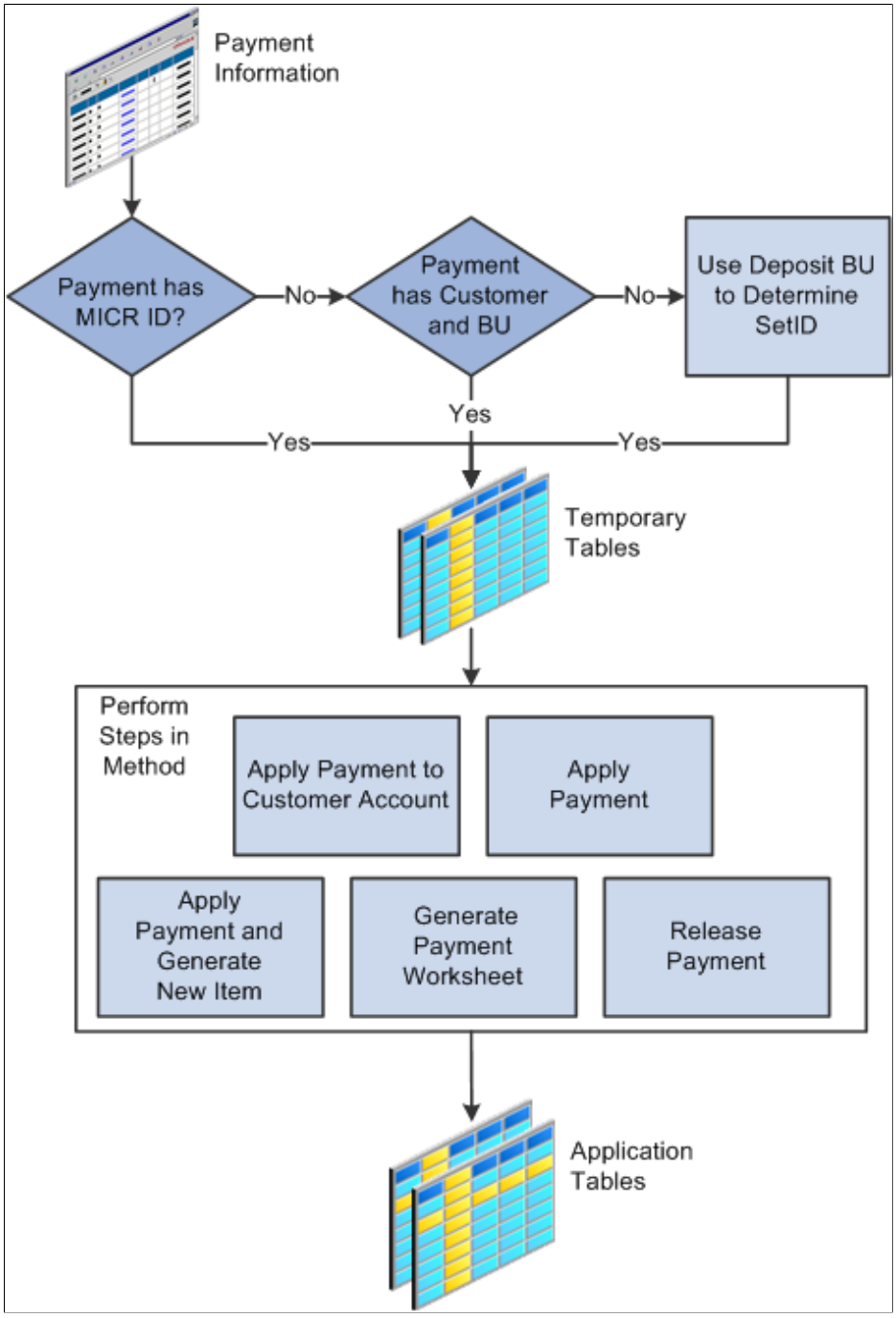
After Payment Predictor has completed every step in the method, it moves the payment information from the temporary tables to the application tables.

Note: If the only reference information is the deposit business unit, you can direct Payment Predictor to apply the payment to a control customer. To do so, create a payment predictor method that contains a step without an identified customer identity and without an instruction to generate an item for a control customer. Assign this method to the deposit business unit.

This flowchart illustrates the Payment Predictor process flow. Starting with the identification of the reference information (MICR ID, customer ID, and more), the Payment Predictor process stores this information to temporary tables, which are used to identify the payment processing method. After Payment Predictor processes the method's steps, it moves the payment information to the application tables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Predictor process flow: Starting with the identification of the reference information, the Payment Predictor process stores the reference information to temporary tables, which are used to identify the payment processing method. After Payment Predictor processes the method's steps, it moves the payment information to the application tables



Algorithms and Methods

Before you use Payment Predictor, you must establish exactly what you want it to do. How will you handle overpayments and underpayments? Should complex payments be reviewed before posting? You use algorithms and methods to tell Payment Predictor what kind of payment situations to expect and how to handle each one.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithms are SQL statements that match payments with open items according to the criteria that you specify. *Algorithm groups* are collections of related algorithms. For example, the algorithm group PASTDUE includes two algorithms: PASTGR for all past due items without a discount and PASTNET for past due items with a discount.

Methods are a series of steps that are performed conditionally based on remittance information. Methods reference one or more algorithm groups.

The Payment Predictor algorithms use SQL to define how to match payments with open items. The program's flexibility means that the required setup generally needs the attention of the technical members of your project team who are fluent in SQL, especially for changes to algorithms. For method setup, the more technical members of the project team require input from the team members who are familiar with your customers' remittance patterns and exception processing procedures.

Payment Predictor and Multicurrency Processing

Payment Predictor applies payments even if the currency for the item and the currency for the payment are different. When more than one currency is involved in a payment, Payment Predictor looks at:

- The payment currency (PAYMENT.PAYMENT_CURRENCY).
- The base currency of the deposit business unit (PAYMENT.CURRENCY_CD).
- The item currency (ITEM.BAL_CURRENCY).
- The base currency of the item business unit (ITEM.CURRENCY_CD).

If the currencies are different, the process places the rows that have different currencies in the Payment Predictor Multicurrency Conversion table (PS_PP_MULTC_TAO). It converts the item amount to the currency for the payment using the exchange rate on the payment date to do the conversion.

Payment balancing is performed in the payment currency. The PAY_AMT field in the PS_PP_ITEM_TAO table contains the item amount in the payment currency. When a step in a payment predictor method generates an item to balance a payment, the Payment Predictor process uses exchange rate information for the payment and creates the item in the payment currency.

Realized Gain and Loss

The system calculates a gain or loss if a difference exists between the item amount in the base currency for the business unit of the item on the accounting and payment dates for the item.

If a discount has a gain or loss amount, the amount is included in the realized gain and loss calculation for the item.

Payment-Level Adjustments

When you use the #REFS algorithm group and one payment in a deposit pays for multiple items, then Payment Predictor creates one adjustment entry at the payment level instead of the item level. For example, if a payment pays for two items, Payment Predictor looks at the sum of both items and the payment amount. It uses this information to determine whether an overpayment or underpayment condition exists and to create one adjustment entry. The adjustment entry is either an on-account or write-off item.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Item-Level Adjustments

Detail reference information always includes the amount of the payment that Payment Predictor applies to an item. If the amount of the payment does not match the amount of the item, Payment Predictor handles it in the following way:

1. Closes the item as paid in full.
2. Calculates any realized gain or loss based on the entire amount, if needed.
3. Creates a new item based on the action to be taken as defined in the Payment Predictor method with the exception of the action, Release the Payment. For example, it could put it on account, write it off, make an adjustment, or make a deduction with an option to create a worksheet for review before posting. The action choice made in the Payment Predictor method for each condition should be tailored to your specific business requirements.

For example, a detail payment method could designate the following actions for handling an unmatched payment:

- When the overpayment exceeds 100.00 EUR or 25 percent, it releases payment for next matching.

  No new item is created on this condition.

- When the underpayment exceeds 5.00 EUR, it creates a deduction item with the unmatched amount as its balance amount.
- When the underpayment is less than 5.00 EUR, it creates an item with the amount and writes it off.

  The new item has the original item ID in the document field as a reference. The process creates two items in this case. For underpayments, it creates a WS-07 item to adjust the underpayment and then a WS-11 item (write-off an underpayment).

Related Links

Understanding Realized Gain and Loss Processing

Item-Level Adjustments and Reference Values

If Payment Predictor creates new on-account, underpayment, overpayment, prepayment, or deduction items when it applies a partial payment, it assigns the reference information that is provided with the payment to the new items. The process uses the reference qualifier code in the Payment ID Item table (PS_PAYMENT_ID_ITEM) to determine what reference field to populate for the new item. If a payment has multiple references, the process retains all the reference values unless multiple references exist for the same reference qualifier code.

This table provides an example of how the process assigns reference values if multiple references exist:

Reference Qualifier Code	*Reference Value*	*Action*
I (item)	Item100	Does not assign reference value to new item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reference Qualifier Code	*Reference Value*	*Action*
I (item)	Item200	Does not assign reference value to new item.
O (order)	Order100	Assigns reference value to new item.
P (purchase order number)	PO100	Assigns reference value to new item.

The process populates these fields with reference values:

- Document
- Item ID
- Bill of Lading
- Letter of Credit
- Order Number
- PO Ref (purchase order reference)
- SubCustomer1
- SubCustomer2

If the reference value has the I (item) reference qualifier code and the value is the same as the item ID for the new item, the process places the reference value in the **Document** field.

This functionality enables you to match new credits and debits with the items that Payment Predictor creates using the Automatic Maintenance process (AR_AUTOMNT). To match the items, you should build automatic maintenance methods that match items by the appropriate reference fields and item amounts. This functionality is very useful if you use the Cash Drawer Receipts feature to enter payments and deposits for counter sales.

Related Links

Setting Up Automatic Maintenance Methods

Payment Predictor Multiprocess Job

The Payment Predictor multiprocess job (ARPREDCT) is a shell process that runs multiple subprocesses that process different sets of data concurrently. The multiprocess job contains two subprocesses that run sequentially. The second subprocess runs multiple child processes in parallel when you set up parallel processing for the Payment Predictor process.

- The AR_PREDICT1 Application Engine process gathers the data for the process run, determines how many rows each parallel process should process, and starts each parallel process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- The Payment Predictor multiprocess job (AR_PP) starts after AR_PREDICT1 and calls each of the child processes that you define for it, such as AR_PP1 or AR_PP2. The child processes are multiprocess jobs and run in parallel.

  Each child process, such as AR_PP1, calls the AR_PREDICT2 Application Engine process, which does the actual payment application. AR_PREDICT2 matches the payments, updates the application tables, and generates process instances before ending the process. Each child process has its own process instance number and set of temporary tables and matches payments independently from the other child processes.

Related Links

Setting Up Parallel Processing

Defining Algorithm Groups

This topic provides overviews of algorithm groups, Payment Predictor modes, and sample algorithm groups, and discusses how to:

- View algorithm groups.
- Deactivate an algorithm in an algorithm group.
- Add an algorithm group.
- Use #DETAIL and #DTL_TLR for partial payments and deductions.
- Use the #OVERDUE algorithm group.
- Review Payment Predictor and special conditions.

Understanding Algorithm Groups

Before you can use Payment Predictor to apply payments automatically, you must select and refine the algorithms that determine how Payment Predictor handles specific payment situations.

An algorithm group is a collection of related algorithms. An algorithm group represents a section in the Payment Predictor process and each algorithm in the group represents a step in the section. Each algorithm has at least three statements:

- A statement that names the algorithm within the group.
- An insert statement that populates the PS_PP_MATCH_TAO temporary table.

  This step is usually named for the algorithm within the group, but it can be named anything.
- A statement that performs the post-match processing.

PeopleSoft Receivables has sample algorithm groups that you can use to set up Payment Predictor. You can use an algorithm group as delivered. You can deactivate the algorithms in the group that you do not want to use, copy the same algorithm group to another method, and then deactivate different algorithms. You can create new algorithm groups as needed by copying algorithms from other algorithm groups and then modifying the algorithms to suit your particular needs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Payment Predictor Modes

Algorithm groups have instructions for processing payments. The instructions are based on the type of reference information that was used to match payments to customers. This table lists the type of reference information:

Type	*Description*
Customer reference information	Information such as the MICR ID or customer ID that is supplied with a payment. If a customer reference is not found, Payment Predictor uses item summary reference information or detail reference information to identify the customer.
Item summary reference information	Reference information that does not include the amount, for example, an item ID and reference qualifier code of I on payment entry.
Item detail reference information	Reference information that includes the amount, for example, item ID and item amount on payment entry.

The following table describes payment predictor modes:

Payment Predictor Mode	*Description*	*Payment Predictor Result*
Payments with customer identified and no item reference information provided.	Selects processing method for payments that are missing reference information.	If a payment is missing reference information, Payment Predictor places all open items for all of the customers identified by the payment into a temporary table called PS_PP_ITEM_TAO. **Note:** If the deposit in a Payment Predictor run has more than one payment with the same customer ID and business unit, the process processes only the first payment when you are using one of these algorithm groups: #BALANCE, #COMBOS, #OLDEST1, #OLDESTC, #OVERDUE, or #PASTDUE. For example, the deposit has three payments: Payment 1: References customer USA01 and business unit US001. Payment 2: References customer USA05 and business unit US001. Payment 3: References customer USA05 and business unit US001. The algorithm group would process only payments 1 and 2.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Predictor Mode	*Description*	*Payment Predictor Result*
Payments with item summary reference information and the customer identified does not matter.	Selects a processing method for payments with summary reference information. (Summary reference information does not include the amount. Example: item ID with no item amount.)	Payment Predictor places all matched open items for all of the customers identified by the payment into a temporary table called PS_PP_ITEM_TAO.
Payments with item detail reference information and the customer identified does not matter.	Selects a processing method for payments with detail reference information (includes amount), for example, item ID and item amount.	Detail reference information enables you to use Payment Predictor to process deductions that are associated with a payment. For example, a deduction for prior freight damages of 100.00 CAD can be processed with a payment of 900.00 CAD to pay an open item of 1,000.00 CAD. The sum of the detail reference items less the sum of the deductions should equal the payment amount.

Understanding Sample Algorithm Groups

The following table lists the sample algorithm groups that come with PeopleSoft Receivables. As you review the samples, consider the automatic cash application capabilities of your current system and your customers' remittance patterns.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
#BALANCE	Selects all open items for identified customers, only if the payment amount exactly matches the open items total.	Payments without item references only and customer identified.	BALGR: Selects all open items.
			BALNET: Selects all open items minus earned discounts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group ***SECTION***	***Selects These Open Items***	***Use For***	***Algorithms in Group*** ***STEPS***
#COMBOS	Selects all open items for identified customers only if the payment amount matches an item amount, an item amount with discount, or the total amount of any two items. The algorithm selects an item only if only one item matches the payment amount or if only two items match the payment amount. For example, if the payment amount is 200.00 EUR and one item for 200.00 EUR exists, it selects that item. However, if the payment amount is 200.00 EUR and two items exist, each for 200.00 EUR, it does not select any items.	Payments without item references only and customer identified.	DEBITGR: Selects a single unique open item. DEBITNT: Selects a single unique open item minus earned discount. ANY2GR: Selects any two unique open item balances combined.
#OLDEST1	Selects items with oldest due dates first until the remaining payment amount is less than the next item.	Payments without item references only and customer identified.	OLDEST: Selects open items in oldest first order by due date. Creates a partial payment for the next item.
#OLDESTC	Adds all items with credit balances to the payment amount. Then selects items with debit balances in oldest due dates order until the remaining payment amount is less than the next item.	Payments without item references only and customer identified.	CREDITS: First adds all credits to the payment amount. Then selects open items in oldest first order by due date. Creates a partial payment for the next item.
#OVERDUE	Selects all overdue items for payment matching using the sequence of the entry reasons associated with overdue charges.	Payments without item references only and customer identified.	OVERDUE: Selects the items to apply to the payment. First uses the sequence of overdue entry reasons. Then selects open items in oldest first order by due date. Creates a partial payment for the next item.
#PASTDUE	Selects all past-due items for the customers identified only if the payment amount exactly matches the total of the past-due items.	Payments without item references only and customer identified.	PASTGR: Selects all past-due open items. PASTNET: Selects all past-due open items minus earned discounts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
#REFS	Selects open items that exactly match the references supplied with a payment.	Payments with item summary references only and customer identified does not matter.	*ITEMREF:* Selects all open items identified by the references regardless of customer identification. Enables you to add a unique debit or credit item for an underpayment or overpayment that completes the application. If a customer reference is provided, Payment Predictor selects the items where the item ID matches the item summary reference and customer ID matches the customer reference. If a customer reference is not provided, and only an item summary reference is provided, Payment Predictor selects the items where the item ID matches the item summary reference.
			MULPAY: Payment Predictor selects the payments with matching reference values and payment currency, then applies multiple payments to the same item.
#REF_ONE	Selects only open items that exactly match the references supplied with a payment.	Payments with item summary references only and customer identified.	ONECUST: Selects all open items identified by the references limited to the customer whose MICR ID or customer ID is supplied with the payment. Enables you to add a unique debit or credit item that completes the application.
#REFS_NG	Uses reference information that does not exactly match to select items.	Payments with item summary references only and customer identified does not matter.	PeopleSoft Receivables includes these algorithms as samples of possible ways for dealing with bad references. They are platform-specific and you can take advantage of any functions that your database allows.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
			FIRST8: Selects all open items identified by the first eight characters of the references.
			MIDDLE7: Selects all open items identified by the seven characters after the first three characters in the references.
#DETAIL	Selects only open items that exactly match the references supplied with a payment.	Payments with item detail references only and customer identified does not matter. Created adjustments only adjust remaining overpayment or underpayment.	DETAIL: Selects all open items identified by matched references. Also accepts WS-08 deduction references. Payments with detail references should balance, but if not, the #DETAIL algorithm creates an Adjust Remaining Underpayment item for underpayments or an Adjust Remaining Overpayment item for overpayments.
#DTL_TLR	Selects only open items that exactly match the references supplied with a payment.	Payments with item detail references only and customer identified does not matter.	DTL_TLR Selects all open items identified by matched references. Closes items that match the payment amount. If an underpayment exceeds the tolerances, it looks at the bill to customer to determine whether partial payments are allowed. If they are allowed, it creates a partial payment on the item. The actions taken are based on the selections on the Receivables Options - Predictor Detail Options page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
#DTL_PM	Selects only open items that exactly or approximately match the detail references supplied with a payment.	Payments with item detail references. Identified customer does not matter.	#DTL_PM: • First Pass: Selects all open items identified by matched references, including deduction references (WS-08). • Second Pass: Whenever an overpayment is about to be created and there are unmatched items referenced in the payment, this algorithm serves as an example of how to deal with bad references. You can easily modify the algorithm to adapt to your organization's needs for matching open items. • FIRST8 Selects all open items identified by the first eight characters of the reference. • MIDDLE7 Selects all open items identified by the seven characters after the first three characters in the reference. Payments handled by this algorithm method should balance. If any of the payments do not balance, the #DTL_PM algorithm creates an Adjust Remaining Underpayment item (WS-07) for underpayments or an Adjust Remaining Overpayment item (WS-06) for overpayments. If the customer cannot be identified for the new item,

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
			the algorithm applies the payment item based on the value selected (First, Last, Specify) for the Control Customer and Business Unit field on the **Receivables Options** > **Predictor Details Options** page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
#DTL_TPM	Selects open items that exactly or approximately match the detail reference item supplied with the payment.	Payments with item detail references only and customer identified does not matter.	#DTL_TPM: • First Pass: Selects all open items identified by exactly matched references. • Second Pass: Whenever an overpayment is about to be created, and there are unmatched items referenced in the payment, this algorithm serves as an example of how to deal with bad references. You can easily modify the algorithm to adapt to your organization's needs for matching open items. • FIRST8 Selects all open items identified by the first eight characters of the reference. • MIDDLE7 Selects all open items identified by the seven characters after the first three characters in the reference. If an underpayment exceeds the tolerances specified on the **Receivables Options** > **Predictor Detail Options page.** The system looks at the Bill To customer to see whether partial payments are allowed. If partial payments are allowed, it creates a partial payment on the item. If the customer cannot be identified for the new item, the algorithm applies the payment item based on the value selected (First, Last,

Copyright © 1988, 2025, Oracle and/or its affiliates.

Algorithm Group *SECTION*	*Selects These Open Items*	*Use For*	*Algorithms in Group* *STEPS*
			Specify) for the Control Customer and Business Unit field on the **Receivables Options** > **Predictor Details Options page.**
#STATMNT	Selects items from the most recent customer statement.	Payments without item detail references and customer identified.	STMTALL: Selects items from the most recent statement. The payment amount must exactly match the total amount of the items on the statement.

Viewing Algorithm Groups

This section explains how to view the contents of an algorithm group.

To view an algorithm group:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.
2. Locate the name of the algorithm group in the sections.

   Algorithm groups have names that start with # and appear first in the list.
3. To view details about the algorithms (steps), expand the algorithm group.

   Some algorithm groups, such as #BALANCE and #REFS, may have steps in a repeating pattern. More details about this pattern are in the example that follows this procedure.
4. To view the SQL statement, double-click the SQL folder for the algorithm.

Example: #BALANCE

To understand how a customer-based algorithm group works, examine #BALANCE. This algorithm group compares the amount of the payment to the total of all items for the customer. When you scroll through the steps, you might notice that the steps have a pattern: ALGO_1, BALGR, ALGO_X1, then ALGO_2, BALNET, ALGO_X2.

Payment Predictor evaluates overpayments and underpayments based on the information in the PS_PP_MATCH_TAO. As long as an item has not been selected by another payment, it either fully applies a payment (if it matches the balance of all open items) or it does not apply it at all. An overpayment or underpayment condition cannot exist.

In one case, however, an overpayment condition can exist. Payment Predictor processes two payments together for the same customer, and the first payment pays one item while the second payment pays the entire customer balance including that same item. This situation might occur if the customer forgets that the first payment has already been made when they create the second payment. In this case, Payment Predictor determines that the sum of the open items matches the amount of the payment. It inserts rows

 Copyright © 1988, 2025, Oracle and/or its affiliates.

only for items that are not already selected by another payment into the PS_MATCH_TAO temporary table. In this limited case, Payment Predictor detects and evaluates an overpayment condition.

If in your business environment applying a tolerance to the evaluation of a balance makes sense, modify the algorithm to include a tolerance calculation. This modification directs Payment Predictor to insert into PS_PP_MATCH_TAO item rows for which the total nearly, but not exactly, matches the amount of the payment. This tolerance calculation then enables Payment Predictor to recognize an overpayment or underpayment condition and then to take the appropriate action. This table describes the steps in the #BALANCE algorithm group:

Step	***Description***

ALGO_1	Sets the name of the algorithm within the group. It updates the payment for any payments applied by this algorithm.
	
	Type: Select
	
	Statement:
	
	`%SelectInit(ALGORITHM )`
	`SELECT 'BALGR'`
	`FROM PS_INSTALLATION`
	`WHERE 1 = 1`

"THE INSERT"	Populates PS_PP_MATCH_TAO. This step is usually named for the algorithm within the group but can be called anything. In this algorithm, the name of the first algorithm is BALGR.
	
	Type: Update/Insert/Delete
	
	Statement:
	
	`%Sql(ARPREDICT$CLAUSESCUSTIDU)`
	`AND P.PAYMENT_AMT =`
	`( SELECT SUM(PAY_AMT)`
	`FROM %Table(PP_ITEM_TAO)`
	`WHERE PROCESS_INSTANCE = P.PROCESS_INSTA⇒`
	
	`NCE`
	`AND DEPOSIT_BU = P.DEPOSIT_BU`
	`AND DEPOSIT_ID = P.DEPOSIT_ID`
	`AND PAYMENT_SEQ_NUM = P.PAYMENT_SEQ_NUM ⇒`
	
	`)`

Copyright © 1988, 2025, Oracle and/or its affiliates.

Step	*Description*

ALGO_X1	If the system works after the process populates PS_PP_MATCH_TAO, it removes invalid items from PS_PP_MATCH_TAO and classifies the payment as either fully applied, over-applied, or under-applied. Runs a section called ALGRDONE.
	
	Type: Do When
	
	Statement:
	
	`%SelectInit(AE_EXISTS)`
	`SELECT 'X'`
	`FROM %Table(PP_MATCH_TAO)`
	`WHERE PROCESS_INSTANCE =`
	`%Bind(PROCESS_INSTANCE)`
	`AND PP_PROC_FLAG = '0'`

ALGO_2	The name of the second algorithm in the group if more than one exists.
	
	Type: Select
	
	Statement:
	
	`%SelectInit(ALGORITHM )`
	`SELECT 'BALNET'`
	`FROM PS_INSTALLATIONWHERE 1 = 1`

"THE INSERT"	Populates PS_PP_MATCH_TAO. This step is usually named for the algorithm within the group, but can be called anything. In this algorithm, the name of the second algorithm is BALNET.
	
	Type: Update/Insert/Delete
	
	Statement:
	
	`%Sql(ARPREDICT$CLAUSESCUSTIDU)`
	`AND P.PAYMENT_AMT =`
	`( SELECT SUM(PAY_AMT - DISC_PAY)`
	`FROM %Table(PP_ITEM_TAO)`
	`WHERE PROCESS_INSTANCE = P.PROCESS_INSTA⇒`
	
	`NCE`
	`AND DEPOSIT_BU = P.DEPOSIT_BU`
	`AND DEPOSIT_ID = P.DEPOSIT_ID`
	`AND PAYMENT_SEQ_NUM = P.PAYMENT_SEQ_NUM ⇒`
	
	`)`

Copyright © 1988, 2025, Oracle and/or its affiliates.

Step	Description

ALGO_X2	If the system works for the second algorithm after the process populates PS_PP_MATCH_TAO, it removes invalid items from PS_PP_MATCH_TAO and classifies the payment as either fully applied, over-applied, or under-applied. Runs a section called ALGRDONE.
	
	Type: Do When
	
	Statement:
	
	`%SelectInit(AE_EXISTS)`
	`SELECT 'X'`
	`FROM %Table(PP_MATCH_TAO)`
	`WHERE PROCESS_INSTANCE =`
	`%Bind(PROCESS_INSTANCE)`
	`AND PP_PROC_FLAG = '0'`

Example: #REFS

To understand how an item-summary-reference-based algorithm group works, examine #REFS. This algorithm group has one algorithm that selects only open items that exactly match the references supplied with a payment. When you scroll through the steps, you may notice that the steps have a pattern.

To help you understand how #REFS works, this table describes the steps.

Step	Description
ALGO_1	Sets the name of the algorithm within the group and updates the payment for any payments applied by this algorithm.
MATCHTMP2	Clears the PS_PP_MATCH2_TAO table.
ITEMREF	Populates PS_PP_MATCH2_TAO. It is done once for each unique reference qualifier that is used by the payments to be applied. If a payment is in both PS_PP_MATCH2_TAO and PS_PP_MATCH_TAO, it removes it from PS_PP_MATCH2_TAO. Then it copies the data from PS_PP_MATCH2_TAO to PS_PP_MATCH_TAO.
ALGR_A1	Removes invalid items from PS_PP_MATCH_TAO.
ALGR_B1	Processes matches.
ALGR_C1	Updates payment status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Step	*Description*
ALGO_D1	Retrieves counts.
ALGO_E1	Sets PP_PROC_FLAG to *1* and ends the matching process.

Example: #REFS_NG

The #REFS_NG algorithm group has algorithms that you can modify to handle references that do not match items exactly. They are platform-specific and you should feel free to take advantage of any functions that your database allows. Because this algorithm group compares a partial ID and returns any possible matches, the processing time for this algorithm group is longer than for other algorithm groups. Use this algorithm group only when no other way is available to create matches, and always set up the payment predictor method to generate a worksheet, where you review and finalize the payment.

The following table describes the two algorithms in the #REFS_NG algorithm group:

Algorithm	*Description*

FIRST8	Matches the first eight characters in the reference information to the first eight characters of the specified fields on the item in the database.
	
	You can change the parameters in the %substring from either side of the equation, depending on how you want to match.
	
	`%Substring(I.%Bind(FIELDNAME, NOQUOTES),⇒`
	
	`1, 8) = %Substring(%Sql(ARCASTCHAR, %Bind(REF_VALUE), 30), 1, 8)`

MIDDLE7	Skips the first three characters and matches the middle seven characters in the reference information to the middle seven characters of the specified fields on the item in the database.
	
	`%Substring(I.%Bind(FIELDNAME, NOQUOTES),⇒`
	
	`3, 7) = %Substring(%Sql(ARCASTCHAR, %Bind(REF_VALUE), 30), 1, 7))`

Deactivating an Algorithm in an Algorithm Group

This section explains how to deactivate algorithms in an algorithm group that you do not want to use. For example, the #BALANCE algorithm group has two algorithms that are similar, but you need only one of them.

To deactivate an algorithm:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Locate the name of the algorithm group in the sections.

   Algorithm groups have names that start with # and appear first in the list.

3. Expand the algorithm group and locate the step (algorithm) that you want to deactivate.

4. Deselect the **Active** check box to deactivate the algorithm.

Adding an Algorithm Group

You can add an algorithm group by copying algorithms from an existing algorithm group. Oracle recommens copying whenever possible. However, if copying is not permitted on the platform that you are using, you can write one yourself.

To add a new algorithm group:

1. Open the AR_PREDICT2 Application Engine program in Application Designer.

2. Select **Insert, Section.**

   A new section titled *Section1* appears in the list.

3. Type over the name of Section1 algorithm group.

   The new name must start with #. For example: *#NEW.*

4. Save your work.

5. Copy algorithms from existing algorithm groups and paste them into the new algorithm group.

   Each algorithm requires a minimum of three statements: name, insert, and post match system processing.

   If the algorithm is customer-based, copy an existing algorithm that is most similar to the one that you want to create.

   If the algorithm is reference-based, copy #REFS.

   To copy, right-click the section that you want to copy and select *Copy.*

   To paste, right-click the section where you want to insert the new section and select *Paste.*

6. Copy and paste the SQL statements for each step.

   To copy, right-click the appropriate action and select *View SQL.*

   To paste, right-click the appropriate action folder in the new section and select *Paste.*

7. Modify the SQL as needed.

Using #REFS to Handle Multiple Payments for a Single Item

The MULPAY algorithm in the #REFS algorithm group applies multiple payments to a single item, in a single run.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The MULPAY algorithm works by selecting payments with matching reference values and payment currency, then applies multiple payments to the same item.

Prerequisites

These prerequisites must be met in order to use the MULPAY algorithm to apply multiple payments to the same item:

- Deselect the **No Mult Pending Item Selection** (no multiple pending item selection) check box on the "Installation Options - Receivables Page" (Application Fundamentals).
- Select the **Multiple Payments for One Item** check box on the "Installation Options - Receivables Page" (Application Fundamentals).
- All payments that are associated with the paying item must have matching summary references.
- Payment currency must match the balance currency of the item.
- Multiple Payments must be for the same item.
- Add the **#REFS** algorithm group to the payment predictor method using the Predictor Method Page.

Processing Multiple Payments with the MULPAY Algorithm

The MULPAY algorithm processes multiple payments in this manner:

1. If the first payment amount is less than the item pay amount (balance amount), Payment Predictor selects the next payment and compares the payment amount to the item remaining balance. The same process continues until the item remaining balance is zero or there are no remaining payments.
2. For the last applied payment:
    a. If the payment amount is greater than the remaining item balance, an adjustment item is created based on the overpayment condition defined for the #REFS group algorithm in the Predictor Method Page.
    b. if the payment amount is less than the remaining item balance, the item remains open.

Using #DETAIL and #DTL_TLR for Partial Payments and Deductions

This section provides tips for using the #DETAIL or #DTL_TLR algorithm group. You must select one of these algorithm groups to process detail reference information that includes the amount of the item, as well as an item ID.

Typically, you use the #DETAIL algorithm group for payment-level adjustments and the #DTL_TLR group for partial payments and discounts.

The #DETAIL algorithm group handles exceptions as either an overpayment adjustment (AO) or an underpayment adjustment (AU), unless a create a deduction (WS-08) transaction or a write-off an item (WS-09) transaction is entered on the Detail Reference Information page for the payment (PAYMENT_ID_ITEM record). The #DETAIL algorithm group can assign only AO or AU entry types. Because the entry types assigned by the #DETAIL algorithm group are predefined by the system, you do not need to define more steps when using this algorithm group to create a payment method.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The #DTL_TLR algorithm group enables you to specify the desired entry type and entry reason for handling exceptions. When you are using the #DTL_TLR algorithm group, the action that Payment Predictor takes for underpayments, overpayments, and discounts is based on the options specified on the Receivables Options - Predictor Detail Options page. Because you specify the adjustments assigned by the #DTL_TLR algorithm group, you do not need to define more steps when using this algorithm group to create a payment method.

Detail reference information for a particular payment is stored in the following fields of the PS_PAYMENT_ID_ITEM table:

Field	*Description*
ITEM_AMT	The gross amount of the item selected to be paid.
PAY_AMT	The net amount of the item selected to be paid.
DISC_TAKEN	The discount amount applied to the item.

Either PAY_AMT or else both ITEM_AMT and DISC_TAKEN must be positive numbers. If all these amounts are provided, Payment Predictor uses only PAY_AMT.

Using #DETAIL for Deductions

The #DETAIL algorithm group enables you to take deductions. For a deduction to occur, in the PAYMENT_ID_ITEM record, the ENTRY_USE_ID must be WS-08 (create a deduction). The record should also contain item reference information, including the business unit, customer ID, and item ID. For existing items, the deduction must be for the open item that is selected for the current payment. In addition, the sum of the payment amount and the deduction amount must equal the item balance. For example, if your customer wants to take a deduction for 50 USD on an item balance of 1,000 USD, then the payment amount must be 950 USD.

Using #DETAIL for Write-offs

The #DETAIL algorithm group enables you to deduct a write-off at the item level. For a write-off to occur, the ENTRY_USE_ID must be WS-09 (Write-Off) in the PAYMENT_ID_ITEM record. The record should also contain item reference information, including the business unit, customer ID, and item ID. To process a write-off using #DETAIL, you must also have a payment (PY) transaction for the same item in the PAYMENT_ID_ITEM record, and you must select the **Partial Payment Switch** field on the Bill To Options page for the customer. In addition, the detail references must equal the item amount. For example, if you have an item for 1,000 USD and you want to eliminate a 50 USD write-off from that balance, then the payment amount must be 950 USD. In this example, the **Pay Amt** field in the PAYMENT_ID_ITEM record must also be 950 USD.

Using #DTL_TLR for Partial Payments and Discounts

If Payment Predictor runs a payment predictor method that contains the #DTL_TLR algorithm group, the processing of partial payments differs depending on how you set up the tolerances on the Receivables Options - Predictor Detail Options page and whether you selected the **Partial Payment Switch** field on the Bill To Options page for the customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If you select the **Partial Payment Switch** check box, the process performs one of the following actions:

- If the payment amount is less than the open balance amount minus the earned discount amount, the process performs one of the following actions:
    - If the remaining amount is within the tolerances on the Receivables Options - Predictor Details Options page, it closes the item and creates a write-off or adjustment based on the setup.
    - If the remaining amount is greater than the tolerances on the Receivables Options - Predictor Details Options page, it makes a partial payment and leaves the remaining amount open on the item.
- If the payment amount is greater than the open balance amount minus the earned discount amount, the process pays the item in full and uses the values that you entered on the Receivables Options - Predictor Details Options page to determine whether to eliminate as a write-off or adjust an overpayment.

If you deselect the **Partial Payment Switch** check box, the process uses the values that you entered on the Receivables Options - Predictor Details page to determine whether to eliminate as a write-off or adjust an underpayment or overpayment.

For example, suppose that the tolerance amount is set at 50.00 USD and the percentage is set at 10 percent. If a payment of 90.00 USD is received after the payment term for the discount has expired for a 100.00 USD item, the payment will be within tolerance because the 10.00 USD short pay is less than the fixed tolerance amount of 50.00 USD and the calculated amount of 10 percent using 100 × 0.10. Therefore, the 10.00 USD of the short pay amount is adjusted or eliminated as a write-off based on what is specified using the Payment Predictor detail options.

A condition exceeds tolerance if it either exceeds the fixed tolerance amount or exceeds the tolerance percentage. In that case, you can set up Payment Predictor to take a different action for overpayments and underpayments.

Note: If an item does not qualify for an earned discount but the **Disc** (discount) field is selected for the item on the Detail Reference Information page and a discount amount is entered, the process takes the unearned discount. The process takes the unearned discount regardless of the setting of the **Partial Payment Switch** field.

To set up your system to use tolerances for partial payments and discounts, you must perform the following tasks:

- Assign the #DTL_TLR algorithm group to payment predictor methods.
- Select or deselect the **Partial Payment Switch** check box for customers for whom you want to apply payments using the #DTL_TLR algorithm group on the Bill To Options page.
- Assign a payment predictor method that runs the #DTL_TLR algorithm group to customers on the Bill To Options page or to business units on the Receivables Options - Payment Options page.
- Assign the entry types and reasons for the #DTL_TLR algorithm group to the appropriate automatic entry types on the Automatic Entry Type - Selection page.
- Select the **Disc** (discount) check box and enter a discount amount on the Detail Reference Information page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Define the discount tolerances and write-off limits for underpayments and overpayments on the Receivable Options - Predictor Detail Options page.
- (Optional) Override the default system function to use for underpayments and overpayments and unearned discounts on the Receivables Options - Predictor Detail Options page.

This table represents various scenarios and how Payment Predictor handles payments, earned discounts, and unearned discounts. All amounts are in USD.

Scenario	*Original Balance Amount*	*Payment Amount*	*Entered Discount*	*Discount Check Box Selected*	*Calculated Earned Discount*	*Calculated Unearned Discount*
1	1000	980	0	Y	20	0
2	1000	1000	0	N	0	0
3	1000	990	10	Y	0	10
4	1000	960	40	Y	0	40
5	1000	960	40	Y	0	40
6	1000	980	10	Y	0	10
7	1000	1010	0	N	0	0
8	1000	1010	0	Y	20	0
9	1000	490	10	Y	0	10
10	1000	490	10	Y	0	10

The Results column shows the results after running Payment Predictor and the Receivables Update process.

Scenario	*Action Item*	*Partial Payment Allowed*	*Results* [a]	*Item Status*	*Closing Balance*
1	0	Yes or No	20 USD earned discount is taken.	Closed	0

Copyright © 1988, 2025, Oracle and/or its affiliates.

Scenario	*Action Item*	*Partial Payment Allowed*	*Results* [a]	*Item Status*	*Closing Balance*
2	0	Yes or No	Apply payment in full and close the item.	Closed	0
3	0	Yes or No	10 USD unearned discount is taken (within the tolerance specified).	Closed	0
4	0	No	40 USD deduction item is created (the discount is not within the tolerance amount, a partial payment is not allowed, and the underpayment is not within the specified tolerance).	Closed	0
5	0	Yes	Process a partial payment (the discount is not within the specified tolerance amount).	Open	40
6	10 (WAU)	Yes or No	10 USD underpayment is written off (the discount is within the specified tolerance amount and the underpayment is within the specified invoice tolerance percent or amount).	Closed	0

Copyright © 1988, 2025, Oracle and/or its affiliates.

Scenario	*Action Item*	*Partial Payment Allowed*	*Results* [a]	*Item Status*	*Closing Balance*
7	10 (WAO)	Yes or No	10 USD overpayment is written off (the overpayment is within the specified invoice tolerance percent or amount).	Closed	0
8	30 (OA)	Yes or No	New on-account item is created (the overpayment is above the specified invoice tolerance percent or amount).	Closed	0
9	0	Yes	Process the partial payment (the discount is not within the specified tolerance percentage).	Open	510
10	0	No	510 USD deduction item is created (the discount is not within the specified tolerance amount and a partial payment is not allowed).	Closed	0

Note: [a] The Results column shows the results after running Payment Predictor and the Receivables Update process.

Related Links

Setting Up Automatic Entry Types
Receivable Options - Predictor Detail Options Page
"General Information - Bill To Options Page" (PeopleSoft Order to Cash Common Information)

Using #DTL_PM and #DTL_TPM to Handle Unmatched Payments

When the Payment Predictor process (ARPREDCT) runs, the PeopleSoft Receivables #DETAIL algorithm processes every item that gets matched with payment lines. If a payment has ten item detail

Copyright © 1988, 2025, Oracle and/or its affiliates.

references and nine of them match exactly and one remains unmatched, the nine matched item detail references are processed, while the unmatched item detail reference is not processed and remains untouched. In this case, an overpayment is usually created and the detail reference is lost.

When the payments and their item references get loaded from an external system, the system usually does not verify that the items exist. These unmatched items are usually off by a letter or two, which prevents the payments from being applied.

Before these processes can create these new items, you must access the Receivables Options – Predictor Detail Options page and select one of these values for the new Control Bus Unit and Customer field:

The #DTL_PM (partial match) and #DTL_TPM (tolerance partial match) algorithms identify items to be matched with a payment using the detail reference information in the first pass, just like the #DETAIL algorithm. The referenced customer does not matter. If, after this initial pass, the entire payment was not applied and an underpayment item must be created, and items were referenced in the payment that the #DETAIL algorithm method did not match, then a second payment predictor pass tries to match any unmatched items. In the second pass, the remaining payment amount from the first pass is considered, and a LIKE construct searches for the items that were not matched in the first pass. The referenced customer does not matter. The algorithm only uses the item as a reference. All of the items that are matched in the second pass are added to the ones found in the first pass, and from that point on these items will be treated as if they were all found in a single pass. Payments handled by this algorithm method should balance. However, if they do not balance, the #DTL_PM method creates an Adjust Remaining Underpayment item (WS-07) for underpayments or an Adjust Remaining Overpayment item (WS-06) for overpayments.

For example, there are ten payment lines with detail reference information. However, an item ID of one of the payment lines is off by a letter. The algorithm matches, but does not close, the first nine payment lines, and tries to match the tenth payment line by approximation using the FIRST8 or MIDDLE7 methods. If the match is successful, then the ten items will be in the same location, and all ten of the items will be processed and closed.

However, if the algorithm is unable to match the tenth item, the algorithm closes the nine items, and the tenth item remains outstanding. The algorithm creates an adjustment payment item (underpayment or overpayment) for the remaining payment amount. The system places this adjustment item either on a worksheet or on a customer account, depending on the setup.

The #DTL_TPM algorithm processes just like the #DTL_PM during the first and second passes through Payment Predictor. However, if an underpayment exists, #DTL_PM checks the tolerances and rules set up on the **Receivable Options** > **Predictor Detail Options page.** If an underpayment exceeds these tolerances, the system checks whether the **Bill To** customer allows partial payments. If partial payments are allowed, the system creates a partial payment of the item.

Important! Before the #DTL_PM and #DTL_TPM algorithms can create these new items, you must access the **Receivables Options** > **Predictor Detail Options page** and select a value in the **Control Bus Unit and Customer** field:

See Receivable Options - Predictor Detail Options Page.

Using the #OVERDUE Algorithm Group

The #OVERDUE algorithm group handles payments for overdue charge line items. If you use the option to create overdue charges by item line, you can create payment predictor methods that use this algorithm group. You assign a sequence number to each entry reason for the overdue charge (FC-01) item entry type

 Copyright © 1988, 2025, Oracle and/or its affiliates.

on the Item Entry Type - Selection page. Payment Predictor uses this sequence number to determine the order in which to pay the overdue charge line items. The #OVERDUE algorithm group handles payments based on certain conditions:

- Payment Predictor applies payments and any credit amount available to all overdue charges first before the remaining amount is disbursed to the principal amount.
- Payment Predictor applies a partial payment to the first item after the last fully paid item in the sequence if insufficient funds are available to pay for remaining open overdue charge line items.

  The sequence is determined by due date in ascending order. If any credit amount is available, Payment Predictor applies it as part of the payment.

To set up your system to use the #OVERDUE algorithm group, perform these tasks:

1. Set up the sequence number for each entry reason for the overdue charge item entry type.
2. Set up a payment predictor method containing the #OVERDUE algorithm group.
3. Assign a payment predictor method that contains the #OVERDUE algorithm group to customers.

Example: #OVERDUE Algorithm Group

This section provides an example of how payment predictor applies payments to overdue charge line items.

This table lists the sequence numbers that are assigned to the entry reasons for the automatic entry type for finance charges for this example:

Entry Reason	*Sequence Number*
ADMIN	1
PNLTY	2

This table lists items and finance charge line items that are open for a customer:

Item	*Line Number*	*Due Date*	*Entry Type*	*Entry Reason*	*Balance Amount*
IT_OC1	1	March 17, 2002	OC	ADMIN	16.16 USD
IT_OC2	1	March 17, 2002	OC	ADMIN	32.32 USD
IT_OC2	2	March 17, 2002	OC	FIN	32.32 USD
IT_OC1	2	March 17, 2002	OC	FIN	16.16 USD

Copyright © 1988, 2025, Oracle and/or its affiliates.

Item	*Line Number*	*Due Date*	*Entry Type*	*Entry Reason*	*Balance Amount*
IC_OC1	3	March 17, 2002	OC	PNLTY	16.16 USD
IC_OC2	3	March 17, 2002	OC	PNLTY	32.32 USD
IT_OC1	0	March 3, 2002	IN	Not Applicable	1000.00 USD
IT_OC2	0	March 3, 2002	IN	Not Applicable	2000.00 USD

This table lists the sequence numbers that Payment Predictor would apply to the items to determine the payment order:

Item	*Line Number*	*Due Date*	*Overdue Charge Sequence Number*
IT-OC1	1	March 17, 2002	1
IT_OC2	1	March 17, 2002	1
IT_OC1	3	March 17, 2002	2
IT_OC2	3	March 17, 2002	2
IT_OC1	0	March 3, 2002	9
IT_OC2	0	March 3, 2002	9
IT_OC1	2	March 17, 2002	9
IT_OC2	2	March 17, 2002	9

This table shows what the results would be if you applied a 50.00 payment to the customer.

Payment Amount	*ITEM ID*	*ITEM Line*	*TYPE*
16.16 USD	IT_OC1	1	PY
32.32 USD	IT_OC2	1	PY

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Amount	*ITEM ID*	*ITEM Line*	*TYPE*
1.52 USD	IC_OC1	3	PY

Related Links

Setting Up Item Entry Types

Reviewing Payment Predictor and Special Conditions

This section provides background information about how algorithms handle special conditions.

To handle special conditions, Payment Predictor uses statements that run within the algorithm group or within sections that are done from the algorithm group. This functionality enables Payment Predictor to segment processing so that the answer set can be modified between segments. Payment Predictor uses a DO SELECT statement that is driven by the same SQL statement to run the statements.

Reference-Based Algorithms

To process a reference-based algorithm, Payment Predictor builds a list of references for all payments in the run. Then, for each type of reference used, it modifies and processes the algorithm dynamically. For example, if any payments in the run have ITEM references, it modifies the SQL to "AND I.ITEM = D.REF_VALUE AND D.REF_QUALIFIER_CODE = 'I'." Oracle recommends that you use an index based over PS_ITEM for each type of reference that you use regularly.

In the ID_ITEM section, Payment Predictor uses the reference to identify a customer by using the item. In the ITEM_REF algorithm, a DO SELECT drives a DO of the section RLOOP. This action populates the PS_PP_MATCH_TAO temporary table using the same two lines and %BIND variables concatenated at the end of the basic insert that joins the payment, items, and item references.

```
AND X.REF_QUALIFIER_CODE = %BIND(REF_QUALIFIER_CODE)
AND X.REF_VALUE = I.%BIND(FIELDNAME, NOQUOTES)
```

Limiting Items Applied by References to Customer-Identified Items

Normally, a payment with an item reference pays items regardless of the item's customer ID. In cases in which you receive both reference information and customer identification, Payment Predictor restricts the items applied by references to the customers identified through the use of an algorithm group called #REFS_ONE. The #REFS_ONE algorithm group contains a section, ONE_CUST, that deletes from the PS_PP_MATCH_TAO record those rows in which the customer is not part of the remit from group associated with the MICR ID or the customer. This statement has no effect if the MICR ID or customer ID is invalid.

Ordering by Oldest Due Date First

Payment Predictor loads all the customer items into the PS_PP_MATCH_TAO record to perform oldest first processing (ordering items with the oldest item first). It loops through the items, record by record, in oldest due date first order and then deletes any unused records. Payment Predictor uses two algorithm groups that accomplish the same result in the same manner. They selectively eliminate items from the PS_PP_MATCH_TAO record with an ordering option. The two algorithms are:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- #OLDEST1: Orders open items from oldest to latest due date, including credit items.
- #OLDESTC: Includes all credits as part of the payment first, then applies payments.

  Orders the remaining items from oldest to latest due date.

Allowing Partial Payments

If you are using the #OLDEST or #OLDESTC algorithm, Payment Predictor always makes partial payments on the last item that depletes the remainder payment amount for bill to customers when the payment amount does not exactly match the sum of the matched items. If you are using DTL_TLR (detail with tolerance algorithm), Payment Predictor makes partial payments when the payment amount does not exactly match the item balance amount and if the customer has been set up for partial payments on the Bill To Options page.

See Using #DETAIL and #DTL_TLR for Partial Payments and Deductions.

Setting Up for Prepayments

If your organization receives payments that are prepayments for specific invoices that you created in your billing application, you can set up Payment Predictor to create Prepay Items (WS-04). To take advantage of this feature, you must receive the invoice number in the ITEM field on the PS_PAYMENT_ID_ITEM record. You must also activate the NOTFOUND step (algorithm) in the DETAIL section (algorithm group) of the AR_PREDICT1 Application Engine process. You must also use a payment predictor method that uses detail references.

Using this feature is the same as creating a prepayment item on the payment worksheet. Payment Predictor applies the prepayment to an item later—after you enter an item in PeopleSoft Receivables that has an item ID that matches the value that you received in the ITEM field in the PAYMENT_ID_ITEM record.

Defining Payment Predictor Methods

Pages Used to Define a Payment Predictor Method

Page Name	*Definition Name*	*Usage*
Predictor Method Page	PP_METHODS_TABLE	Define a payment predictor method.
Predictor Method Review - Review Page	PP_METHODS_REVIEW	View, but not change, an existing payment predictor method. The fields on this page are identical to those on the Predictor Method page.

Understanding Payment Predictor Methods

To define payment predictor methods, use the Predictor Method (PP_METHODS) and Predictor Method Review (METHOD_REVIEW) components.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

A payment predictor method tells Payment Predictor how to handle the different situations it encounters during processing. Each method consists of a series of conditions and actions based on remittance information. You can define as many methods as you want, but keep the methods as simple as possible and tailor them closely to the remittance patterns of your customers to optimize the efficiency of auto matching. Although PeopleSoft Receivables ships with sample methods, you must create your own methods and assign them to a SetID or individual customers.

Ideally, the methods that you define should enable Payment Predictor to apply all your regular payments, leaving only the exceptions to be applied online using payment worksheets. To minimize the number of exceptions, your methods must reflect the ways that your customers pay you. You can assign methods to an entire business unit or to specific customers so that you can tailor your methods to groups of customers with similar payment practices.

If you have a mixed situation with some overrides, diagnosing problems is much easier if your methods are stored under one SetID. Deposit business unit values and item business unit values, if different, should both point to the same, common TableSet. Oracle also recommends that you keep the number of methods that you use to a minimum. Start with one method that is specified at the deposit business unit level. Then add methods for handling customers who consistently pay you in a way that is different from your other remit from customers.

When you define a payment predictor method, consider the reference information that comes with the payment and how it can be used to match the payment to the customer. The type of reference information determines which algorithms you use.

Oracle recommends that the first algorithm group in a method apply the most payments.

Important! If you use the vendor rebate option in PeopleSoft Purchasing or the claim back option in PeopleSoft Order Management, create payment predictor methods that do not write off the remaining balance for items. Assign those methods to the business unit that is set up for vendor rebate and claimback processing. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs. This enables the system to determine whether the write-offs meet the write-off tolerances for claim processing.

Payments Without Reference Information

For payments with no reference information, use the following algorithm groups.

- #BALANCE
- #COMBOS
- #OLDEST1
- #OLDESTC
- #OVERDUE
- #PASTDUE
- #STATMNT

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payments with Summary Reference Information

For payments with summary reference information (that is, references with item identification but no amount), use the following algorithm groups:

- #REFS
- #REF_ONE
- #REF_NG

If you use the Cash Drawer Receipts feature to record payments for counter sales, use one of these algorithm groups in your payment predictor method to apply the payments.

Note: Use an algorithm group for detail references if you receive payments with summary reference information that pay for multiple line items with the same item ID.

Payments with Detail Reference Information

For payments with detail reference information (that is, references with item identification and amount), use the following algorithm groups:

- #DETAIL
- #DTL_TLR
- #DTL_PM
- #DTL_TPM

Related Links

Understanding Payment Predictor Modes
Understanding Sample Algorithm Groups

Prerequisite

You must define the algorithm groups for payment methods, because methods use algorithm groups to select items.

Predictor Method Page

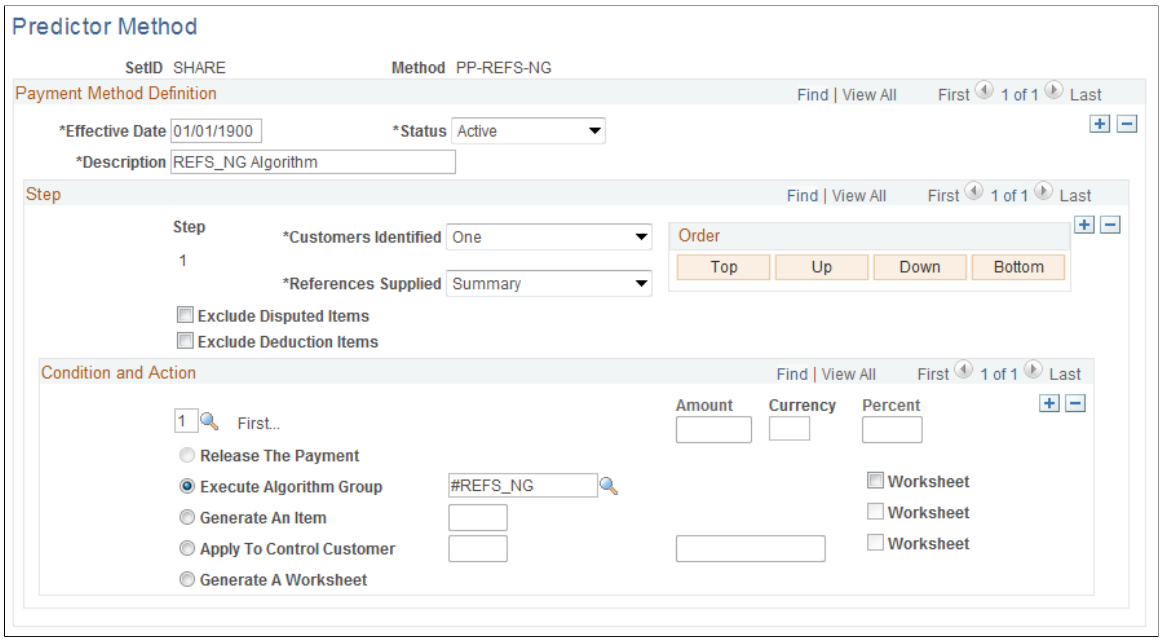
Use the Predictor Method page (PP_METHODS_TABLE) to define a payment predictor method.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Predictor Method** > **Predictor Method**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Step

Each step consists of one or more payment conditions; each condition has an action. The step number determines the order in which the step is processed in the method.

Click the **Order** buttons to change the order of the steps.

Field or Control	***Description***
Customers Identified	Select if customers must be identified for this step. Values are: *None*, *One*, *More Than One*, and *Doesn't Matter*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
References Supplied	Select the type of reference information that the payment must have for this step. Values are: *Summary:* Use summary references (references such as an invoice number without amounts). *Detail:* Use detail references (references such as an item ID with an amount). *No:* No reference identification. *Doesn't Matter:* Process the step with or without reference information. In some cases, you do not care about customer information or payment references. For example, if you receive payment references, you can designate that customer information *Doesn't Matter* or vice versa. You might even define a step using *Doesn't Matter* in both cases: no matter how many customers are involved and regardless of payment reference information, take the specified action.
Exclude Disputed Items	Select if you do not want to apply payments to items in dispute.
Exclude Deduction Items	Select if you do not want to apply payments to deductions.

Condition and Action

A step must have at least one condition. You can assign up to seven conditions to a step and select one of five actions for each condition. The conditions cannot conflict with each other. The number of the condition determines the order in which it will be processed within the step. Values are:

1. *First...*
2. *Any Overpayment*
3. *Overpayment Exceeds*
4. *Overpayment Is Less Than*
5. *Any Underpayment*
6. *Underpayment Exceeds*
7. *Underpayment Is Less Than*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: If you use *Any Overpayment* or *Any Underpayment,* you cannot use the tolerance choices for overpayments or underpayments that exceed or fall short of a certain amount. The reverse is also true. If you use *Overpayment Exceeds, Underpayment Exceeds,* or *Underpayment Is Less Than,* you cannot use *Any Overpayment* or *Any Underpayment.* The exceptions are the #DTL_TLR and the #DTL_TPM algorithm group. For the #DTL_TLR and #DTL_TPM algorithm groups, you should not select any of the underpayment or overpayment conditions. The conditions for exceptions for this algorithm group are defined using the Predictor Detail Options page.

See Receivable Options - Predictor Detail Options Page.

Field or Control	*Description*
Amount or Percent	If you select an overpayment or underpayment, enter values in one or both of these fields. For example, you can specify an action when an overpayment is less than 100.00 EUR or less than 12 percent of the payment. If you specify both an amount and a percent, the system processes the overpayment or underpayment as long as one of the tolerance criteria is met. You can specify only one set of tolerance criteria for each condition. Enter the currency for the amount to enable the system to convert amounts properly when determining whether a write-off amount meets the tolerance.

You must select one of the following actions:

Field or Control	*Description*
Release The Payment	Select to have Payment Predictor reset the payment for processing in a subsequent step. Normally, if Payment Predictor has applied even part of a payment, it ignores that payment in future steps. You can release the payment several times within a method. Not available for condition *1, First.*
Execute Algorithm Group	Select to have Payment Predictor run the SQL statements that are predefined as part of the selected algorithm group. A field appears to the right, so you can select the algorithm group. If the method results in successful application, the payment status is *Applied,* and Payment Predictor creates a group and sets the posting action to *Batch Standard.* You can look at the group using an inquiry page. Select **Worksheet** to have Payment Predictor create payment worksheets instead of setting the posting action for the payment to *Batch Standard.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Generate an Item	Select to have Payment Predictor create a pending item according to the system function that you provide in the field that appears. The payment status is *Applied,* and the posting action is *Batch Standard.* Select **Worksheet** to have Payment Predictor create payment worksheets instead of setting the payment to a *Batch Standard* posting action. For an underpayment or overpayment condition, when more than one customer is identified in the PS_PP_CUST_TAO table, Payment Predictor will not create an adjustment item. Instead, it will create a payment worksheet and leave the remaining amount on the worksheet. You must manually balance the worksheet. The MAX function in SQL determines the highest ID through an alphanumeric sort sequence that will differ by database platform. Valid system functions differ according to the payment conditions. Condition *1* can use only WS-05. Conditions *2, 3,* and *4* can use only WS-04, WS-05, WS-06, and WS-10. Conditions *5, 6,* and *7* can use only WS-07, WS-08, and WS-11.
Apply To Control Customer	Select to have Payment Predictor place the payment or remaining amount on account for the control customer business unit and customer ID that you provide. (If you omit the business unit, the system uses the deposit business unit by default.) The payment status is *Applied,* and Payment Predictor creates a group and sets the posting action to *Batch Standard.* Select **Worksheet** to have Predictor create payment worksheets instead of setting the posting action for the payment to *Batch Standard.* This option is useful for placing payments on a control account when no customer is identified. This action is available only for Condition *1, First.*
Generate A Worksheet	Select to have Payment Predictor create a payment worksheet for online review. The payment status is *Worksheet.* You can look at the resulting payment worksheet by accessing the Worksheet Selection page. The worksheet has the items that Payment Predictor matched with payments, plus the suggested overpayments and underpayments. You can then use the worksheet to accept the results of Payment Predictor processing as is or to make manual adjustments. When you are done working with the payment worksheet, you can post the payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: If you select **Apply To Control Customer** and Payment Predictor cannot identify any customers, Payment Predictor determines whether the default method associated with the deposit business unit indicates **Apply To Control Customer** when the customer identification is missing or is set to *Doesn't Matter*.

Predictor Method Review - Review Page

Use the Predictor Method Review - Review page (PP_METHODS_REVIEW) to view, but not change, an existing payment predictor method.

The fields on this page are identical to those on the Predictor Method page.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Predictor Method Review** > **Review**

Reviewing an Example of a Payment Predictor Method

This section includes an example of a summary reference Payment Predictor method.

The sample method contains five steps. Each step is based on remittance characteristics: how to structure Payment Predictor's actions based on the results of customer identification and the presence or absence of summary reference information. Each step considers various payment conditions and each condition has an associated action.

The example assumes that you receive a mix of payments, some with payment summary references —references without associated item amounts—and some without summary references. It places the steps using algorithm groups for payments with references first, because it is normally more efficient to perform those steps first.

Note: To create an example of a detail reference method, change the algorithm group in Step 1 to one of the algorithm groups for detail references.

Step 1

In Step 1, the method's remittance conditions take into account payments with references. Regardless of whether customers are identified, if payment summary references are supplied, Payment Predictor runs the algorithms in the #REFS group.

For the **Customers Identified** field, select *Doesn't Matter*. For **References Supplied,** select *Summary*.

Field or Control	*Description*
Step 1, Condition 1 (First)	Select **Execute Algorithm Group,** and then select *#REFS*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Step 1, Condition 3 (Overpayment Exceeds)	Enter a value in the **Amount** or **Percent** field. For example, an amount of *100.00.* Select **Release The Payment.** If an overpayment exceeding the tolerance occurs, the method directs Payment Predictor to release the payment for processing by another relevant step. This step shows that when a large variance occurs, the wrong item may have been referenced. In this case, releasing the payment is better than applying it to the wrong item, which may belong to a different customer. Another possibility is that a mix of valid and invalid references caused the large overpayment. If most references are valid or most payments have only one reference, this use of the overpayment condition could be helpful.
Step 1, Condition 4 (Overpayment Is Less Than)	Enter a value in the **Amount** or **Percent** field, for example, a percent value of *15.* Select **Generate An Item** and select the system function WS-05 to place an amount on account. The same remittance conditions apply here as in the previous condition. If an overpayment is less than the specified tolerance, Payment Predictor creates an on-account item. You can then use this item to apply to another item on a maintenance worksheet. Notice that the tolerance amounts are the same as for Condition 3. Use the same amounts for both of the overpayment conditions so that Payment Predictor can handle all overpayment amounts. You don't need to build a worksheet for online review; instead, enable the resulting payment group to be processed the next time the Receivables Update Application Engine process (ARUPDATE) runs for the appropriate business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Step 1, Condition 6 (Underpayment Exceeds)	Enter a value in the **Amount** field, for example, *5.00.* Select **Generate An Item** and select the WS-08 system function to create a deduction. The same remittance conditions apply here. If an underpayment occurs that is greater than the specified amount, Payment Predictor creates a deduction for the difference and builds a worksheet for online review. To define this condition and the following one, an online payment application scenario was considered and Payment Predictor was directed to emulate that action during background processing.
Step 1, Condition 7 (Underpayment Is Less Than)	Enter a value in the **Amount** field, for example, *5.00.* Select **Generate An Item** and select the WS-11 system function to eliminate an underpayment. The same remittance conditions apply here. If a very small underpayment occurs, Payment Predictor writes off the amount of the underpayment. You don't need to build a worksheet for online review; instead, enable the resulting payment group to be processed the next time the Receivables Update process runs for the appropriate business unit.

Step 2

The second step in the sample method runs regardless of the results of customer identification and only if you did not receive references.

For **Customers Identified,** select *Doesn't Matter* to ask Payment Predictor to process any payment for which at least one customer was identified. For **References Supplied,** select *No.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Step 2, Condition 1 (First)	Select **Execute Algorithm Group,** and then select *#COMBOS.* This algorithm group has three algorithms, two of which are active in the sample data. The two active algorithms look for a single debit or a single debit net of earned discount—belonging to one of the identified customers—that matches the payment amount. This approach is useful if your remittance analysis indicates that your customers often pay one open item at a time and the open items are usually for different amounts. If you do not offer discounts, inactivate the algorithm that evaluates earned discounts. If your customers often pay two items at a time, consider activating the algorithm that looks for any two items combined that match the payment amount.

Step 3

Step 3 repeats the same remittance conditions as Step 2. It runs regardless of the results of customer identification and only if you did not receive references.

This step is useful for customers who often pay their entire open-item balance. An algorithm variation exists for handling earned discounts.

For **Customers Identified,** select *Doesn't Matter* so that Payment Predictor processes any payment for which at least one customer is identified. For **References Supplied,** select *No.*

Field or Control	*Description*
Step 3, Condition 1 (First)	Select **Execute Algorithm Group,** and then select *#BALANCE.*

Step 4

Step 4 repeats the same remittance conditions as Steps 2 and 3. It runs regardless of the results of customer identification and only if you did not receive references.

For **Customers Identified,** select *Doesn't Matter* to ask Payment Predictor to process any payment for which at least one customer was identified. For **References Supplied,** select *No.*

Field or Control	*Description*
Step 4, Condition 1 (First)	Select **Execute Algorithm Group,** and then select *#PASTDUE.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

This step shows how the order in which algorithms are run must be taken into consideration. More than one algorithm group could apply to the same payment.

For example, if a remit from group has only one open item (for a new or low-volume customer), then either #COMBOS or #BALANCE would work. If all of the open items are past due (customer has not bought anything recently), then #BALANCE or #PASTDUE would work. Under these circumstances, you should order the algorithms from most to least efficient, which would result in the order #COMBOS, followed by #BALANCE, and then #PASTDUE.

Other factors, such as the number of payments that a given algorithm group applies, are also important. If #PASTDUE could apply to 90 percent of payments, #BALANCE to 10 percent, and #COMBOS to 10 percent (the total can exceed 100 percent), then an option is to place #PASTDUE first. These decisions must be made on an individual basis, looking at both payment profiles and enabled algorithms.

When you start using Payment Predictor, begin by ordering steps according to efficiency. If production runs demonstrate that most payments are applied in a step far down in the method, reorder the steps until you establish an optimal configuration.

Step 5

Step 5 runs regardless of remittance conditions. It places any payments that steps 1 through 4 did not apply on account for a control customer. It acts as a *catch all* for payments that it could not identify.

For **Customers Identified,** select *Doesn't Matter* to enable Payment Predictor to process any payment for which at least one customer is identified. For **References Supplied,** select *Doesn't Matter.*

Field or Control	***Description***
Step 5, Condition 1 (First)	Select **Apply to Control Customer,** and then select a business unit and customer ID, selecting *99999* or another out-of-range identifier. Select the **Worksheet** check box. Take a similar approach if your business practices call for posting all unidentified cash to a control customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Parallel Processing

Pages Used to Set Up Parallel Processing

Page Name	*Definition Name*	*Usage*
Server Definition Page	SERVERDEFN	Define the maximum concurrent processes for Application Engine processes. See Defining the Maximum Concurrent Processes for the Server. See the product documentation for *PeopleTools: Process Scheduler* for more information.
AR Parallel Processing Options Page	PARALLEL_AR_SBP	Define the number of parallel processes or partitions to use with Payment Predictor. See Defining the Number of Parallel Processes.
Job Definition Page	PRCSJOBDEFN	Add additional Payment Predictor process definitions to run the AR_PP multiprocess job. Adding More Parallel Processes to the AR_PP Multiprocess Job.
Process Definition Page	PRCSDEFN	Add additional Payment Predictor process definitions if you need to run more than eight parallel processes. Adding Additional Payment Predictor Process Definitions.

Understanding Parallel Processing for Payment Predictor

PeopleSoft Receivables enables you to process multiple Payment Predictor processes in parallel to achieve higher performance. You initiate the processes using one run control and the process automatically divides the work between the number of partitions that you specify in your setup.

The Payment Predictor multiprocess job (ARPREDCT) includes:

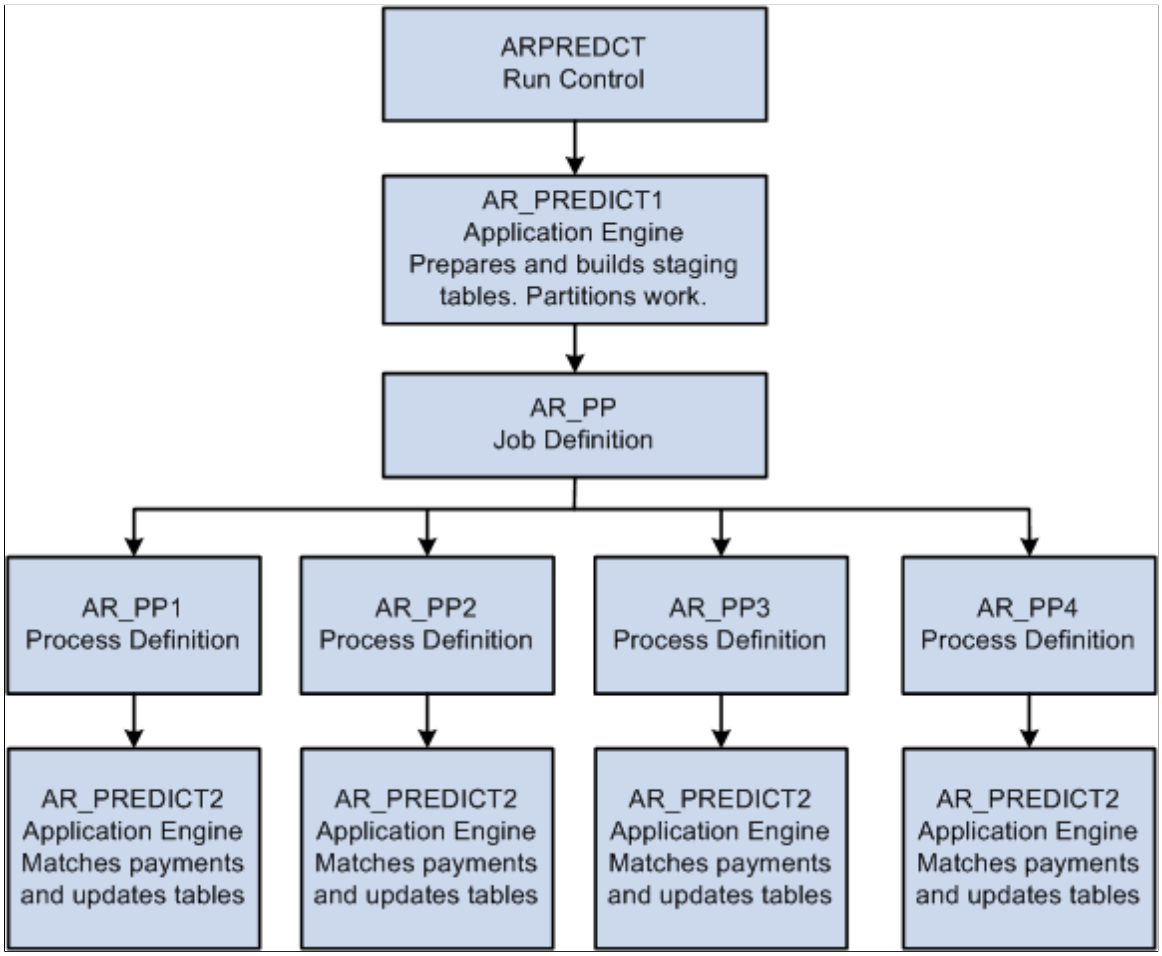
- The AR_PREDICT1 process.
- The AR_PP multiprocess job.

The following diagram illustrates how the Payment Predictor process performs parallel processing on four different AR jobs. The process prepares and builds staging tables and partitions the work into four

 Copyright © 1988, 2025, Oracle and/or its affiliates.

different jobs, which are run parallel to each other. The Payment Predictor process for each job matches the payments and updates the tables.

Payment Predictor parallel process workflow for four different AR jobs: The process prepares and builds staging tables and partitions the work into four different jobs, which are run parallel to each other. The Payment Predictor process for each job matches the payments and updates the tables



When you use PeopleSoft Process Monitor to check the status of the process, you view the status of the AR_PREDICT1 process and each process within the AR_PP multiprocess job. The system does not indicate that the Payment Predictor multiprocess job (ARPREDCT) is successful until each parallel process finishes. The Job Message Log Summary page summarizes all the individual parallel-process message log messages for the entire ARPREDCT job.

AR_PREDICT1 Process

The AR_PREDICT1 process acts as a preprocessor for the actual payment matching process and also:

- Gathers all the qualified data for processing.
- Places the qualified data in temporary tables.
- Partitions the data between the child processes.
- Initiates the AR_PP multiprocess job that starts child processes in parallel.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The distribution of the data among the child or parallel processes is based on the composition of the data and the number of parallel processes. The process attempts to spread the data volume evenly among the processors. The staging phase takes a little longer, but the overall processing time is faster because multiple children processes run concurrently. You should balance the decision of using parallel processing or single-thread processing based on the volume of data and the hardware capacity to get the maximum benefit from this feature.

AR_PP Multiprocess Job

The AR_PP multiprocess job contains all the Application Engine process definitions that you use for parallel processing, such as AR_PP1. Each process definition calls the AR_PREDICT2 Application Engine process, which actually matches the payments, updates the application tables, and performs table cleanup before the process ends.

PeopleSoft Receivables delivers eight process definitions—AR_PP1 through AR_PP8. If you want to run more than eight partitions of the Payment Predictor process at once, you must define additional process definitions. Use the AR_PP1 process definition as an example.

The standard setup for the AR_PP multiprocess job is to run a single threaded process, which contains only the AR_PP1 process definition. If you want to use parallel processing, you must assign additional process definitions to the job definition. You must also specify the number of partitions that your organization will use. You might have to experiment with the number of partitions that works for you. Oracle recommends that you assign just a couple of additional partitions and increase the number, if needed.

You might also have to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances, you must change your configuration. If you also use parallel processing for the Aging (AR_AGING), Statements (AR_STMTS), and Receivable Update (AR_UPDATE) processes, the maximum instances applies to those processes, as well. For example, if you want to run eight instances for the Receivable Update process and four for the Payment Predictor process, you must configure your server for eight instances.

Defining the Maximum Instances for PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled Values for config section - PSAESRV.

   The section looks like this:

   ```
   Values for config section - PSAESRV.

   Max Instances = 3.

   Recycle Count=0

   Allowed Consec Service Failures=0.
   ```

2. Change the value for **Max Instances** to the maximum number of parallel processes that you want to run at once.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Defining the Maximum Concurrent Processes for the Server

Use the Server Definition page (SERVERDEFN) to define the maximum concurrent processes for Application Engine processes.

Navigation:

PeopleTools > **Process Scheduler** > **Servers** > **Server Definition** > **Server Definition**

Field or Control	*Description*
Process Type and **Max Concurrent**	For the Application Engine process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Defining the Number of Parallel Processes

Use the AR Parallel Processing Options page (PARALLEL_AR_SBP) to define the number of parallel processes or partitions to use with Payment Predictor.

Navigation:

Set Up Financials/Supply Chain > **Install** > **Installation Options** > **Receivables** and click the **Parallel Processing Options** link.

Field or Control	*Description*
Parallel Process and **Maximum Partitions**	Enter the exact number of partitions or parallel processes that you want to run for the AR_PREDICT parallel process.

Adding More Parallel Processes to the AR_PP Multiprocess Job

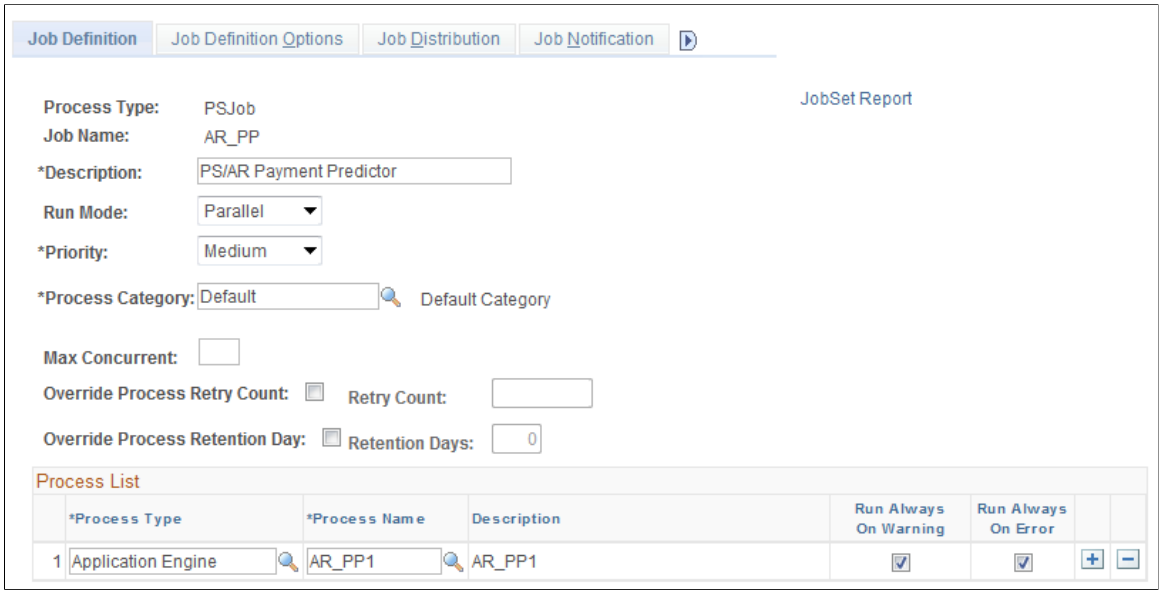
Use the Job Definition page (PRCSJOBDEFN) to add additional Payment Predictor process definitions to run the AR_PP multiprocess job.

Navigation:

PeopleTools > **Process Scheduler** > **Jobs** > **Job Definition** > **Job Definition**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Job Definition page.



Field or Control	*Description*
Run Mode	Always select *Parallel.*
Process Type and **Process Name**	Enter *Application Engine* for the type and select from *AR_PP2* to *AR_PP8* for each separate partition or process that you want to run. If you define additional process definitions, select the name of the definitions that you added. **Note:** You must have the same number of rows in the process list as you enter in the **Maximum Partitions** field on the AR Parallel Processing Options page.
Run Always on Warning and **Run Always on Error**	You must select these check boxes.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Adding Additional Payment Predictor Process Definitions

Use the Process Definition page (PRCSDEFN) to add additional Payment Predictor process definitions if you need to run more than eight parallel processes.

Navigation:

PeopleTools > **Process Scheduler** > **Processes** > **Process & Definition** > **Process Definition**

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_PP1 process definition with two exceptions:

- Use another name.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Use another description.

Use this format for the name: AR_PP#. For example: AR_PP9.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Selecting Payments for Payment Predictor Processing

When you set up Payment Predictor methods, establish a hierarchy for processing business units, customers, deposits, and payments. This table describes how to further refine the process by excluding specific customers or payments:

Defaults	***Page Used to Set Default***	***What Defaults Affect***	***Turn On/Off***	***Assign Method***
TableSet	Receivables Options - Payment Options	Business Units Determines which Payment Predictor method the system uses as the default for a business unit.	NA	X
Bank Account	Information	Deposits Payment Predictor evaluates payments received electronically as well as those entered online. When the system receives a payment through a payment interface, it checks the bank account's attributes to determine whether payments from this bank account should use Payment Predictor as their default application approach. The associated bank account that uses Payment Predictor should have the PP_SW field in the PS_BANK_ACCT_DEFN table set to *Y*.	X	NA

Copyright © 1988, 2025, Oracle and/or its affiliates.

Defaults	*Page Used to Set Default*	*What Defaults Affect*	*Turn On/Off*	*Assign Method*
Customer	Bill To Options	Bill To Customers Enables you to override the Payment Predictor method set at the business unit level for this customer. Supports putting an individual customer on hold to exclude its items from consideration by Payment Predictor.	X	X
Payment	Express Deposit Payments Regular Deposit Payments Worksheet Selection	Payments Determines whether Payment Predictor should apply an individual payment from an electronic payment or from an online payment. This choice overrides the on and off setting at the TableSet or bank account level. To include or exclude an entire deposit for Payment Predictor processing, you must take action for each payment in the deposit. Although usually not done, you can use Payment Predictor from the express deposit pages. Enter reference information, and then select Payment Predictor.	X	NA

Note: NA means Not Applicable.

Related Links

Receivables Options - Payment Options Page
Understanding Payments and Deposits
Applying Payments Using Payment Worksheets
“External Accounts - Account Information Page” (PeopleSoft Banks Setup and Processing)
“General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Payment Predictor Temporary Tables and Sections

This topic discusses how to:

- Review temporary tables.
- Review Payment Predictor sections and SQL statements.

Reviewing Temporary Tables

As an Application Engine-based program, Payment Predictor makes extensive use of set processing and temporary tables. This design improves performance and enhances your ability to modify processing for your environment.

Set processing is a method of manipulating data that operates on more than one row at a time. It is not a SELECT, FETCH, and UPDATE approach; rather, it inserts, updates, and deletes rows in sets. For example, Payment Predictor runs an algorithm group for all payments in all business units that use the current method and meet the remittance conditions of the current step.

The Payment Predictor uses cursor-based processing with reuse selected to avoid data contention and improve performance in support of the parallel processing.

Each of the temporary tables has PROCESS_INSTANCE as the high-order key to enable multiple Payment Predictor jobs to run on the server in parallel without interference.

The temporary tables are organized according to logical levels of data: payments, customers, items, steps, and matches.

Payment Predictor uses the following key temporary tables:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Table	*Description*
PS_PP_PYMNT_TAO	This table is the first table Payment Predictor populates. It contains one row for each payment processed. The PREPARE section populates this table. Payment Predictor processes only payments selected for Payment Predictor (PS_PAYMENT.PP_SW = Y) that are in balanced deposits (PS_DEPOSIT_ CONTROL.BAL_STATUS = I) for requested business units. Keys: PROCESS_INSTANCE, DEPOSIT_BU, DEPOSIT_ID, PAYMENT_SEQ_NUM. If any rows exist in PS_PAYMENT_ID_ITEM, the system sets PP_REF_STATUS to *Y*—references supplied. This setting is important because Payment Predictor processes payments with reference information differently than payments without reference information. **Note:** Payment Predictor changes the initial value of *Y* to *N*—no references supplied—if it cannot identify any customers based on the reference information. That is, a value of *N* might be interpreted as no references supplied or that all references supplied are invalid. Payment Predictor sets the value of PP_MICR_STATUS based on an analysis of the contents of PS_PP_CUST_TAO. The field name is somewhat misleading; the values placed in the field refer to the broader results of customer identification and not just the presence of a MICR ID. End result values are: • *M* (more than one customer identified) • *S* (only one customer identified) • *N* (no customer identified). Payment Predictor stores the method and the SetID for the method that was used to process the payment on this table. The PP_APPL_STATUS and PP_DISPOSITION fields contain information about the status of a payment and whether it has been applied or whether it requires a worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Table	*Description*
PS_PP_CUST_TAO	This table contains one row for each customer identified by each payment. Keys: PROCESS_INSTANCE, DEPOSIT_BU, DEPOSIT_ID, PAYMENT_SEQ_NUM, CUST_ID (duplicates allowed) Customers are identified using one or more of the following conditions: • One or many rows in PAYMENT_ID_ITEM containing reference information. • One or many rows in PAYMENT_ID_CUST containing a MICR ID. • One or many rows in PAYMENT_ID_CUST containing a customer ID (with or without a business unit). **Note:** When a payment has reference information, Payment Predictor does not use the customer identification information placed in the PS_PP_CUST_TAO table. Instead, it uses the reference qualifier and reference information to find the corresponding items on PS_ITEM. The PS_ITEM records contain the business unit and the customer identifier. Payment Predictor uses the business unit and customer identifier to determine the appropriate customers and related remit from customers.
PS_PP_ITEM_TAO	This table contains one row for each item considered for payment application. If the payment does not have reference information (rows in PS_PAYMENT_ ID_ITEM), Payment Predictor loads all open items for all customers in PS_PP_CUST_TAO into this table. Later, non-reference-based algorithms that are associated with a method evaluate the data in PS_PP_ITEM_TAO. **Note:** An algorithm does not have to use this table as the basis for its evaluation. For example, suppose that the reference-based algorithms obtain information directly from PS_ITEM, bypassing PS_PP_ITEM_TAO completely. Payment Predictor then runs a reference algorithm by inserting a row for each item selected by that algorithm directly into PS_PP_MATCH_ TAO. It then *backloads* the matches into PS_PP_ITEM_TAO to maintain consistency between these two tables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Table	*Description*
PS_PP_STEP_TAO	This table contains one row for each step, condition, and action of each method that is processed in a run. The SBLD module populates this table and then performs each step in turn. SBLD drives the payment application process. After the process loads all steps for all identified methods into PS_PP_STEP_TAO, this module does a SELECT, FETCH, and DELETE of each method step in order. The actions associated with a step are performed simultaneously against all payments that have not been processed (or have been released), that have been assigned to the current method by Payment Predictor, and that meet the remittance pattern specified for the step. When the Payment Predictor process finishes, this table should be empty (because all steps should have been processed).
PS_PP_MATCH_TAO	The process uses this table to evaluate overpayment and underpayment conditions. This table contains one row for each item to be paid by the payment or to be included on a payment worksheet. It is populated by an algorithm (or by WBLD when you use the **Generate A Worksheet** option). It might also contain one additional row for each payment that represents a new item generated by the Payment Predictor. It is actually the join between this table and PS_PP_ITEM_TAO that represents the transactions generated by a payment for a worksheet or pending group.
PS_PP_OCSEQ_TAO	The process uses this table to evaluate the sequence of overdue charge entry reasons in the ENTRY_REASN_TBL.

Related Links

“Installation Options - Receivables Page” (Application Fundamentals)

Reviewing Payment Predictor Sections and SQL Statements

The Payment Predictor multiprocess job (ARPREDCT) runs two Application Engine processes—AR_PREDICT1 and AR_PREDICT2. Each Application Engine process runs a collection of SQL statements. The AR_PREDICT2 process contains algorithm groups that represent sections. Each algorithm in the section represents a step that is either an SQL statement or the DO command of another section. If you want to perform a DO command on a section more than once, you use a DO SELECT. The processes perform the section that you specify once for each row that the select returns. It places values returned by the select in %BIND variables and references them by name in subsequent SQL statements.

The AR_PREDICT1 process prepares the staging tables and populates the temporary tables for the second multiprocess job. The staging tables are PS_PP_ITEM_TMP, PS_PP_CUST_TMP, and PS_PP_PYMNT_TMP, and they are images of the tables PS_PP_ITEM_TAO, PS_PP_CUST_TAO, and PS_PP_PYMNT_TAO. The staging tables populate the temporary tables used by the child processes. The AR_PREDICT2 process uses the information in the temporary tables to generate the groups and worksheets.

The AR_PREDICT2 process flow has four stages:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Executing method steps.
- Generating transactions.
- Updating tables and status.
- Releasing process instances on tables.

This section provides background information about the sections in the AR_PREDICT1 and AR_PREDICT2 Application Engine processes.

AR_PREDICT1 - Preparing Temporary Tables

This table describes the sections that prepare temporary tables:

Section	*Description*
PREPARE	Builds the temporary tables PS_PP_PYMNT_TAO and PS_PP_ITEM_TAO. For payments containing no references or completely invalid references (PS_PP_ PYMNT_TAO.PP_REF_SW = N), it loads all items for the customers identified through PS_PAYMENT_ID_CUST into PS_PP_ITEM_TAO.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Section	*Description*

ID_ITEM	Populates the temporary table PS_PP_CUST_TAO with customer identification information for payments with references (PS_ PYMNT_TAO.PP_REF_ STATUS = Y). Platform-specific codes can apply in this section.
	
	First, Payment Predictor determines a list of the types of references that it uses for all payments in the run. Then for each type of reference it uses, it builds a dynamic SQL statement to insert a row into PS_PP_CUST_TAO for each payment. For each type of reference, it runs two SQL statements based on the algorithms CUSTMP1 and CUSTMP2.
	
	For example, if ITEM references were included in any payments in the run, the module would concatenate "AND X. REF_ QUALIFIER_CODE = 'I' AND X.REF_VALUE = I. ITEM)" to the end of the statements and run the statements.
	
	Loaded from the PREPARE section as a DO SELECT, ID_ ITEM.
	
	`%SelectInit(REF_QUALIFIER_CODE, FIELDNAM⇒`
	
	`E)SELECT DISTINCT R.REF_QUALIFIER_CODE , R.FIELDNAMEFROM %Table(PP_PYMNT_TAO) P ,⇒`
	
	`PS_PAYMENT_ID_ITEM X , PS_AR_FLD_REF_TBL R WHERE P.PROCESS_INST⇒`
	
	`ANCE = %Bind(PROCESS_INSTANCE) AND P.PP_REF_STATUS = 'Y' AND P.DEPOSIT_⇒`
	
	`BU = X.DEPOSIT_BUAND P.DEPOSIT_ID = X.DEPOSIT_IDAND P.PAYMENT⇒`
	
	`_SEQ_NUM = X.PAYMENT_SEQ_NUMAND X.REF_QUALIFIER_CODE = R.REF_QUALIFIER_C⇒`
	
	`ODE AND R.REF_STATUS = 'A'`
	
	Payment Predictor accomplishes the same results without a special module for the dynamic SQL. All the SQL is dynamic, and Payment Predictor uses the Application Engine bind variables that are returned from the DO SELECT.
	
	`AND X.REF_QUALIFIER_CODE = %BIND(REF_QUA⇒`
	
	`LIFIER_CODE)AND X.REF_VALUE = I.%BIND (FIELDNAME, NOQUOTES)`

ID_CUST	Populates the PS_PP_CUST_TAO temporary table with customer identification information for payments with MICR or customer references. This is also done from PREPARE. Platform-specific codes can apply in this section.

Copyright © 1988, 2025, Oracle and/or its affiliates.

AR_PREDICT2 - Executing Method Steps

This table describes the sections that run method steps:

Section	*Description*
SBLD	This section builds the PS_PP_STEP_TAO temporary table and then performs each step in turn. First, it inserts one row for each step, condition, and action of each method needed to process all payments for all business units requested. For example, if the step has a condition that runs an algorithm and then generates an adjustment for an underpayment, it inserts two rows into PS_PP_STEP_TAO. It deletes each row upon completion; this table should be empty at the end of a normal run. After the PS_PP_STEP_TAO table is created, the second phase begins.
STEP	The Step Manager, done from SBLD with a DO SELECT. Depending on the step and condition that the system is processing, the appropriate section is done.
GENITEM	Run for each Generate An Item step. It might generate items based on the criteria specified in the method and on the condition of the payment.
WBLD	Run for each Generate A Worksheet step. It might generate worksheets based on the criteria specified in the method and on the condition of the payment.
CNTL_ACT	Run for a control account step.
RELEASE	Run for each release. The payment step uses only the temporary tables. It releases a payment that an algorithm has attempted to apply, enabling subsequent method steps that match the remittance profile to process the payment. When an algorithm finds any items to apply for a payment, another algorithm (or method step) does not consider that payment for application unless a Release The Payment step releases it.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Section	*Description*
ALGR	Not a true section. A *dynamic DO* performs the actual run of the SQL contained in the algorithm group, and the section that is run is the name of the algorithm group. The name of an algorithm group must begin with a # and must match the name of a section. An algorithm is a group of statements in a section. When an algorithm populates PS_PP_MATCH_TAO, it must set the value of PP_PROC_FLAG to *0.* Subsequent statements included in the algorithm group enable you to further adjust or refine the answer set contained in PS_PP_MATCH_TAO to: • Limit the answer set to just the customers included in the identifying information. • Add a unique single debit or credit.
ALGRDONE	Performs system processing after an algorithm populates PS _PP_MATCH_TAO. This includes handling the bulk of the Payment Predictor hold logic, performing the Check Pending option, and eliminating duplicate items from being selected. After it is called, all items selected have PS_PP_MATCH_ TAO. PP_PROC_FLAG = *1.* This switch changes to *2* after the group of steps is completed—after an Execute Algorithm and then overpayment and underpayment clauses. ALGRDONE appears in sections at the points where the answer set can be modified. PeopleSoft Receivables implements this in the algorithm groups of #BALANCE, #COMBOS, #PASTDUE, and #STATEMNT.

AR_PREDICT2 - Generating Transactions

This table describes the sections that generate transactions:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Section	*Description*
UPDM	Updates the matches. This is required to assign sequence numbers needed for building the PS_PENDING_ITEM and PS_PAYMENT_ITEM tables. This is a SELECT, FETCH, and UPDATE operation. UPDM performs other functions, including building deposits and payments generated during the run, making an additional pass for the check pending option, and handling the orphan payments that have not been processed. In addition, it excludes items that have been selected but that have a different currency from the payment.
PGEN	Generates payment worksheets, group control, and pending items, as needed. These are all set mode operations—a series of SQL statements run, each creating worksheets for a subset of payments.
PUPD	Performs a SELECT, FETCH, and UPDATE of each payment being processed in this run and updates the PS_PAYMENT table accordingly. PUPD exists as an individual section, because it can be replaced with a stored procedure on some SQL platforms.
TERMINATE	Calculates and logs messages for the payment totals and payment amounts either applied, generated to worksheets, or released. Releases the process instances on tables used.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 10

Setting Up Automatic Maintenance Processing

Understanding the Automatic Maintenance Process

The Automatic Maintenance process (AR_AUTOMNT) is a PeopleSoft Application Engine process that matches debit items to credit items. The process is useful when you want to automatically match items with the same amounts or when you want to automatically close deductions and disputed items.

The process places the items that meet your matching criteria in match groups unless they are already selected in a worksheet, such as the payment or maintenance worksheet. A match group must contain at least one debit item and one credit item, but it can contain multiple debit and credit items.

You create automatic maintenance methods that define the rules for matching the items, and specify which method to use for each business unit or when you run the process.

The process:

- Executes the steps in the automatic maintenance method that you assign to the business unit, unless you override it for all business units on the run control page.

  As the process executes each step, it creates a row in a temporary table for each item that it tries to match. The process also stores the appropriate action for each step in a temporary table.

- Writes off the remaining balance for match groups, if the balance meets the write off tolerances.

  If the match group contains only one debit and one credit, it creates either a MT-02 (write off a credit) or MT-03 (write off a debit) item. If the group contains multiple debits or credits, it creates either a MT-06 (write off remaining credit) or MT-07 (write off remaining debit) item.

- Creates a maintenance group for each corporate customer, which has match groups for conditions where the step does *not* create a worksheet.

  The process sets the group to post. When you post the group, the Receivables Update process (ARUPDATE) creates distribution lines for the items, using the accounting template for the appropriate automatic entry template.

- Creates a maintenance worksheet for each corporate customer, which has match groups for conditions where the step creates a worksheet.

  You must review the worksheet and set the group to post.

- Creates an item maintenance activity for each item.

  Enters the same value in the match group ID field in the item maintenance activity for each item in the group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Uses the anchor business unit on the run control as the anchor business unit for each maintenance group or worksheet.

  The Receivables Update process uses the anchor business unit to generate interunit accounting entries when items are matched across business units.

- Converts the item amounts to a common currency to handle items in different currencies.

  The process uses the general ledger base currency for the anchor business unit that you entered on the run control for the common currency. If you do not enter an anchor business unit on the run control page, the process uses the general ledger base currency for the business unit with the lowest value in the grid that appears on the run control page.

Note: The SetID for the business unit being processed must have the following System Function IDs active: MT-01, MT-02, MT-03, MT-04, MT-05, MT-06, and MT-07.

Related Links

Understanding Multicurrency Processing
Item Activity From a Match Group Page
Write-Off Tolerances

Setting Up Automatic Maintenance Methods

Pages Used to Set Up Automatic Maintenance Methods

Page Name	*Definition Name*	*Usage*
Method Summary Page	AUTOMNT_METHOD	Add a new automatic maintenance method or view a summarized list of the steps in an existing method.
Method Detail Page	AUTOMNT_STEP	Define the steps that the Automatic Maintenance process performs when you run a method.

Understanding Automatic Maintenance Methods

To set up automatic maintenance methods, use the Automatic Maintenance Method component (AUTOMNT_METHOD).

Automatic maintenance methods define rules for matching debits and credits and for handling remaining balances for each match group. The Automatic Maintenance process uses the method that you assign to the business unit for processing unless you override the method for all business units on the Automatic Maintenance run control page.

Each method contains a series of steps that the process executes sequentially. For each step, you specify:

- One matching instruction.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- As many conditions and actions as necessary.
- Whether to exclude certain types of items, such as deductions.

You select one of these matching instructions for each step:

- Have the process match a value in a field in the debit items to a value in a field in the credit items.

  If an automatic maintenance method indicates that the process should exactly match items by their open amount and the One to One option is selected in the method, the items must be unique. For example, if you have two 1,000.00 EUR credits and one 1,000.00 EUR debit, the process does not place any of the items in a match group.

- Have the process execute the #OLDEST or user-defined algorithm group.

  The #OLDEST algorithm group matches open items by due date—matching the items with the oldest due dates first—until either all the available credits or all the available debits are matched. It uses the directions that you provide for the step to determine how to handle the remaining balance.

- Have the process write off items with a specific entry type and reason that were not matched in previous steps.

  The write-off amount must meet the write-off tolerances defined for the entry reason assigned to the automatic entry types associated with the Write-off a Credit (MT-02), Write-off a Debit (MT-03), Write-off Remaining Credit (MT-06), and Write-off Remaining Debit (MT-07) system functions.

For the first two instructions, you define the action that the process takes based on the remaining balance for the match group. The system populates the actions for the last instruction and you cannot change them. You also define whether to put the match group or write-off on a maintenance worksheet.

Designing Methods Based on Reference Values

It is essential that you have a thorough understanding of how your organization tracks reference information on credit items when you create your automatic maintenance methods.

Ideally, the methods that you define enable the Automatic Maintenance process to match the majority of your debits and credits and to write off the remaining balances, leaving only the exceptions to be matched or written off using the maintenance worksheet. The trick is to fit your methods to the way that your business processes populate reference information.

Place the steps that produce the greatest number of matches at the beginning of the automatic maintenance method. For example, if you are creating a method to resolve deductions, and the majority of your customers provide the claim number in the Claim Number field when they take the deduction, and you also enter it in the Claim Number field when you create the credit memo, use the Claim Number field in the first step.

As you work with methods during implementation, you will probably change them until you find the most efficient way to match items.

Method Summary Page

Use the Method Summary page (AUTOMNT_METHOD) to add a new automatic maintenance method or view a summarized list of the steps in an existing method.

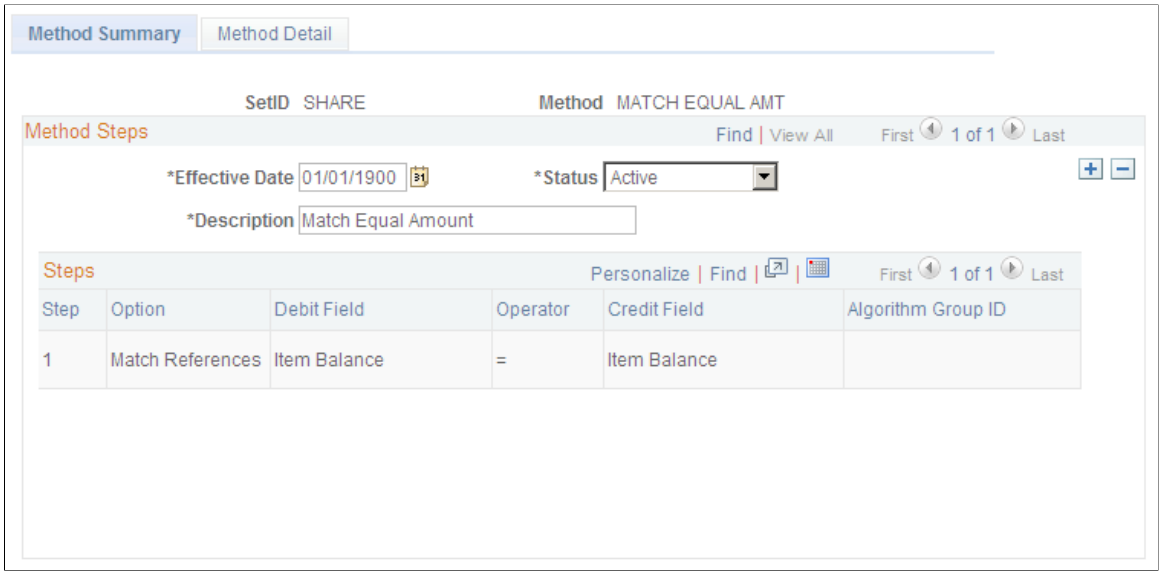
Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Automatic Maintenance Methods** > **Method Summary**

Use the Method Summary page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Automatic Maintenance Methods, Method Summary).

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



Field or Control	*Description*
Method	Displays the unique code that identifies the automatic maintenance method.

Steps

The **Steps** grid displays a list of all the steps in the automatic maintenance method. When you first add a new method, the list is blank.

Field or Control	*Description*
Step	Displays the step number. The process performs the steps in sequential order.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Option	Displays the type of task that the step performs. Values are: *Match:* Matches the values in a field for a debit item to the value in a field for a credit item. *Algorithm:* Matches or creates a write-off based on the algorithm that you selected. *Write-Off:* Writes off debit or credit items that the process did not previously match that have an amount that is less than the defined tolerances for either the business unit, customer, or automatic maintenance reason associated with the automatic entry type for the write-off item, such as Write off a Debit or Write off a Credit.
Debit Field	Displays the field whose value you are matching for debit items.
Operator	Displays the operator that the process uses to match the items. Values are: = (equals): Creates exact matches. *LIKE:* Creates partial matches.
Credit Field	Displays the field whose value you are matching for credit items.
Algorithm Group ID	Displays the name of the Application Engine section that the process runs for the step.

Method Detail Page

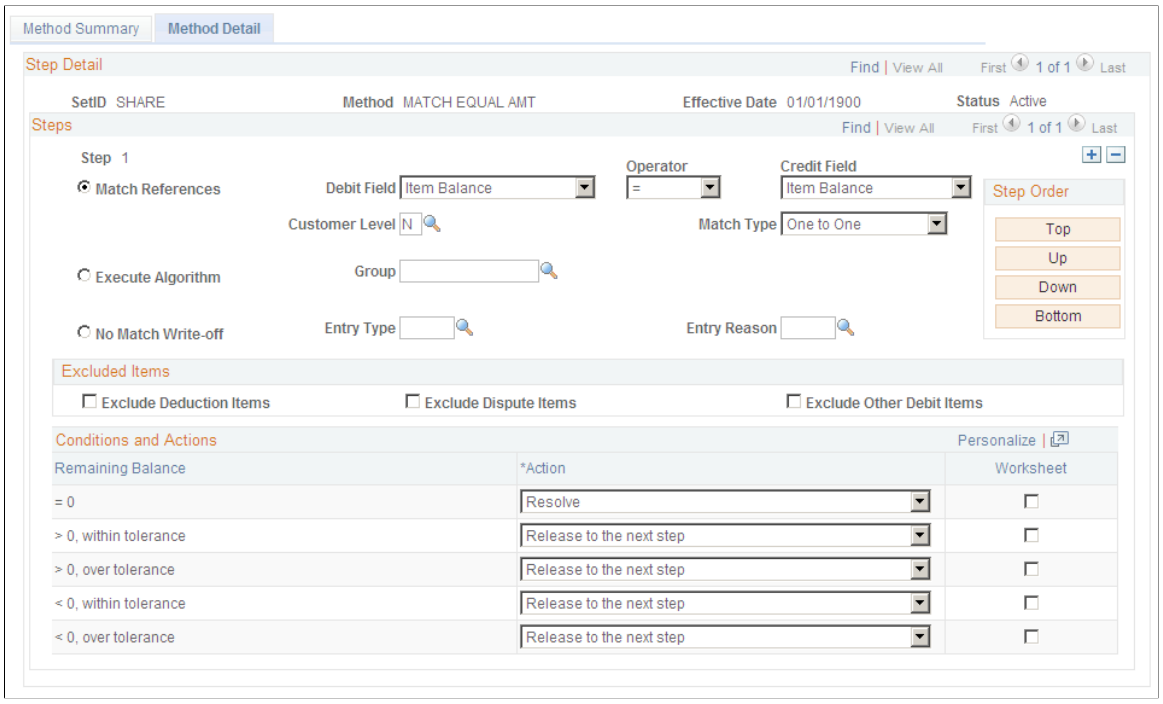
Use the Method Detail page (AUTOMNT_STEP) to define the steps that the Automatic Maintenance process performs when you run a method.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Automatic Maintenance Methods** > **Method Detail**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Steps

When the Automatic Maintenance process runs, it examines each debit item and performs the steps in the method in sequential order. The system automatically assigns the **Step** number.

Select one of these options for each step:

Field or Control	*Description*
Match References	Matches the values in a field in a debit item to a value in a field in a credit item. For example, it could match the invoice for a debit item with the document ID for a credit item. When you select this option, you must specify the match criteria.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Execute Algorithm	Performs matching and write-offs defined in a Application Engine section. Each section is an algorithm group and each step in the section is an algorithm. The Automatic Maintenance process executes the actions based on the results of the algorithm. When you select this option, you must enter the name of the algorithm group in the **Group** field. Select a user-defined algorithm or select the system-defined #OLDEST algorithm, which matches all debits and credits in oldest first order by due date. See Defining Automatic Maintenance Algorithm Groups.
No Match Write-off	Writes off debit or credit items not matched by the previous steps that have an amount that is less than the tolerances that you defined. When you select this option, select one specific **Entry Type** and corresponding **Entry Reason** for the items that you want to write off. For example, enter *DED* for the entry type to write off deduction items. When you create the entry reason for the entry type, you might want to create the entry reason for a small amount, such as 5.00 USD. When you create an item, such as a deduction, assign the entry reason for small amounts to the item. Enter the entry reason for small amounts in the **Entry Reason** field. If you want to write off both debits and credits, you need to create two separate steps. **Note:** If you select No Match Write-Off for a step, the Automatic Maintenance process does not check the percentage tolerance, because the percentage will always be 100.

If you selected **Match References,** specify the criteria for creating a match.

Field or Control	*Description*
Debit Field	Enter the field whose values you want to match in debit items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Operator	Select the operator to use for matching. Values are: *=:* Creates exact matches. *LIKE:* Creates partial matches, including values that begin with the same characters or numbers. For example, the process would match a debit whose reference ID is 123 to a credit whose reference ID is 12345, or it would match a debit whose reference ID is 12345 with a credit whose reference information ID is 123. However, it will not match 12345 to 12378. If you want to create both exact and partial matches, enter one step to create exact matches and one to create partial matches. Because like matches also retrieve exact matches, always precede a *Like* match step with an *Exact* match step.
Credit Field	Enter the field whose values you want to match in credit items. You can match values in the following fields in the Item table (PS_ITEM) for either the debit or credit items. The field for the credit does not have to be the same field as the debit. Select from these values: *AR Specialist, Bill of Lading, Broker ID, Carrier ID, Claim Number, Class of Trade, Collector, Contract* number, *Credit Analyst, Item Balance* (open amount), *Division, Document ID, Family, Invoice, Item ID, Major Classification, Order No, Open Amount, Proof of Delivery, Purchase Order Reference, Sales Person, Sales Person 2,* or *User 1* through *User 10.*
Customer Level	You can expand match groups to include items across all customers in a customer group. Select the customer level to use when creating match groups. Values are: *C:* Corporate customer group. *N:* No customer relationships considered. This is the default value. *R:* Remit from customer group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Match Type	Specify how the process does the matching. Select one of these values: *All:* Places all items that meet the matching criteria in one match group. *One to One:* Matches only one debit to only one credit in a match group. If the matching criteria creates a match group with more than one debit or credit, the process does not match them. Matches debit and credit items of the same amount for a customer as long as the amounts are unique. For example, if you select *Item Balance* as the matching criteria in both the **Debit Field** and the **Credit Field,** and there are two 1,000.00 USD debits and one 1,000.00 USD credit, it does not match the items.
Exclude Deduction Items	Select to exclude deduction items from matching when processing the step.
Exclude Dispute Items	Select to exclude disputed items from matching when processing the step.
Exclude Other Debit Items	Select to exclude all items other than deduction and disputed items from matching when processing the step.

Step Order

The buttons in the **Step Order** group box move a step up or down in the method. Place the steps that produce the greatest number of matches at the beginning of the method.

Conditions and Actions

If you select **Match References** or **Execute Algorithm,** you must select an action for each condition. Each step includes five remaining balance conditions.

If you select **No Match Write-off,** the system defines the conditions and actions, and you cannot change them. However, you can specify whether you want to place the write-off items on a worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Remaining Balance	Displays the condition for the remaining balance for a match group. Values are: *= 0:* The remaining balance is zero. *> 0, within tolerance:* The remaining balance is greater than zero and meets the write-off tolerances. *> 0, over tolerance:* The remaining balance is greater than zero and exceeds the write-off tolerances. *< 0, within tolerance:* The remaining balance is less than zero and meets the write-off tolerances. *< 0, over tolerance:* The remaining balance is less than zero and exceeds the write-off tolerances. --- **Note:** You define the write-off tolerances for each business unit and override them for individual customers or for the automatic maintenance reason that you assign to the automatic entry types associated with these system functions: Write-off a Credit (MT-02), Write-off a Debit (MT-03), Write-off Remaining Credit (MT-06), and Write-off Remaining Debit (MT-07). --- See Receivables Options - General 1 Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select the action that you want the process to perform based on the remaining balance for the group. Values are: *Resolve:* The process matches the entire amount of the items. Select this when the balance is zero. *Resolve, write off balance:* The process matches the items and creates a write-off item for the amount of the remaining balance. Select when the remaining balance is within tolerances. *Resolve, Create new item:* The process matches and closes the items and creates a new item (either an MD or MC item) for the difference between the balances of the matched items. For example, if the process matches debit items totaling $200 to credit Items totaling -$145, the items are closed and a new MD item is created for $55. If the process matches debit items totaling $200 to credit items totaling -$233, the items are closed and a new MC item is created for -$33. *Resolve, Item balance open:*The process matches the items and closes the items with the smaller total absolute amount. The process also closes the items with the larger total absolute amount, except for the item with the latest due date, which remains open with a balance equal to the difference between the two amounts. The process does *not* create a new item. For example, the process matches debit items totaling $200 to credit Items totaling -$145, the credit items are closed, and the debit items are closed, except for the debit item with the latest due date, which remains open with a balance of $55. --- **Note:** If you select the **No Match Write-off** button, the *Resolve, Item balance open* actions are not available for selection. --- *Release to next step:* The process does not match the items. The debit and credit items are available for processing in the next step. Select for either a zero balance or a remaining balance.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Worksheet	Select to place the match group on a maintenance worksheet for online review. The worksheet displays the match groups and suggested write-off items or remaining open amounts. You can accept the results or make manual adjustments before posting the maintenance group. **Note:** You can select **Worksheet** only for a *Resolve, write off balance* action for a **No Match Write-Off** step.

Viewing Sample Automatic Maintenance Methods

Accounts Receivables provides several sample methods in the database for you to review before you design your own methods. The following sections provide two examples of automatic maintenance methods.

Leaving the Remaining Balance Open

This example provides instructions to use if the value in the Document field for a debit item does not exactly match to the value in the Document field for a credit item. Alternately, you can use sample data delivered with the LEAVE BALANCE method in the Automatic Maintenance component, which will leave the remaining balance on the item.

To create these instructions:

1. Select **Match References** and enter the following matching criteria:

Field or Control	*Description*
Debit Field	Select *Document ID*.
Operator	Select =.
Credit Field	Select *Document ID*.
Customer Level	Select *N*.
Match Type	Select *All*.

2. Enter the parameters for each condition as shown in this table:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Remaining Balance	*Action*	*Worksheet*
= 0	*Apply, Remaining balance open*	Clear to post the match group.
> 0, within tolerance	*Apply, Remaining balance open*	Select to review the match group on a maintenance worksheet.
> 0, over tolerance	*Apply, Remaining balance open*	Select to review the match group on a maintenance worksheet.
< 0, within tolerance	*Apply, Remaining balance open*	Select to review the match group on a maintenance worksheet.
< 0, over tolerance	*Apply, Remaining balance open*	Select to review the match group on a maintenance worksheet.

Using Multiple Steps

You may want to have several steps that exactly or partially match different references, because not all of your customers supply the same reference information. This example has four steps. Each step considers the remaining balance for the match group and provides an action based on the balance. This example:

- Matches all items except deduction and disputed items that have matching unique open amounts.
- Matches values in the Document field in the Item table for deduction items with the values in the Document field in the Item table for credit items.

The example has four steps. Each step considers the remaining balance for the match group and provides an action based on the balance.

Note: You may want to have several steps that exactly or partially match different references, because not all of your customers supply the same reference information.

Step 1 - Exact Match on the Open Amount

Step 1 provides instructions on creating a match group for each set of debit and credit items that have a unique open amount as well as instructions on resolving each group. For example, the open amount for a debit is 999.00 CAN and the open amount for a credit is –999.00 CAN. Each match group is set to post. You want to match items—except exception items—for all customers associated with the remit from customer.

To create these instructions:

1. Select **Match References** and enter the following matching criteria:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Debit Field	Select *Item Balance.*
Operator	Select =.
Credit Field	Select *Item Balance.*
Customer Level	Select *R.*
Match Type	Select *One to One.*

2. Select **Exclude Deduction Items** and **Exclude Dispute Items.**
3. Select an action for each condition.

   You must select *Resolve* when the remaining balance = 0. You can select any action for the other conditions, because the remaining balance is always zero for this matching criteria and none of the other conditions apply.
4. Deselect the **Worksheet** check box.

Step 2 - Exact Match of a Reference Value

Step 2 provides instructions for the Automatic Maintenance process to take if the value in the Document field for the deduction item is exactly the same as the value in the Document field for a credit item. The process matches items for all customers associated with the remit from customer.

To create these instructions:

1. Select **Match References** and enter the following matching criteria:

Field or Control	*Description*
Debit Field	Select *Document ID.*
Operator	Select =.
Credit Field	Select *Document ID.*
Customer Level	Select *R.*
Match Type	Select *All.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Select **Exclude Dispute Items** and **Exclude Other Debit Items.**

3. Enter the parameters for each condition as shown in this table:

Remaining Balance	*Action*	*Worksheet*
= 0	*Resolve*	Clear to post the match group.
> 0, within tolerance	*Resolve, Write off balance*	Clear to post the match group.
> 0, over tolerance	*Resolve, Item balance open*	Select to review the match group on a maintenance worksheet.
< 0, within tolerance	*Resolve, Write off balance*	Clear to post the match group.
< 0, over tolerance	*Resolve, Item balance open*	Select to review the match group on a maintenance worksheet.

Step 3 - Partial Match of a Reference Value

Step 3 provides instructions to take if the value in the Document field for a deduction partially matches the value in the Document field for a credit item. The process matches items for all customers associated with the remit from customer.

To create these instructions:

1. Select **Match References** and enter the following matching criteria:

Field or Control	*Description*
Debit Field	Select *Document ID.*
Operator	Select *Like.*
Credit Field	Select *Document ID.*
Customer Level	Select *R.*
Match Type	Select *All.*

2. Select **Exclude Dispute Items** and **Exclude Other Debit Items.**

3. Enter the parameters for each condition as shown in this table:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Remaining Balance	*Action*	*Worksheet*
= 0	*Resolve*	Clear to post the match group.
> 0, within tolerance	*Resolve, Write off balance*	Select to review the match group on a maintenance worksheet.
> 0, over tolerance	*Resolve, Item balance open*	Select to review the match group on a maintenance worksheet.
< 0, within tolerance	*Resolve, Write off balance*	Select to review the match group on a maintenance worksheet.
< 0, over tolerance	*Resolve, Item balance open*	Select to review the match group on a maintenance worksheet.

Step 4 - No Match Write-Off

Step 4 provides instructions to take if the value in the Document field for a deduction does not match the value in the Document field for any credit items, when the entry reason for the deduction is SMALL. The write-offs will not be placed on a worksheet. Use this instruction when an item amount is too low to make investigating the open balance worthwhile.

To create these instructions:

1. Select **No Match Write-Off.**
2. Select **Exclude Dispute Items** and **Exclude Other Debit Items.**
3. Enter the entry type code for deductions, such as *DED,* in the **Entry Type** field.
4. Enter SMALL in the **Reason** field.

Defining Automatic Maintenance Algorithm Groups

This topic provides an overview of automatic maintenance algorithm groups and discusses how to add a new algorithm group.

Understanding Automatic Maintenance Algorithm Groups

The Automatic Maintenance process uses algorithm groups to match debit items to credit items. When you implement the Automatic Maintenance process, you must create custom algorithm groups from scratch, if you need to use them. For example, you might include a step in your automatic maintenance method that matches the values in two debit item fields to the values in two credit item fields, because you want to match debit items to credit items by matching the invoice number and the purchase order number in both items.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

An algorithm group is a section in a Application Engine program. You need to be familiar with Structured Query Language (SQL) and with creating Application Engine processes to write a custom algorithm group.

The system provides a sample algorithm group, called #SAMPLE1, in the sample database. The algorithm group matches a debit item to a credit item when the invoice number and the purchase order number are the same in both the debit and the credit item. The algorithm group contains two steps, and each step contains one SQL statement. The sample provides an example of an exact match. However, you can also design your algorithms to create a partial or *LIKE* match.

This text is the SQL statement for the DEBITS step in the #SAMPLE1 section:

```
%InsertSelect(MT_ITEM_TAO, MT_ITMOPN_TAO, CORPORATE_SETID = SETID,
CORPORATE_CUST_ID = CUST_ID, MATCH_GROUP_ID = %BIND(AUTOMNT_METHOD)
%CONCAT %NumToChar(%BIND(STEP_NUM)) %Concat %Upper(INVOICE) %CONCAT %Upper(PO_REF),⇒


AUTOMNT_METHOD = %Bind(AUTOMNT_METHOD), STEP_NUM = %Bind(STEP_NUM),
DR_AMT = BAL_AMT, CR_AMT = 0, DR_CNT = 1, CR_CNT = 0, ITEM_AMT = BAL_AMT,
ITEM_AMT_BASE = BAL_AMT_BASE, ENTRY_USE_ID = 'MT-01')
FROM %Table(MT_ITMOPN_TAO)
WHERE PROCESS_INSTANCE = %ProcessInstance
AND BAL_AMT > 0
AND INVOICE <> ' '
AND PO_REF <> ' ' %Bind(AE_WHERE, NOQUOTES)
```

This text is the SQL statement for the CREDITS step in the #SAMPLE1 section:

```
%InsertSelect(MT_ITEM_TAO, MT_ITMOPN_TAO, CORPORATE_SETID = SETID,
CORPORATE_CUST_ID = CUST_ID, MATCH_GROUP_ID = %BIND(AUTOMNT_METHOD)
%CONCAT %NumToChar(%BIND(STEP_NUM)) %Concat %Upper(INVOICE) %CONCAT %Upper(PO_REF),⇒


AUTOMNT_METHOD = %Bind(AUTOMNT_METHOD), STEP_NUM = %Bind(STEP_NUM),
DR_AMT = 0, CR_AMT = BAL_AMT, DR_CNT = 0, CR_CNT = 1, ITEM_AMT = BAL_AMT,
ITEM_AMT_BASE = BAL_AMT_BASE, ENTRY_USE_ID = 'MT-01')
FROM %Table(MT_ITMOPN_TAO)
WHERE PROCESS_INSTANCE = %ProcessInstance
AND BAL_AMT < 0
AND INVOICE <> ' '
AND PO_REF <> ' ' %Bind(AE_WHERE, NOQUOTES)
```

You can copy the SQL that the system provides in the DEBITS and CREDITS steps to the steps in your algorithm groups, but you must change the WHERE statement as needed. You must also change the values for INVOICE and PO_REF in the SELECT statement to the appropriate field values that you want to match.

If you are creating an algorithm group to write off items not matched in previous steps, create algorithm groups by copying the SQL in the DEBITS and CREDITS steps in the WRITEOFF section and modifying the WHERE statements.

Adding a New Algorithm Group

Use PeopleSoft Application Designer to add a new algorithm group to the Automatic Maintenance process. All custom sections must begin with #, such as #CUSTOM.

There are two ways to add a new algorithm group:

- Copy an existing algorithm group (does not work on all platforms).

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Create an algorithm group from scratch.

Oracle suggests copying whenever possible, because it saves time.

For more information, see the product documentation for *PeopleTools: Application Engine*.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 11

Setting Up Draft Processing

Understanding Draft Processing

Many economies throughout the world use drafts as a payment method. The details vary country by country.

Supplier-initiated drafts, which are prepared by the supplier, are sometimes called *bills of exchange.* The supplier specifies the due date, whether the draft is to be discounted, and the remittance procedure (paper, EFT, or Electronic Data Interchange (EDI)). Typically, the supplier's bank submits the draft to the customer's bank for processing.

Customer-initiated drafts, which are usually, but not always prepared by the customer, are sometimes called *bills of order* or *promissory notes.* The customer specifies the due date and when the customer is to remit payment. The drafts are sent preapproved to the supplier, who must either accept or refuse the draft. The customer decides whether or not the draft is to be discounted and the remittance procedure (paper, EFT, or EDI).

Both types of drafts involve an obligation on the part of the buyer to pay the seller a particular sum on a given date. The drafts are redeemable on or after their stated due date, and it is common for both types of drafts to be redeemed before their due date at a discounted amount.

Understanding the Draft Life Cycle

This topic discusses:

- Draft life cycle overview.
- Major events in the draft life cycle.
- Additional draft events.

Draft Life Cycle Overview

Processing a draft normally occurs over an extended period of time. The events that occur during the draft life cycle are the same for both customer- and supplier-initiated drafts.

Each event in the draft life cycle generates accounting entries and changes the status of the draft. You initiate some of these events online and others occur automatically when you run the Receivables Update Application Engine process (ARUPDATE). PeopleSoft defines the draft processing rules for each business event that PeopleSoft Receivables supports. You define how the system creates accounting entries for each event by draft type.

The path that a draft takes in the draft life cycle depends on if the draft is:

Copyright © 1988, 2025, Oracle and/or its affiliates.

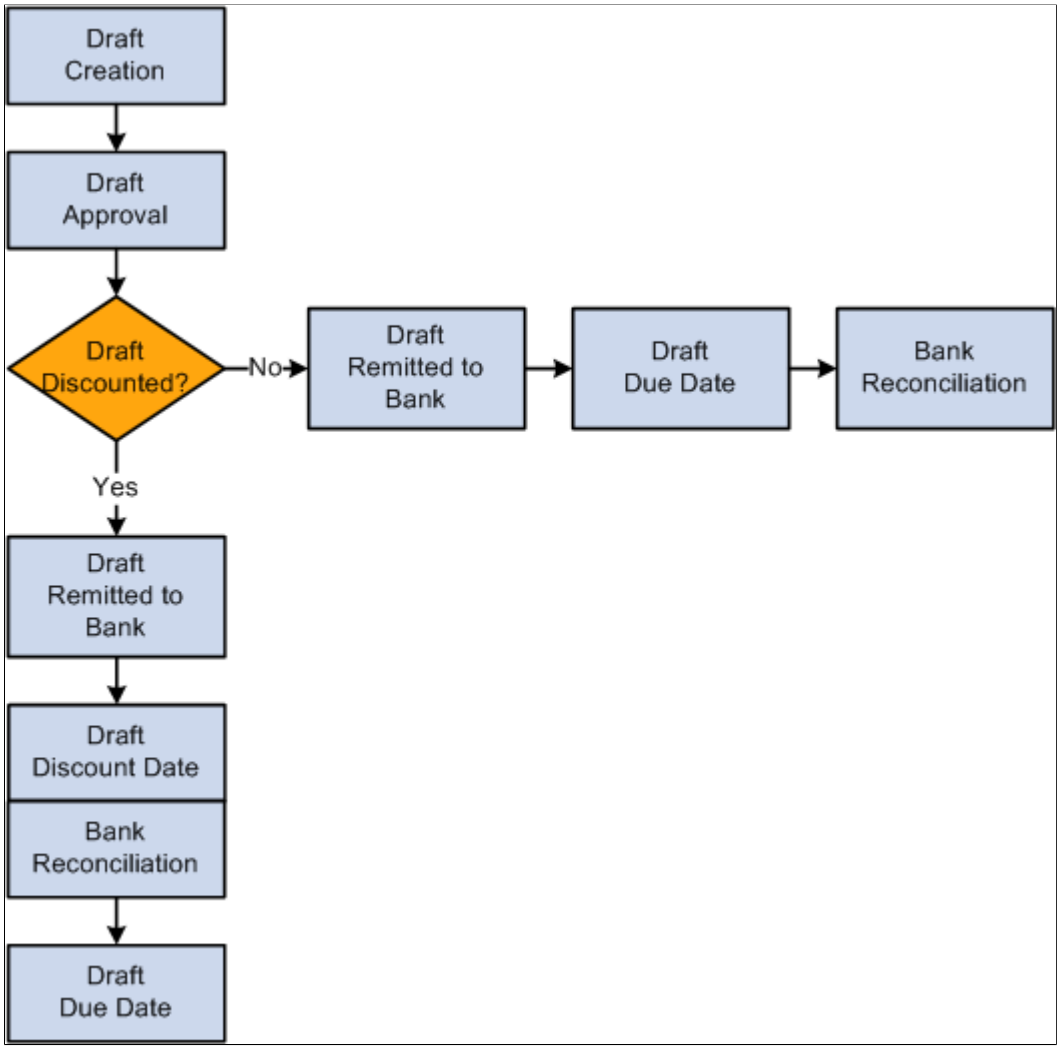
- Nondiscounted.
- Discounted with recourse.
- Discounted without recourse.

Drafts that are discounted with recourse and drafts that are discounted without recourse follow the same path but generate different accounting entries.

The following graphic shows the major events that occur in the draft life cycle, which include draft creation, draft approval. If draft is not discounted, then the draft is sent to the bank for remittance of money owed, the money is collected on due date, and are reconciled with the bank. If draft is discounted with or without recourse, the draft is sent to the bank for remittance of money owed, the money is collected on the discount date if this a discount of a draft without recourse, reconciled with the bank, and completed. If this is a discount of a draft with recourse, the draft is discounted on the discount date or when the it is reconciled with the bank and is completed on the due date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Major events that occur in the draft life cycle, which include draft creation, draft approval. If draft is not discounted, then the draft is sent to the bank for remittance of money owed, the money is collected on due date, and are reconciled with the bank. If draft is discounted with or without recourse, the draft is sent to the bank for remittance of money owed, the money is collected on the discount date if this a discount of a draft without recourse, reconciled with the bank, and completed. If this is a discount of a draft with recourse, the draft is discounted on the discount date or when the it is reconciled with the bank and is completed on the due date



The system keeps an audit history of all events that occur for an individual draft and records the history in the Draft Activity table (PS_DRAFT_ACTIVITY). Some events, such as the draft approval event, generate a group ID when the event occurs. For other events, such as draft remittance, the Receivables Update process assigns a group ID. The Receivables Update process also updates the activity record with the posting date.

Major Events in the Draft Life Cycle

This section describes the major events in the draft life cycle:

- Draft creation
- Draft approval

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Draft remittance
- Draft discount date
- Draft due date
- Bank statement reconciliation

Draft Creation

You create a draft using the Draft Request page or one of the two online entry pages (Draft Entry and Draft Mass Entry). The page that you use depends on whether you are creating a customer- or supplier-initiated draft. At this point in the draft life cycle, the draft enters the PeopleSoft Receivables system. You can also load a *kijitsu* draft (from Japan) into the system electronically by using an EFT file. The status of a draft that you create is either *Identified* or *Pending Acceptance.*

Draft Approval

After you apply items to the draft, you approve it using a draft worksheet or a draft approval worksheet. If the draft is preapproved, the system automatically approves the draft when you create it. The status of an approved draft is *Accepted.*

Draft Remittance

You send the draft to the bank to arrange for collection of the monies owed. You use the draft remittance worksheet to perform this task. The monies are collected at either the due date or the discount date, based on your specifications. If you specify that you want to collect the funds at the discount date, the bank normally charges a fee and interest. This effectively arranges for a short-term loan on the basis of the guaranteed future payment. The status of a remitted draft is *Remitted.*

Draft Discount Date

When the draft reaches its discount date, the bank places the funds in your account. If you discount a draft, the Receivables Update process creates accounting entries on the discount date. If a draft is discounted with recourse, the system automatically creates the appropriate liability accounting entries to record your financial exposure. These entries are necessary because the bank reserves the right to take the money back from you if your customer (issuer) fails to pay.

The status of the draft becomes C *(Complete)* unless you discounted the draft with recourse. If you discount a draft with recourse, the draft status changes to M *(Discounted)* on the discount date or when you reconcile the draft on a bank statement. The draft status becomes *Complete* on the due date.

Draft Due Date

When a nondiscounted draft comes due (reaches its due date or maturity date), the supplier's bank and the customer's bank process the exchange of funds. To accommodate this exchange, the Receivables Update process creates the accounting entries that are necessary to record the expected receipts. The bank statement records the actual funds when they are deposited in your bank account.

If you use cash clearing accounting and you have identified the bank account as a cash clearing account, the Receivables Update process transfers the amount from the cash clearing account to the cash account.

The status of the draft becomes *Complete.*

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Bank Statement Reconciliation

When you receive the bank statement, you have the option to use the bank reconciliation feature to mark the drafts as reconciled. You can do this manually, or you can reconcile it automatically using the automatic Bank Reconciliation Application Engine process (BNK_RECON). The system records the funds received for each draft on the bank statement. The reconciliation module provides a manual way to match the amount of the draft received with the amount that was submitted to the bank.

When you reconcile a draft on a bank statement, the status of the draft remains *Complete,* but the Receivables Update process identifies the draft as reconciled by changing the RECON_PROCESSED field to *Y.* The Receivables Update process also generates the appropriate accounting entries to record the reconciliation.

You have the option to recognize the cash either when you reconcile the draft on a bank statement, or on the due date for nondiscounted drafts or the discount date for discounted drafts. Specify the method to use when you set up your draft types. This table shows how the draft cycle looks:

Type of Draft	***Draft Event***
Nondiscounted	Remit ⇒ Due Date Or Remit ⇒ Bank Statement Reconciliation
Discounted	Remit ⇒ Discount Date ⇒ Due Date Or Remit ⇒ Bank Statement Reconciliation ⇒ Due Date

Related Links

“Managing Reconciliation Methods and Statements” (PeopleSoft Banks Setup and Processing)

Additional Draft Events

These additional events can occur in the draft life cycle at various points:

- Dishonoring a draft.
- Voiding a draft.
- Canceling a remittance.

Dishonor Draft

You dishonor a draft at any point in the draft life cycle after you approve it. After you dishonor the draft, you decide what action to take on the draft. When you dishonor a draft, the system changes the draft status to *D* (dishonored). The system debits the dishonored draft receivable account and credits the appropriate account. The account that the system credits is based on the system function associated with the business event that occurred before you dishonored the draft.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Void

You void a draft at any point in the draft life cycle after you approve the draft until you reconcile the draft on a bank statement. When you void a draft, the system reopens all the items associated with the draft. This process changes the draft status to *E* (Void).

Cancel Remittance

You cancel a remittance after you remit a nondiscounted draft either before or after the due date but before you reconcile the draft on a bank statement. For discounted drafts, you must cancel the remittance before the discount date or after you dishonor it. Canceling a remittance returns the draft to the state it was in after you approved and posted it. The system changes the draft's status to *A* (Accepted). You can remit the draft again at a later date.

Accounting Entries for Draft Voids and Cancel Remittances

When you void a draft or cancel a remittance, the system looks at the last activity that occurred to determine what accounting entries to create. It creates accounting entries that net the activities that have occurred. For example, if you are voiding a non-discounted draft after the due date, the system credits Cash and debits Accounts Receivable to net the following entries:

Event	***Debit***	***Credit***
Approve Draft	Draft Receivable	Accounts Receivable
Remit to Bank	Draft Cash Control	Draft Receivable
Draft Due Date	Cash	Draft Cash Control

Understanding Draft Setup

This topic discusses:

- Draft setup overview.
- Draft business events.
- Draft types.
- Distribution codes.
- Bank account ChartFields.
- Bank fees.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Draft Setup Overview

The setup for draft processing enables you to generate whatever accounting entries your organization requires at each step of the draft life cycle and to define different processing rules for each type of draft that you use. Draft processing uses the following options to determine how to process drafts:

- System functions.
- Draft business events.
- Draft types.
- Draft distribution codes.
- Bank account ChartFields.

You generate different accounting entries for an event based on which path the draft follows. PeopleSoft provides you with the ability to define how the system generates accounting entries for each draft event for each type of draft that you use.

Draft Business Events

A draft business event is an action that can occur during draft processing that generates accounting entries and audit history information. PeopleSoft Receivables delivers and supports the business events and defines the processing characteristics for the Receivables Update process for each one.

When you define draft types, you assign a system function to each event that occurs for the draft type and optionally define the draft distribution codes by business unit. This provides the flexibility to define the accounting entries that occur for each event, as necessary.

Draft Types

Draft types determine the processing characteristics for drafts. They also determine how to generate accounting entries for them. You use draft types to tailor draft processing and draft accounting entries to meet your processing requirements.

When you define your draft types, you specify the draft events for which you want to generate accounting entries. You also specify how to generate the accounting entries by assigning a system function to each of those events and optionally you assign separate draft distribution codes to each business unit for that draft type. In some cases, you may be able to select one of several system functions for a draft event based on your processing requirements. You also assign a system function that defines how to generate accounting entries when you dishonor a draft after the draft event.

Distribution Codes

Draft processing uses the distribution codes that you set up for these distribution types:

- Receivable
- Draft Receivable
- Remitted Draft Receivable
- Discount Draft Receivable

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Discount Draft Liability
- Dishonored Draft Receivable

When you create a draft item by running the Create Drafts Application Engine process (AR_DRAFTS) or by applying items to a draft on the draft worksheet, the system assigns draft distribution codes for each distribution type to the draft item. It uses the following hierarchy to determine the correct distribution code:

1. Distribution code linked to the accounts receivable (AR) distribution code on the Distribution Code page for the original item.
2. Distribution code assigned to the draft type and business unit combination on the Draft Type Distribution Codes secondary page.
3. Distribution code assigned to the business unit on the Receivables Definition - Accounting Options 2 page.

When you run the Receivables Update process, it looks at the system function that you assigned to the event it is currently processing to determine which type of draft distribution code to use. The process uses the distribution code that is assigned to the draft item to create the accounting entries.

If the draft item does not have a draft distribution code for the event, the Receivables Update process marks the draft in error. To correct the error, you need to assign the appropriate draft distribution code to the business unit. You also assign one to the draft type and business unit combination, and (if necessary), to the AR distribution code for the original item. Then, you click the **Update Distribution Codes** button on the Correct Posting Errors, Draft - Group Action page to add the distribution code to the item. When you rerun the Receivable Update process, it creates the correct accounting entries.

See Setting Up Distribution Codes.

Bank Account ChartFields

Several system functions use the ChartFields that you assign to your bank account on the External Accounts page. The types of cash control accounts that you set up depend on your country's accounting requirements. The following table lists the four cash accounts that you can assign to a bank account and their account types:

Account	*Account Type*	*Description*
Cash	Cash − AR	Use to record cash when you receive it.
Cash Control	Control − AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization uses only one account for all cash control activity.
Draft Cash Control	Draft − AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization needs two cash control accounts. Use for nondiscounted drafts.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Account	*Account Type*	*Description*
Discount Draft Cash Control	Discount − AR	Use for cash clearing to record cash prior to actually receiving the funds. Use when your organization needs two cash control accounts. Use for discounted drafts.

Each system function indicates which type of account to use to generate accounting entries. The Receivables Update process uses the cash account with the appropriate account type.

Bank Fees

When you discount a draft, you normally have to pay a bank fee or interest on the money that you collect prior to the due date. PeopleSoft provides a system function (DM-90) for bank fees. You need to set up an entry type and automatic entry type for bank fees and assign them an entry reason for interest. When you remit a discounted draft, you specify the entry type that is used to generate the accounting entries for bank fees. When you run the Receivable Update process on the discount date, the process creates an item for the draft fees that has a zero amount and automatically closes the item. The process uses the entry type for bank fees to generate the appropriate accounting entries.

Related Links

Understanding PeopleSoft Receivables Processing Options
“Defining External Account Information” (PeopleSoft Banks Setup and Processing)

Reviewing Business Events and Subevents

Pages Used to Review Business Events and Subevents

Page Name	*Definition Name*	*Usage*
Drafts - Business Events Page	DR_BUSINESS_EVENT	Review system-defined processing rules for draft business events.
Drafts - Sub-Events Page	DR_SUB_EVENT	Review subevents that can occur for a draft event. You can display subevents only for draft events that require subevents, such as Draft Approval.

Understanding Business Events

To review business events and subevents, use the Draft Business Events (DR_BUSINESS_EVENT) and Sub Events (DR_SUB_EVENT) components.

PeopleSoft Receivables comes with predefined draft business events. Each draft business event has the processing characteristics already defined for the Receivables Update process, including those for dishonoring a draft after that event.

Copyright © 1988, 2025, Oracle and/or its affiliates.

You initiate some events online, such as remitting a draft. The system automatically processes other events, such as due date processing, when you run the Receivables Update process. The process creates a group for each draft and posts the activity on the Draft Activity record.

The following table describes the delivered business events:

Draft Business Event	***Description***
A0 Draft Creation	It creates the draft in the system.
B0 Draft Approval	The customer approves the draft by pre-existing arrangement (drafts are automatically approved when you create them) or by receiving a signed draft document. This event has subevents that you use to set up accounting entries for adjustments, write-offs, prepayments, or deductions on a draft worksheet.
C1 Draft Remitted	You send a nondiscounted draft to the bank for collection of the funds owed. Your bank collects the money at the due date.
C2 Draft Remitted with Discount	You send a discounted draft with recourse to the bank before the due date to obtain funds in advance of the customer actually paying the draft. The date that you require the funds is known as discount date. The bank charges a fee and interest. This is effectively arranging a short-term loan on the basis of a guaranteed future payment.
D0 Cancel Remitted Draft	You cancel a remitted draft. The status returns to *Accepted.*
E2 Discounted Draft at Discount Date with Recourse	A discounted draft with recourse reaches the discount date (the date that the bank should release money to your bank account).
E3 Discounted Draft at Discount Date with no Recourse	A discounted draft without recourse reaches the discount date (the date that the bank should release money to your bank account).
F1 Draft at Due Date	A nondiscounted draft reaches its due date (maturity date). This is the date you expect the bank to receive the money from the customer and to apply it to your bank account.
F2 Discounted Draft at Due Date with Recourse	A draft discounted with recourse reaches its due date (maturity date).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Draft Business Event	*Description*
F3 Discounted Draft at Due Date with no Recourse	A draft discounted without recourse reaches its due date (maturity date).
H1 Bank Statement Reconciliation	The bank statement contains an entry that confirms a nondiscounted draft was paid. You have reconciled the bank statement.
H2 Reconcile Discounted Draft with Recourse	The bank statement contains an entry that the bank put money into your account for a discounted draft with recourse. You have reconciled the bank statement.
H3 Reconcile Discounted Draft with no Recourse	The bank statement contains an entry that a draft discounted without recourse was paid. You have reconciled the bank statement.
10 Void Draft	You mark a draft null and void. The system reopens the associated item to ensure that the outstanding debt is collected.

New Business Events

Oracle suggests that you do not change the system-defined draft business events or add new ones. To prevent users from changing business events, ensure that the page options for Draft Business Events and Draft Sub-Events are display-only for most users. If you must create a new event, ensure that you set it up properly.

For a new batch event (events that are system-generated), select the **Batch Event** check box and write the SQL that triggers the processing for the event. You must use the *D* alias type for DRAFT_CONTROL record and *R* alias type for POSTING_REQUEST record when you write the SQL. Review one of the existing events with SQL before you write your own.

If you are adding a new event that you will initiate from an online page, you must create a new page. The DRAFT_TYPE field in the FUNCLIB_ARINTFC record contains all the code that is necessary to perform online processing. View some examples to see how this code is implemented. PeopleSoft employs three different methods:

- To see how PeopleSoft performs the processing for a single draft per page, look at the SavePreChange PeopleCode for DRAFT_WRK.APPROVE_BUTTON.
- To see how PeopleSoft performs the processing for a set of drafts that need posting (multiple drafts per page), look at the SavePostChange PeopleCode for DR_REMIT_WRK.COMPLETE_BUTTON.
- To see how PeopleSoft performs the processing of multiple drafts per page (line by line), look at the SavePreChange PeopleCode for DR_DISH_ITM_SBR.ITEM_SELECTED.

If you add a new system function for an on-account or prepayment item, you must update the PeopleCode for drafts to include the system function. You update the following:

- FUNCLIB_AR (record)

Copyright © 1988, 2025, Oracle and/or its affiliates.

- RECNAME (field)
- Field Change (event)
- IsAdvancePayment (function)

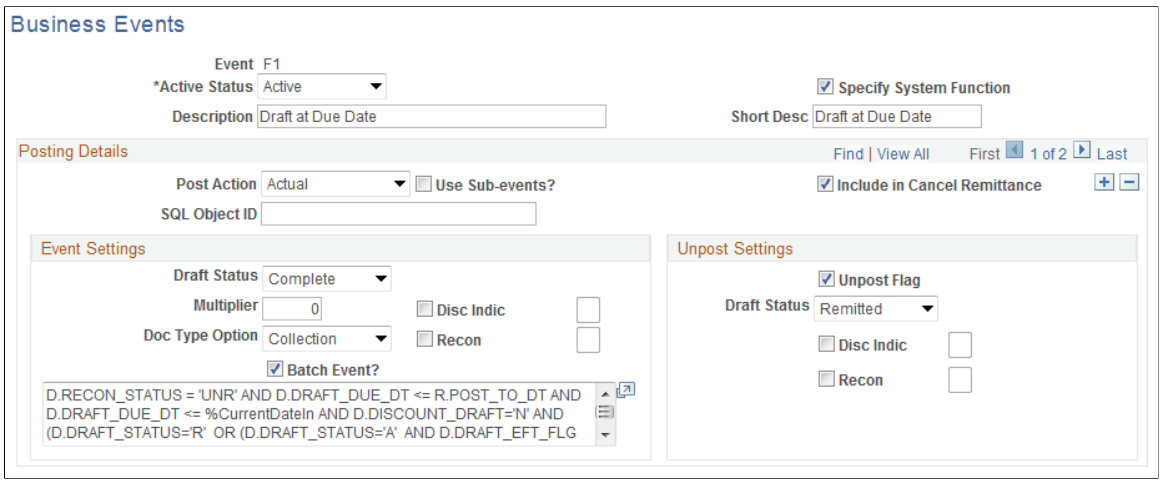
Drafts - Business Events Page

Use the Business Events page (DR_BUSINESS_EVENT) to review system-defined processing rules for draft business events.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Drafts > Business Events > Business Events

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



Field or Control	*Description*
Specify System Function	If selected, indicates that you must specify a system function for the event for each draft type to generate accounting entries.
Post Action	Select a value that indicates when the event occurs. Values are: *Actual:* For the actual business event. *Dishonor:* For drafts dishonored after the business event. Most business events have a set of actual rules and another set of dishonor rules. Use the scroll area to see both sets of rules.
Use Sub-Events?	If selected, indicates the event has a subevent.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Include in Cancel Remittance	If selected, indicates that the Receivable Update process reverses the accounting entries and status for the event when you cancel a remittance.
SQL Object ID	Enter the SQL object that ensures the draft is in the right condition for the event.

Event Settings

The options in the **Event Settings** group box define the rules for the Receivable Update process when it posts the event.

Field or Control	*Description*
Draft Status	Select the status of a draft after you run the Receivable Update process. Values are: *Accepted:* The draft was marked approved on the draft worksheet. *Collateral:* The draft is being used as collateral and is not available for processing. *Complete:* The draft was paid at either the discount date or the due date. *Discounted:* The draft was remitted as a discounted draft and has reached its discount date. *Dishonored:* You dishonored the draft because a customer failed to pay or will be unable to pay on the due date. *Endorsed:* You endorsed the draft to another party and it is not available for processing. *Identified:* You created a customer draft, but have not built a worksheet for it yet. *No Action:* This status updates the **Draft Status** field on the Item table. When it is set to *N,* the item is available to be paid by a draft or another payment method. *Pending:* The draft appears on the draft worksheet, but you have not approved it. *Remitted:* You identified a draft as complete on the draft remittance worksheet and it was sent to the bank for collection. *Void:* You voided the draft.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Multiplier	Enter the option for changing the item balance: *1:* Reduces the item and customer balance. *0:* Does not update the item or customer balance. *-1:* Increases the item and customer balance.
Disc Indic (discount indicator)	If selected, the Receivables Update process must update the DISCOUNT_PROCESSED field on the Draft Control record. The next field contains the value that Receivables Update process enters in the field. *Y* indicates that the draft has been discounted and *N* indicates that it has not been discounted.
Doc Type Option (document type option)	Select a value if the event requires document sequence numbers. Values are: *Collection:* If document sequence numbers are required, you must assign the default document type to a bank account whose payment method is defined as *Draft* on the External Account - Collection Method page. *Group:* If document sequence numbers are required, you must assign the default document type to the draft group type.
Recon (reconciliation)	If selected, the Receivables Update process must update the RECON_PROCESSED field on the Draft Control record. The next field contains the value that the Receivables Update process enters in the field. *Y* indicates that the draft has been reconciled and *N* indicates that it has not been reconciled.
Batch Event?	If selected, the Receivables Update process recognizes this event as a system-generated event instead of an online event. For example, Draft Approval is an online event and Draft at Due Date is a system-generated event. The *where* clause that triggers processing for a batch event is in the text box below this field. Select for a new batch event (events that are system-generated, rather than initiated from an online page).

Unpost Settings

The options in this group box define the rules for Receivable Update when it unposts the event.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Unpost Flag	If selected, you can unpost the event.
Draft Status	Displays the status of a draft after the Receivable Update process runs for the unpost group.
Disc Indic (discount indicator) and **Recon** (reconciliation)	The **Disc Indic** and **Recon** check boxes for unposting work the same as they do for posting.

Related Links

"External Accounts - Collection Methods Page" (PeopleSoft Banks Setup and Processing)

Drafts - Sub-Events Page

Use the Sub-Events page (DR_SUB_EVENT) to review subevents that can occur for a draft event.

You can display subevents only for draft events that require subevents, such as Draft Approval.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Drafts** > **Sub-Events** > **Sub Events**

Field or Control	*Description*
Sign	Indicates if amounts for this event are *Negative, Positive,* or *Unsigned* (either negative or positive).
Selected	If selected, the subevent updates the selected subtotal (total amount of items selected) on the draft worksheet.
Adjusted	If selected, the subevent updates the adjusted subtotal (total adjustment amount, including deductions, balance write-offs, prepayments, on-account payments, and adjustments) on the draft worksheet.
Write-Off	If selected, the subevent updates the write-off subtotal (total amount of items written off) on the draft worksheet.
Tolerance	If selected, the system uses the write-off tolerances for the users that appear on the User Preferences - Receivables Data Entry 2 page when you write off an item on the draft worksheet. The tolerances are the same ones used for payment worksheets.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"User Preferences - Receivables Data Entry 2 Page" (Application Fundamentals)

Defining Draft Transaction Types

Page Used to Set Up Draft Transaction Types

Page Name	*Definition Name*	*Usage*
Draft Transaction Type	DRAFT_TXN_TYPE	Define the types of transactions that drafts pay, such as inventory or assets.

Understanding Defining Draft Transaction Types

To define draft transaction types, use the Draft Transaction Type component (DRAFT_TXN_TYPE).

If you plan to customize reports and want to use draft transaction types in the reports, you must define the types of transactions that drafts pay, such as assets or inventory.

Draft Transaction Type Page

Use the Draft Transaction Type page (DRAFT_TXN_TYPE) to define the types of transactions that drafts pay, such as inventory or assets.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Drafts** > **Transaction Type** > **Draft Transaction Type**

Defining Draft Types

Pages Used to Define Draft Types

Page Name	*Definition Name*	*Usage*
Draft Type Page	DRAFT_TYPE	Define the processing rules for drafts and the type of accounting entries for each draft event.
Draft Type Copy Page	DRAFT_TYPE_CPY_SEC	Create a new draft using an existing draft type as a template.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
View Accounting Entries Page	DRAFT_TYPE_ACT_SEC	View the accounts that the Receivables Update process debits and credits for each draft event when processing drafts for this draft type.
Draft Type Distribution Codes Page	DRAFT_TYPE_DST_SEC	Override the draft type distribution codes for specific business units.
Draft Subevent System Function Page	DRAFT_TYPE_AR_SEC	Assign system functions to subevents for a draft event. You can also specify which system function to use when you dishonor a draft after the subevent.

Understanding Draft Types

To define draft types, use the Draft Type component (DRAFT_TYPE).

Use this component to:

- Set up draft types.
- Copy a draft type.
- View accounting entry setup.
- Assign distribution codes to a draft type.
- Assign system functions to subevents.

Whenever you create a draft, you must assign it to a draft type. Draft types determine the rules for processing drafts, such as the rules for creating and canceling drafts. Draft types also determine how accounting entries are generated.

PeopleSoft Receivables delivers the following draft types:

Draft Type	*Description*
Bill of Exchange	A supplier-initiated draft that is normally sent to the customer for approval. PeopleSoft provides five samples of bills of exchange.
Promissory Notes	A customer-initiated draft that is sent preapproved to the supplier. PeopleSoft provides eight samples of promissory notes.

You can use the sample draft types as defined. However, many countries have set requirements for the accounting entries that you must generate for draft processing. If you find a sample that almost meets your requirements, copy it and modify it to suit your needs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

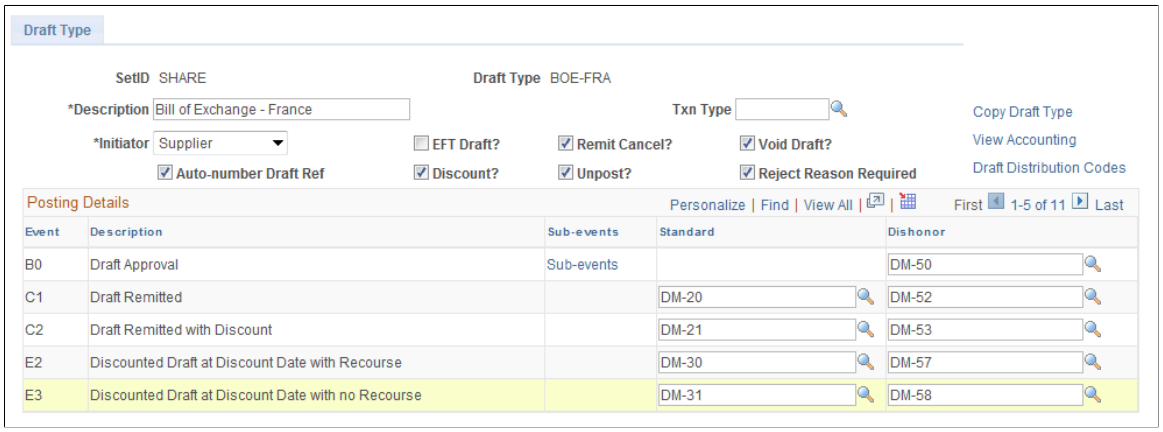
Draft Type Page

Use the Draft Type page (DRAFT_TYPE) to define the processing rules for drafts and the type of accounting entries for each draft event.

Navigation:

Set Up Financials/Supply Chain > Product Related > Receivables > Drafts > Type > Draft Type

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



Field or Control	*Description*
Txn Type (transaction type)	(Optional) Enter a draft transaction type to categorize drafts on custom reports.
Initiator	Select a value to indicate whether this draft type is for customer- or supplier-initiated drafts.
EFT Draft?	Select to indicate the draft type is only for drafts that you receive electronically.
Remit Cancel?	Select to indicate that you can cancel remittances for drafts with this draft type.
Void Draft?	Select to indicate that you can void drafts with this draft type.
Auto-number Draft Ref (automatically number draft reference IDs)	Select to enable the system to generate draft reference numbers automatically for supplier-initiated drafts. If the system assigns the draft number, it prints the number on the draft document. If you use preprinted draft forms with draft numbers, you should not select this option. If you select automatic draft numbering, the system varies the draft sequence numbers by draft type and business unit. You can use the draft reference ID to search for drafts in the system and to reconcile drafts on bank statements. This field is available only for supplier-initiated drafts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Discount?	Select to enable drafts of this type to be discounted when you remit them to the bank.
Unpost?	Select to indicate that you can unpost drafts with this draft type.
Reject Reason Required	Select to require entry of a reason for dishonoring or voiding a draft and for canceling a draft remittance on the Dishonor Draft Worksheet, Void Draft Worksheet, and Cancel Remittance Worksheet pages.
Copy Draft Type	Click to copy this draft type to use as a starting point for a new draft type.
View Accounting	Click to view the accounting entries that the Receivable Update process generates for each event.
Draft Distribution Codes	Click to override distribution codes for specific business units for this draft type. The draft processing distribution codes automatically come from the business unit.

Posting Details

Use the **Posting Details** grid to assign system functions to draft business events for two circumstances: when the actual event occurs and when you dishonor the draft. The system function that you assign to an event determines how the system creates accounting entries.

If you do not assign a system function to an event, the system does not generate accounting entries for the event for drafts using this draft type. For example, you may want to generate accounting entries to recognize cash after the Bank Statement Reconciliation event, instead of after the Draft at Due Date event. In that case, you would not assign a system function to the Draft at Due Date event.

If an event does not require a system function, it does not appear in the list. For example, the Receivable Update process does not require a system function for the Unpost event because it reverses the entries for the prior event.

Field or Control	*Description*
Sub-events	If the **Standard** field is unavailable, the event has subevents, and you must assign a system function to the individual subevents instead. Click to access the page where you can assign system functions to subevents.
Standard	Enter the system function for the actual event.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Dishonor	Enter the system function to use when you dishonor the draft after the event.

Note: You must create an automatic entry type for each system function that you assign. See Setting Up System Functions for a table that lists all system functions and describes the accounting entries that they generate.

See Understanding System Functions.

Example: Draft Types for French Accounting

The following table shows how to set up draft types that meet French accounting requirements:

Note: N/A means Not Applicable.

Event	*Actual*	*Dishonor*
B0 − Draft Approval	DM-01	DM-50
	DM-02	DM-50
	DM-03	DM-50
	DM-04	DM-50
	DM-05	DM-50
	DM-06	DM-50
	DM-07	N/A
	DM-08	N/A
	DM-09	N/A
	DM-10	N/A
C1 − Draft Remitted	DM-20	DM-52
C2 − Draft Remitted with Discount	DM-21	DM-53
E2 − Discounted Draft at Discount Date with Recourse	DM-30	DM-57

Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Actual*	*Dishonor*
E3 − Discounted Draft at Discount Date with no Recourse	DM-31	DM-58
F1 − Draft at Due Date	DM-40	DM-58
F2 − Discounted Draft at Due Date with Recourse	DM-41	DM-58
F3 − Discounted Draft at Due Date with no Recourse	DM-47	DM-58
H1 − Bank Statement Reconciliation	N/A	N/A
H2 − Reconcile Discounted Draft with Recourse	N/A	N/A
H3 − Reconcile Discounted Draft with no Recourse	N/A	N/A

Example: Draft Types for German Accounting

The following table shows how to set up draft types that meet German accounting requirements:

Note: N/A means Not Applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Actual*	*Dishonor*
B0 − Draft Approval	DM-01	DM-50
	DM-02	DM-50
	DM-03	DM-50
	DM-04	DM-50
	DM-05	DM-50
	DM-06	DM-50
	DM-07	N/A
	DM-08	N/A
	DM-09	N/A
	DM-10	N/A
C1− Draft Remitted	DM-22	DM-54
C2 − Draft Remitted with Discount	DM-22	DM-54
E2 − Discounted Draft at Discount Date with Recourse	N/A	N/A
E3 − Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 − Draft at Due Date	N/A	N/A
F2 − Discounted Draft at Due Date with Recourse	DM-43	DM-58
F3 − Discounted Draft at Due Date with no Recourse	N/A	N/A
H1 − Bank Statement Reconciliation	DM-42	DM-58
H2 − Reconcile Discounted Draft with Recourse	DM-32	DM-57

Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Actual*	*Dishonor*
H3 − Reconcile Discounted Draft with no Recourse	DM-42	DM-58

Example: Draft Types for Spanish Accounting

The following table shows how to set up draft types that meet Spanish accounting requirements:

Note: N/A means Not Applicable.

Event	*Actual*	*Dishonor*
B0 − Draft Approval	DM-01	DM-50
	DM-02	DM-50
	DM-03	DM-50
	DM-04	DM-50
	DM-05	DM-50
	DM-06	DM-50
	DM-07	N/A
	DM-08	N/A
	DM-09	N/A
	DM-10	N/A
C1 − Draft Remitted	DM-23	DM-55
C2 − Draft Remitted with Discount	DM-24	DM-56
E2 − Discounted Draft at Discount Date with Recourse	DM-33	DM-58
E3 − Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 − Draft at Due Date	DM-46	DM-58

Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Actual*	*Dishonor*
F2 − Discounted Draft at Due Date with Recourse	DM-41	DM-58
F3 − Discounted Draft at Due Date with no Recourse	N/A	N/A
H1− Bank Statement Reconciliation	DM-46	N/A
H2 − Reconcile Discounted Draft with Recourse	DM-33	DM-58
H3 − Reconcile Discounted Draft with no Recourse	N/A	N/A

Example: Draft Types for Japanese Accounting

The following table shows how to set up draft types that meet Japanese accounting requirements:

Note: N/A means Not Applicable.

Event	*Actual*	*Dishonor*
B0 − Draft Approval	DM-01	DM-50
	DM-02	DM-50
	DM-03	DM-50
	DM-04	DM-50
	DM-05	DM-50
	DM-06	DM-50
	DM-07	N/A
	DM-08	N/A
	DM-09	N/A
	DM-10	N/A
C1 − Draft Remitted	N/A	DM-50

Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Actual*	*Dishonor*
C2 − Draft Remitted with Discount	N/A	DM-50
E2 − Discounted Draft at Discount Date with Recourse	DM-33	DM-58
E3 − Discounted Draft at Discount Date with no Recourse	N/A	N/A
F1 − Draft at Due Date	DM-44	DM-58
F2 − Discounted Draft at Due Date with Recourse	DM-45	DM-58
F3 − Discounted Draft at Due Date with no Recourse	N/A	N/A
H1 − Bank Statement Reconciliation	DM-44	DM-58
H2 − Reconcile Discounted Draft with Recourse	DM-33	DM-58
H3 − Reconcile Discounted Draft with no Recourse	N/A	N/A

Draft Type Copy Page

Use the Draft Type Copy page (DRAFT_TYPE_CPY_SEC) to create a new draft using an existing draft type as a template.

Navigation:

Click the **Copy Draft Type** link on the Draft Type page.

To copy a draft type:

1. Open the draft type that you want to copy and click **Copy Draft Type** to access the Draft Type Copy page.
2. Enter a SetID and draft type code.
3. After you save the new draft type, modify it as needed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

View Accounting Entries Page

Use the View Accounting Entries page (DRAFT_TYPE_ACT_SEC) to view the accounts that the Receivables Update process debits and credits for each draft event when processing drafts for this draft type.

Navigation:

Click the **View Accounting** link on the Draft Type page.

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

View Accounting Entries

SetID SHARE **Draft Type** BOE-FRA

Accounting Entries Personalize | Find | View 6 | First 1-12 of 12 Last

	Debit	Credit
Draft Approval	Draft Receivable	Accounts Receivable
Draft Remitted	Draft Cash Control	Draft Receivable
Draft Remitted with Discount	Discounted Draft Cash Control	Draft Receivable
Discounted Draft at Discount Date with Recourse	Cash	Discounted Draft Cash Control
	Discounted Draft Receivable	Discounted Draft Liability
Discounted Draft at Discount Date with no Recourse	Cash	Discounted Draft Cash Control
Draft at Due Date	Cash	Draft Cash Control
Discounted Draft at Due Date with Recourse	Discounted Draft Liability	Discounted Draft Receivable
Discounted Draft at Due Date with no Recourse		
Bank Statement Reconciliation		
Reconcile Discounted Draft with Recourse		
Reconcile Discounted Draft with no Recourse		

Review the **Debit** and **Credit** account fields for each draft event to make sure the accounting entries will be correct. If not, review your setup and make the necessary changes.

Draft Type Distribution Codes Page

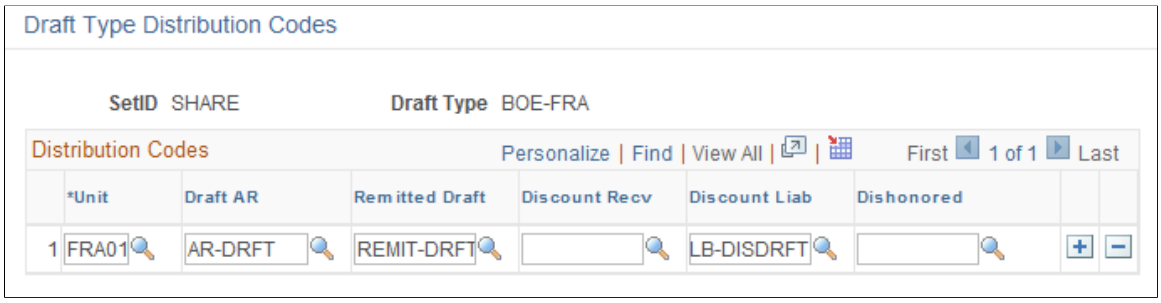
Use the Draft Type Distribution Codes page (DRAFT_TYPE_DST_SEC) to override the draft type distribution codes for specific business units.

Navigation:

Click the **Draft Distribution Codes** link on the Draft Type page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Type Distribution Codes page. You can find definitions for the fields and controls later on this page.



To override the default distribution code for a specific business unit for this draft type, enter a business unit. Then enter the distribution code to use for any of the following types of distribution types:

Field or Control	*Description*
Draft AR	Enter the receivable account for approved drafts.
Remitted Draft	Enter the receivable account for remitted drafts.
Discount Recv (discount receivable)	Enter the receivable account for discounted drafts.
Discount Liab (discount liability)	Enter the liability account for drafts discounted with recourse.
Dishonored	Enter the receivable account for dishonored drafts.

Draft Subevent System Function Page

Use the Draft Subevent System Function page (DRAFT_TYPE_AR_SEC) to assign system functions to subevents for a draft event.

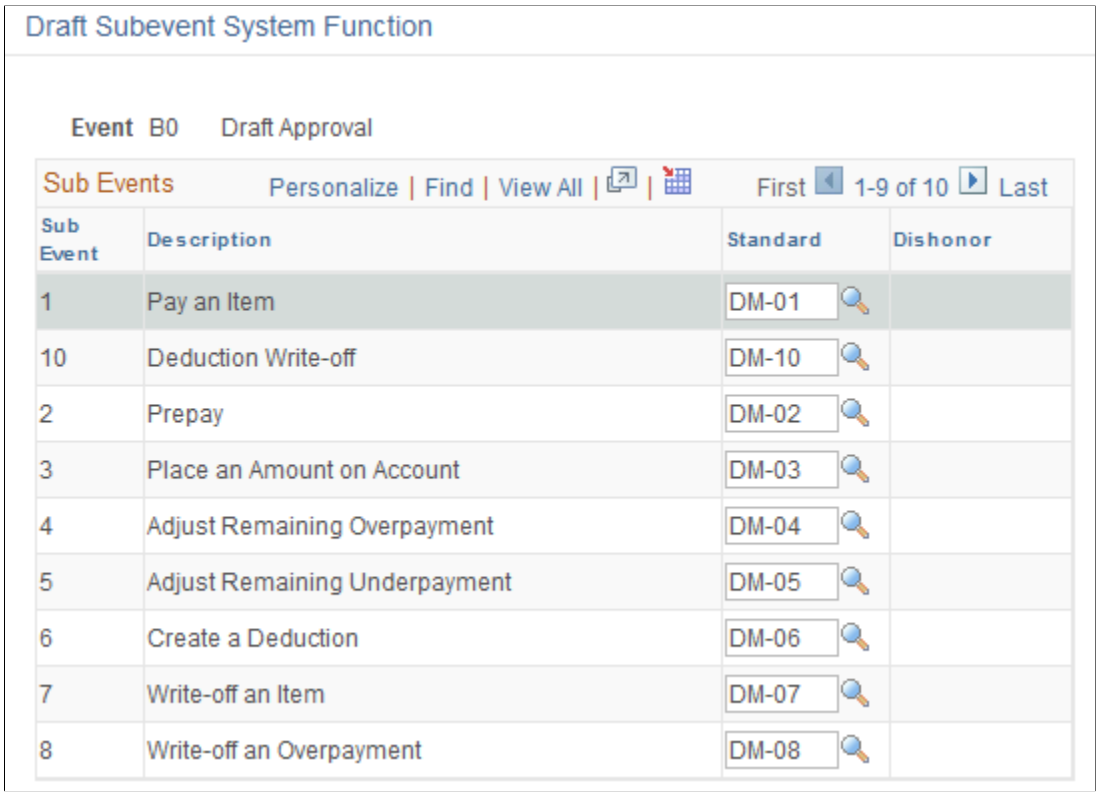
You can also specify which system function to use when you dishonor a draft after the subevent.

Navigation:

Click the **Sub-events** link on the Draft Type page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Subevent System Function page. You can find definitions for the fields and controls later on this page.



Assign a system function to each **Sub Event** for which you want to create accounting entries. Enter the system function to use for the actual subevent in the **Standard** field.

Note: You enter the system function to use when you dishonor the draft after the subevent in the **Dishonor** field on the Draft Type page.

Defining Where Draft Documents Are Stored

Page Used to Define Where Draft Locations Are Stored

Page Name	*Definition Name*	*Usage*
Draft Physical Location Page	DRAFT_LOCATION	Define where you store draft documents.

Understanding Defining Where Draft Documents Are Stored

To define where documents are stored, use the Draft Physical Location component (DRAFT_LOCATION).

You define each location where you store draft documents. You assign a draft location to a draft on the draft worksheet.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Draft Physical Location Page

Use the Draft Physical Location page (DRAFT_LOCATION) to define where you store draft documents.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Drafts** > **Physical Location** > **Draft Physical Location**

Enter the **Location** code and a description for each location.

Defining Draft Collection Methods

Page Used to Define Draft Collection Methods

Page Name	*Definition Name*	*Usage*
Collection Methods Page	COLLECT_BANK	Define collection information for the bank to which you send EFT files for drafts. See the “External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing) for more information.

Defining Collection Information for Drafts

Use the Collection Methods page (COLLECT_BANK) to define collection information for the bank to which you send EFT files for drafts.

You must define the collection information for the bank accounts that receive the EFT files that you send.

Navigation:

Banking > **Bank Accounts** > **External Accounts** > **Collection Methods**

Select *Draft* in the **Payment Method** field. Then define the following additional information:

- If your organization uses document sequencing, assign document types for draft processing.
- Define the currency, minimum remittance amount, and the draft risk days.
- If you use discount drafts, define the credit limit information for discounts.
- Define the rules for determining the settlement date if the due date falls on a holiday.
- Define the EFT file attributes.

Related Links

“External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Assigning Customers to Draft Groups

Pages Used to Assign Customers to Draft Groups

Page Name	*Definition Name*	*Usage*
Customer Group Table Page	CUST_GROUP_TBL	Create draft groups for customers who share the same functionality. See Creating a Draft Group. See the “Customer Group Table Page” (PeopleSoft Order to Cash Common Information) for more information.
General Information - Customer Group Info Page	CUST_GROUP_INFO	Assign individual customers to a draft customer group. See Assigning a Customer to a Draft Group. See the “General Information - Customer Group Info Page” (PeopleSoft Order to Cash Common Information) for more information.

Creating a Draft Group

Use the Customer Group Table page (CUST_GROUP_TBL) to create draft groups for customers who share the same functionality.

Navigation:

Set Up Financials/Supply Chain > **Common Definitions** > **Customers** > **Customer Group Table** > **Customer Group Table**

Select *Draft* for the customer group type.

Related Links

“Customer Group Table Page” (PeopleSoft Order to Cash Common Information)

Assigning a Customer to a Draft Group

Use the General Information - Customer Group Info page (CUST_GROUP_INFO) to assign individual customers to a draft customer group.

You have the option of assigning customers to draft groups. When you create drafts, you can create them for all customers in a draft group at once.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customers > **Customer Information** > **General Information** > **General Info**

Select *0070 - Customer Group* in the **General Info Links** field on the General Info page for the customer.

Select *DRFT* in the **Group Type** field and select the group in the **Customer Group** field.

Setting Up Automatic Numbering for Draft Processing

You must set up automatic numbering for draft IDs, draft approval IDs, draft remittance IDs, and IDs for the dishonor, void, and cancel remittance worksheets on the Automatic Numbering page.

The following table lists the number types that you must set up and the field name to select for each one:

Number Type	*Field*
Draft ID (DRFT)	DRAFT_ID
Draft Approval ID (DRAP)	DR_APPROVE_ID
Remittance ID (RMT)	REMIT_ID
Draft Worksheet ID (DISH)	DR_DISHONOR_ID

Related Links

"Auto Numbering Page" (Application Fundamentals)

Setting Up Draft Reference Qualifiers

Page Used to Set Up Draft Reference Qualifiers

Page Name	*Definition Name*	*Usage*
Draft Reference Qualifier Page	DR_FLD_REF_TABLE	Define new reference qualifiers for identifying drafts.

Understanding Setting Up Draft Qualifiers

To set up draft reference qualifiers, use the Draft Reference Qualifier component (DR_FLD_REF_TBL).

PeopleSoft Receivables delivers four draft reference qualifiers that you use to identify drafts when you build draft remittance worksheets: Draft ID, Draft Document Reference, Customer Bank, and Customer Group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

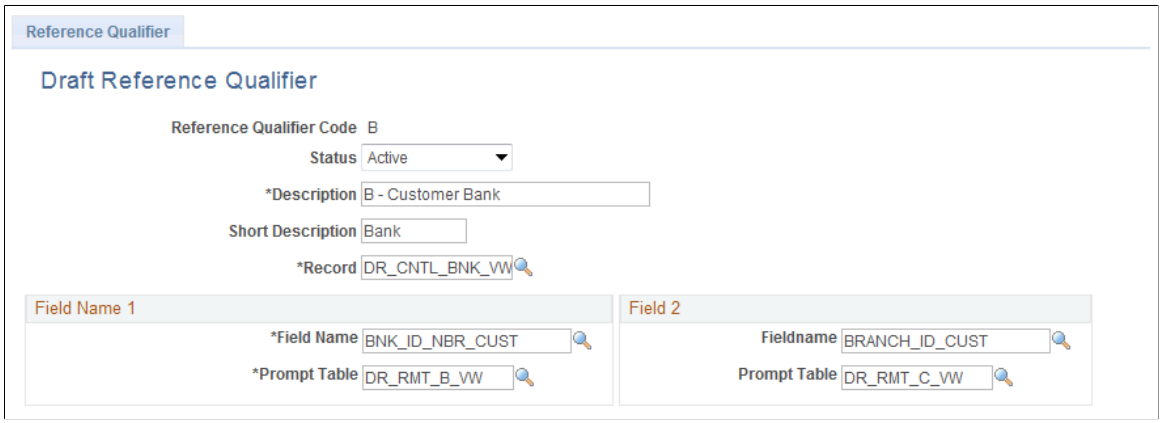
Draft Reference Qualifier Page

Use the Draft Reference Qualifier page (DR_FLD_REF_TABLE) to define new reference qualifiers for identifying drafts.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Drafts** > **Drafts Reference Qualifier** > **Draft Reference Qualifier**

This example illustrates the fields and controls on the Draft Reference Qualifier page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Record	Enter the table that contains the data used to build draft remittance worksheets.
Field Name 1 or **Field 2**	Enter values to reference a field in the table. Enter the name of the field on the table that you want to reference in the **Fieldname** field. Enter the object name of the record used to retrieve the field values in the **Prompt Table** field.

Note: The Prompt table looks for fields that are in the DR_CONTROL_SBR and DR_CNTL_EVT_SBR records. It also looks for fields in any view that has the DR_CNTL[_]%VW profile. If you add new reference qualifiers for fields that are not contained in the DRAFT_CONTROL record, you must build a view that has the same profile as DR_CNTL[_]%VW. Look at the DR_CNTL_BNK_VW record for an example.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Defining EFT Reason Codes and EFT File Layouts

Page Used to Define EFT Reason Codes

Page Name	*Definition Name*	*Usage*
EFT Reason Codes Page (for Drafts)	EFT_BANK_REASON	Set up reason codes for draft processing. See also the EFT Reason Codes Page (for Direct Debits) for direct debit processing.

Understanding EFT Reason Codes

To set up EFT reason codes, use the EFT Reason Codes component (EFT_BANK_REASON).

In some countries, the bank sends an EFT file after you submit your drafts to the bank confirming whether the payment was collected. The file contains a reason code for each payment record that indicates whether it was collected. If it is not collected the reason code indicates why it was not collected. You run the AR_DRAFT_BNK Application Engine process to process the bank EFT file and to update the status of the Draft Control record. When you run the Receivable Update process, it creates the appropriate accounting entries based on the change to the control record.

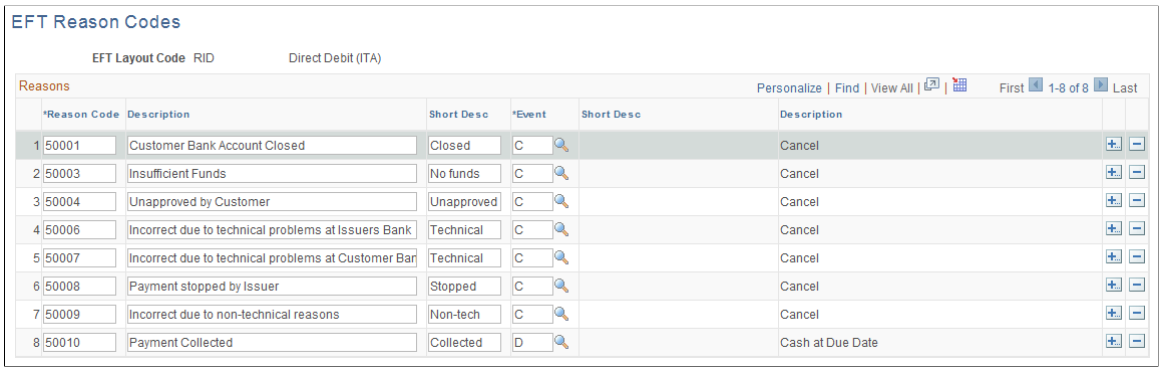
EFT Reason Codes Page (for Drafts)

Use the EFT Reason Codes page (EFT_BANK_REASON) to set up reason codes for draft processing.

Navigation:

Set Up Financials/Supply Chain > Common Definitions > EFT > EFT Reason Codes > EFT Reason Codes

This example illustrates the fields and controls on the EFT Reason Codes page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
Reason Code	Enter a user-defined reason code and description.
Event	Enter the appropriate draft business event, such as *10 (Void Draft)* or *F1 (Draft at Due Date)* that the system should use to set the status for payment records returned with this reason.
Post Action	Indicate whether the system should use the actual or dishonored rules that you defined for the business event. Values are *Actual* or *Dishonor*.

Set up the following reason codes for the RIBA files used in Italy. Other countries can use this as an example to set up their reason codes.

Reason Code	Description	Action
30006	Incorrect due to technical problems	Void draft
30007	Incorrect bank details	Cancel remittance
30008	Payment stopped by issuer	Void draft
30009	Due date beyond SIA guidelines	Void draft
30010	Payment collected	Apply cash
42010	Insufficient funds	Dishonor draft

Setting Up EFT File Layouts

The following is a list of EFT file layouts for draft processing:

EFT File Layout Code	Description	Country
ETBDR	Use for outbound transmissions.	France
RIBA	Use for inbound and outbound transmissions. Receive information from the bank indicating the success of payments.	Italy
KIJ	Use Kijitsu for inbound transmissions.	Japan

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

“Setting Up EFT Processing” (PeopleSoft Banks Setup and Processing)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 12

Setting Up Receivables Update and Pending Group Generator

Understanding the Receivables Update Application Engine Process

This topic discusses:

- The Receivables Update process.
- The Receivables Update multiprocess job (ARUPDATE).
- Receivables Update processing options.
- Accounting history and accounting periods.

Receivables Update Process

The posting process in PeopleSoft Receivables is known as Receivables Update. The Receivables Update process occurs throughout the system as you post pending items. These pending items can be entered online, created by your billing interface, or created during payment processing, draft processing, direct-debit processing, or overdue charge processing, or during item maintenance activities.

When you post items in PeopleSoft Receivables, the system processes groups of pending items to update a customer's balance, system-defined history elements, and item balances. During processing, the system creates balanced, valid accounting entries. The Journal Generator Application Engine process (FS_JGEN) then summarizes the accounting entry information in general ledger journal format. The General Ledger Posting Application Engine process (GL_JP) updates the ledger balances.

Receivables Update processes records in these transaction tables:

- Group Control (PS_GROUP_CONTROL) - Contains header information for the transaction group.
- Pending Item (PS_PENDING_ITEM) - Contains the transaction type and transaction detail.
- Pending Distribution (PS_PENDING_DST) - Contains accounting entries.
- Pending VAT (PS_PENDING_VAT) - Contains value-added tax (VAT) transaction type and transaction detail.
- Pending Tax (PS_PENDING_TAX) - Contains India excise duty tax and sales tax entries from a billing system.
- Pending Tax Details (PS_PENDING_TAX_DTL) - Contains India excise duty tax and sales tax details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

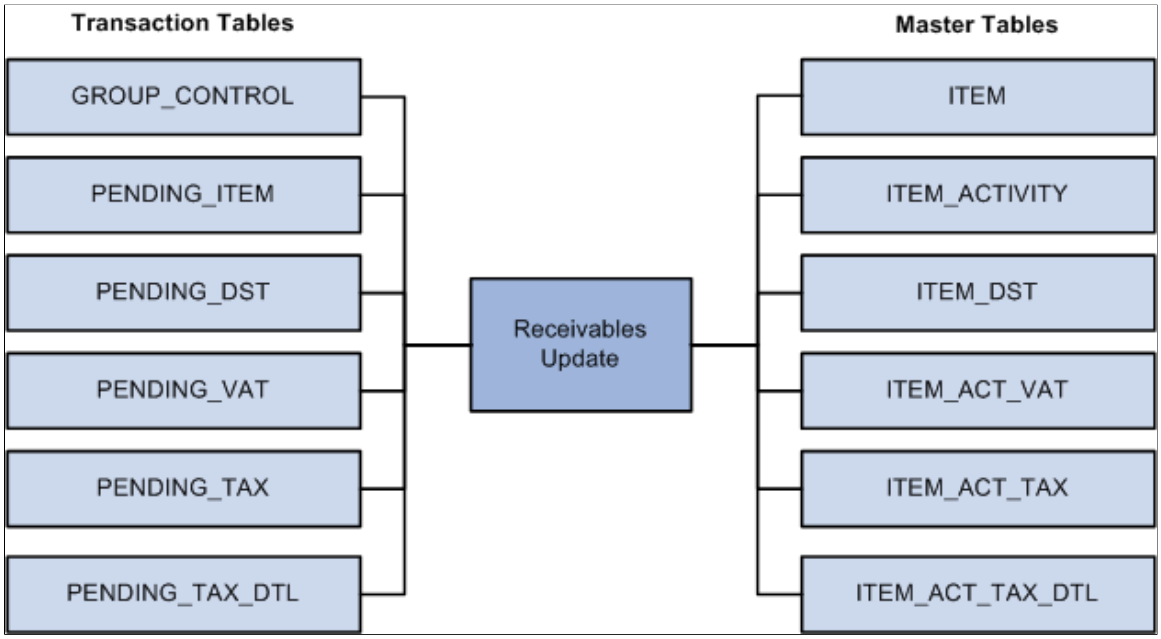
The process updates six master tables:

- Item (PS_ITEM) - Contains detailed information about the receivable.
- Item Activity (PS_ITEM_ACTIVITY) - Describes the action taken on the receivable item.
- Item Distribution (PS_ITEM_DST) - Contains the accounting entries for the item activity.
- Item VAT (PS_ITEM_ACT_VAT) - Contains the VAT transactions for the item activity.
- Item Tax (PS_ITEM_ACTTAX) - Contains tax information for India for the item activity.
- Item Tax Details (PS_ACTTAX_DTL) - Contains tax line information for India for the item activity.

Note: If you enabled the options for processing entry events selected at the installation level and on the Receivable Update Request - Options page, the Receivables Update process calls the Entry Events Generator Application Engine process (FS_EVENTGEN), which updates the Entry Event Accounting Lines table (PS_EE_ITM_ACCTG_LN) with the supplemental accounting entries.

This graphic shows the flow of data for the Receivables Update process. The transaction tables (GROUP_CONTROL, PENDING_ITEM, PENDING_DST, PENDING_VAT, PENDING_TAX, PENDING_TAX_DTL) are processed using Receivables Update and updated in the master tables (ITEM, ITEM_ACTIVITY, ITEM_DST, ITEM_ACT_VAT, ITEM_ACT_TAX, ITEM_ACT_TAX_DTL).

Flow of data for the Receivables Update process. The transaction tables (GROUP_CONTROL, PENDING_ITEM, PENDING_DST, PENDING_VAT, PENDING_TAX, PENDING_TAX_DTL) are processed using Receivables Update and updated in the master tables (ITEM, ITEM_ACTIVITY, ITEM_DST, ITEM_ACT_VAT, ITEM_ACT_TAX, ITEM_ACT_TAX_DTL)



The Receivables Update process also updates the system-defined customer history elements.

Related Links

Understanding History Calculations

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivables Update Multiprocess Job

The Receivables Update multiprocess job (ARUPDATE) consists of up to eight steps. This table describes each step:

Step	*Description*
Receivables Update Application Engine process (ARUPDATE)	The process takes groups from all worksheets that are set to post and creates the GROUP_CONTROL and PENDING_ITEM records. (For pending item groups entered online or imported from a billing system, or for groups whose accounting entries have been created online, the GROUP_CONTROL and PENDING_ITEM records already exist.) This step prepares tables for parallel processing. **Note:** Any parameters that you add to narrow the scope or to change processing are ignored in the first step.
Pending Group Generator multiprocess job (AR_PGG)	The AR_PGG multiprocess job runs a predefined number of Pending Group Generator Application Engine processes (AR_PGG_SERV) in parallel. The Pending Group Generator process creates accounting entries and VAT lines for any groups that are set to post. This includes the output from the Receivables Update process (ARUPDATE), as well as any billing groups for which accounting entries are not already created. The process creates VAT lines only for certain types of system-generated groups. **Note:** For this step, you can narrow the scope of processing by one field.
Posting multiprocess job (AR_POST)	The AR_POST multiprocess job runs a predefined number of AR Posting Application Engine (AR_POSTING) processes in parallel. This process posts the transactions in each group. **Note:** For this step, you can specify multiple narrowing and chunking options.
(Optional) Entry Events Generator Application Engine process (FS_EVENTGEN)	Each AR Posting process calls the Entry Events Generator process to generate entry events. Entry events enable PeopleSoft Receivables to create standard accounting entries automatically based on accounting lines generated by receivables document posting. This process runs only if you have the options for processing entry events selected at the installation level and on the Receivable Update Request - Options page. See “Understanding Entry Events” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Step	*Description*
Receivables Update Clean Application Engine process (AR_UPDATE2)	This process updates customer history for all business units and performs cleanup tasks.
(Optional) Revenue Estimate Application Engine process (AR_REV_EST)	The AR_UPDATE2 process calls the Revenue Estimate process to create source transactions for control budgets if you have enabled the commitment control feature for PeopleSoft Receivables and the business unit.
(Optional) Budget Processor Application Engine process (FS_BP)	The AR_UPDATE2 process calls the Budget Processor by way of the Revenue Estimate process to budget check the source transactions that the Revenue Estimate process created and creates the budget lines. The process uses the default source transaction type that you assigned to the business unit.
(Optional) Journal Generator (FS_JGEN)	The AR_UPDATE2 process calls the Journal Generator to create the journal lines for the general ledger if you enable the option to run it when you create the run control for the Receivables Update process.

Related Links

Setting Up Parallel Processing

Performing Commitment Control Processing

Receivables Update Processing Options

When you run the Receivables Update process, you normally run it as a scheduled process. However, PeopleSoft Receivables enables you to post groups from a group action page immediately instead of waiting for a scheduled batch process to run. Use this function for small groups when you need to post a transaction immediately. Each posting action is associated with an on-demand process group by default, and you enable users to use an on-demand process group in user preferences. These posting options are available from the action pages:

Term	*Definition*
Do Not Post	Saves the changes to the group, but no posting takes place. You also use this option to change the posting option for a group set to Batch Standard or Batch Priority if the group has not been processed yet. The Do Not Post option is associated with the ARACTIONA on-demand process group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Post Now	Runs the Receivables Update process immediately, which calls the Revenue Estimate and Budget Processor processes if you have enabled the commitment control feature for PeopleSoft Receivables and the business unit. If the user enabled the notification feature, the system displays a message when the process finishes. This is not intended for large jobs. The Post Now option is associated with the ARPOST on-demand process group.
Post Now to GL	Runs the Receivables Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. This is not intended for large jobs. The Post Now to GL option is associated with the ARPOSTGL on-demand process group.
Batch Priority	Runs the Receivables Update process the next time that a priority job is scheduled or the next time that a standard batch job is scheduled if that occurs first. The Priority option is associated with the ARACTIONN on-demand process group.
Batch Standard	Runs the Receivables Update process the next time that a standard batch job is scheduled. This may occur once a day depending on how often your organization schedules standard jobs. The Batch Standard option is associated with the ARACTIONL on-demand process group.

Standard Jobs

To schedule a batch standard job, create a run control and do *not* create any RP_RUN_OPTIONS on the Application Engine Request page for the AR_POST Application Engine. Each time that the system runs the Receivables Update process for this run control, it processes all groups for which the posting action is set to Batch Priority or Batch Standard.

Priority Jobs

To schedule a batch priority job, create a run control and enter *PRIORITY* in the **Value** field and select *RP_RUN_OPTIONS* in the **Bind Variable Name** field on the Application Engine Request page for the AR_POST Application Engine. Each time that the system runs the Receivables Update process for this run control, it processes all groups for which the posting action is set to *Batch Priority.*

Setup for Receivables Update Processing Options

You must enable all users to run one of the system-defined process groups on the Define User Preferences - Process Group page. This enables users to select a posting action on the group action page. You specify from which group action page the user has access to these options. You can set this up for:

- Pending item entry.
- Payment worksheets.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Maintenance worksheets.
- Transfer worksheets.
- Unpost groups.
- Item split.

Important! The Post Now and Post Now to GL options should be limited to a small group of users and should not be used as the standard method for posting transactions.

PeopleSoft Receivables defines which processes are included in each process group and from which pages a user can run the process groups. In addition to the Define User Preferences - Process Group page, you must specify any real-time run control options and real-time process options such as the server name and whether to use event notification on the On Demand Processing Options page.

Note: To check the status of the process if you do not set up event notification, check the FS_STREAMLN job in the PeopleSoft Process Monitor.

The ARPOST process group (Post Now option) posts the transactions in the group and creates the accounting entries. It runs these processes:

- Pending Group Generator.
- Interunit Central Processor (IU_PROCESSOR).
- Posting.
- Entry Event Generator (if enabled).
- Revenue Estimate (if commitment control is enabled).
- Budget Processor (if commitment control is enabled).

The ARPOSTGL process group (Post Now to GL option) posts the transactions in the group, creates accounting entries, generates the journal entries, and posts the journal entries to the general ledger. It runs these processes:

- Pending Group Generator.
- Interunit Central Processor.
- Posting.
- Entry Event Generator (if enabled).
- Revenue Estimate (if commitment control is enabled).
- Budget Processor (if commitment control is enabled).
- Journal Generator.
- Edit Journals (GLJEDIT) (if you have PeopleSoft General Ledger).
- Post Journals (GL_JP) (if you have PeopleSoft General Ledger).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: If you select the ARPOSTGL option and you do not have PeopleSoft General Ledger installed on the system, disable General Ledger on the Installed Products page so that the Journal Generator process does not call the Edit Journals or Post Journals processes.

Related Links

Setting Up Run Controls for Receivables Update

"Understanding Setting Up On-Demand Processing" (Application Fundamentals)

Accounting History and Accounting Periods

PeopleSoft Receivables gives you control over both your calendar periods and when you update history elements. You define detail calendars based on your processing schedule. Each period in this calendar represents a week, a month, or any other amount of time.

You assign a detail calendar for history calculations on the Receivables Options - General 1 page for each SetID. The system calculates, summarizes, and stores all monetary transactions that fall within the date range for the periods that you define. You also specify which period in the calendar to use to calculate days sales outstanding (DSO) on the Receivables Options - General 1 page. The Receivables Update process uses this period to update the DSO history element. You also control when to update other history statistics using the **Customer History Options** check boxes on the Receivable Update Request page. When you select the option to update DSO, the page displays the period for which it will calculate the historical information.

Another factor to consider is the calendar that you use for accounting periods. You assign a calendar ID to a general ledger business unit on the Ledgers for a Unit page. By default, each receivables business unit has the same open periods with the same opening and closing dates as the general ledger business unit with which it is associated. However, you can have different periods open in PeopleSoft Receivables or even different beginning and ending dates for the period. You override the general ledger period information for an individual receivables business unit on the Open Period page. After you close an accounting period for a PeopleSoft Receivables business unit, you can no longer post transactions to that period.

After running Receivables Update to calculate historical information, if you do not want to log any additional activity to a historical period, you may want to do one of two things:

- Use the same detail calendar for your history elements that is used for the accounting periods for the general ledger business unit.
- Make sure that the period is closed before you run the Receivables Update process to calculate the DSO.

Understanding the Pending Group Generator Application Engine Process

All logic for creating accounting entries resides in the Pending Group Generator. The Pending Group Generator Application Engine process (AR_PGG_SERV) is a component of Receivables Update that creates all the accounting entries in PeopleSoft Receivables and:

- Runs each time the Receivables Update multiprocess job runs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Creates accounting entries for payment, overdue charges, maintenance, transfer, direct debit, and draft groups, depending on your setup.
- Creates accounting entries for online billing groups or for external billing groups when the billing interface does not provide accounting entries and PeopleSoft Receivables has been set up to create accounting entries.
- Calls the centralized Inter/IntraUnit Application Engine process to create interunit and intraunit accounting entries.

Pending Group Generator is the second step in the Receivables Update process.

You normally run Pending Group Generator online in a test environment when you want to make sure that your setup is generating the appropriate accounting entries. After the process creates accounting entries, you can review the results online on one of the Accounting Entries pages.

Setting Up Parallel Processing

Pages Used to Set Up Parallel Processing

Page Name	*Definition Name*	*Usage*
Server Definition Page	SERVERDEFN	Define the maximum concurrent processes for Application Engine processes. See Defining the Maximum Concurrent Processes for the Server. See the product documentation for *PeopleTools: Process Scheduler* for more information.
AR Parallel Processing Options Page	PARALLEL_AR_SBP	Define the exact number of parallel processes or partitions that you want for Receivables Update and Pending Group Generator. See Defining the Number of Parallel Processes.
Job Definition Page	PRCSJOBDEFN	Add additional Pending Group Generator and Posting process definitions to the AR_PGG and AR_POST multiprocess jobs. See Adding More Parallel Processes to the AR_PGG and AR_POST Multiprocess Jobs.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Process Definition Page	PRCSDEFN	Add additional Pending Group Generator and Posting process definitions if you need to run more than eight parallel processes. See Adding Additional Pending Group Generator and Posting Process Definitions.

Understanding Parallel Processing for Receivables Update

This section discusses:

- Parallel processing.
- AR_UPDATE process.
- AR_PGG and AR_POST multiprocess jobs.

Parallel Processing

PeopleSoft Receivables enables you to break up the data that Receivables Update processes into multiple pieces (partitions) to be processed in parallel, achieving higher performance. You initiate the parallel processes by using a single run control, and the process automatically divides the work between the number of partitions that you specify in your setup.

The Receivables Update multiprocess job (ARUPDATE) includes:

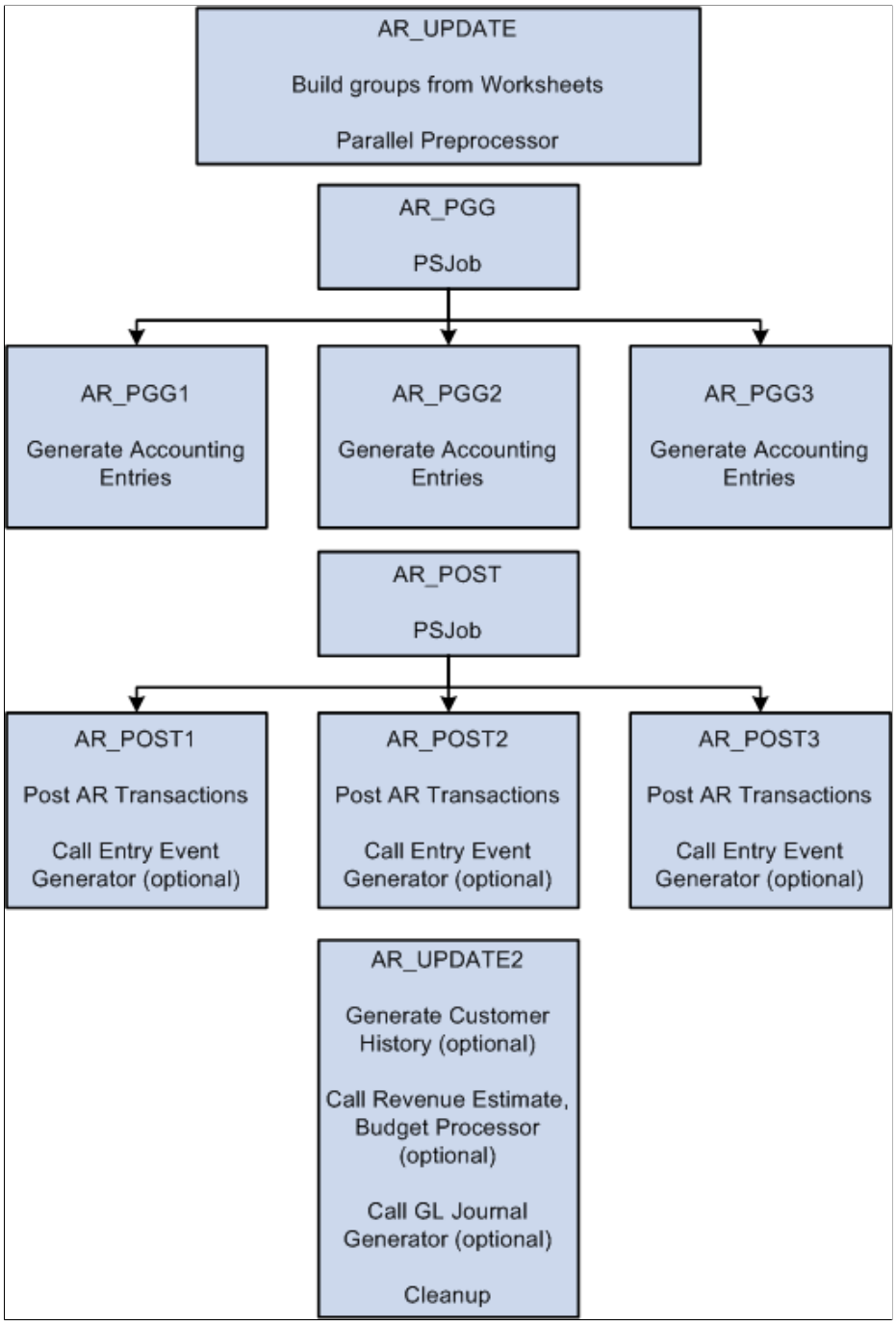
- The AR_UPDATE Application Engine process.
- The AR_PGG multiprocess job.
- The AR_POST multiprocess job.
- The AR_UPDATE2 process.

Note: The ARUPDATE multiprocess job also includes the Revenue Estimate process and the Budget Processor process. The AR_UPDATE2 process calls the Revenue Estimate and Budget Processor processes if you have enabled commitment control for PeopleSoft Receivables and the business unit. The AR_UPDATE2 process also calls the Journal Generator process if you select the Process GL Journal Generator field on the run control. You cannot divide the work for these processes into multiple partitions.

This diagram illustrates how the Receivables Update (AR_UPDATE) process works if you have three partitions. The process builds groups from worksheets and the parallel preprocessor partitions one job into three jobs to create accounting entries. AR_POST runs and posts the transactions for each job and calls the Entry Event Generator, if applicable. Receivables Update can then optionally generate customer history, call the Revenue Estimate and the Budget Processor process if Commitment Control is enabled, and call the GL Journal Generator. Finally, the Receivables Update process performs cleanup.

Copyright © 1988, 2025, Oracle and/or its affiliates.

How the Receivables Update (AR_UPDATE) process works if you have three partitions



When you use Process Monitor to check the status of the Receivables Update process, you view the status of the ARUPDATE multiprocess job and each process within the AR_PGG and AR_POST multiprocess jobs. The system does not indicate that the ARUPDATE multiprocess job is successful until each parallel process finishes. The Job Message Log Summary page summarizes all the individual parallel-process message-log messages for the entire ARUPDATE job.

AR_UPDATE Process

The AR_UPDATE process is the first process that is run within the ARUPDATE job. The AR_UPDATE process acts as a preprocessor for the actual AR_PGG and AR_POST processes and does these tasks:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Builds groups from all worksheets set to post.
- Identifies all groups set to post.
- Partitions the data between all the child parallel processes for both AR_PGG and AR_POST.

The distribution of data among the child parallel processes is based on the composition and volume of the data. The process considers which groups are eligible for Receivables Update, based on the standard Receivables Update run control, and automatically partitions the data.

AR_PGG and AR_POST Multiprocess Jobs

The AR_PGG and AR_POST multiprocess jobs contain all the PeopleSoft Application Engine process definitions, such as AR_PGG1, that you use for parallel processing.

Each process definition for AR_PGG calls the AR_PGG_SERV Application Engine process. PeopleSoft Receivables delivers eight process definitions for AR_PGG_SERV: AR_PGG1 through AR_PGG8. Each process runs the appropriate Application Engine program to process a specific partition of data. For example, the AR_PGG2 process processes data only in partition 2.

Each process definition for AR_POST calls the AR_POSTING Application Engine process. PeopleSoft Receivables delivers eight process definitions for AR_POST: AR_POST1 through AR_POST8. Each process runs the appropriate Application Engine program to process a specific partition of data. For example, the AR_POST2 process processes data only in partition 2.

If you want to run more than eight parallel instances of the Pending Group Generator or Posting process at once, you must define additional process definitions by using the PeopleSoft Application Designer.

The standard setup for the AR_PGG multiprocess jobs is to run a single process that contains only the AR_PGG1 process definition. The standard setup for the AR_POST multiprocess job is to run a single process that contains only the AR_POST1 process definition. If you want to use parallel processing for these processes, you must assign additional process definitions to the job definition. Working with your system administrator and based on your system configuration, you must specify the number of parallel processes that your organization will use. Specify the number of parallel processes equivalent to the number of processors within your system. You will probably need to experiment with the number of parallel processes to find what works best. Oracle recommends that you assign just a couple of additional parallel processes to start with and increase the number if needed.

You may also need to override the server settings for your organization. By default, you can run up to three instances of a process at one time. If you want to run additional instances you must change your configuration. If you also use parallel processing for the Payment Predictor process (ARPREDCT), Aging process (AR_AGING), and Statements process (AR_STMTS), the maximum instances applies to those processes as well. For example, if you want to run eight instances for the Payment Predictor process and four for the Receivables Update process, configure your server for eight instances.

The items assigned to each instance of AR_PGGx are grouped by Business Unit/Group ID, so that the system processes a specific group by a single instance of AR_PGGx.

The items assigned to each instance of AR_POSTx are grouped by Business Unit/Customer ID/Group ID, so that the system processes all groups containing a specific Business Unit/Customer ID by a single instance of AR_POSTx. When a combination of Business Unit/Customer ID is present in several groups to be processed, there is a risk that the groups will be processed by very few instances of AR_POSTx, no matter how many instances are available. Users can obtain considerable performance gains by concentrating items with specific combinations of Business Unit/Customer ID into fewer groups. For the

Copyright © 1988, 2025, Oracle and/or its affiliates.

AR_POSTx process, payments assigned to one process instance are grouped by Business Unit/Customer ID/Deposit ID/Group ID.

Defining the Maximum Instances in PSAdmin

Open the PSAdmin tool on your server to change the configuration settings.

To change the maximum instances:

1. Scroll to the section titled *Values for config section - PSAESRV.*

   The section looks like this:

   ```
   Values for config section - PSAESRV.

   Max Instances = 3.

   Recycle Count=0

   Allowed Consec Service Failures=0.
   ```

2. Change the value for Max Instances to the maximum number of parallel processes that you want to run at once.

Defining the Maximum Concurrent Processes for the Server

Use the Server Definition page (SERVERDEFN) to define the maximum concurrent processes for Application Engine processes.

Navigation:

PeopleTools > **Process Scheduler** > **Servers** > **Server Definition**

Field or Control	***Description***
Process Type and **Max Concurrent**	For the *Application Engine* process type, enter the maximum number of parallel processes that you run at once. This figure must be the same or greater than the maximum instances that you defined for PSAdmin.

Defining the Number of Parallel Processes

Use the AR Parallel Processing Options page (PARALLEL_AR_SBP) to define the exact number of parallel processes or partitions that you want for Receivables Update and Pending Group Generator.

Navigation:

Set Up Financials/Supply Chain > **Install** > **Installation Options** > **Receivables** and click the **Parallel Processing Options** link.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Parallel Process and **Maximum Partitions**	Enter the exact number of partitions to generate for the AR _PGG_SERV and AR_POSTING parallel processes. The number of partitions must be equal to the number of processes set up for the AR_PGG and AR_POST jobs. For example, if two AR_PGG processes are defined within the AR_PGG job (AR_PGG1 and AR_PGG2), then the AR_PGG maximum partitions must be set to *2*. The maximum number of parallel process cannot exceed the maximum concurrent processes for the server.

Related Links

"Installation Options - Receivables Page" (Application Fundamentals)

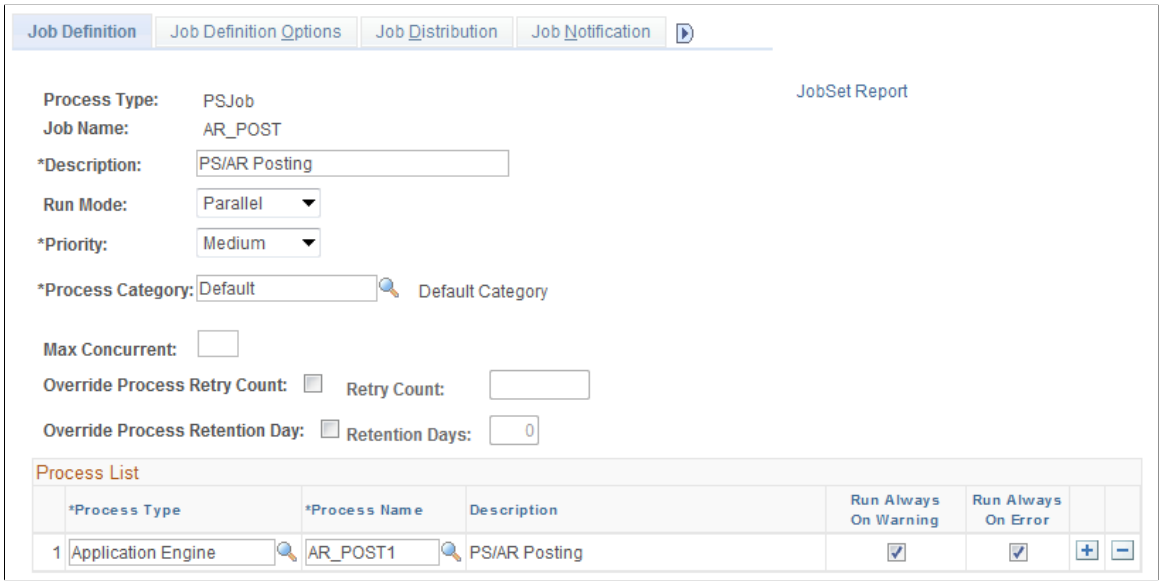
Adding More Parallel Processes to the AR_PGG and AR_POST Multiprocess Jobs

Use the Job Definition page (PRCSJOBDEFN) to add Pending Group Generator and Posting process definitions to the AR_PGG and AR_POST multiprocess jobs.

Navigation:

PeopleTools > **Process Scheduler** > **Jobs** > **Job Definition**

This example illustrates the fields and controls on the Job Definition page.



Field or Control	*Description*
Process Type and Process Name	Select *Application Engine* for the type and select *AR_PGG* or *AR_POST* for each separate partition or process that you want to run. The processes must be defined in the job sequentially; for example, AR_POST1, AR_POST2, AR_POST3. A job definition of AR_POST1, AR_POST2, AR_POST5 is incorrect. If you define additional process definitions, select the name of the definitions that you added. **Note:** You must have the same number of rows in the process list as you enter in the **Maximum Partitions** field on the AR parallel Processing Options page.
Run Mode	Always select *Parallel.*
Run Always on Warning and **Run Always on Error**	You must select these check boxes.

See also the product documentation for *PeopleTools: Process Scheduler*.

Adding Additional Pending Group Generator and Posting Process Definitions

Use the Process Definition page (PRCSDEFN) to add Pending Group Generator and Posting process definitions if you need to run more than eight parallel processes.

Navigation:

PeopleTools > **Process Scheduler** > **Processes** > **Process Definition**

Complete the fields on this page and the other pages in the Process Definition component (PRCSDEFN) to match the AR_PGG1 and AR_POST1 process definitions with the following two exceptions:

- Use another process name.

  Oracle recommends that you use this format for the name: AR_PGG# or AR_POST#, for example AR_PGG9.

- Use another description.

To add more processes to run in parallel than the eight delivered by PeopleSoft Receivables:

1. Open an existing Application Engine program definition such as AR_PGG1 or AR_POST1 in PeopleTools Application Designer.

   Do a Save As using the new program name, such as AR_PGG9 or AR_POST9.

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. For an AR_PGG program, you must edit program step *MAIN.PGG_SERV.DoWhen* to define which partition will have accounting entries generated by that individual process. Change only the last parameter to match the partition. For example:

```
SelectInit (AR_UPDATE_AET.PGG_MODE, AR_UPDATE_AET.PARTITION)

%Sql (ARUPDATEPARALLELEXISTS,,9)
```

3. For an AR_POST program, you must edit program step *MAIN.POSTING.DoWhen* to define which partition will be posted by that individual process. Change only the last parameter to match the partition. For example, for AR_POST9:

```
%SelectInit (AR_UPDATE_AET.RP_ACTION, AR_UPDATE_AET.PARTITION)

%Sql (ARUPDATEPARALLLEXISTS, 2,9)
```

See also the product documentation for *PeopleTools: Process Scheduler*.

Setting Up Run Controls for Receivables Update

Pages Used to Set Up Run Controls for Receivables Update

Page Name	***Definition Name***	***Usage***
Receivable Update Request Page	POSTING_REQUEST	Enter run parameters for the Receivables Update process for specified business units and run the process.
Request Receivables Update - Options Page	POSTING_OPTIONS	Select optional processes to run and specify an accounting entry definition for the Journal Generator process and an entry events definition for the Entry Events Generator process. These options apply to all business units processed by the run control.
Application Engine Request Page	AE_REQUEST	Modify the steps for a run control ID for AR_POST# and AR_PGG#. See Modifying Steps for AR_POST and Modifying Steps for AR_PGG.

Understanding Run Control Setup

The Receivables Update process processes all groups for all business units specified on the Receivables Update request. Depending on your installation size and the volume that you process, you may want to use a different method known as *chunking*. Chunking enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by business unit, by group type, by both of these, or by group.

To use chunking when you run the Receivables Update process or set up batch priority run parameters:

Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Create a run control ID for the Receivables Update multiprocess job on the Receivable Update Request page.
2. Modify the Application Engine steps for the run control ID for each AR_POST# process on the Application Engine Request page.

   For example, if you have three partitions, you define the parameters for AR_POST1, AR_POST2, and AR_POST3.
3. Modify the Application Engine steps for the run control ID for each AR_PGG# process on the Application Engine Request page.

   For example, if you have three partitions, you define the parameters for AR_PGG1, AR_PGG2, and AR_PGG3.

In most cases, you probably will run the Receivables Update process by using a scheduled job.

When you create a run control request for the Receivables Update process, you can also specify that you want to run the Entry Events Generator and the Journal Generator processes.

See the product documentation for *PeopleTools: Process Scheduler* for more information.

Receivable Update Request Page

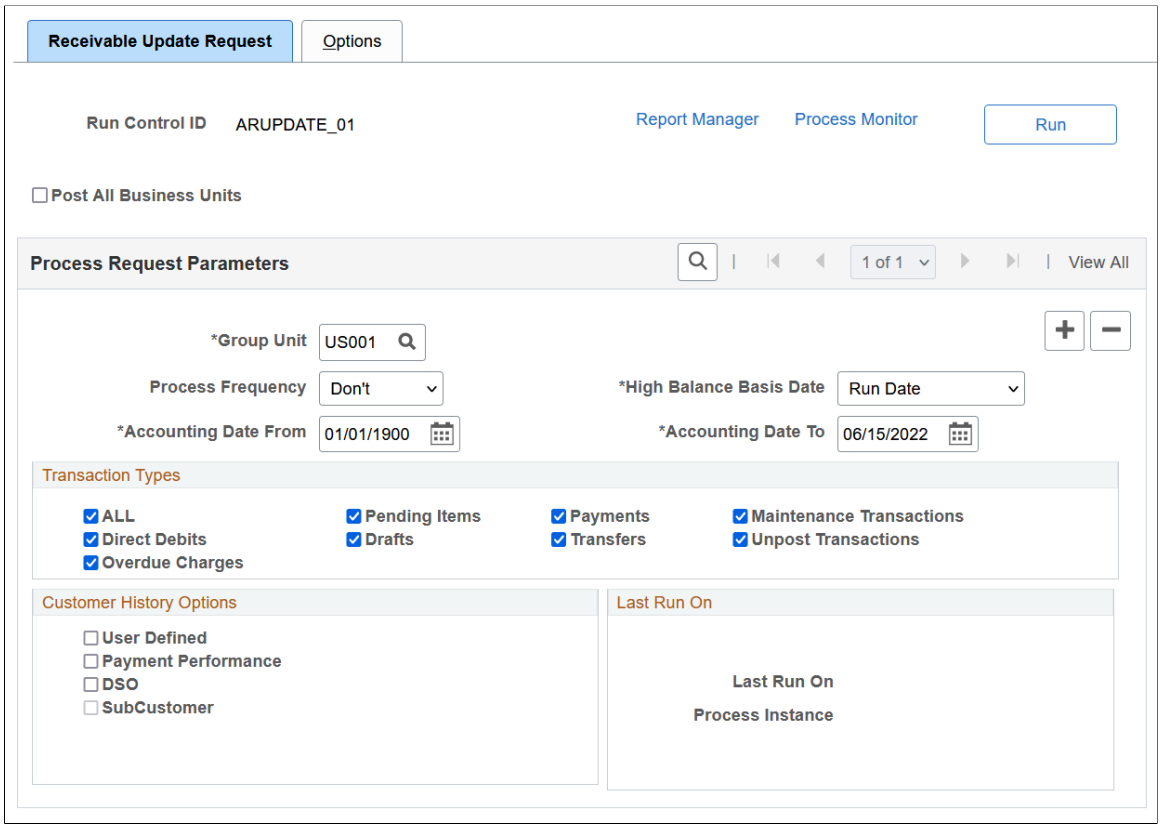
Use the Receivable Update Request page (POSTING_REQUEST) to enter run parameters for the Receivables Update process for specified business units and run the process.

Navigation:

Accounts Receivable > **Receivables Updates** > **Request Receivables Update** > **Receivable Update Request**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivable Update Request page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Post All Business Units	Select this check box to process all business units that have transactions to post. When you select this check box and save, the page updates to include all the business units with transactions to post. The page automatically adds new rows for each business unit. The accounting from/to dates update to 01/01/1900 and the current date, respectively. In addition, all transaction types are selected. **Note:** If you select this check box and save, existing run control values are deleted.
Group Unit	Enter the business unit of the group that you want to post.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
High Balance Basis Date	Select the date to use when calculating the customer history ID of HI_BAL_AMT. Options are: *Run Date:* By default, the Receivables Update process uses the run date. *Calc Date* (calculation date): Select if you want HI_BAL _AMT to be calculated as of the calculation date. The Receivables Update process then uses the calendar ID on the Receivables Options - Options 1 page to determine the calculation date.
Accounting Date From and **Accounting Date To**	When the system scans the database, it looks at the group accounting date for each group that is set to post to determine whether it falls in the date range that you specify here. If the effective date on the General Info page for a customer is outside the range of the accounting dates, the system does not select pending items to be posted for a customer.
Transaction Types	Select **All** to include all transaction types in Receivables Update processing. The default setting is to process all transactions. You can also select one or more transaction types from these options: • **Pending Items** • **Payments** • **Maintenance Transactions** • **Direct Debits** • **Drafts** • **Transfers** • **Unpost Transactions** • **Overdue Charges**
User Defined	Select to update the history elements that you established on the User Defined History page. For example, if you use the user-defined history of *SALES,* sales history is calculated for the year and period defined by the accounting date of the activity.
Payment Performance	Select to update the system-defined history IDs for average days late, weighted average days late, weighted average terms, and weighted average days paid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
DSO (days sales outstanding)	Select to update both DSO30 and DSO90. SALES history is also included because DSO calculations use the sales figures updated as part of user-defined history. If you run DSO without calculating SALES history, no sales figures will be available.
Calculation Year and **Period**	If you select **DSO,** these fields appear. You can change the settings on the Receivables Options - Options 1 page.
SubCustomer	If you select **DSO,** this field appears if you selected either *Use Both* or *Use 1st* in the **SubCustomer Usage** field on the Installation Options - Overall page. This option updates history at subcustomer levels for all customers in the business unit who have subcustomer history enabled.

Note: If you do not want to use DSO30 or DSO90, use the System-Defined History page to make these customer history IDs inactive.

The run control ID that you used to access this page is linked to your user ID. When you add a Receivables Update request, the system creates an Application Engine request for you with the same user ID and run control ID combination, specifying AR_PGG1 and AR_POST1 as the processes. If you want to add options to other parallel processes, you must add them separately.

Related Links

Receivables Options - General 1 Page

“Installation Options - Overall Page” (Application Fundamentals)

Request Receivables Update - Options Page

Use the Request Receivables Update - Options page (POSTING_OPTIONS) to select optional processes to run and specify an accounting entry definition for the Journal Generator process and an entry events definition for the Entry Events Generator process.

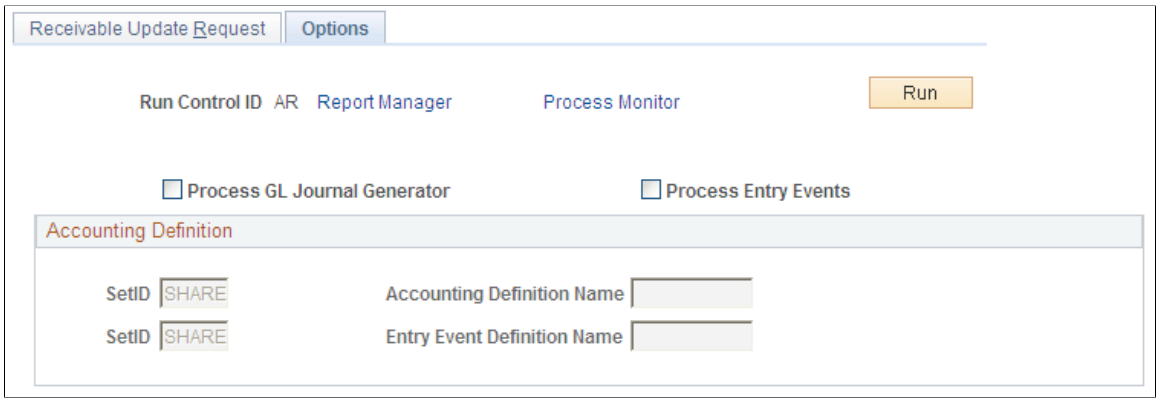
These options apply to all business units processed by the run control.

Navigation:

Accounts Receivable > **Receivables Updates** > **Request Receivables Update** > **Options**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Request Receivables Update - Options page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Process GL Journal Generator	Select to run the Journal Generator process, which generates the journals for the general ledger when the Receivables Update process finishes. If errors occurred in the accounting entries, the process will not process the entries.
Process Entry Events	Select to run the Entry Events Generator process as part of the Receivables Update process. This field is available only if you selected entry events during installation.
SetID and **Accounting Definition Name**	Select the accounting entry definition that the system should use when it creates the journal header and lines, such as *ARDEFN*. These fields are available only if you selected the **Process GL Journal Generator** field.
SetID and **Entry Event Definition Name**	Select the entry event process definition for the system to use when it creates supplemental accounting lines, such as *ARUPDATE*. These fields are available only if you selected the **Process Entry Events** field.

Modifying Steps for AR_POST

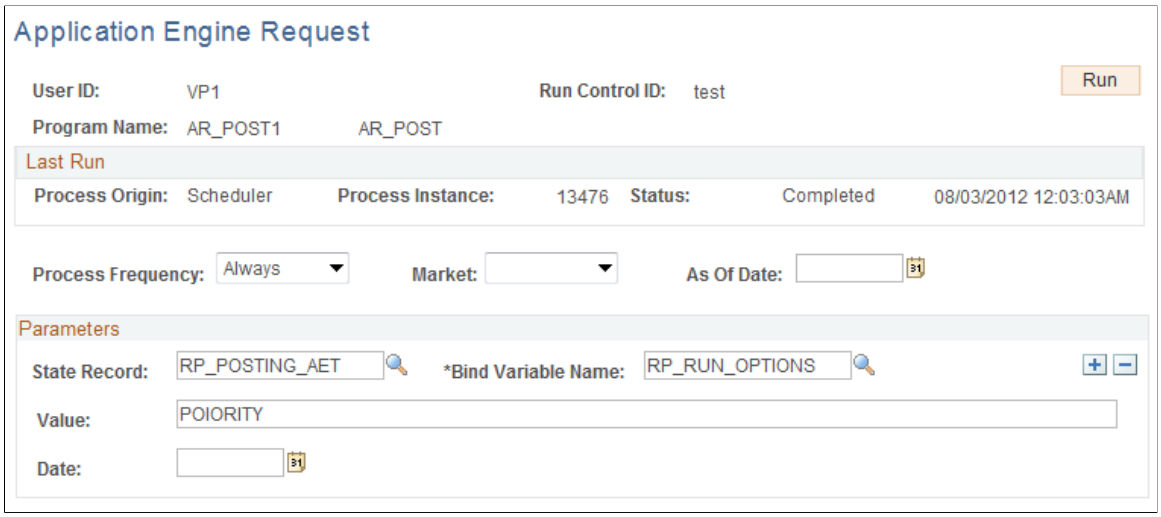
Use the Application Engine Request page (AE_REQUEST) to modify the steps for a run control ID for AR_POST#.

Navigation:

Accounts Receivable > **Receivables Update** > **Request Application Engine** > **Application Engine Request**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates modifying run parameters for the AR_POST1 process on the Application Engine Request page.



Enter the name of the appropriate AR_POST# program, such as AR_POST1.

Use the **State Record, Bind Variable Name,** and **Value** fields to define exactly what data to post. This enables you to process smaller units of data. Add as many rows as needed.

Setting PRIORITY Parameters

Enter *PRIORITY* in the **Value** field to give priority to groups whose posting action is Batch Priority. PRIORITY is designed to run on a recurrence definition that directs the system to run periodically throughout the day to pick up only new priority groups. You define recurrence definitions by using the Process Scheduler when you indicate how often to run the Receivables Update process (for example, hourly, or daily).

The following table describes PRIORITY and provides sample field values.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	*Sample Field Values*
Run PRIORITY as needed. Suppose that you have 10 business units and 5 different run control IDs, each specifying different combinations of business units by user ID. During the day, you want to post groups set to *PRIORITY* for any of the 10 business units. To do this, add a Receivables Update request with a new run control ID (for example, URGENT) that specifies all 10 business units. Add the PRIORITY run option as a parameter on the Application Engine request for the run control ID you created by adding an additional line.	Program name: *AR_POST#, such as AR_POST1* State record: *RP_POSTING_AET* Bind variable name: *RP_RUN_OPTIONS* Value: *PRIORITY* **Note:** After you enter the run parameters, assign the Receivables Update request to a Process Scheduler job with a scheduled run recurrence that runs every hour (for example, HOURLY). By selecting the hourly recurrence and initiating this job, direct the system to process all PRIORITY groups each hour for each of the specified business units. You can set up multiple PRIORITY server jobs to run at different intervals, processing a few business units in each job or processing only certain group types.

Note: You do not need to set up an RP_RUN_OPTIONS for a Batch Standard run control. With standard processing, the system processes groups with either a Batch Priority or Batch Standard posting action. A standard scheduled job processes any priority groups that have not been processed since the last scheduled PRIORITY run.

Narrowing the Scope of Receivables Update

This table shows how you can narrow the scope of what the process posts.

Description	*Sample Field Values*
Post one group to a specific business unit.	*First row:* State record: *RP_POSTING_AET* Bind variable name: *GROUP_ID* Value: (appropriate value) *Second row:* State record: *RP_POSTING_AET* Bind variable name: *GROUP_BU* Value: (business unit)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	*Sample Field Values*
Post one business unit to see all activity for a particular business unit.	State record: *RP_POSTING_AET* Bind variable name: *GROUP_BU* Value: (appropriate value, such as *US001*)
Post one group type, such as billing groups.	State record: *RP_POSTING_AET* Bind variable name: *GROUP_TYPE* Value: (appropriate value, such as *B* for Billing)
Post groups assigned to one user. Use this option if you run Receivables Update once a day, but you do not want to wait for the scheduled run.	State record: *RP_POSTING_AET* Bind variable name: *RP_USE_OPRID* Value: (user ID, such as *VP1*) **Note:** Add more rows to further narrow the scope. For example, you could add a row with a bind variable name for a GROUP_BU with a value of a specific business unit. Or add a row with a bind variable name for a GROUP_TYPE with a value of *P* (for Payment).
Combine processing options. For example, see only those payment groups in business unit US001.	*First row:* State record: *RP_POSTING_AET* Bind variable name: *GROUP_TYPE* Value: (appropriate value, such as *P* for Payment) *Second row:* State record: *RP_POSTING_AET* Bind variable name: *GROUP_BU* Value: (business unit, such as *US001)*

Using Chunking in Receivables Update

Chunking enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by business unit, by group type, by both of these, or by group. This table shows examples of how to enter chunking parameters.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	*Sample Field Values*
Post one business unit at a time.	State record: *RP_POSTING_AET* Bind variable name: *RP_CHUNK_BY* Value: *BU*
Post one group type at a time across all business units requested.	State record: *RP_POSTING_AET* Bind variable name: *RP_CHUNK_BY* Value: *TYPE*
Post one group type at a time, one business unit at a time.	State record: *RP_POSTING_AET* Bind variable name: *RP_CHUNK_BY* Value: *BU_AND_TYPE*
Post each group, one at a time.	State record: *RP_POSTING_AET* Bind variable name: *RP_CHUNK_BY* Value: *GROUP*

See the documentation on managing Application Engine programs in *PeopleTools: Application Engine*.

Modifying Steps for AR_PGG

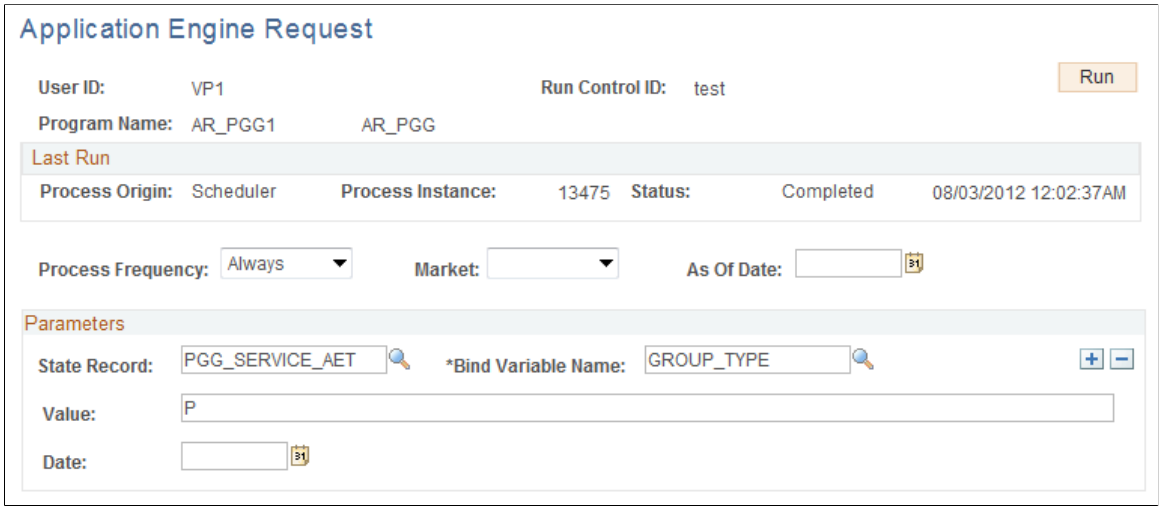
Use the Application Engine Request page (AE_REQUEST) to modify the steps for a run control ID for AR_PGG#.

Navigation:

Accounts Receivable > **Receivables Update** > **Request Application Engine** > **Application Engine Request**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates run parameters for AR_PGG1 on the Application Engine Request page.



Enter the name of the appropriate AR_PGG# program, such as AR_PGG1.

You use the **State Record, Bind Variable Name,** and **Value** fields to define exactly what data to process. Add as many rows as needed.

This table shows how you can narrow the scope of what the process posts.

Description	***Sample Field Values***
To generate accounting entries for only group type *P*.	State record: *PGG_SERVICE_AET* Bind variable name: *GROUP_TYPE* Value: *P*
Add a parameter to specify the chunking method. You are limited to chunking by one field only, but you are not limited to specific values.	State record: *PGG_SERVICE_AET* Bind variable name: *AE_CHUNK_BY* Value: • *BU:* One business unit at a time. • *TYPE:* One group type at a time across all business units requested. • *BU_AND_TYPE:* One group type at a time, one business unit at a time.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 13

Understanding Interunit and Intraunit Accounting and ChartField Inheritance

Interunit and Intraunit Accounting

This topic provides an overview of interunit and intraunit accounting and discusses:

- Interunit and intraunit setup
- Interunit accounting entries
- Intraunit accounting entries

Interunit and Intraunit Overview

PeopleSoft Receivables creates interunit accounting entries for these transactions:

- Payments made on the payment, draft, and direct debit worksheet or using the Payment Predictor Application Engine process (ARPREDCT), where the payment, draft, or direct debit is processed using a bank account that reflects a general ledger business unit that differs from the item's general ledger business unit.
- Transactions entered on the maintenance worksheet or created by the Automatic Maintenance Application Engine process (AR_AUTOMNT) to offset items from other general ledger business units.
- Items transferred from one business unit to another, where the general ledger business units are different.
- Direct journal transactions where the deposit is processed using a bank account that reflects a general ledger business unit that differs from the general ledger business unit where revenue is recorded.

The system populates the ChartFields for interunit accounting entries based on the rules that you specify.

Note: If you enable the **Use Affiliate** option for the Business Unit ChartField for a ledger group, the system populates the Affiliate ChartField with the other business unit involved in the transaction. Otherwise, it leaves the Affiliate ChartField blank.

PeopleSoft Receivables creates intraunit accounting entries for the following transactions if you enable ChartField balancing for a ledger group on the Ledger Groups - Balancing page and if balancing ChartField values in the transactions differ in any of the distribution lines:

- Transactions on the payment, draft, or direct debit worksheet or transactions created by the Payment Predictor process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

IntraUnit entries are created only when monetary amounts are not balanced between the IntraUnit related fields. It is recommended that your system be set up so that the **IntraUnit Balancing Entries** check box is selected on the Ledger Groups - Balancing page, and that *Use Affiliate* is specified for at least one field.

- Transactions on the maintenance worksheet or transactions created by the Automatic Maintenance process, such as refunds and offsetting items with different balanced ChartFields.
- Transactions on the transfer worksheet.
- Direct journal transactions.

When you generate accounting entries, the Pending Group Generator Application Engine process (AR_PGG_SERV) calls the central processor (IU_PROCESSOR) to create the interunit and intraunit accounting entries.

Related Links

"Verifying Interunit, Intraunit, and ChartField Inheritance Setup" (Application Fundamentals)

Interunit and Intraunit Setup

Setup for interunit and intraunit accounting entries is linked to the business unit definition for general ledger. PeopleSoft Receivables uses the setup for the general ledger business unit associated with each receivables business unit.

Note: If you plan to use discounts and multibook, then you need to have the same ledger group set up for both business units.

PeopleSoft Receivables provides three unique system transaction definitions that define specific rules for receivables transactions:

- Receivables Item (ARIT): Used for all other receivables transactions.
- Receivables Transfer (ARTR): Used for transfers.
- Receivables Direct Journal (ARDJ): Used for direct journal payments.

You should *not* modify these definitions unless you modify your application. These system transaction definitions are mapped to the system-defined transaction code for general transactions on the System Transaction Map page.

Important! You should also specify the general ledger business unit for customers that you marked as interunit customers on the General Information - Bill To Options page. The system uses the general ledger business unit for the To customer when you transfer items to a new customer to generate the interunit accounting entries.

You must also define distribution codes for maintenance control and assign the default distribution code to each business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Summarization is an installation option for interunit and intraunit distribution lines that do not use Affiliate ChartFields. Using summarization, you can reduce the number of interunit and intraunit distribution lines when segregation of amounts is not required.

Interunit Accounting Entries

This section provides examples of interunit accounting entries for payment, maintenance, and transfer groups. The following accounting entries are shown without summarization.

Interunit Accounting Entries for Payment Groups

The following interunit example could apply to payments, prepayments, on-account transactions, overpayments, underpayments, and deductions. You apply a 980.00 USD payment to a 1,000.00 USD item and create a write-off for the underpayment for 20.00 USD.

This table displays accounting entries for the payment application:

GL Unit	*Account*	*Affiliate*	*Type*	*Debit Amount*	*Credit Amount*
US003	100003		Cash	1000.00	
US001	120000		Receivables (AR)		1000.00
US003	100103	US001	Interunit		1000.00
US001	100105	US003	Interunit	1000.00	

This table displays accounting entries for the underpayment adjustment:

GL Unit	*Account*	*Affiliate*	*Type*	*Debit Amount*	*Credit Amount*
US001	100003		Cash		20.00
US003	120000		AR	20.00	
US001	100105	US003	Interunit	20.00	
US003	100103	US001	Interunit		20.00

This table displays accounting entries for the write-off. The write-off entries do not require interunit accounting entries:

Copyright © 1988, 2025, Oracle and/or its affiliates.

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	673000		User-defined (revenue)	20.00	
US001	120000		AR		20.00

Interunit Accounting Entries for Maintenance Groups

When you create a maintenance group, you specify the anchor business unit for interunit transactions.

The following example shows the accounting entries for offsetting items. You offset a 1,000.00 USD debit memo with two credit memos. one for 400.00 USD and one for 600.00 USD. The anchor business unit for the maintenance group is US001:

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	120000		AR		1000.00
US001	125000		Offset	1000.00	
US002	110000		AR	400.00	
US001	125000		Offset		400.00
US003	115000		AR	600.00	
US001	125000		Offset		600.00
US002	100103	US001	Interunit		400.00
US001	100105	US002	Interunit	400.00	
US003	100103	US001	Interunit		600.00
US001	100105	US003	Interunit	600.00	

Interunit Accounting Entries for Transfer Groups

The following example shows the accounting lines that would be generated if you transferred an item from the US001 business unit and customer USA01 to the US003 business unit and customer USA01:

Copyright © 1988, 2025, Oracle and/or its affiliates.

GL Unit	Account	Affiliate	Type	Debit Amount	Credit Amount
US001	120006		AR		1000.00
US001	100100	US003	Interunit	1000.00	
US003	120006		AR	1000.00	
US003	200200	US001	Interunit		1000.00

Note: Because the interunit entries balance the transaction, no offset entries are necessary.

Intraunit Accounting Entries

This section provides examples of intraunit accounting entries for payment, maintenance, and transfer groups. The following accounting entries are shown without summarization.

Intraunit Accounting Entries for Payment Groups

The following intraunit examples could apply to payments, prepayments, on-account transactions, overpayments, and underpayments.

In the first example, you apply a 1,960.00 USD payment associated with a nonpooled bank account to a 1,960.00 USD item. This table displays the accounting entries:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100004	199		Cash	1960.00	
110000	100		AR		1960.00
100040	199	100	IntraUnit (Due To)		1960.00
100040	100	199	IntraUnit (Due From)	1960.00	

In the second example, you apply a 1,500.00 USD payment associated with a cash control bank account to a 1,500.00 USD item. This table displays the accounting entries that the system generates when you save the deposit with the payment:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100002	200		Cash	1500.00	
100023	200		Cash Control		1500.00

This table displays the accounting entries that the system generates when you apply the payment to the item:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
100023	200		Cash Control	1500.00	
110010	100		AR		1500.00
100065	200	100	Due To		1500.00
100067	100	200	Due From	1500.00	

The system generates the intraunit accounting entries for cash control banks by comparing the fund on the Cash line (created when you save the deposit) to the fund on the AR line (created when you apply the payment to the item).

Intraunit Accounting Entries for Maintenance Groups

The first example displays intraunit accounting entries for a refund of a 4,500.00 USD credit memo:

Account	Fund	Fund Affiliate	Type	Debit Amount	Credit Amount
200004	200		Refund Control		4500.00
110010	100		AR	4500.00	
100040	200	100	Due To	4500.00	
100040	100	200	Due From		4500.00

The second example displays the accounting entries for a match of a debit memo to a credit memo with different funds. The debit memo is 1,000.00 USD, and the credit memo is –1,000.00 USD:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Account	*Fund*	*Fund Affiliate*	*Type*	*Debit Amount*	*Credit Amount*
110010	100		AR		1000.00
125000	200		Offset	1000.00	
110010	200		AR	1000.00	
125000	200		Offset		1000.00
100040	200	100	Due To		1000.00
100040	100	200	Due From	1000.00	

Note: When you match (offset) multiple funds using the maintenance worksheet or the Automatic Maintenance process, the system creates only one Due To and Due From entry for each fund. A set of entries in not created for each AR line.

Intraunit Accounting Entries for Transfer Groups

The following example shows the accounting lines that would be generated if you transferred an item from the FED01 business unit and customer 1000 to the FED01 business unit and customer 1002:

Account	*Fund*	*Fund Affiliate*	*Type*	*Debit Amount*	*Credit Amount*
8035			Offset	1000.00	
1310	100		AR		1000.00
1030	100		Intraunit	1000.00	
2030		F100	Intraunit		1000.00
8035			Offset		1000.00
1310	100		AR	1000.00	
1030	100		Intraunit		1000.00
2030		F100	Intraunit	1000.00	

Copyright © 1988, 2025, Oracle and/or its affiliates.

ChartField Inheritance

PeopleSoft Receivables inherits the ChartField values for receivables transactions. The Pending Group Generator Application Engine process determines the inheritance option for each ChartField and populates each ChartField value based on the inheritance option selected for the ChartField.

This topic discusses:

- Inheritance setup
- Inheritance accounting entries

Related Links

"Verifying Interunit, Intraunit, and ChartField Inheritance Setup" (Application Fundamentals)

Inheritance Setup

You must define inheritance rules for the following inheritance groups on the ChartField Inheritance page:

- Billing (AR/BI): Used for all transactions except revaluation.
- Receivables Revaluation (AR Reval): Used for revaluation.

PeopleSoft Receivables uses these rules for all transactions that inherit ChartField values.

Note: ChartField inheritance rules do not apply to PeopleSoft Project Costing ChartFields, with the exception of the Project ID ChartField, unless otherwise noted in the inheritance options that follow.

Options for each ChartField are:

Term	*Definition*
Always Inherit	The system uses the ChartField values from another line in the transaction, even if it is in a different business unit. The distribution line varies based on the transaction. The table in the section about anchor lines describes the distribution line that the system uses for different transaction types. Select this option only if all business units share the same ChartField values; otherwise, the inherited value could be invalid. Project ChartFields, other than Project Id, such as Business Unit PC, Activity Id, and more are inherited to the offsetting cash accounting line if the inheritance option for Project Id is set to *Always Inherit.* If the inheritance option for Project Id is set to *Do Not Inherit,* then these Project ChartFields will not be inherited. This functionality is applicable to direct journals as well as payment worksheet cash entries and direct debit cash entries, but not drafts.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Do Not Inherit	The system uses the ChartField values that you specify in either the receivables setup tables (Distribution Code, Item Entry Type, or Automatic Entry Type) or when you enter the transaction. The source of the ChartField values varies based on the transaction type. You would usually not select this option for a balanced ChartField unless you select the **IntraUnit Balancing Entries** check box on the Detail Ledger Group - Balancing page. **Note:** For value-added tax (VAT) lines, the system uses the ChartField values that you defined for the VAT code associated with the item.
Use Unit Default	The system uses the default ChartField values that you assigned to the general ledger business unit associated with the transaction in the inheritance defaults on the General Ledger Definition - Inter/IntraUnit page. The system uses the general ledger business unit that you assign to the receivables business unit.
Inherit within Unit	The system uses the ChartField values from another line in the transaction only if it is in the same business unit. The distribution line varies, based on the transaction type. Otherwise, it uses the default ChartField values for the general ledger business unit. You may want to select this option if the ChartField values are not shared across all business units.

Bank accounts can be associated with a single fund (nonpooled) or group of funds (pooled). A nonpooled bank account must be associated with a fund code, and the inheritance option must be *Do not Inherit.* When you set up pooled bank accounts, you must define the inheritance rules for the account. The rules that you can select for the Deposit - AR, Control - AR, Draft - AR, and Discount - AR account types are limited based on your selection for the Cash - AR account type.

Note: To set up rules for direct debits, select the **DD/AR Draft Cash Control** check box, and enter inheritance options for Control - AR account type.

Related Links

“Bank Account ChartField Inheritance for Education and Government” (PeopleSoft Banks Setup and Processing)

Inheritance Accounting Entries

When you enter accounting entries online for pending items, you cannot change values for ChartFields that are set to *Always Inherit* or *Inherit within Unit.* Also, if you enter additional AR and user-defined (revenue) lines, the system automatically populates the values for ChartFields that are set to *Always Inherit* or *Inherit within Unit.* For transactions on payment, draft, maintenance, or transfer worksheets, you can add additional accounting entries only for items that do not reference existing items, such as on-account items and prepayments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If the values for ChartFields are set to *Always Inherit* or *Inherit within Unit* and you have items with multiple AR accounting lines, the system generates multiple offset lines for all payments, write-offs, maintenance worksheet matching, and so on.

For direct journal payments, the system uses the User-defined line to inherit ChartField values to the Cash line, if the inheritance option for the ChartField associated with the Cash - AR account type is set to *Always Inherit* or *Inherit within Unit* for the bank account. If you enter additional User-defined lines, the system automatically populates the ChartField values on the new line. After you create the accounting entries, you cannot change the ChartField values.

For cash control deposit entries, ChartField values are inherited from the cash control line to the cash line, if the inheritance option for the ChartField associated with the Cash - AR account type is set to *Always Inherit* or *Inherit within BU* for the bank account.

The following is an example of accounting entries where the inheritance option for the Fund ChartField is set to *Always Inherit.* The transaction is a payment in full of a 300.00 USD item:

Account	***Fund***	***Dept ID***	***Type***	***Debit Amount***	***Credit Amount***
100004	100	10000	Cash	300.00	
110000	100	12000	AR		300.00

The Fund code in the Cash line is inherited from the Fund code in the AR line, but the Dept ID is different because it is not set to inherit.

Anchor Lines for Transactions

The system uses an anchor line for each transaction to generate interunit and intraunit accounting entries and apply inheritance rules. The anchor line for inheritance determines which line is used to obtain ChartField values for ChartFields whose inheritance option is *Always Inherit* or *Inherit within Unit*. You select ChartField inheritance options on the Design ChartFields - ChartField Inheritance page. The anchor line varies based on the transaction type.

This table displays the anchor line that the system uses for different transaction types:

Transaction Type	***Anchor Line***
Pending items groups	User-defined revenue line.
Maintenance groups	For interunit and intraunit entries, the system uses the AR line for all activities except matching, create new debit, and create new credit. The system uses the Maintenance Control line for these activities. For inheritance, the system uses the AR line.
Payment groups	AR line.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Type	*Anchor Line*
Transfer groups	For interunit and intraunit, the Transfer Control line. For inheritance, the system uses the AR line.
Direct debit groups	AR line except for cash clearing activities (DD-05 and DD-06). For these activities, the system uses the Cash Control line. For the VAT at Due Date activity (DD-09), the system uses the VAT Intermediate line.
Draft groups	The anchor line for draft groups varies based on the activity. It is the AR line whenever available. If the activity does not have an AR line, the system uses the following lines for the anchor line for these activities: • *Draft Receivable line*: Draft Remitted to Bank and Draft Remitted With Discount (DM-20 to DM-24), Collect Cash on Draft (DM-44), Reverse Discount Liability (DM-45), and Dishonor Draft (DM-50). • *Cash Control line*: Collect Cash on Discount Draft (DM-30 to DM-32), Collect Cash on Draft (DM-40 and DM-42), and Dishonor Draft (DM-52 to DM-54). • *Cash line*: Dishonor Draft (DM-57 and DM-58) and Draft Bank Fees (DM-90). • *Remitted Draft Distribution line*: Collect Cash on Draft (DM-46) and Dishonor Draft (DM-55). • *Draft Discount Receivable line*: Reverse Discount Liability (DM-41 and DM-43) and Dishonor Draft (DM-56). • *Draft Discount Liability*: Collect Cash on Draft (DM-33).
Direct journal	For interunit and intraunit entries, the system uses the Cash line. For inheritance, the system uses the user-defined revenue line.
VAT Intermediate and VAT Final lines	For inheritance only, the system uses the AR line for the VAT line for all activities except Create an Invoice/Debit Memo (IT-01) and Create a Credit Memo (IT-02). For the those activities, it uses the user-defined revenue line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 14

Performing Data Conversion

Understanding Customer Data Conversion

PeopleSoft Receivables stores customer setup information—address, contact information, credit information, and processing options—on tables that are keyed by SetID. Customer receivables information such as balances, aging information, and payment history is stored on tables keyed by business unit.

This architecture may be very different from that of your existing system and affects conversion activities in two ways:

- During conversion, you populate only the customer setup tables that are keyed by SetID.

  The Receivables Update Application Engine process (ARUPDATE) creates and updates the customer information that is stored in the tables that are keyed by business unit.

- You do not convert customer-level historical information directly.

  PeopleSoft Receivables calculates business unit balance and history information for customers based on the converted receivables data.

Understanding Pending Data Conversion

The Receivables Update process is the only method that PeopleSoft Receivables uses to update posted information: customer balance and history information, corresponding item information, item activity, item value-added tax (VAT) activity, and item accounting entries.

The following tables contain pending item information that the Receivables Update process processes:

- Group Control (PS_GROUP_CONTROL)
- Pending Item (PS_PENDING_ITEM)
- Pending VAT (PS_PENDING_VAT)
- Pending Tax (PS_PENDING_TAX)
- Pending Tax Details (PS_PENDING_TAX_DTL)
- Pending Distribution Lines (PS_PENDING_DST)

This topic discusses approaches and considerations that are important when you convert accounts receivable from your existing system to PeopleSoft Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

For more information, see Understanding Customer Data Integration and Receiving Information from a Billing System.

The PS_GROUP_CONTROL and PS_PENDING_ITEM tables that contain pending information are populated by interface programs that you supply to convert receivables from your existing system and bring in information from billing systems.

The PS_PENDING_VAT table has a specialized use for VAT processing, and the interface program populates it during conversion. You generally do not need to populate the PS_PENDING_DST table, as discussed later in this section.

The PS_PENDING_TAX and PS_PENDING_TAX_DTL tables are used for tax processing in India. The interface program populates the tables during conversion.

Conversion Example

You decide to keep all customer setup information in one TableSet. Five business units share the customer information in this TableSet. Some customers may have balances in all five business units; others may have a balance in only one or two business units.

The interface program that you create to add customer information to PeopleSoft Receivables populates the necessary customer tables for the TableSet. Meanwhile, the interface program that you create to bring in existing receivables creates groups of pending items. The pending item records contain the relevant business unit and customer combinations.

For each open item a customer has in a business unit, the interface program creates a pending item with an assigned business unit, customer ID, and item ID. When the Receivables Update process processes these pending items, it determines if it can use the customer ID that is established in the TableSet for this business unit. It then creates the customer balance and history information for the customer in the business unit.

Understanding Posted Customer History Data Conversion

The Receivables Update process updates the following tables with posted data at the customer level:

Table	*Contains*
PS_CUST_DATA	Balance and event information.
PS_SUBCUST_DATA	Balance and event information at the subcustomer level. If you do not use the subcustomer option, the table will not contain any information.
PS_CUST_HISTORY	One row for each history element for each fiscal year and accounting period.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Table	*Contains*
PS_SUBCUST_HISTORY	One row for each history element for each fiscal year and accounting period at the subcustomer level. If you do not use the subcustomer option, the table will not contain any information.

PeopleSoft Receivables does not support updating these four tables outside of the Receivables Update process. Therefore, the amount of item data that you choose to convert determines the amount and type of customer history information you will have after conversion before ongoing processing begins.

Understanding Item and Payment Conversion

You must consider a number of issues related to converting items when planning a conversion and the ongoing use of the system.

This topic discusses:

- Conversion of open and closed items.
- Transaction detail for items.
- Payment conversion.
- Line item feature.
- Key dates.
- Reference fields.
- User-defined fields.
- Your accounting entry approach.
- Group design and size.
- Multiple currencies.

Conversion of Open and Closed Items

Convert only open items or convert both open and closed items. Make this decision based on the requirements of your system, the quality of data in your existing system, the amount of historical data that you want in PeopleSoft Receivables after conversion (before ongoing processing begins), and the level of effort that you can devote to the conversion process.

The advantages of converting only open items include:

- Less complex interface programming requirements.
- Smaller conversion effort, in terms of the amount of data and related balancing activity.
- Simplified table setup for areas such as entry type and entry reason definition.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If the codes that are used in your existing system have changed over time, it may be simpler to create corresponding codes in PeopleSoft Receivables only for planned, ongoing use.

The disadvantages of converting only open items may include:

- No historical data available in PeopleSoft Receivables for history areas such as average days late.
- Research into closed items through your existing system, either online or through reports, during whatever period of time the accounts receivable and credit personnel need the closed item information.

Transaction Detail for Items

For converting open items, evaluate whether to bring in only the current balance on the item or to also include transaction detail that may be in the balance.

For example, suppose in your existing system you have an invoice with an open balance. The balance is a result of the original invoice, minus a credit memo that is applied against it. With PeopleSoft Receivables, you can convert the item with its current balance or bring in both the original invoice and the credit memo.

To bring in the balance only, the conversion interface program creates one pending item. When you bring in both the invoice and the credit memo, you create two pending items, each containing the same business unit, customer ID, and item ID. You assign an appropriate entry type to each item as well as an amount and a number of other values. The Receivables Update process creates one row in the Item Table (PS_ITEM) for the item and two rows in the Item Activity table (PS_ITEM_ACTIVITY), one for each pending item. That is, after you post both pending items, PS_ITEM contains the balance for the item, and PS_ITEM_ACTIVITY contains all rows that affected the balance.

For converting closed items, create two pending items with the same amount: one to open the item and the other to close it. PeopleSoft Receivables does not support the direct entry of a closed item; a pending item cannot have an amount of zero.

Payment Conversion

To understand the alternatives for converting payment information, you should understand how payment processing works in PeopleSoft Receivables.

The goal of all payment application methods—express deposit, the payment worksheet, and the Payment Predictor Application Engine process (ARPREDCT)—is to create pending groups for posting. These payment application methods enable the cash applier to identify what is paid and to create necessary adjustments without having to construct the group directly. In this way, you can process deposits and payments that you received from the bank from the perspective of their source documents.

The end result of payment application, regardless of the method used, is one pending group for each payment: a row in PS_GROUP_CONTROL and one or more rows in PS_PENDING_ITEM, depending on how many items were paid by the payment.

If you have already entered the deposit information and applied the payment in a zero balance form in your current system, no real value exists in creating deposits and payments, and then reapplying the payments to create groups to send through the Receivables Update process. Directly creating the pending items that reflect the result of your current application process is more efficient than using our online or

 Copyright © 1988, 2025, Oracle and/or its affiliates.

background processes to create the items, reenter these payments, and then reapply them to items. You have already accomplished this matching in your current system.

To understand how to construct these pending items, you need to understand the use of item entry types and automatic entry types.

Item Entry Types

PeopleSoft Receivables uses item entry types to identify pending items that are created during online item entry or by an external interface. When you enter or build pending items that make up a group, you use entry types that you specifically enable for use as item entry types. Two types of item entry types are available: those with positive amounts (associated with the system function IT-01) and those with negative amounts (IT-02).

Automatic Entry Types

Automatic entry types work in the background to translate instructions for overdue charging, payments, maintenance, draft and direct debit processing, and transfers into pending items. When you initiate an online or background process for these types of groups, such as selecting an item on one of the worksheets or running the Payment Predictor process, the system creates the necessary pending item by using the information that is defined on the automatic entry type for that action.

For example, every time you select an item for payment on the payment worksheet, the system uses the entry type, entry reason, and accounting entry information from the WS-01 (Pay An Item) automatic entry type to create the pending item.

Automatic entry types fall into six categories:

- Overdue charges (prefaced by FC).
- Maintenance (prefaced by MT).
- Payment worksheet (prefaced by WS).
- Transfer worksheet (prefaced by TR).
- Direct debit management (prefaced by DD).
- Draft management (prefaced by DM).

Entry Types

The program that converts existing items should create the necessary pending items to represent the level of detail that you want to see after you post the converted items. These pending items include payments that are applied to items and any form of debit or credit memo that you use in your existing system.

You establish entry types and entry reasons, if necessary, to represent the different types of entries that you convert. You then qualify these entry types for use as item entry types on the setup tables. Entry types that are expected to have a positive amount are associated with the IT-01 system function; entry types that are expected to have a negative amount are associated with the IT-02 system function.

On the pending item itself, supply the entry type and entry reason values, and place a value in the entry use ID field—either IT-01 or IT-02—that is associated with the entry type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The entry types that you use for conversion can be the same as or different from the entry types that you use on an ongoing basis. By using a different entry type, you can clearly identify the entry as created during conversion. If you use the same entry types, you should disable their use as item entry types when conversion is complete to prevent entry of an item with this entry type into the group entry environment.

For example, you decide to convert open receivables and any receivables that are closed within the last 30 days. You must convert transaction detail at least for closed items. You decide to use the PY entry type to represent payments that are made in your existing system, and you enable it as an item entry type of IT-02. You also enabled PY as an automatic entry type to represent payments that PeopleSoft Receivables records.

After you complete the conversion activities, you may want to inactivate PY as an item entry type. Alternatively, you could use a different entry type, such as CP for converted payments, to distinguish converted data from data that PeopleSoft Receivables processes.

You may want to use a similar approach for write-offs, deductions, or other types of transactions that you convert.

Line Item Feature

Use of the line item feature is an important implementation decision that affects conversion planning and scope. The conversion implications of using line items include:

- Deciding whether the line item needs a different entry type and, optionally, an entry reason, to categorize it.
- Developing the pending items that are required to open and close each line item after the closed items are converted.
- Developing the pending items that are required to support transaction details for converted line items, whether open or closed.

What Happens During Line Item Conversion

During conversion:

- The combination of business unit, customer ID, item ID, and item line identify an item in the system.
- If you do not use the line item feature, the item line field contains a zero.

  If you use the line item feature, item lines contain a number other than zero.
- Qualifying the item ID with an item line does not change the amount of data that the system stores on the item or the way that the system handles it.
- The system treats items with an item line the same as items without an item line.
- The system does not combine item lines into a total for inquiry or cash application purposes.

  For example, if you use item lines for an invoice that contains six lines, six items appear on customer item inquiry and worksheet pages.
- If you use line items and also bring in pending VAT information, the option of treating the VAT as a line item instead of recording it separately for each line item is available.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Key Dates

This table describes the significance of two important date fields on the PS_PENDING_ITEM table:

Field	*Usage*
Accounting Date	Used as a basis for payment term and aging calculations. Using the accounting calendar, the accounting date also determines which fiscal year and accounting period to associate with the pending item. The system uses the fiscal year and accounting period to create accounting entries for journal entries for the general ledger and to update customer history.
As Of Date	Used as a basis for payment term and aging calculations.

Two conversion approaches using these date fields are available:

- When converting only open items:
    - Choose a common conversion date and place this date in the **Accounting Date** field.
    - Place the invoice date (or accounting date equivalent field) in the **As Of Date** field, and base payment terms and aging rules on the **As Of Date** field value.

      This approach records the converted items in one fiscal year and accounting period only, but maintains the original invoice date for terms and aging. The **Accounting Date** and **As Of Date** fields on the pending items from billing usually contain the same value if you choose this method.

- When converting open and closed items and developing history data within the PeopleSoft system from the converted activity, use the appropriate date that is associated with the activity in the existing system as the accounting date on the related pending items.

  This approach also establishes an accounting calendar that spans all the possible converted accounting dates and ensures that the open period range in the business unit options table is broad enough to span all accounting periods. Thus, the system records all converted activity in the fiscal year and accounting period in which it occurred.

Reference Fields

Eight fields in the PS_PENDING_ITEM table contain related document information that the system uses for processing or page displays:

- DOCUMENT (and DOCUMENT_LINE)
- PO_REF
- BILL_OF_LADING
- ORDER_NO
- CONTRACT_NUM

Copyright © 1988, 2025, Oracle and/or its affiliates.

- INVOICE
- LC_ID
- AG_REF_NBR

The maintenance worksheet uses the **Document** field to facilitate matching unless you enter your own matching criteria. When you specify on the worksheet that the system match items, it matches by comparing the item ID and item line number with the document and document line number of each item in the worksheet. Oracle designed this matching capability for instances in which subsequent activity against an invoice, such as a debit or credit memo, is assigned its own item ID by the originating billing system, with the original item ID supplied as reference information.

If you have this requirement in your application and want to use the matching feature in the maintenance worksheet, you should use the **Document** field—and line item, if necessary—to hold this information when you create pending items for debit memo and credit memo transactions.

You can display all of the fields on the preceding list without customization on the Item List inquiry page and on the worksheet application pages (payment, draft, maintenance, and transfer). If you have reference-type information for your business that requires this type of display, you may want to use one of the reference fields on the preceding list rather than a user field to hold critical application reference information.

One additional consideration when you are processing subsequent debits and credits from a billing system is whether to swap the document reference and item ID as part of your interface program. For example, your billing system assigns subsequent debit and credit memos their own item ID, but also supplies the original item ID in a reference field. Consider setting up your interface so that it can detect this condition, and have it place the document reference in the **Item ID** field (with a line number if appropriate) and the item ID in the **Document** reference field.

The Receivables Update process automatically matches the subsequent activity to the original item and saves you online maintenance activity.

User-Defined Fields

Oracle provides 22 user-defined fields on the PS_PENDING_ITEM table in the delivered system that are exclusively for your use. These fields are known as user fields. The following table lists the fields:

Amount Fields	***Date Fields***	***Character Fields***
USER_AMT1	USER_DT1	USER1
USER_AMT2	USER_DT2	USER2
USER_AMT3	USER_DT3	USER3
USER_AMT4	USER_DT4	USER4
USER_AMT5		USER5

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Amount Fields	*Date Fields*	*Character Fields*
USER_AMT6		USER6
USER_AMT7		USER7
USER_AMT8		USER8
		USER9
		USER10

You may want to make two types of modifications to user fields:

- Changing the manner in which the fields are updated.
- Adding more fields.

Changing User Fields

Currently, the system processes all character user fields the same way. Note that the system takes the RP_I_USER values from PS_ITEM USER1 if PS_ITEM is updated. The following statement rolls forward an existing value if none is present on the PENDING_ITEM record:

```
UPDATE %Table(RP_USER_TAO)
SET USER1 = RP_I_USER1
WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE)
AND USER1 = ' '
```

You can change the way that you handle these fields on a case-by-case basis. You may want to specify that certain user fields not be overwritten if they have a value, regardless of the value on subsequent transactions. The following statement rolls forward an existing value even if a new value is present on the PENDING_ITEM that is to be processed:

```
UPDATE %Table(RP_USER_TAO)
SET USER1 = RP_I_USER1
WHERE PROCESS_INSTANCE = %Bind(PROCESS_INSTANCE)
AND RP_I_USER1 <> ' '
```

You can change the way that the system processes numerics and dates in a similar fashion. To make modifications, open the AR_POSTING Application Engine program in PeopleSoft Application Designer.

The following list shows the names of the sections that you need to modify based on the type of user field. You can modify the existing code or add a new effective-dated section with the changes.

- Section USER_ALP (for alpha fields)
- Section USER_NUM (for numeric fields)
- Section USER_DAT (for date fields)

For more information, see the product documentation for *PeopleTools: Application Designer Developer's Guide*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Your Accounting Entry Approach

You need to make several decisions about how you use the accounting entry capabilities of PeopleSoft Receivables, including:

- How your billing system and PeopleSoft Receivables work together or separately to send accounting entries to your general ledger system.
- Whether you create accounting entries for pending items that are imported from your billing system directly in your billing interface program or enable PeopleSoft Receivables to create them for you.
- How you provide accounting entry information for items that you convert from your existing system.

These decisions depend on whether you use more than one accounts receivable line for each pending item.

General Ledger Interface Approaches

Three common patterns are available for importing receivables-type accounting entry information.

- Method 1: Billing to general ledger.

  Your billing system creates detailed accounting entries for receivables and revenue-related ChartField combinations and distributes them to your general ledger. PeopleSoft Receivables stores enough information about the receivable and VAT accounting entries that are sent to the general ledger to be able to support the creation of accounting entries during subsequent processing.

- Method 2: Control accounting.

  The billing system creates and distributes detailed revenue-related accounting entries to your general ledger, but offsets these entries using a receivables control ChartField combination. Then PeopleSoft Receivables creates accounting entries for billing-related transactions from the offset to the control account and updates the receivables ChartField combination.

- Method 3: Billing to receivables to general ledger.

  PeopleSoft Billing does not send accounting entry information to general ledger. The information goes directly to the PeopleSoft Receivables system, which distributes accounting entries to the general ledger and also uses them for subsequent processing.

Method 1: Billing to General Ledger

If you use this approach, the purpose of the accounting entries that PeopleSoft Receivables stores is to support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item, you can choose to have the Pending Group Generator Application Engine process (AR_PGG_SERV) generate these accounting entries for you by using an item entry template. You establish the baseline for subsequent processing, but prevent distribution by indicating on the item entry template that PeopleSoft Receivables will not distribute the accounting entries to the general ledger.

If you require more than one receivables ChartField combination for each pending item, PeopleSoft Receivables will not generate these accounting entries for you. Instead, you must populate PS_PENDING_DST with one or more lines that correspond to the open balance that is in each receivables ChartField combination to offset those amounts at payment or maintenance time. Use a flag

 Copyright © 1988, 2025, Oracle and/or its affiliates.

on PS_PENDING_DST to indicate that PeopleSoft Receivables should not distribute the accounting entries to the general ledger. Because PeopleSoft Receivables does not distribute the accounting entries that you create, you can import only the lines that you need. A *balanced* entry is not required.

Method 2: Control Accounting

If you use this approach, the accounting entries that PeopleSoft Receivables stores have two purposes:

- To be distributed to the general ledger to clear the receivables control ChartField combination.
- To support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item, you can choose to have the Pending Group Generator process create these accounting entries for you through the use of an item entry template. The accounting template limits you to only two lines that are used for a balanced entry. Indicate on the template that PeopleSoft Receivables distributes the accounting entries to PeopleSoft General Ledger.

If you require more than one receivables ChartField combination for each pending item, PeopleSoft Receivables does not generate these accounting entries for you. You must populate PS_PENDING_DST directly as part of your billing interface program, indicating that PeopleSoft Receivables distributes the accounting entries to the general ledger. In this case, you must provide a fully balanced set of accounting entries.

Method 3: PeopleSoft Billing to PeopleSoft Receivables to PeopleSoft General Ledger

If you use this approach, the accounting entries that PeopleSoft Receivables stores have two purposes:

- To be distributed to the general ledger.
- To support the creation of subsequent accounting entries.

If you use only one receivables ChartField combination for each pending item and you have only one offsetting line, you can choose to have the Pending Group Generator process create these accounting entries for you through the use of an item entry template. Because you are limited to only two lines on the accounting entry template, you will not likely use this approach to create accounting entries that have the level of detail that the billing system usually provides. Indicate on the template that the accounting entries are distributed to the general ledger.

If you require more than one receivables ChartField combination for each pending item or more than one offsetting line, PeopleSoft Receivables cannot generate these accounting entries for you. Populate PS_PENDING_DST directly as part of your billing interface program, indicating that PeopleSoft Receivables distributes the accounting entries to the general ledger. In this case, you must provide a fully balanced set of accounting entries.

Conversion Implications

When you convert open or closed items from your current receivables system, you must establish the accounting entries that are required for subsequent processing, but you will not distribute them to the general ledger. This is similar to the ongoing processing that occurs in method 1, billing to general ledger.

If you do not distribute the accounting entries for converted items but you want to distribute them when importing ongoing billing information, you do not have to establish different entry types. Specify that

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Receivables distributes accounting entries to the general ledger. Then for your conversion groups only, set values to prevent the resulting accounting entries from being distributed to the general ledger.

Populating PS_PENDING_DST

You can choose to have your interface programs populate PS_PENDING_DST concurrently with PS_GROUP_CONTROL and PS_PENDING_ITEM. This gives you control of the accounting entries so that entries that are too complicated for the templates to generate can be brought in from an interacting system.

Note: If you decide to create accounting entries within PeopleSoft Receivables as part of your background conversion or interface processing, you must supply additional field values on the pending item to support this processing.

Related Links

Understanding Customer Data Integration
Receiving Information from a Billing System

Group Design and Size

Because your interface program builds groups for conversion and ongoing interface purposes, you must take several things into consideration in terms of group size and group structure. The most important consideration is how the group control and status information enables the operator to tie back to the source system for either conversion or ongoing interface balancing.

You use two fields on PS_GROUP_CONTROL to categorize groups: **Origin** and **Group Type. Origin** typically refers back to the source system, and **Group Type** represents the type of activity. Possible uses of these fields include:

- Establishing different origins for conversion groups from ongoing billing interface groups.
- Establishing different group types for conversion groups.
- Establishing a different group type for open and closed items and limiting a group to containing either open or closed items.
- When converting open and closed items with the intent of establishing history, creating one group for each month of activity that you convert and using the **Group ID** field to indicate the time frame.

No optimal size exist for a group in terms of how many pending items the group should contain. After balancing back to the source system is considered, other issues include:

- Slight processing overhead that is associated with a group, meaning that fewer groups with more pending items in each will then process more quickly.
- An online environment that contains some restrictions for the number of rows that can appear on a page.

  You can use two page formats to view external groups online. For the first page type, you view items in a scroll and scroll up or down to see all the items. In this type of page group, the number of pending

 Copyright © 1988, 2025, Oracle and/or its affiliates.

items that you can display without receiving a page processor error is between 50 and 100, depending on how many pending distribution rows exist.

For the second type of page, one pending item appears at a time. For example, PeopleTools limits the number of pending items in the list to 255 for some lists.

Although you may think from this example that a group should never contain more than 255 pending items, a larger group works quite well for several reasons. For example, you have a group containing 5,000 pending items. The first time the group is posted, none of the 5,000 pending items are posted. Each of the items is unlikely to have a unique error. When you bring up the first 255 rows on an error correction page, you may discover that most of them have the same error, such as an invalid payment term. You correct the value on the setup table and post the group again. Then you find that most of the pending items are posted and you have only a few remaining rows to correct.

After you work out setup-related conversion issues and have your ongoing interface established, the number of errors that occur, if any, should be minimal. To facilitate this process, you will find helpful the task of first developing test conversion and interface groups that contain a sample of the data that you process. This helps to eliminate setup issues and enables you to process the group size for conversion and ongoing interfaces that best suit business control and balancing.

Multiple Currencies

If you are converting or importing activity by using a foreign currency, you need to consider how the groups are composed. You can choose to bring in more than one currency within the same group or to limit groups to a single currency.

If you plan to create accounting entries during background processing, you must perform currency conversion in advance on the pending items and any pending VAT information or pending taxes for India that you are converting or importing.

Performing Data Conversion Using the DC_PENDITEM_CI Component Interface

This topic provides an overview of the DC_PENDITEM_CI component interface and discusses how to:

- Run the component interface conversion process.
- Verify that the data conversion is successful.
- Post the items in PeopleSoft Receivables.

Understanding the DC_PENDITEM_CI Component Interface

When you implement the PeopleSoft Receivables system, you will want to convert existing information to the PeopleSoft Receivables system. Use the DC_PENDITEM_CI component interface and the Excel to Component Interface utility to populate existing PeopleSoft tables with data from third-party applications. The interface uses a combination of technologies such as iScript, Microsoft Excel spreadsheets, and Visual Basic for Application programs to convert data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The DC_PENDITEM_CI component interface is a PeopleTools object that is created in PeopleSoft Application Designer that enables you to access a PeopleSoft component from another application. The component interface uses business logic to update the data in the Pending Item tables. You do this by using the ExceltoCI.xls Excel spreadsheet to map the data and move the data into the PeopleSoft Receivables tables.

The component interface populates these tables:

- PS_GROUP_CONTROL
- PS_PENDING_ITEM
- PS_PENDING_VAT
- PS_PENDING_TAX
- PS_PENDING_TAX_DTL
- PS_PENDING_DST

Note: Excel has a physical limitation of 256 columns and 65k rows. To work around these limitations, you may need to limit the import data so that the number of rows on the Data Input page does not exceed 65k.

The user must have privileges to the DC_PENDITEM_CI component interface with full access to create methods to run the component interface.

Running the Component Interface Conversion Process

Use the Excel to Component Interface utility to run the component interface. When you build the worksheet template, select the DC_PENDITEM_CI component interface.

The PeopleTools documentation describes how to use the Excel to Component Interface utility in detail.

See the product documentation for *PeopleTools: Component Interfaces*.

Verifying That the Data Conversion Is Successful

Use Application Designer to access PeopleSoft Query (Go, Query) where you can search for records in the PS_PENDING_ITEM table and the other tables that the interface populates.

Posting the Items in PeopleSoft Receivables

Run the Receivables Update process to post the pending items and update customer balances.

Related Links

Running Receivables Update

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 15

Developing Interfaces for Customers and Pending Items

Understanding Customer Data Integration

The PeopleSoft Receivables system relies on a family of tables that contain customer information that enable customer-related processing. This customer information usually resides in one or many systems that are maintained outside of the receivables processing area.

To transfer customer information from billing systems, order management systems, or customer databases, you must write an interface program or use a utility to populate the PeopleSoft customer tables with information.

You enter customer information only for the TableSets that you use. You do not need to add any information to customer tables that are keyed by business unit. The Receivables Update Application Engine process (ARUPDATE) creates or updates rows in these tables.

The tables listed below are keyed by SetID. Of these tables, three are required, four are conditionally required, and the rest are optional. *Required* means that you must place a row in the table with correct default values, even if you will not use any of the fields in these tables. The system uses rows in the required tables to access information online and for background processing:

Table Name	***Required or Optional***	***Information Type***
PS_CUSTOMER	Required	Customer header
PS_CUST_VAT_REG	Required for value-added tax (VAT) customers	Customer VAT
PS_CUST_ADDR_SEQ	Required	Customer address header
PS_CUST_REGN_TYPE	Optional	Customer region code types
PS_CUST_ADDRESS	Required	Customer address detail
PS_CUST_CNTCT_SEQ	Optional	Customer contact header
PS_CUST_CONTACT	Optional	Customer contact detail
PS_CUST_CNTCT_TYPE	Optional	Contact type

Copyright © 1988, 2025, Oracle and/or its affiliates.

Table Name	*Required or Optional*	*Information Type*
PS_CUST_CNTCT_DOC	Optional	Contact document
PS_CUST_CNTCT_CARD	Optional	Contact credit card
PS_CUST_CNTCT_PHN	Optional	Contact phone
PS_CUST_CREDIT	Optional	Customer credit
PS_CUST_OPTION	Required for bill-to customers	Bill-to customer options
PS_CUST_SHIPTO_OPT	Required for ship-to customers	Ship-to customer options
PS_CUST_SOLDTO_OPT	Required for sold-to customers	Sold-to customer options
PS_CUST_BILLTO	Optional	Valid bill-to relationships
PS_CUST_SHIPTO	Optional	Valid ship-to relationships
PS_CUST_CRSPD	Optional	Customer correspondence

Note: Use PeopleSoft Application Designer to review the characteristics of each field in more detail. See the product documentation for *PeopleTools: Application Designer Developer's Guide*.

Related Links

Understanding Electronic Payment Processing

Receiving Information from a Billing System

This topic provides overviews of PeopleSoft Receivables Pending Item tables, interface tables, and accounting entry creation and discusses how to:

- Populate group control table fields.
- Populate pending item table fields.
- Populate user-defined fields.
- Populate pending VAT table fields.
- (IND) Populate pending tax table fields for India.
- Prevent distribution of accounting entries for external groups.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Create accounting entries for external groups.
- Troubleshoot missing accounting entries.
- Troubleshoot Receivable Update error messages.

Understanding PeopleSoft Receivables Pending Item Tables

PeopleSoft Receivables accepts information from an unlimited number of billing systems. The relational structure of tables is flattened to contain posted data to simplify the interface process for converting existing items or bringing in billing information.

At a minimum, the interface program or utility must populate two tables:

- PS_GROUP_CONTROL
- PS_PENDING_ITEM

If you use the system for VAT processing, the system populates an additional table, PS_PENDING_VAT, with VAT data.

If you use the system for excise duty and sales taxes in India, the system populates additional tables: PS_PENDING_TAX and PS_PENDING_TAX_DTL.

If you create accounting entries during the Receivables Update process, the system creates rows in a sixth table, PS_PENDING_DST. Under certain circumstances and with certain limitations, you may also need to populate PS_PENDING_DST in your interface.

Because the PS/Import utility runs only on the client and has limited processing capability, write an interface program or use a tool such as Structured Query Report (SQR) to populate the interface tables. As another alternative, use the DC_PENDITEM_CI component interface to populate the pending item tables.

Related Links

Performing Data Conversion Using the DC_PENDITEM_CI Component Interface

Understanding Interface Tables

The Receivables Update process uses the information contained in the pending data tables to create and update rows in the tables that contain posted data.

Pending Data Tables Include:	***Posted Data Tables Include:***
PS_GROUP_CONTROL	PS_CUST_DATA
PS_PENDING_ITEM	PS_CUST_HISTORY
PS_PENDING_VAT	PS_SUBCUST_DATA

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pending Data Tables Include:	*Posted Data Tables Include:*
PS_PENDING_TAX	PS_ITEM_ACTTAX
PS_PENDING_TAX_DTL	PS_ITEM_ACTTAX_DTL
PS_PENDING_DST	PS_SUBCUST_HISTORY
	PS_ITEM
	PS_ITEM_ACTIVITY
	PS_ITEM_ACT_VAT
	PS_ITEM_DST

Use these tables to interface continuously with a billing system for the purposes of conversion and for online and background processing within PeopleSoft Receivables. They provide a single point of processing for the Receivables Update process.

Just as you populate PS_GROUP_CONTROL, PS_PENDING_ITEM, and possibly PS_PENDING_VAT, PS_PENDING_DST, PS_PENDING_TAX, or PS_PENDING_TAX_DTL, the PeopleSoft Receivables processes populate these tables as a result of group item entry, overdue charge processing, and activity from payments, maintenance, transfer worksheets, unpost processing, and draft processing; and direct debit processing, the Automatic Maintenance Application Engine process (AR_AUTOMNT), and the Payment Predictor Application Engine process (ARPREDCT).

The system defines the groups that you create for billing interface or conversion purposes as external groups, and they receive more extensive editing during the Receivables Update process. When you enter groups online during group item entry, the system performs online edits that reduce the editing that is needed during the Receivables Update process. The PeopleSoft application categorizes the third kind of group (created by the system through the worksheet, overdue charge, unpost, draft, direct debit, item splits, and the Automatic Maintenance and Payment Predictor processes) as system-defined groups with a required origin of PS_AR. These system-defined groups receive the least amount of editing during the Receivables Update process.

Related Links

Understanding the Pending Group Generator Application Engine Process

Understanding Accounting Entry Creation

This table lists and describes types of transactions for which you create accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Type	*What the System Does*
Group item entry	In the group item entry environment, the system enables the recording of an unlimited number of accounts receivable debit or credit entries and an unlimited number of offsetting entries of the opposite sign. The system also creates entries to VAT liability accounts if you use VAT processing. The system creates accounting entries for India taxes if you enter the items in PeopleSoft Receivables or if your billing system does not generate the accounting entries.
Worksheets	In the payment worksheet, in addition to cash and accounts receivable, the system creates entries to VAT liability accounts if you use VAT processing with a payment declaration point. The system also allows an unlimited number of debit entries for write-off activity. The system calculates realized gain or loss entries in a multicurrency application. It creates interunit and intraunit entries when needed. In the maintenance worksheet, the system records entries to accounts receivable and allows an unlimited number of debit entries for write-off activity. The system calculates realized gain or loss entries in a multicurrency application. It creates interunit and intraunit entries when needed. The system also creates entries to VAT liability accounts when appropriate if you use VAT processing with a payment declaration point. In the transfer worksheet, the system creates accounting entries when transferring items. It creates interunit and intraunit entries when needed.
Unpost	The unpost process reverses entries that are originally recorded. It does not require use of the Pending Group Generator Application Engine process (AR_PGG_SERV).

You can create accounting entries in background processing. In the production environment, this is the normal way to create the entries. In addition, the Pending Group Generator process creates accounting entries for external groups (if the interface does not populate the Pending Distribution table (PS_PENDING_DST) and also creates the accounting entries that result from draft, direct debit, overdue charge, Automatic Maintenance, and Payment Predictor processing.

When the Pending Group Generator process creates accounting entries for external groups, it uses the Item Entry Type Accounting templates that you establish for entry types.

Note: The only way to create accounting entries that post without operator intervention—apart from populating PS_PENDING_DST directly in the interface—is to have only two lines on the accounting template, specified for use as a balanced entry.

Accounting Entry Approach

You need to make several decisions about how you will use the accounting entry capabilities of PeopleSoft Receivables. You should decide:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Whether your billing system and PeopleSoft Receivables will work together or separately to send accounting entries to your general ledger system.
- Whether you will create accounting entries for pending items that are interfaced from your billing system directly in your billing interface program or you will enable PeopleSoft Receivables to create them for you.
- How you will provide accounting entry information for items that you convert from your existing system.

Your decisions will also be influenced by whether you need to use more than one accounts receivable (AR) line for each pending item.

Background Processing Flow

If you use the Pending Group Generator process to create accounting entries for external groups, you must provide values in more fields on PS_PENDING_ITEM than if the interface populates PS_PENDING_DST directly. The process runs before the posting step of Receivable Update, so default values that the Receivables Update processes supply are not available when the process creates the accounting entries. The same is true for converting or interfacing in a multicurrency environment; you must populate additional multicurrency fields if you create accounting entries during the Receivables Update process.

The interface tables indicate which fields on PS_PENDING_ITEM must have values for the Pending Group Generator process to create accounting entries.

Related Links

Your Accounting Entry Approach

Populating Group Control Table Fields

The PS_GROUP_CONTROL table contains one row for each group that you enter into the system for billing interface or conversion purposes. This documentation uses the term *group* to mean a collection or batch of pending items that the billing system or conversion program produces and that PeopleSoft Receivables groups for control or processing purposes.

Some billing systems produce one group for each day. Other systems produce separate groups for debit memos, credit memos, or certain kinds of invoices. During conversion, you decide how many groups to create to bring in the activity that records open and closed items. PeopleSoft Receivables can receive an unlimited number of groups of various entry types and sizes.

Your interface or conversion program populates the group control table with external billing group information. The following table lists the appropriate values, along with the associated column name, for each field on PS_GROUP_CONTROL.

In the table, a field type is specified for each field; you use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. To leave a field blank, enter a space for a character field, a null value or nothing for a date field, and a zero for a numeric field.

Note: Use Application Designer to review the characteristics of each field in more detail.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
1	GROUP_BU	Character	Required	Associate each group with a PeopleSoft Receivables business unit.
2	GROUP_ID	Character	Required	Provide a group identifier for each group.
3	OPRID	Character	Optional	Enter the User ID of the person who entered the group. This value is used in group inquiry and processing pages.
4	ASSN_OPRID	Character	Optional	Enter the User ID of the person who is responsible for processing the group. This value is used in group inquiry and processing pages.
5	BUSINESS_UNIT	Character	Optional	Set the value to be the same as GROUP_BU.
6	GROUP_TYPE	Character	Required	Select the value that you established in the Group Type table for this type of group. Do not use *D, F, M, P, T,* or *U*. Draft, overdue charge, maintenance, payment, transfer, and unpost groups use these values. Also, do not use C or R, because the Claim Settlement Process for AR process (PO_CLMSTL_AR) uses these values for claim items entered in PeopleSoft Purchasing and PeopleSoft Order Management.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
7	BAL_STATUS	Character	Required	The default value is *N* (out of balance). The Receivables Update process automatically balances all external groups and sets the value to *I* (in balance) during initial processing, provided that the entered amount and count that it calculates are equal to the control amount and count that you provide.
8	EDIT_STATUS	Character	Required	Indicates whether or not the group has been edited. Groups entered online, for example, are *E* because less editing occurs during the Receivables Update process for these groups. The default value is *N* (not edited) for external groups.
9	POST_STATUS	Character	Required	Indicates whether the group is fully posted, not posted, or has errors that prevented some items from the Receivables Update process. The default value is *N* (not posted).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
10	POST_ACTION	Character	Required	Indicates if the group is automatically set to be processed by the Receivables Update process. The field is populated with *A* (no action) if you want to review the contents online before the Receivables Update process. *A* is the default for online processing. The field value is *L* (batch standard) to post during the next Receivables Update process run.
11	CONTROL_AMT	Number	Optional	Enter the control amount. The control amount is the total amount of all items that are in the group in the entry currency of each item. For mixed currencies, this becomes a hash total. If the group has two items, one at 10.00 EUR and one at 10.00 USD, then the CONTROL_AMOUNT is 20.00. To require a single currency for each group, refer to the CONTROL_CURRENCY.
12	CONTROL_CNT	Number	Required	Enter the number of items in the group.
13	ENTERED_AMT	Number	Optional	The system calculates this value for you, so enter *0*. When the Receivables Update process balances the group, the system updates this field with the total monetary amount of all pending items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
14	ENTERED_CNT	Number	Optional	The system calculates this value for you, so enter *0.* When the Receivables Update process balances the group, this field is updated with the count of all pending items. Online groups have a default of *1*.
15	POSTED_TOTAL	Number	Optional	The system calculates this value for you, so enter *0.* This field is updated by the Receivables Update process with the total entered amount of all pending items in the group that are posted.
16	POSTED_COUNT	Number	Optional	The system calculates this value for you, so enter *0.* This field is updated by the Receivables Update process with the total count of all pending items in the group that are posted.
17	GROUP_SEQ_NUM	Number	Optional	The system calculates this value for you, so enter *0.* The system uses this value to assign sequence numbers for certain kinds of groups.
18	ORIGIN_ID	Character	Required	Enter an origin ID to represent where the group came from. Select a value from the origin IDs that you define for use as external billing origins on the PS_ORIGIN _TBL. To qualify, the origin type must be *Billing,* and the origin method must be *External.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
19	RECEIVED_DT	Date	Required	Indicates the date on which PeopleSoft Receivables received the group. From an interface or conversion perspective, RECEIVED_DT and ENTRY_DT are probably the same.
20	ENTRY_DT	Date	Required	The date that you enter the group into PeopleSoft Receivables. From an interface or conversion perspective, RECEIVED_DT and ENTRY_DT are probably the same.
21	POST_DT	Date	Optional	The system calculates this value for you, so set the value to null. This value is updated by the Receivables Update process with the most recent date that the group was posted.
22	ACCOUNTING_DT	Date	Required	Enter the accounting date that applies to the group. The Receivables Update process uses this date to determine if the group falls within the date range that is on the Receivables Update process request.
23	PROCESS_ INSTANCE	Number	Optional	The system calculates this value for you, so enter *0.* This value is updated by the Receivables Update process with the process instance that is used for a given execution of the process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
24	DST_BAL_STATUS	Character	Required	Enter *I* (in balance) if you provide your own PS_PENDING_DST rows. Otherwise, enter *O* (out of balance). The Pending Group Generator uses and updates this value.
25	GROUP_ID_ORIG	Character	Optional	Enter a value when you unpost a group during online processing.
26	DEPOSIT_BU	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
27	DEPOSIT_ID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
28	PAYMENT_SEQ_ NUM	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
29	PAYMENT_ID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
30	PAYMENT_ CURRENCY	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
31	PYMT_RT_TYPE	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
32	PYMT_RATE_MULT	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
33	PYMT_RATE_DIV	Number	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
34	CONTROL_ CURRENCY	Character	Optional	If this field contains a value, all pending items in the group must have this currency as their entry currency. Select from the values on PS_CURRENCY_ CD_TBL. If you enter a space, the pending items in the group may contain more than one entry currency.
35	FORMAT CURRENCY	Character	Required	Enter the currency code that controls the precision for this group's amount totals. Select from values on PS_CURRENCY_CD _TBL. If you provide a value for CONTROL_ CURRENCY, use the same value here.
36	PAYMENT_AMT	Number	Optional	Enter a value when the group is created by a payment worksheet or by Payment Predictor.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
37	ALLOW_DST	Character	Required	Tells the Pending Group Generator how to set the GL_DISTRIB _STATUS field for the PENDING_DST rows that it creates for this group. Set to *Y* to distribute the accounting entries to general ledger. This value sets GL_ DISTRIB_STATUS = *N*. Set to *N* to prevent accounting entries from being distributed to the general ledger. This value sets GL_ DISTRIB_STATUS = *I*.
38	CREATE_DST_ BATCH	Character	Optional	This field is no longer used.
39	CASH_CNTRL_USE	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
40	BANK_SETID	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
41	BANK_CD	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
42	BANK_ACCT_KEY	Character	Optional	Enter a value when a payment worksheet or Payment Predictor creates the group.
43	UNPOST_REASON	Character	Optional	Enter the reason for unposting the group. Select one of the reason codes from the UNPOST_RSN_TBL table or enter a space.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
44	WS_REASON	Character	Optional	Enter a reason that applies to all items in a maintenance group. Enter a value that you define in the PS_WS_ REASON_TBL.
45	OPRID_APPROVED_ BY	Character	Optional	Enter the User ID of the person who set the worksheet to post.

Populating Pending Item Table Fields

The PS_PENDING_ITEM table is a child of the PS_GROUP_CONTROL table. It contains one record for each transaction that you add to the system. A pending item may represent any kind of invoice, debit memo, credit memo, or adjustment. During conversion, or in a specialized payment interface application, a pending item may also represent a payment.

The following table lists the appropriate values for each field in the PS_PENDING_ITEM table. Many of the fields are optional, and some are used only by the system processes.

The following table specifies a field type for each field in the PS_PENDING_ITEM_table. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for a character field, a null value for a date field, and a zero for a numeric field.

Note: Use Application Designer to review the characteristics of each field in more detail.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
1	GROUP_BU	Character	Required	Enter the same value as the GROUP_ BU on PS _GROUP_CONTROL.
2	GROUP_ID	Character	Required	Enter the same value as the GROUP_ID on PS_ GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Required	Enter the business unit that is associated with the customer account to which you post the pending item. It may be the same as, or different from, GROUP_BU.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
4	CUST_ID	Character	Required	Enter the customer identifier.
5	ITEM	Character	Required	Enter the item identifier.
6	ITEM_LINE	Number	Optional	Enter PeopleSoft Receivables at a line-item level of detail.
7	GROUP_SEQ_NUM	Number	Optional	If you bring in more than one row for a single BUSINESS _UNIT, CUST_ID, ITEM, and ITEM_ LINE combination, you must populate this field; otherwise, enter *0*. An example of why you would bring in more than one row for a single item (BUSINESS_UNIT, CUST_ID, ITEM and ITEM_LINE combination) is that your billing system or conversion program is sending an invoice and credit memo for a single item that is in the same group. You have two options for populating this field: • Assign a unique number to each pending item in the group. PeopleSoft Receivables does this for online group item entry. • Assign a value only for pending items that are repeated in the group, and enter a 0 in the field for pending items that are not repeated in the group.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
8	ENTRY_TYPE	Character	Required	Select the type of item that is being processed. Select from the entry types that you establish in the PS_ENTRY_ TYPE_TBL that are enabled for the IT-01 or IT-02 system functions.
9	ENTRY_REASON	Character	Optional	Enter an optional reason to further qualify the entry type. You can set up entry types in the system to require entry reasons. Select from the entry reasons that you establish in the PS_ ENTRY_ REASN_ TBL that are enabled for the IT-01 or IT-02 system functions.
10	ENTRY_AMT	Number	Required	Enter the amount of the entry in the entry currency. This amount cannot be 0.
11	ENTRY_EVENT	Character	Optional	Enter the code that the federal government uses to post pro-forma accounting information. The Entry Event Generator generates supplemental accounting lines if you enter this code.
12	ACCOUNTING_DT	Date	Required	Enter the date that determines the processing period for the Receivables Update process and accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
13	ASOF_DT	Date	Required	Enter an optional date for use in conversion or ongoing interface. Payment terms and aging calculations may be based on the value that is in this field. Use the same value as the ACCOUNTING_DT if you do not supply a separate value.
14	POST_DT	Date	Optional	The Receivables Update process updates this date.
15	DUE_DT	Date	Optional	Enter the due date of the item. Every pending item must have a due date or a payment terms code. For pending items that may represent subsequent activity against an original invoice, such as a credit memo, the due date field is not used in processing. However, it must contain a value.
16	CR_ANALYST	Character	Optional	Select an assignment of this pending item to a credit analyst. Select from the values that you establish in the PS_CR_ANALYST _ TBL or enter a space. If you enter a space, the Receivables Update process adds the default value from PS_CUSTOMER.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
17	SALES_PERSON	Character	Optional	Select an assignment of this item to a team member. Select from the values that you establish in the PS_ TEAM_MEMBERS, or enter a space. If you enter a space, the Receivables Update process adds the default value from PS_ CUSTOMER.
18	COLLECTOR	Character	Optional	Select an assignment of this item to a collector. Select from the values that you establish in the PS_COLLECTOR _TBL or enter a space. If you enter a space, the Receivables Update process adds the default value from PS_ CUSTOMER.
19	DISPUTE_STATUS	Character	Optional	Indicates if the item is in dispute. A possible use for this field is to carry over an existing dispute indication during conversion. Select from the values that you establish in the PS_DISPUTE_TBL.
20	DISPUTE_DT	Date	Optional	Enter the date associated with the dispute status indicator.
21	DISPUTE_AMOUNT	Sign	Optional	Enter the Amount associated with the dispute status indicator.
22	PO_REF	Character	Optional	Enter the purchase order associated with the item.
23	PO_LINE	Number	Optional	Enter the line number for the purchase order.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
24	DOCUMENT	Character	Optional	Enter a reference number for the item.
25	DOCUMENT_LINE	Number	Optional	Enter a line number for the document reference.
26	POSTED_FLAG	Character	Required	Set to *N* (not posted). The Receivables Update process maintains this field.
27	PYMNT_TERMS_CD	Character	Optional	Enter a due date or payment terms code. Select from the values that you establish on PS_PAY_TRMS _TBL for accounts receivable. If you do not supply a value, enter a space. If you enter a space and do not provide a due date, the Receivables Update process uses the default that you establish for the customer or business unit options.
28	DISC_AMT	Number	Optional	Enter the first discount amount that is available if the payment accounting date is on or before the discount date. You may enter this or let the payment terms module calculate it. You cannot have a discount amount if you entered a payment terms code. Enter a value only if you are also entering the due date. A value is required if you have supplied the discount date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
29	DISC_AMT1	Number	Optional	Enter the second discount amount that is available if payment accounting date is on or before the discount date. You may enter this or let the payment terms module calculate it. You cannot have a discount amount if you entered a payment terms code. Enter a value only if you are also entering the due date. A value is required if you have supplied the discount date.
30	DISC_DT	Date	Optional	Enter the date associated with DISC_ AMT.
31	DISC_DT1	Date	Optional	Enter the date associated with DISC_ AMT1.
32	DISC_DAYS	Number	Optional	Enter the discount grace days that are associated with the item. If you do not supply a value, enter 0. If you enter 0, the Receivables Update process uses the default value from the customer or business unit level.
33	DUE_DAYS	Number	Optional	Enter the due grace days that are associated with the item. If you do not supply a value, enter a 0. If you enter 0, the Receivables Update process uses the default value from the customer or business unit level.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
34	ALLOW_DISC	Character	Required	Set value to *Y* if you want the system to consider all discounts for this pending item as earned even if they are expired. Entering *N* enables normal discount processing. This field is useful for handling special invoice situations or, during conversion, to indicate that special instructions are already recorded. The Application Designer default for online processing is *N*.
35	DST_ID_AR	Character	Optional	If you populate PS_ PENDING_DST in your billing interface, enter a space. If you plan to generate accounting entries during the Receivables Update process, you must supply a value. Select from the values that you defined for accounts receivable in the PS_DST_CODE_ TBL.
36	DUN_DT	Date	Optional	The Dunning Application Engine process (AR_ DUNNING) maintains this date.
37	ST_DT	Date	Optional	The Statements Application Engine process (AR_STMTS) maintains this date.
38	FC_DT	Date	Optional	The Overdue Charge Application Engine process (AR_ OVRDUE) maintains this date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
39	FC_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
40	OC_ADMIN_DT	Date	Optional	The Overdue Charge process maintains this date.
41	OC_ADMIN_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
42	OC_PNLTY_DT	Date	Optional	The Overdue Charge process maintains this date.
43	OC_PNLTY_AMT	Sign	Optional	The Overdue Charge process maintains this amount.
44	OVERDUE_CHG_ LINE	Character	Options	The Overdue Charge process maintains this value.
45	AR_ERROR_CD	Character	Optional	The Receivables Update process maintains the AR_ ERROR_CD.
46	ENTRY_USE_ID	Character	Optional	Select the system-defined field that determines the type of processing that is associated with an entry type. Select IT-01 (Create an Invoice/ Debit Memo) for a positive amount. Select IT-02 (Create a Credit Memo) for a negative amount. Make sure that you correctly match the entry types with the system function that represents the sign of the amount on the pending item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
47	DST_BAL_ITEM	Character	Required	Indicates if the accounting entries for the item are in balance. Enter *O* unless you provide your own PS _PENDING_ DST rows. If you provide your own rows, enter *I.* The Receivables Update process does not balance accounting entries that are supplied by an interface.
48	COLLECTION_ STATUS	Character	Optional	Indicates if the item is in collection. Select from the values that you established in the PS_COLLECTION_ TBL. This field may be used during conversion when the existing system marks items in this manner.
49	COLLECTION_DT	Date	Optional	Enter the date associated with the collection status.
50	BILL_OF_LADING	Character	Optional	Enter a bill of lading for the item.
51	SUBCUST_QUAL1	Character	Optional	Enter a value for the first subcustomer field for the item (if required). Select from the values that you established in the PS_ SUBCUST_ Q1_TBL.
52	SUBCUST_QUAL2	Character	Optional	Enter a value for the second subcustomer field for the item (if required). Select from the values that you established in PS_ SUBCUST_ Q2_TBL.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
53	ENTRY_CURRENCY	Character	Required	Enter the currency code for the entry amount. Select from the values that you establish on PS _CURRENCY_CD_ TBL. If you provide a value for CONTROL_ CURRENCY on PS_ GROUP_CONTROL, you must use the same value here.
54	RT_TYPE	Character	Optional	Enter the exchange rate type for the item. Required if the entry currency is different from the business unit base currency. Select from the values that are established on PS_CUR _RT_ TYPE_TBL or enter a space.
55	RATE_MULT	Number	Optional	Enter the _____ _____. This value is required if the entry currency is different from the business unit base currency.
56	RATE_DIV	Number	Optional	Enter the _____ _____. This value is required if the entry currency is different from the business unit base currency.
57	PAYMENT_AMT	Number	Optional	Enter *0*.
58	PAYMENT_ CURRENCY	Character	Optional	Enter a space.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
59	ENTRY_AMT_BASE	Number	Optional	Enter the amount of the pending item that is denominated in the business unit base currency. If you populate this field, the assumption is that you have performed currency conversion. You should enter a value in the field that is equal to ENTRY_AMT multiplied by RATE_ DIV and RATE_MULT. You must also enter values in the RATE_ DIV and RATE_MULT fields. If you are populating PS_PENDING_DST in your interface, you may enter a 0 in this field. The Receivable Update computes ENTRY_ AMT_BASE by using ENTRY_AMT, RATE _DIV, and RATE_ MULT. If you create accounting entries during the Receivables Update process, you must supply a value for this field. In other words, you must perform currency conversion before or while populating PS _PENDING_ITEM to create accounting entries during the Receivables Update process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
60	CURRENCY_CD	Character	Required	Enter the base currency of the business unit that is associated with the item. Be sure that this value matches the value that you established for the PeopleSoft General Ledger business unit that corresponds to the Accounts Receivable business unit.
61	REAL_GAIN_LOSS	Number	Optional	Enter a realized gain or loss value that the system calculates during payment application or for a maintenance worksheet.
62	DST_ID_REAL	Character	Optional	Enter the distribution ID for the realized gain or loss value that the system calculates during payment application or for a maintenance worksheet.
63	ITEM_ACCTG_DT	Date	Optional	For multicurrency processing, enter the accounting date of the original item on certain subsequent entries.
64	VAT_ENTITY	Character	Optional	For VAT processing, enter a VAT entity for an accounts receivable business unit through a PeopleSoft General Ledger business unit.
65	VAT_CALC_GROSS_ NET	Character	Optional	Select either the *Gross* or *Net* calculation type.
66	VAT_EXCPTN_TYPE	Character	Optional	Enter a VAT exception type, if applicable.
67	VAT_EXCPTN_ CERTIF	Character	Optional	Enter a VAT exception certificate number, if applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
68	VAT_DCLRTN_ POINT	Character	Optional	Enter a declaration point of either *Payment* or *Invoice.*
69	VAT_RECALC_FLG	Character	Optional	Select this option only if the VAT calculation type is *Gross.* If it is selected, the system recalculates the VAT discount amount at the payment time.
70	VAT_BASIS_AMT	Number	Optional	Enter the sales amount that the system uses to calculate the VAT amount.
71	VAT_BASIS_AMT_ BASE	Number	Optional	Enter the VAT basis amount in the business unit base currency.
72	VAT_AMT	Number	Optional	If you convert or interface VAT information, provide the VAT amount for the item in the entry currency. Otherwise, enter *0.* If you enter a value, the sum of the VAT_AMT in the PENDING_VAT rows for this item must equal this amount.
73	VAT_AMT_BASE	Number	Optional	The system calculates this amount by multiplying the VAT_ AMT by the exchange rate that is used for the pending item. If you create accounting entries during the Receivables Update process, you must supply a value that is not *0.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
74	COUNTRY_VAT_ BILLFR	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice is generated.
75	COUNTRY_VAT_ BILLTO	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice is sent.
76	COUNTRY_SHIP_TO	Character	Optional	If you convert or interface VAT information, provide the country code of the country where the invoice contents are shipped.
77	COUNTRY_SHIP_ FROM	Character	Optional	If you convert or interface VAT information, provide the country code of the country from which the invoice contents are shipped.
78	VAT_DISTRIB_FLG	Character	Optional	Select or deselect the VAT distribution flag to indicate whether VAT information is distributed to the VAT Transaction Loader. The Receivables Update process updates this field.
79	VAT_RGSTRN_ BUYER	Character	Optional	Enter the VAT registration ID of the buyer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
80	VAT_DST_ACCT_ TYPE	Character	Optional	The system enters the VAT distribution account type. This field is populated by the system depending on the declaration point and transaction type (invoice, payment, write-off, and so on).
81	VAT_ROUND_RULE	Character	Optional	Indicates if the VAT amounts should be rounded up or down, or if it is regular rounding.
82	ORDER_NO	Character	Optional	Enter the order number that is associated with the item.
83	CONTRACT_NUM	Character	Optional	Enter the contract number that is associated with the item.
84	BUSINESS_UNIT_BI	Character	Optional	Enter the billing business unit for the item.
85	BUSINESS_UNIT_ OM	Character	Optional	Enter the order management business unit for the item.
86	ADDRESS_SEQ_ NUM	Number	Optional	The address location for the item. Select from the values on PS_ CUST_ADDRESS that are associated with the customer on the item.
87	LETTER_CD	Character	Optional	If you convert dunning letter information, enter the letter code of the most recent letter that contained the item. Otherwise, enter a space.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
88	CONSOL_BUS_UNIT	Character	Optional	If you use PeopleSoft Billing, this field contains the business unit value that is associated with the consolidated bill. If you do not use PeopleSoft Billing, you may use the field for a similar purpose.
89	CONSOL_INVOICE	Character	Optional	If you use PeopleSoft Billing, this field contains the invoice identifier that is associated with the consolidated bill. If you do not use PeopleSoft Billing, you may use the field for a similar purpose.
90	PAYMENT_METHOD	Character	Optional	Enter *CC* for credit card, *DR* for draft, *DD* for direct debit, *EFT* for electronic funds transfer, *GE* for acceptgiro payments, or *CHK* for all other forms of payment. If you enter a space and do not provide a value, the Receivables Update process uses the default that you establish for the customer or business unit.
91	DRAFT_BU	Character	Optional	The draft creation process maintains this field.
92	DRAFT_ID	Character	Optional	The draft creation process maintains this field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
93	DRAFT_APPROVAL	Character	Optional	If the payment method is draft, enter *P* (preapproved) or *R* (approval required). If you enter a space and do not provide a value, the Receivables Update process uses the default that you establish for the customer or business unit.
94	DRAFT_DOC	Character	Optional	If the payment method is draft, enter *C* (create document) or *N* (do not create document). If you enter a space and do not provide a value, the Receivables Update process uses the default that you establish for the customer or business unit.
95	DRAFT_CURRENCY	Character	Optional	The draft creation process maintains this field.
96	DRAFT_FORMAT	Character	Optional	If the payment method is draft, enter *M* (multiple items per draft) or *S* to indicate that this item has its own draft.
97	DRAFT_AMT	Number	Optional	The draft creation process maintains this field.
98	BANK_SETID	Character	Optional	If you use the PeopleSoft Cash Management cash positioning options, enter the SetID that is associated with the bank from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
99	BANK_CD	Character	Optional	If you use the PeopleSoft Cash Management cash positioning options, enter the bank code that is associated with the bank from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.
100	BANK_ACCT_KEY	Character	Optional	If you use PeopleSoft Cash Management cash positioning options, enter the bank account key that is associated with the bank account from which you expect payment for this receivable. PeopleSoft Receivables does not use this field in the Cash Forecast report.
101	DD_BU	Character	Optional	The Create Direct Debits Application Engine process (AR_DIRDEBIT) maintains this field.
102	DD_ID	Character	Optional	The Create Direct Debits process maintains this field.
103	DD_STATUS	Character	Optional	The Create Direct Debits process maintains this field.
104	DD_PROFILE_ID	Character	Optional	Direct debit profile that is assigned to the item. The profile defines the direct debit processing rules for the item.
105	DD_CURRENCY	Character	Optional	The Create Direct Debits process maintains this field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
106	DD_AMT	Number	Optional	The Create Direct Debits process maintains this field.
107	DD_AMT_BASE	Number	Optional	The Create Direct Debits process maintains this field.
108	DRAFT_TYPE	Character	Optional	Select from the values that you establish in the PS_DRAFT_TYPE_ TBL table.
109	DRAFT_AMT_BASE	Number	Optional	Draft amount in the business unit base currency.
110	DOC_TYPE	Character	Optional	Document type represents the business purpose of the financial transaction. It is assigned to only one journal code. **Important!** You must include a value in this field if you enable the Document Sequencing option for installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
111	DOC_SEQ_NBR	Character	Optional	The document sequencing number is either automatically assigned or manually entered sequentially based on the PeopleSoft General Ledger business period at either the journal code level or the document type level within journal code. **Important!** You must include a value in this field if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.
112	DOC_SEQ_DATE	Date	Required	Date that the document sequencing number is assigned to a specific document or the date that the document was created. The system automatically populates this field for items that you enter online. However, you must include a value in this field if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit. **Important!** The Receivables Update process requires a value in this field to post an item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
113	DOC_SEQ_STATUS	Character	Optional	The status that is used for posting a document with document sequencing. If blank, then the document is valid for posting.
114	PROCESS_ INSTANCE	Number	Optional	Enter *0*. The Receivables Update process uses this field.
115	USER_AMT1	Number	Optional	This field is for your use.
116	USER_AMT2	Number	Optional	This field is for your use.
117	USER_AMT3	Number	Optional	This field is for your use.
118	USER_AMT4	Number	Optional	This field is for your use.
119	USER_AMT5	Number	Optional	This field is for your use.
120	USER_AMT6	Number	Optional	This field is for your use.
121	USER_AMT7	Number	Optional	This field is for your use.
122	USER_AMT8	Number	Optional	This field is for your use.
123	USER_DT1	Date	Optional	This field is for your use.
124	USER_DT2	Date	Optional	This field is for your use.
125	USER_DT3	Date	Optional	This field is for your use.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
126	USER_DT4	Date	Optional	This field is for your use.
127	USER1	Character	Optional	This field is for your use.
128	USER2	Character	Optional	This field is for your use.
129	USER3	Character	Optional	This field is for your use.
130	USER4	Character	Optional	This field is for your use.
131	USER5	Character	Optional	This field is for your use.
132	USER6	Character	Optional	This field is for your use.
133	USER7	Character	Optional	This field is for your use.
134	USER8	Character	Optional	This field is for your use.
135	USER9	Character	Optional	This field is for your use.
136	USER10	Character	Optional	This field is for your use.
137	DOUBTFUL	Character	Optional	Flag to indicate that an item is a doubtful receivable (one for which you do not expect to receive payment). The Receivables Update process updates this field. Enter a space.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
138	DRAFT_BUSN_ EVENT	Character	Optional	Action that is taken on an item during draft processing. The Receivables Update process updates this field. Enter a space.
139	DRAFT_SUB_EVENT	Character	Optional	Action that is taken on an item during draft processing. The Receivables Update process updates this field. Enter a space.
140	SALES_PERSON2	Character	Optional	Second team member that is assigned to the item. Select from the values that are established on the PS_ TEAM_MEMBERS or enter a space.
141	REGION_CD	Character	Optional	Region code for the team members that are assigned to the item. Enter a value from the PS_REGION_CD table or enter a space.
142	REVALUE_FLAG	Character	Optional	Flag to indicate whether to revalue the item if its currency is different from the base currency. Enter *Y* to revalue the item. Otherwise, enter *N*.
143	PACKSLIP_NO	Character	Optional	The packing slip number that is associated with the item.
144	SBI_NUM	Character	Optional	Self-billed invoice number. This field is currently not used by PeopleSoft Receivables. You can populate it if you want to use it for custom reports.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
145	PC_DISTRIB_ STATUS	Character	Optional	Flag that indicates the status for distributing the item to PeopleSoft Project Costing. Enter *D* to indicate the item is already in PeopleSoft Project Costing, *H* to hold the item, *I* to ignore the item, *M* to indicate that the item was changed, or *N* to integrate the item in a project.
146	VAT_ADVPAY_FLG	Character	Optional	Flag to indicate if VAT was paid when you entered the advance payment for the item. Enter *Y* to indicate that VAT is paid on the advance payment. Otherwise, enter *N*.
147	LC_ID	Character	Optional	The letter of credit number that is associated with the item. The bank includes this number with the payment. You use it to match the payment with the item.
148	AR_SEQ_NUM	Number	Optional	The Receivables Update process updates this field when you create a draft item for a pending item. Enter a space.
149	DRAFT_POST_ ACTION	Character	Optional	The system maintains this value for draft processing. Enter a space.
150	VAT_TRANS_AMT	Sign	Optional	Total amount of the item on which VAT is calculated.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
151	RECEIVABLE_TYPE	Character	Optional	Receivable type code that is used to categorize information on the Receivables Due From Public report. Select a value that is defined on the PS_REC_TYPE_TBL.
152	ENTITY_CODE	Character	Optional	Entity code identifying a government agency for the Receivables Due From Public report. Select a value that is defined on the PS_ENTITY_TBL.
153	CONTROL_AMT	Sign	Optional	Control amount for worksheets. Enter a space.
154	CONTROL_AMT_BASE	Sign	Optional	Control amount in the base currency for worksheets. Enter a space.
155	ANCHOR_BU	Character	Optional	Anchor business unit for maintenance worksheets. Enter a space.
156	ITM_PAY_AMT_BASE	Sign	Optional	Used by the system when the payment amount is in the base currency. Enter a space.
158	CLAIM_NO	Character	Optional	Claim number for deductions.
159	CONTROL_CURRENCY	Character	Optional	Control currency for maintenance worksheets. Enter a space.
160	CONTROL_CURR_BASE	Character	Optional	Base control currency for maintenance worksheets. Enter a space.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
161	CONTROL_RATE_ MULT	Sign	Optional	Control rate at which the taxes are calculated. The value that appears here is determined by the value in the Calc Scheme (calculation scheme) field and is always a percentage.
162	CONTROL_RATE_ DIV	Number	Optional	Control rate at which the taxes are calculated. The value that appears here is determined by the value in the Calc Scheme field and is always a percentage.
163	CONTROL_RT_TYPE	Character	Optional	Control rate type to use to calculate the exchange rate between the default reporting currency code and the override currency code.
164	AR_SPECIALIST	Character	Optional	An assignment of the pending item to an AR specialist. Select from the values that you establish in the PS_AR _SPECIALIST table.
165	BROKER_ID	Character	Optional	Identifier code for the customer broker. Select from the values that you establish on the PS _CUSTOMER table where the Broker flag is checked.
166	CARRIER_ID	Character	Optional	Unique identifier for the shipping carrier. Select from the values that you establish on the PS_CARRIER_ID table.
167	CLAIM_DT	Date	Optional	Date of claim or debit memo.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
168	CLASS_OF_TRADE	Character	Optional	Type of industry market, such as groceries, hardware, appliances.
169	DEDUCTION_ STATUS	Character	Optional	Indicates the reason that an item is a deduction. Select from the values that you establish on the PS_ DEDUCTION_TBL.
170	DEDUCTION_DT	Date	Optional	Date that the deduction was created.
171	DIVISION	Character	Optional	Geographic area within an organization.
172	DT_INVOICED	Date	Optional	The date that the associated invoice was created. The date is established when the invoice is created the billing system. This value cannot be changed.
173	INV_PROD_FAM_CD	Character	Optional	Identifier that defines inventory items at a high level. Examples might include computer items and office furniture. Select a value that is defined on the PS_INV_ITEM_FAM table.
174	INVOICE	Character	Optional	Original invoice that is associated with the item.
175	INVOICE_BU	Character	Optional	Code to identify the PeopleSoft business unit that is associated with an invoice.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
176	MAJOR_CLASS	Character	Optional	Identifier for a group of customers in a trade, such as grocers or mass merchandisers.
177	MEMO_STATUS_CD	Character	Optional	(USF) Code that indicates the current status of a delinquent item. Enter a value that you defined on the MEMO_STATUS_TBL table.
179	PROOF_OF_ DELIVERY	Character	Optional	Proof of delivery slip number.
180	SHIP_FROM_BU	Character	Optional	Ship from business unit.
181	SHIP_TO_ADDR_ NUM	Number	Optional	Address location for the ship to customer. Select from the values on the PS_CUST_ADDRESS table for the customer.
182	SHIP_TO_CUST_ID	Character	Optional	Customer ID of the ship to customer.
183	SOLD_TO_ADDR_ NUM	Number	Optional	Address location for the sold to customer. Select from the values on the PS_CUST_ADDRESS table for the customer.
184	SOLD_TO_CUST_ID	Character	Optional	Customer ID for the sold to customer.
185	SUB_GROUP_ID	Number	Optional	Used by the Automatic Maintenance process and the maintenance worksheet to identify the match group in which items are matched. Enter 99999.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
186	VAT_TREATMENT_ GRP	Character	Optional	A set of VAT treatments that are permissible on a single VAT transaction.
187	PHYSICAL_NATURE	Character	Optional	Identifies the nature of a transaction for VAT calculation. Values are: *G:* physical good. *S:* intangible or service.
188	COUNTRY_LOC_ BUYER	Character	Optional	Country where the buyer is physically located.
189	STATE_LOC_BUYER	Character	Optional	State where the buyer is physically located.
190	COUNTRY_LOC_ SELLER	Character	Optional	Country where the seller is physically located.
191	STATE_LOC_SELLER	Character	Optional	State where the seller is physically located.
192	VAT_SVC_SUPPLY_ FLG	Character	Optional	Flag to indicate if the buyer or supplier rendered the service and where the service was performed. Values are: *1:* Supplier's Location. *2:* Buyer's location. *3:* Where the service is physically performed.
193	VAT_SERVICE_TYPE	Character	Optional	Flag to indicate whether the service is freight transport. This flag enables other types of services to be identified. Valid values are *1:* Freight Transport, *2:* Other.
194	COUNTRY_VAT_ PERFRM	Character	Optional	The country where the VAT service was performed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
195	STATE_VAT_PERFRM	Character	Optional	The state where the VAT service was performed.
196	COUNTRY_VAT_ SUPPLY	Character	Optional	Country where the service is physically performed.
197	STATE_VAT_SUPPLY	Character	Optional	State where the service is physically performed.
198	STATE_SHIP_FROM	Character	Optional	The state from which the items that are billed on this line are shipped.
199	STATE_SHIP_TO	Character	Optional	The state to which the items that are billed on this line are shipped.
200	VAT_RPT_CNTRY_ SRC	Character	Optional	Source for the VAT reporting country. Enter one of these values: *1:* Ship from country. *2:* Ship to country. *3:* Country in the VAT entity. *4:* Service Performed in country. *5:* Supplier location country. *6:* Buyer location country. *7:* Buyer registration country.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
201	STATE_VAT_ DEFAULT	Character	Optional	Enter the state or province that is used to determine the VAT defaults if the Track VAT by Province field (COUNTRY_VAT_ SUBD_FLG) on the COUNTRY_VAT_TBL is set to *Y.*
202	DISC_TAKEN	Sign	Optional	Discount that is taken for the line in the entry currency. If there is no discount amount, enter zero.
203	GL_LVL	Character	Optional	The general ledger level flag that is carried from billing indicates whether PeopleSoft Billing is to create accounting entries for a receivables item. This controls the action that is available in external pending item entry. Levels are: *A:* PeopleSoft Receivables creates general ledger accounting entries. *B:* PeopleSoft Billing creates accounting entries. *N:* No general ledger accounting entries are created.
204	ITEM_LINE_ORIG	Number	Optional	The line number of the original item for new overdue charge item lines that were created when the option *Create Charge by Item Line* is selected on the overdue charge ID. It allows new items to point back to the item for overdue charges.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Optional/ Conditional/ Required*	*Field Description*
205	TOT_TAX_AMT	Sign	Optional	Total tax amount on the schedule. This amount is the sum of the excise tax amount and sales tax amount for India.
206	TOT_TAX_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating taxes for India.
207	TOT_EXD_AMT	Sign	Optional	Total excise duty tax amount for India. Required if the excise tax is applicable.
208	TOT_EXD_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating excise taxes for India.
209	TOT_STX_AMT	Sign	Optional	Total sales tax amount for India. Required if the sales tax is applicable.
210	TOT_STX_AMT_BSE	Sign	Optional	The base amount that the system uses when calculating sales taxes for India.
211	AG_REF_NBR	Number	Optional	(NLD) The payment reference number from the acceptgiro form attached to the invoice.
212	AR_IU_REQ	Character	Optional	Leave blank. The system enters *Y* in this field if you modify ChartField values online that are balancing ChartFields to enable the Inter/ Intraunit processor to generate interunit accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Optional/ Conditional/ Required	Field Description
213	CLAIM_SETID	Character	Optional	Leave blank. PeopleSoft Purchasing and PeopleSoft Order Management populate this field with a claim SetID for vendor rebates or claim backs when you interface claims to PeopleSoft Receivables.

Populating User-Defined Fields

PeopleSoft delivers customizable user fields in PS_PENDING_ITEM that are exclusively for your use. If the implementation uses any of the fields in this table, make sure that the interface populates them:

Amount Fields	Date Fields	Character Fields
USER_AMT1	USER_DT1	USER1
USER_AMT2	USER_DT2	USER2
USER_AMT3	USER_DT3	USER3
USER_AMT4	USER_DT4	USER4
USER_AMT5		USER5
USER_AMT6		USER6
USER_AMT7		USER7
USER_AMT8		USER8
		USER9
		USER10

Types of User-Defined Fields

This tables describes the types of user-defined fields:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type	*Description*
Amounts	The USER_AMT fields have a cumulative effect on PS_ ITEM. When the Receivables Update process finds a value in any of the user amount fields on PS_PENDING_ITEM, it places that value in the same field on the corresponding PS_ ITEM_ACTIVITY row. It also updates the corresponding user amount field arithmetically on PS_ITEM.
Dates	The system places all USER_DT fields on the corresponding ITEM_ACTIVITY record. However, USER_DT1 and USER _DT2 update PS_ITEM only if the value on PS_ITEM is *NULL*. USER_DT3 and USER_DT4 update PS_ITEM whenever the value on PS_PENDING_ITEM is *not NULL*.
Characters	The USER1 through USER10 fields overlay an existing value if the PS_PENDING_ITEM value is not cleared, regardless of the update entry field. Only fields with values are moved. If USER1 is not cleared on the item, its value can remain and a pending item can affect USER2, leaving intact the value of USER1.

Populating Pending VAT Table Fields

Populate the PS_PENDING_VAT table only if you are bringing in VAT information from a billing system. For each item with VAT information, enter one or two rows for each unique combination of VAT applicability, VAT transaction type code, and tax code to the PS_PENDING_VAT table as needed. Each row should have a different VAT sequence number.

The following table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note: Use Application Designer to review the characteristics of each field in more detail.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS _GROUP_ CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_ GROUP_ CONTROL.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
3	BUSINESS_UNIT	Character	Required	Use the same value as the BUSINESS_UNIT on PS_ PENDING_ ITEM.
4	CUST_ID	Character	Required	Use the same value as the CUST_ID on PS_ PENDING_ITEM.
5	ITEM	Character	Required	Use the same value as the ITEM on PS_ PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS _PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_ SEQ_NUM on PS_ PENDING_ITEM.
8	VAT_ APPLICABILITY	Character	Optional	Enter the VAT applicability on the VAT line.
9	VAT_TXN_TYPE_CD	Character	Optional	Provide the transaction type code on the VAT line.
10	TAX_CD_VAT	Character	Optional	Provide the VAT code on the VAT item line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
11	VAT_DST_ACCT_ TYPE	Character	Optional	If VAT_ APPLICABILITY is *T* (taxable) or *S* (suspended) and VAT _DCLRTN_POINT is *P* (payment) (on PENDING_ITEM), then populate VAT_ DST_ACCT_TYPE with VAT output intermediate VOI. If PENDING_ITEM. VAT_DCLRTN_ POINT is invoice, then populate VAT_DST _ACCT_TYPE with VAT output *VO*. If VAT_ APPLICABILITY is *E* (exempt) or *O* (out of scope), then populate VAT_DST_ACCT_ TYPE with *VONT*.
12	VAT_SEQ_NUM	Number	Optional	Enter a sequence number if two VAT lines have the same combination of VAT applicability, VAT transaction type, and tax code.
13	TAX_CD_VAT_PCT	Sign	Optional	Provide the tax percentage corresponding to the VAT code.
14	VAT_DCLRTN_DT	Date	Optional	Provide the invoice date for declaration point of invoice; provide the ship date for declaration point of delivery; leave blank for a declaration point date of payment.
15	VAT_BASIS_AMT	Sign	Optional	Provide the VAT basis amount for the summarized information on this VAT line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
16	VAT_TRANS_AMT	Sign	Required	Provide the VAT basis transaction amount for the summarized information on this VAT line. This amount is the VAT basis (that is, sales) amount before the application of any prompt payment discounts.
17	VAT_TRANS_AMT_ BSE	Number	Optional	Provide the VAT basis transaction amount for the summarized information on this VAT line. This amount is the VAT basis (that is, sales) amount in base currency before the application of any available prompt payment discounts.
18	VAT_AMT	Sign	Optional	Provide the VAT amount for the summarized information on this VAT line if the pending item has an invoice declaration point.
19	VAT_AMT_I	Sign	Optional	Provide the VAT amount for the summarized information on this VAT line if the pending item has a payment declaration point.
20	VAT_ERROR_FLAG	Character	Required	Set value to *N*.
21	ENTRY_CURRENCY	Character	Required	The currency code for the VAT amount. Select from the values that are established on PS _CURRENCY_ CD_ TBL.
22	VAT_AMT_BASE	Sign	Optional	Provide VAT amount in business unit base currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
23	VAT_BASIS_AMT_ BASE	Sign	Optional	Provide VAT basis amount in base currency.
24	VAT_AMT_BASE_I	Sign	Optional	Holds intermediate VAT amount when VAT is declared at payment.
25	VAT_TREATMENT	Character	Optional	Determines which default values are applied. The system handles VAT treatment separately for transactions involving goods and services.
26	PHYSICAL_NATURE	Character	Optional	Indicates whether an object is a good or a service.
27	COUNTRY_LOC_ BUYER	Character	Optional	Location country of the buyer. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship to location.
28	STATE_LOC_BUYER	Character	Optional	Location state of the buyer. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship to location.
29	COUNTRY_LOC_ SELLER	Character	Optional	Location country of the seller. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship from location.
30	STATE_LOC_SELLER	Character	Optional	Location state of the seller. This determines VAT defaulting for a VAT service type of Other if it is performed at the ship from location.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
31	VAT_SVC_SUPPLY_FLG	Character	Optional	Indicates the default place of supply for VAT on services. This determines where VAT is liable.
32	VAT_SERVICE_TYPE	Character	Optional	For VAT services treatment, indicates whether the VAT service type is *1* (Freight Transport) or *2* (Other). This value determines whether the VAT treatment appears by default based on the ship to and ship from locations (freight), or the buyer's and sellers location (other).
33	COUNTRY_VAT_PERFRM	Character	Optional	For services, determines the country in which the services is performed.
34	STATE_VAT_PERFRM	Character	Optional	For services, determines the state in which the services is performed.
35	COUNTRY_VAT_SUPPLY	Character	Optiona	For VAT services treatment, indicates the country of the default place of supply.
36	STATE_VAT_SUPPLY	Character	Optional	For VAT services treatment, indicates the country of the default place of supply.
37	STATE_SHIP_FROM	Character	Optional	PeopleSoft Receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
38	STATE_SHIP_TO	Character	Optional	Ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
39	STATE_VAT_ DEFAULT	Character	Optional	Enter the state or province that is used to determine the VAT defaults if the Track VAT by Province field (COUNTRY_VAT_ SUBD_FLG) on the COUNTRY_VAT_TBL is set to *Y*.
40	VAT_DFLT_DONE_ FLG	Character	Optional	Leave this field blank. The system populates this field for VAT items that are entered online.
41	VAT_ENTRD_AMT	Sign	Optional	Entered VAT amount in base currency. This amount is calculated from the transaction currency entered VAT amount, based on the exchange rate that is applicable to the transaction.
42	VAT_CALC_AMT	Sign	Optional	Shows the calculated VAT amount in the transaction currency.
43	PROCESS_ INSTANCE	Number	Optional	Enter 0. The Receivables Update process updates this value.

(IND) Populating Pending Tax Table Fields for India

Populate the PS_PENDING_TAX and PS_PENDING_TAX_DTL tables only if you are bringing in taxes for India information from a billing system.

Copyright © 1988, 2025, Oracle and/or its affiliates.

PS_PENDING_TAX Table

The following table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note: Use Application Designer to review the characteristics for each field in more detail.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS _GROUP_ CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_ GROUP_ CONTROL.
3	BUSINESS_UNIT	Character	Optional	Use the same value as the BUSINESS_UNIT on PS_ PENDING_ ITEM.
4	CUST_ID	Character	Optional	Use the same value as the CUST_ID on PS_ PENDING_ITEM.
5	ITEM	Character	Optional	Use the same value as the ITEM on PS_ PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS _PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_ SEQ_NUM on PS_ PENDING_ITEM.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
8	TAX_RATE_SEQ	Number	Optional	Indicates the order in which tax component codes in the tax rate code are calculated. This line number is system generated.
9	EXD_APPL_FLG	Character	Optional	Enter *Y* to indicate that the business unit is excise-duty applicable. Otherwise, leave it blank.
10	STX_APPL_FLG	Character	Optional	Enter *Y* to indicate that the business unit is sales tax applicable. Otherwise, leave it blank.
11	EXS_TAX_TXN_ TYPE	Character	Optional	Tax transaction type for the transaction. Values are: *DEB:* Direct export with bond. *DEWB:* Direct export without bond. *DIMP:* Direct import. *DOM:* Domestic. *LEB:* Local export with bond. *LEWB:* Local export without bond. *LIMP:* Local import.
12	STX_TAX_AUTH_ RPT	Character	Optional	Enter a sales tax reporting authority. Select from the values that you establish on the PS_STX_TAX_ AUTH table.
13	STATE_SHIP_TO	Character	Optional	The state where the items that are billed on this line are shipped.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
14	STATE_SHIP_FROM	Character	Optional	The state from which the items that are billed on this line are shipped.
15	EXS_TXN_LINE_ AMT	Sign	Optional	The total amount of transactions for the line. Each line has its own transaction total. The system uses this amount to calculate the taxes.
16	EXD_TAX_CATG_CD	Character	Optional	Enter an excise tax category code for the item. Select from the values that you establish on the PS _EXS_TAX_CATG table.
17	STX_TAX_CATG_CD	Character	Optional	Enter an sales tax category code for the item. Select from the values that you establish on the PS _EXS_TAX_CATG table.
18	EXD_TAX_AMT	Sign	Optional	The total amount of excise duty tax for the line. Each line has its own excise duty tax amount. The sum of all the excise duty amounts should equal the control excise duty amount. The control excise duty amount is the amount at field PENDING_ITEM. TOT_EXD_AMT.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
19	EXD_TAX_RATE_CD	Character	Optional	Enter the tax rate code that is used to calculate the excise duty for each line. Select from the values that you establish on the PS _EXS_TAX_RATE table.
20	EXD_TAX_AMT_BSE	Sign	Optional	Excise duty in the business unit base currency.
21	EXD_TAX_AMT_RPT	Sign	Optional	The excise duty tax amount in the reporting currency.
22	STX_TAX_AMT	Sign	Optional	The total amount of sales tax for the line. Each line has its own sales tax amount. The sum of all the sales tax amounts should equal the control sales tax amount. The control sales tax amount is the amount at field PENDING_ITEM.TOT _STX_AMT.
23	STX_TAX_RATE_CD	Character	Optional	Enter the tax rate code that is used to calculate the sales tax for each line. Select from the values that you establish in the PS _EXS_TAX_RATE table.
24	STX_TAX_AMT_BSE	Sign	Optional	Sales tax amount in the business unit base currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
25	STX_TAX_AMT_RPT	Sign	Optional	Sales tax amount in reporting currency.
26	EXS_CURRENCY_ RPTG	Character	Optional	Enter the excise reporting currency. Select the CURRENCY _CD for the tax location that you define on the PS_ORG_TAX_ LOC table.
27	STX_FORM_CD	Character	Optional	Sales tax form codes are assigned to tax rate codes. The form code helps determine the applicable forms for the transaction for form tracking purposes. Select from the values that you establish on the PS_STX_FORM_ CODE table.
28	BU_APPL_FLG	Character	Optional	Business unit applicable flag. Set this field to *Y,* if excise duty or sales tax are applicable to the business unit.
29	EXS_DTL_LINK	Character	Optional	Leave blank.
30	SUM_TOT_EXD_ AMT	Sign	Optional	Summary total of the total excise duty tax amounts.
31	SUM_TOT_EXD_BSE	Sign	Optional	Summary total of excise duty tax amounts in base currency.
32	SUM_TOT_STX_ AMT	Sign	Optional	Summary total of the total sales tax amounts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
33	SUM_TOT_STX_BSE	Sign	Optional	Summary total of sales tax amounts in base currency.
34	SUM_TOT_TAX_ AMT	Sign	Optional	Summary total of excise duty and sales tax amounts.
35	RATE_DIV_RPT	Number	Optional	Used to convert the base currency into the tax location reporting currency.
36	RATE_MULT_RPT	Sign	Optional	Used to convert the base currency into the tax location reporting currency.
37	RT_TYPE	Character	Optional	Rate type used to calculate the exchange rate between the default reporting currency code and the override currency code.
38	EXD_TAX_RATE_ SRC	Character	Optional	Source transaction for the excise tax rate. Enter *1* (system-defined) or *2* (manually entered).
39	STX_TAX_RATE_ SRC	Character	Optional	Source transaction for the sales tax rate. Enter *1* (system-defined) or *2* (manually entered).
40	ORG_SETID	Character	Optional	SetID for an organization.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition /Required*	*Field Description*
41	ORG_CODE	Character	Optional	Organization code for a tax location. Select from the values that are established on the PS _ORG_RGSTN_DTL table.
42	ORG_TAX_LOC_CD	Character	Optional	Organization that is associated with a tax location code. Select from the values that are established on the PS_ ORG_TAX LOC table.
43	EXS_TXC_LN_ STATUS	Character	Optional	Excise tax calculation line status.
44	EXD_UOM	Character	Optional	Excise unit of measure for the assessable value.
45	RATE_MULT_EXS	Sign	Optional	Currency rate multiplier that is used to convert the base currency into the tax location reporting currency. Enter *1*.
46	RATE_DIV_EXS	Number	Optional	Currency rate divisor that is used to convert the base currency into the tax location reporting currency. Enter *1*.
47	COUNTRY_SHIP_ FROM	Character	Optional	Country from which items are shipped.
48	COUNTRY_SHIP_TO	Character	Optional	Ship to country for the line item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/Condition /Required	Field Description
49	RATE_MULT	Sign	Optional	Used to convert the transaction currency into base currency.
50	RATE_DIV	Number	Optional	Used to convert the transaction currency into base currency.
51	ENTRY_CURRENCY	Character	Optional	The currency code for the tax amount. Select from the values that are established on PS _CURRENCY_ CD_ TBL.

PS_PENDING_TAX_DTL

The following table specifies a field type for each field. Use the file type to determine how to populate system-maintained field and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note: Use Application Designer to review the characteristics of each field in more detail.

Column	Field Name	Field Type	Option/Condition/ Required	Field Description
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS _GROUP_ CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_ GROUP_ CONTROL.
3	BUSINESS_UNIT	Character	Optional	Use the same value as the BUSINESS_UNIT on PS_ PENDING_ ITEM.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition/ Required*	*Field Description*
4	CUST_ID	Character	Optional	Use the same value as the CUST_ID on PS_ PENDING_ITEM.
5	ITEM	Character	Optional	Use the same value as the ITEM on PS_ PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS _PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_ SEQ_NUM on PS_ PENDING_ITEM.
8	TAX_RATE_SEQ	Number	Optional	The sequence number for the tax rate. This entry is manual for most excise adjustment types.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition/ Required*	*Field Description*
9	EXS_TAX_RATE_CD	Character	Optional	If this line is related to excise duty, enter the same excise duty that is entered in the PENDING_TAX. EXD_TAX_RATE_ CD field. If this line is related to sales tax, enter the same sales tax that is entered in the PENDING_TAX. STX_TAX_RATE_CD field. The field EXS _TAX_TYPE is the field that indicates if the line is an excise duty line or a sales tax line. Enter the tax rate code that is used to calculate the excise duty for each line. Select from the values that you establish on the PS_EXS_TAX_ RATE table. Leave blank if excise duty and sales tax should not be calculated for the line.
10	EXS_TAX_RATE_ SEQ	Number	Optional	Indicates the order that tax component codes in the tax rate code are calculated.
11	EXS_TAX_TYPE	Character	Optional	Enter the type of tax to calculate in the line. Enter *E* for excise duty and *S* for sales tax.
12	EXS_TAX_CMPNT_ CD	Character	Optional	Enter the tax component code. Select from the values that you establish on the PS _EXS_TAX_CMPNT table.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition/ Required*	*Field Description*
13	EXS_TAX_DEP_CD	Character	Optional	Enter the tax dependency code that indicates the basis for calculating the tax, as well as the precedence of taxes of the same tax type that must be included. Select from the values that you establish on the PS_EXS_TAX_ DPNDNCY table.
14	EXS_CALC_SCHEME	Character	Optional	Indicates how the taxes are calculated. Enter *P* (percentage), *Q* (quantity), or *A* (amount). In PeopleSoft Receivables, only the percentage lines are calculated, but the others should be populated to be consistent with the tax rate code.
15	EXS_TAX_RATE_ PCT	Number	Optional	Enter the percent of taxation that is associated with the corresponding tax rate code if the EXS_CALC _SCHEME is *P*.
16	EXS_TAXRT_AMT	Sign	Optional	Leave blank.
17	EXS_TAXRT_AMT_ BSE	Sign	Optional	Leave blank.
18	EXS_TAXRT_AMT_ RPT	Sign	Optional	Leave blank.
19	EXS_TAX_RATE_ UOM	Character	Optional	Leave blank.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition/ Required*	*Field Description*
20	EXS_CURRENCY_ RPTG	Character	Optional	Enter the code for the reporting currency.
21	EXS_TAX_AMT	Sign	Optional	The total amount of excise tax for the line. The sum of all the excise tax amounts should equal the control excise tax amount.
22	EXS_TAX_AMT_BSE	Sign	Optional	Excise tax amount in the base currency.
23	EXS_TAX_AMT_RPT	Sign	Optional	The total amount of excise tax for each line expressed in the reporting currency.
24	EXS_BASIS_AMT	Sign	Optional	Base amount against which taxes are calculated.
25	EXS_BASIS_AMT_ BSE	Sign	Optional	The base amount that the system uses when calculating excise or sales taxes. This amount is the excise basis amount in the base currency.
26	EXS_BASIS_AMT_ RPT	Sign	Optional	The base amount that the system uses when calculating excise taxes expressed in the reporting currency.
27	EXS_CURRENCY_ TRC	Character	Optional	Leave this field blank.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/Condition/ Required*	*Field Description*
28	CURRENCY_CD	Character	Optional	Use the value in the CURRENCY_CD field currency code on the PS_PENDING_ITEM table if it's available. Otherwise, use the ENTRY_CURRENCY on the PS_PENDING_ ITEM table.
29	ENTRY_CURRENCY	Character	Optional	The currency code for the tax amount. Use the same value as the ENTRY_CURRENCY on the PS_PENDING_ ITEM table.

Preventing Distribution of Accounting Entries for External Groups

PeopleSoft Receivables supports multiple AR lines for each pending item, so the system bases all subsequent accounting entries that affect the PeopleSoft Receivables accounts on the AR lines in the Item Distribution table (PS_ITEM_DST).

Although you may choose not to distribute accounting information for billing transactions from PeopleSoft Receivables to the general ledger system, you must have at least one row in PS_ITEM_DST that represents the AR line. If you indicate that you do not want transactions with this entry type distributed to PeopleSoft General Ledger, the system sets the *GL_DISTRIB_ STATUS* field on PS_PENDING_DST to *I* (ignore). This setting instructs the Journal Generator Application Engine process (FS_JGEN) to skip this row when it creates journal entries.

When you convert existing items or interface them from your billing system, you may want to prevent distribution of accounting entries for a specific entry type even though you want to enable distribution when you record the entry online. Use the ALLOW_DST flag on PS_GROUP_CONTROL for this purpose.

Creating Accounting Entries for External Groups

You may choose to populate the PS_PENDING_DST table directly through your interface program, even though this approach is considered an exception within the system's accounting entries architecture.

The following table describes the fields on PS_PENDING_DST. The table specifies a field type for each field. Use the field type to determine how to populate system-maintained fields and optional fields that you want to leave blank. Supply a space for character fields, a null value for date fields, and a zero for numeric fields.

Note: Use Application Designer to review the characteristics of each field in greater detail.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
1	GROUP_BU	Character	Required	Use the same value as the GROUP_BU on PS _GROUP_ CONTROL.
2	GROUP_ID	Character	Required	Use the same value as the GROUP_ID on PS_ GROUP_CONTROL.
3	BUSINESS_UNIT	Character	Required	Use the same value as the BUSINESS_UNIT on PS_PENDING_ ITEM.
4	CUST_ID	Character	Required	Use the same value as the CUST_ID on PS_ PENDING_ITEM.
5	ITEM	Character	Required	Use the same value as the ITEM on PS_ PENDING_ITEM.
6	ITEM_LINE	Number	Optional	Use the same value as the ITEM_LINE on PS _PENDING_ITEM.
7	GROUP_SEQ_NUM	Number	Optional	Use the same value as the GROUP_ SEQ_NUM on PS_ PENDING_ITEM.
8	LEDGER_GROUP	Character	Optional	Leave this field blank.
9	LEDGER	Character	Optional	Leave this field blank.
10	DST_SEQ_NUM	Number	Required	Provide a sequence number to make each accounting entry line unique.
11	PRIMARY_LEDGER	Character	Required	Default value: *Y.*
12	BUSINESS_UNIT_GL	Character	Required	Provide the value of the general ledger business unit to which you post this accounting entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
13	ACCOUNT	Character	Required	Select from the values that you establish on PS_GL_ACCOUNT_TBL.
14	ALTACCT	Character	Optional	Select from the values that you establish on the PS_ALTACCT_TBL.
15	DEPTID	Character	Optional	Select from the values that you establish on PS_DEPARTMENT_TBL.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
16	CF16_AN_SBR	Subrecord	Optional	ChartFields subrecord that contains these ChartFields: • Operating Unit (OPERATING_ UNIT) • Product (PRODUCT) • Fund (FUND_ CODE) • Class (CLASS_ FLD) • Program (PROGRAM_ CODE) • Budget Reference (BUDGET_REF) • Affiliate (AFFILIATE) • Fund Affiliate (AFFILIATE_ INTRA1) • Operating Affiliate (AFFILIATE_ INTRA2) • ChartField 1 (CHARTFIELD1) • ChartField 2 (CHARTFIELD2) • ChartField 3 (CHARTFIELD3) Select from the ChartField values that you defined.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
17	PC_CF1_N_SBR	Subrecord	Optional	ChartFields subrecord that contains these ChartFields used in PeopleSoft Project Costing: • PC Business Unit (BUSINESS_ UNIT_PC) • Project (PROJECT _ID) • Activity (ACTIVITY_ID) • Source Type (RESOURCE_ TYPE) • Category (RESOURCE_ CATEGORY) • Subcategory (RESOURCE_ SUB_CAT) Select from the values that you defined in PeopleSoft Project Costing. The subrecord also contains a field for the analysis type. This value is not used in PeopleSoft Receivables.
18	STATISTICS_CODE	Character	Optional	Select from the values that you establish on PS _STAT_TBL as long as you do not enter a statistical account in the ACCOUNT field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
19	MONETARY_ AMOUNT	Number	Optional	Provide the amount of the debit or credit in the business unit base currency. Debit entries must be positive. Credit entries must be negative. As long as you do not enter a statistical account in the ACCOUNT field, this value must be something other than zero. If you enter a statistical account, this value must be zero.
20	STATISTIC_ AMOUNT	Number	Conditional	If you enter a statistical account in the ACCOUNT field, enter the appropriate statistical amount.
21	CF_EDIT_STATUS	Character	Required	Indicates if ChartFields are editable or restricted for edit.
22	JRNL_LN_REF	Character	Optional	If you supply a value and do not summarize accounting entries into fewer journal lines, the system places the value in this field on the PS_ JRNL_LN table when you create journals by using the Journal Generator process.
23	LINE_DESCR	Character	Optional	If you supply a value and do not summarize accounting entries into fewer journal lines, the system places the value in this field on the PS_ JRNL_LN table when you create journals by using the Journal Generator process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
24	SYSTEM_DEFINED	Character	Conditional	Accounting entry line type. Enter *A* if this line represents the debit or credit to the AR account (or control account) or if this line represents the offsetting information. PeopleSoft Receivables supports using more than one AR line per pending item.
25	ACCOUNTING_DT	Date	Required	Use the same value as the ACCOUNTING_ DT on PS_PENDING_ ITEM.
26	FOREIGN_ CURRENCY	Character	Optional	Use the same value as the ENTRY_ CURRENCY on PS_ PENDING_ITEM.
27	FOREIGN_AMOUNT	Number	Optional	The debit or credit amount for this line in the entry currency of the item. The sum of the FOREIGN_ AMOUNT values on all AR lines in PENDING_DST should equal the ENTRY_AMT field on PENDING_ITEM.
28	RT_TYPE	Character	Conditional	The rate type for the item. Required if the entry currency is different from the business unit base currency. Select from the values that are established on PS_CUR _RT_ TYPE_TBL or enter a space.
29	RATE_MULT	Number	Optional	Required if the entry currency differs from the business unit base currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
30	RATE_DIV	Number	Optional	Required if the entry currency differs from the business unit base currency.
31	CURRENCY_CD	Character	Optional	Code that identifies the type of currency for an amount, such as USD or EUR.
32	GL_DISTRIB_ STATUS	Character	Required	If you want to distribute this accounting entry from PeopleSoft Receivables to the general ledger system (after the Receivables Update process posts it), provide an *N*. If you do not want to distribute this accounting entry, provide an *I*.
33	DOC_TYPE	Character	Optional	Document type represents the business purpose of the financial transaction. This value is assigned to one and only one journal code. **Important!** If you have turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit that is associated with the PeopleSoft Receivables business unit, you must include a value in this field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
34	DOC_SEQ_NBR	Character	Required	The document sequencing number is either automatically assigned or manually entered sequentially based on the PeopleSoft General Ledger business period at either the journal code level or the document type level within the journal code. **Important!** If you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit that is associated with the PeopleSoft Receivables business unit, you must include a value in this field.
35	DOC_SEQ_DATE	Date	Optional	The date that the document sequencing number is assigned to a specific document or the date that the document is created. **Important!** The Receivables Update process requires a value in this field to post an item if you turn on the Document Sequencing option for your installation and the PeopleSoft General Ledger business unit is associated with the PeopleSoft Receivables business unit.
36	DOC_SEQ_STATUS	Character	Optional	The status that is used for posting a document with the Document Sequencing option. If it's blank, then the document is valid for posting.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Field Name*	*Field Type*	*Option/ Condition/ Required*	*Field Description*
37	MOVEMENT_FLAG	Character	Optional	Activate to pass document sequencing that is performed in PeopleSoft Receivables to PeopleSoft General Ledger.
38	USER1	Character	Optional	This field is for your use, similar to the user fields on PS_ PENDING_ITEM.
39	USER2	Character	Optional	This field is for your use, similar to the user fields on PS_ PENDING_ITEM.
40	USER3	Character	Optional	This field is for your use, similar to the user fields on PS_ PENDING_ITEM.
41	USER4	Character	Optional	This field is for your use, similar to the user fields on PS_ PENDING_ITEM.
42	USER5	Character	Optional	This field is for your use, similar to the User fields on PS_ PENDING_ITEM.
43	VAT_ APPLICABILITY	Character	Optional	VAT applicability for the distribution line. Use the same value as on PS_PENDING_ ITEM.
44	VAT_TXN_TYPE_CD	Character	Optional	VAT transaction type code for the item. Use the same value as on PS _PENDING_ITEM.
45	TAX_CD_VAT	Character	Optional	VAT tax code for the item. Use the same value as on PS_ PENDING_ITEM.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
46	VAT_DST_ACCT_TYPE	Character	Optional	VAT distribution account type. Use the same value as on PS_PENDING_ITEM.
47	ENTRY_EVENT	Character	Optional	Code that is used by the federal government to post pro-forma accounting information. The Entry Event Generator generates supplemental accounting lines if you enter this code.
48	IU_ANCHOR_FLAG	Character	Optional	Flag to indicate that this line is the anchor line for interunit and intraunit accounting entries and for inheritance. Enter *Y* or *N*.
49	IU_SYS_TRAN_CD	Character	Optional	System transaction code that is used to generate interunit and intraunit accounting entries. Enter *ARIT*.
50	IU_TRAN_CD	Character	Optional	Transaction code that is used to generate interunit and intraunit accounting entries. Enter *GENERAL*.
51	OPEN_ITEM_KEY	Character	Optional	If you selected OpenItem Account for the account in the distribution line during setup, enter a value for the prompt field and record that you specified for the account. **Note:** The interface from PeopleSoft Billing to PeopleSoft Receivables sets this value to *NULL*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Field Name	Field Type	Option/ Condition/ Required	Field Description
52	PROCESS_ INSTANCE	Number	Optional	Updated by the Receivables Update process with the process instance that is used for a given execution of the process. Because the system calculates this value for you, enter *0*.

Troubleshooting Missing Accounting Entries

When the Receivables Update process finds errors, the process updates the *AR_ERROR_CD* field in the PENDING_ITEM table with an error code.

If you create accounting entries during the Receivables Update process, the process creates and balances the accounting entries before editing further. If the process does not create the accounting entries, or they are incorrect, the *AR_ERROR_CD* field contains a value of *ACTOB*.

If you receive this error code, follow these troubleshooting steps:

1. Attempt to create the accounting entries online by bringing up one of the pending items that is in error **(Accounts Receivable** > **Receivables Updates** > **Correct Posting Errors** > **External Items).**
2. Select a pending item with out-of-balance accounting entries.
3. On the Accounting Entry page, click the **Create** button.

   If the accounting entries do not appear, the accounting entry setup is incomplete or in error, and you should receive an error message from the online system.

   If the accounting entries appear, then your billing or conversion interface setup is incomplete or incorrect. Check the interface to verify that the following field values are correct before the group is posted:

   - PENDING_ITEM.DST_BAL_ITEM should be set to *O*.
   - Make sure that the following fields in PENDING_ITEM have values: RATE_DIV, RATE_MULT, ENTRY_AMT_BASE, DST_ID_AR.

Troubleshooting Receivable Update Error Messages

Once accounting entries are correct and balanced, the Receivables Update process continues with two types of edits. The Receivables Update process edits the PS_PENDING_ITEM table through a series of editing updates and then through specific program logic.

Related Links

Reviewing Posting Results

Copyright © 1988, 2025, Oracle and/or its affiliates.

Correcting Posting Errors

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 16

Developing Interfaces for Electronic Payments

Understanding Electronic Payment Processing

PeopleSoft Receivables enables you to receive electronic payments into payment staging tables from the following sources:

- EDI transmissions
- Lockboxes
- Electronic bank statements
- EFT (Electronic Funds Transfer) payment files

You load the files into payment staging tables, and the Payment Loader Application Engine process (AR_PAYLOAD) processes the payments and loads the data into the payment application tables. This table lists the staging tables:

Table Name	***Description***
PS_AR_LOCKBOX_EC	Contains lockbox header information and is used only for lockbox deposits.
PS_AR_DEPOSIT_EC	Contains deposit-level information.
PS_AR_PAYMENT_EC	Contains payment-level information.
PS_AR_IDITEM_EC	(Optional) Contains item reference information.
PS_AR_IDCUST_EC	(Optional) Contains customer reference information.

This section discusses:

- PS_AR_LOCKBOX_EC table
- PS_AR_DEPOSIT_EC table
- PS_AR_PAYMENT_EC table
- PS_AR_IDITEM_EC table

Copyright © 1988, 2025, Oracle and/or its affiliates.

- PS_AR_IDCUST_EC table

PS_AR_LOCKBOX_EC Table

This table lists the fields that you *must* populate in the PS_AR_LOCKBOX_EC table. However, you may want to populate all the fields in this table. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	*Description*
LB_BANK_TRANS_ID	Bank transmission ID.
LOCKBOX_ID	Lockbox ID.
PROCESS_INSTANCE	Process instance ID.
DEPOSIT_BU	Business unit for the deposit.

Note: LB_BANK_TRANS_ID and LOCKBOX_ID keys should be unique when processing multiple lockbox files, so that the process does not abend.

PS_AR_DEPOSIT_EC Table

This table lists the fields that you *must* populate in the PS_AR_DEPOSIT_EC table. However, you may want to populate the other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	*Description*
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
DEPOSIT_BU	Business unit for the deposit.
BNK_ID_NBR	External bank ID (where the payments are deposited).
BANK_ACCOUNT_NUM	Bank account number (where the payments are deposited).
CONTROL_AMT	Total amount of the payments in the deposit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field Name	*Description*
CONTROL_CNT	Total number of payments in the deposit.
RECEIVED_DT	Date that the deposit was received from the bank.
ACCOUNTING_DT	Accounting date for the payments.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • *820:* EDI 820 ANSI-X12 format • *BST:* Bank statement • *CRX:* EDI EDIFACT CREEXT format • *LBX:* Lockbox file

PS_AR_PAYMENT_EC Table

This table lists the fields that you *must* populate in the PS_AR_PAYMENT_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	*Description*
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
DEPOSIT_BU	Business unit for the deposit.
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
PAYMENT_ID	ID that identifies the payment.
PAYMENT_AMT	Amount of the payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field Name	Description
PAYMENT_METHOD	Code that identifies the payment method. Options are: • *CC:* Credit card. (Not applicable for electronic deposits.) • *CHK:* Check. • *DD:* Direct debit. (Not applicable for electronic deposits.) • *DR:* Draft. (Not applicable for electronic deposits.) • *EFT:* Electronic fund transfer. • *GE:* Giro EFT.
ACCOUNTING_DT	Accounting date for the payments.
PAYMENT_CURRENCY	Currency of the payment.
BANK_ACCOUNT_NUM	Bank account number (where the payments are deposited).
BNK_ID_NBR	External bank ID (where the payments are deposited).
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • *820:* EDI 820 ANSI-X12 format. • *BST:* Bank statement. • *CRX:* EDI EDIFACT CREEXT format. • *LBX:* Lockbox file.
RECEIVED_DT	Date that the deposit was received from the bank.

PS_AR_IDITEM_EC Table

This table lists the fields that you *must* populate in the PS_AR_IDITEM_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Field Name	Description
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field Name	*Description*
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
ID_SEQ_NUM	Sequence number for the item identifier.
DEPOSIT_BU	Business unit for the deposit.
ADJUSTMENT_REASON	Reason code that you defined on the Adjustment Reason page. The code is mapped to entry types and reasons to determine what accounting entries to generate for adjustment items.
REF_QUALIFIER_CODE	Code that identifies the type of reference. Use one of the codes set up on the Reference Qualifier page.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • *820:* EDI 820 ANSI-X12 format. • *BST:* Bank statement. • *CRX:* EDI EDIFACT CREEXT format. • *LBX:* Lockbox file.
RECEIVED_DT	Date that the deposit was received from the bank.
PAYMENT_ID	ID of the payment associated with the reference.

PS_AR_IDCUST_EC Table

This table lists the fields that you *must* populate in the PS_AR_IDCUST_EC table. However, you may want to populate other fields based on your business requirements. Use PeopleSoft Application Designer to review the other fields in the table.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field Name	*Description*
EIP_CTL_ID	EIP control ID (not used for lockbox deposits).
LB_BANK_TRANS_ID	Bank transmission ID (only for lockbox deposits).
LOCKBOX_ID	Lockbox ID (only for lockbox deposits).
LOCKBOX_BATCH_ID	Lockbox batch ID (only for lockbox deposits).
PAYMENT_SEQ_NUM	Sequence number for the payment in the deposit.
ID_SEQ_NUM	Sequence number for the customer.
DEPOSIT_BU	Business unit for the deposit.
CUST_ID	Identification code for the bill to customer.
DATA_SOURCE	Value that identifies the type of electronic payment. Options are: • *820:* EDI 820 ANSI-X12 format. • *BST:* Bank statement. • *CRX:* EDI EDIFACT CREEXT format. • *LBX:* Lockbox file.
PAYMENT_ID	ID of the payment associated with the reference.

Receiving Information from a Lockbox

This topic provides an overview of the lockbox interface and describes the following record layouts for the fixed-file format design of the lockbox processor:

- Header record.
- Service record.
- Lockbox record.
- Batch record (Record Type-1).
- (Optional) Payment Detail 2 (Check Information).

Copyright © 1988, 2025, Oracle and/or its affiliates.

- (Optional) Payment Detail 3 (Customer Information).
- (Optional) Payment Detail 4 (Customer Information).
- (Optional) Payment Detail 5 (Customer Information).
- (Optional) Payment Detail 6 (Customer Information).
- (Optional) Payment Detail 7 (Invoice Information).
- (Optional) Payment Detail 8 (Invoice Information).
- (Optional) Payment Detail 9 (Invoice Information).

Understanding the Lockbox Interface

When implementing the lockbox interface, the most important issue is the record layout of the payment transactions that are received from the bank. The PeopleSoft interface record layout is extensive. However, you must use only the pieces of it that pertain to the implementation. The record layout is a version of the Bank Administration Institute standards, modified to contain all the information that the PeopleSoft Receivables system accepts.

The record layout has a maximum total of 12 records for one payment, but only the first five records are required: the four control records and the first payment record. If all the information that you need is contained in one or two of the optional customer and invoice records, then the system processes only that amount of information. For example, you may need only the invoice number, MICR ID, and payment amount information to match payments with invoices. If this is the case, then the bank only has to send three of the 10 payment detail records.

The other records contain transmission information, such as the number of batches (or deposits) in the file and the originating bank identifiers. Transmission information will probably be the same every time a lockbox file is sent. Also, batch information is sent to audit the record count. You can have multiple batches (or deposits) in one transmission.

The record layouts for the fixed file format design of the lockbox processor must be given to the banks that receive lockbox payments so that they can send information to you in a format that the system can read. PeopleSoft has written the Lockbox SQR process (AR25001) for you, but it works only if the incoming file follows its design layout.

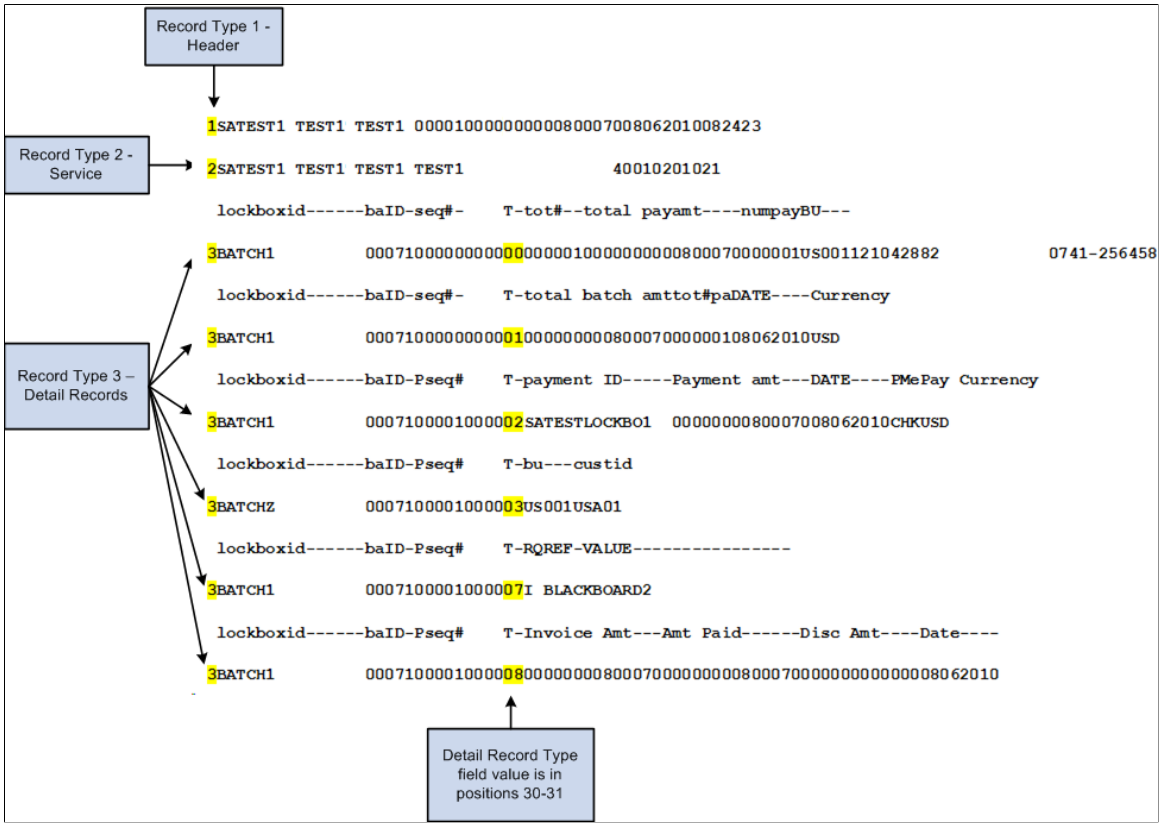
Record Group ID Assignments

A record group ID is part of the lockbox record layout. It identifies multiple lines of customer information or item information for a single payment. The governing principle in assigning record group IDs is the number of rows that is inserted into PAYMENT_ID_ITEM and into PAYMENT_ID_CUST, the two records that store item and customer information for payments.

Note: The Lockbox process (AR25001) expects records to be in proper sequence in the input file. In particular, detail record types 07, 08, and 09 (for Invoice Information) need to be grouped together and in the proper sequence.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example of a lockbox file breaks down the format of the records. It has 8 records. The first two are Record Type 1 – Header, and Record Type 2 – Service. The next six records are Record Type 3 – Detail Records. The Detail Record Type field value is in positions 30-31. After the first two records, the diagram shows a 00 detail record (Lockbox) and a 01 detail record (Batch Record). Then there are four detail records of type 02, 03 (Customer) and 07, 08 (Invoice). Notice that the detail types are in numerical order.



Header Record

This table lists the layout for the header record:

Description	*Type*	*Size*	*Column*	*Database Record Field*
Record Type, 1 = Header	Char	1	1	Used during processing
Destination ID / Lockbox Recipient	Char	20	2–21	Used during processing
Total Number of Lockboxes	Num	5	22–26	Used during processing
Total Payment Amount	Num	16	27–42	Used during processing

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Database Record Field
Transmission Date (MMDDYYYY)	Date	8	43–50	LOCKBOX_RUN_LOG.LOCKBOX_TRANS_DT
Transmission Time (HHMMSS)	Time	6	51–56	LOCKBOX_RUN_LOG.LOCKBOX_TRANS_TIME

Service Record

This table lists the layout for the service record:

Description	Type	Size	Column	Record Field
Record Type, 2 = Service	Char	1	1	Used during processing
Destination ID / Lockbox Recipient	Char	20	2–21	Used during processing
Bank Transmission ID	Char	20	22–41	Used during processing
Service Type, 400 = Lockbox	Char	3	42–44	Used during processing
Record Length (102)	Num	3	45–47	Used during processing
Characters per Block (0102)	Num	4	48–51	Used during processing
Format, 1 = Fixed Field Format	Num	1	52	Used during processing

Lockbox Record

This table lists the layout for the lockbox record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID, Unique Within Batch	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Sequence Num, 0 = Lockbox Record	Num	5	22–26	Used during processing
Record Group ID (0000)	Num	4	27–30	Used during processing
Detail Record Type (00)	Char	2	31–32	Used during processing
Total Number of Batches	Num	6	33–38	LOCKBOX_RUN_LOG.CONTROL_BATCH_CNT
Total Payment Amount	Num	16	39–54	LOCKBOX_RUN_LOG.CONTROL_PAY_AMT
Total Number of Payments	Num	6	55–60	LOCKBOX_RUN_LOG.CONTROL_PAY_CNT
Deposit Business Unit	Char	5	61–65	LOCKBOX_RUN_LOG.DEPOSIT_BU DEPOSIT_CONTROL.DEPOSIT_BU PAYMENT.DEPOSIT_BU PAYMENT_ID_ITEM.DEPOSIT_BU PAYMENT_ID_CUST.DEPOSIT_BU PAY_MISC_DST.DEPOSIT_BU
Bank	Char	20	66–85	DEPOSIT_CONTROL.BNK_ID_NBR

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Bank Account	Char	17	86–102	DEPOSIT_CONTROL.BANK_ACCOUNT_NUM

Batch Record (Record Type-1)

This table lists the layout for the batch record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Sequence Number, 0 = Batch Record	Num	5	22–26	Used during processing
Record Group ID (0000)	Num	4	27–30	Used during processing
Detail Record Type (01)	Char	2	31–32	Used during processing
Total Batch Amount	Num	15	33–47	DEPOSIT_CONTROL.CONTROL_AMT
Total Number of Payments	Num	6	48–53	DEPOSIT_CONTROL.CONTROL_CNT
Deposit Date (MMDDYYYY)	Date	8	54–61	DEPOSIT_CONTROL.ACCOUNTING_DT
Payment Currency	Char	3	62–64	PAYMENT.PAYMENT_CURRENCY

Payment Detail 2 (Check Information)

This table lists the layout for the payment detail 2 record:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_ LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL. LOCKBOX_BATCH_ ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT _SEQ_NUM
Record Group ID	Num	4	27–30	Used during processing
Detail Record Type (02)	Char	2	31–32	Used during processing
Payment ID / Check Number	Char	15	33–47	PAYMENT.PAYMENT _ID
Payment Amount	Char	14	48–61	PAYMENT.PAYMENT _AMT
Payment Date (MMDDYYYY)	Char	8	62–69	PAYMENT. ACCOUNTING_DT
Payment Method	Char	3	70–72	PAYMENT.PAYMENT _METHOD
Payment Currency	Char	3	73–75	PAYMENT.PAYMENT _CURRENCY

Payment Detail 3 (Customer Information)

This table lists the layout for the payment detail 3 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_ LOG.LOCKBOX_ID

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LOCKBOX_RECGRP_NUM
Detail Record Type (03)	Char	2	31–32	Used during processing
Customer Business Unit	Char	5	33–37	PAYMENT_ID_CUST.BUSINESS_UNIT
Customer ID	Char	13	38–50	PAYMENT_ID_CUST.CUST_ID
MICR Number	Char	30	51–80	PAYMENT_ID_CUST.MICR_ID

Note: On the Payment Detail 3 Lockbox record, the Customer Business Unit must be within the same SetID as the Deposit Business Unit. If the Customer is not found with the SetID using the Deposit Business Unit as the Set Control Value, the Customer Reference record is *invalid* and will not be created.

Payment Detail 4 (Customer Information)

This table lists the layout for the payment detail 4 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LOCKBOX_RECGRP_NUM
Detail Record Type (04)	Char	2	31–32	Used during processing
Remit From SetID	Char	5	33–37	PAYMENT_ID_CUST.REMIT_FROM_SETID
Remit From Customer ID	Char	15	38–52	PAYMENT_ID_CUST.REMIT_FROM_CUST_ID
Corporate SetID	Char	5	53–57	PAYMENT_ID_CUST.CORPORATE_SETID
Corporate Customer ID	Char	15	58–72	PAYMENT_ID_CUST.CORPORATE_CUST_ID

Payment Detail 5 (Customer Information)

This table lists the layout for the payment detail 5 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LOCKBOX_RECGRP_NUM
Detail Record Type (05)	Char	2	31–32	Used during processing
Remit From Customer Name	Char	39	33–71	PAYMENT_ID_CUST.NAME1
D&B Number	Char	9	72–80	PAYMENT_ID_CUST.DB_NUMBER

Payment Detail 6 (Customer Information)

This table lists the layout for the payment detail 6 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	2	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_CUST.LOCKBOX_RECGRP_NUM

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Detail Record Type (06)	Char	2	31–32	Used during processing
Customer City	Char	30	33–62	PAYMENT_ID_CUST.CITY
Customer Postal	Char	12	63–74	PAYMENT_ID_CUST.POSTAL

Payment Detail 7 (Invoice Information)

This is the layout for the payment detail 7 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM
Detail Record Type (07)	Char	2	31–32	Used during processing
Reference Qualifier	Char	2	33–34	PAYMENT_ID_ITEM.REF_QUALIFIER_CODE
Reference Value	Char	30	35–64	PAYMENT_ID_ITEM.REF_VALUE

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Item Line	Num	6	65–70	PAYMENT_ID_ITEM.ITEM_LINE
Entry Event	Char	10	71–80	PAYMENT_ID_ITEM.ENTRY_EVENT

Payment Detail 8 (Invoice Information)

This table lists the layout for the payment detail 8 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM
Detail Record Type (08)	Char	2	31–32	Used during processing
Total Invoice Amt	Num	14	33–46	PAYMENT_ID_ITEM.ITEM_AMT
Amount of Invoice Paid	Num	14	47–60	PAYMENT_ID_ITEM.PAY_AMT
Discount Amount Taken	Num	12	61–72	PAYMENT_ID_ITEM.DISC_TAKEN

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	Type	Size	Column	Record Field
Invoice Date (MMDDYYYY)	Date	8	73–80	PAYMENT_ID_ITEM.ITEM_DT

Payment Detail 9 (Invoice Information)

This table lists the layout for the payment detail 9 record:

Description	Type	Size	Column	Record Field
Record Type, 3 = Detail	Char	1	1	Used during processing
Lockbox ID	Char	15	2–16	LOCKBOX_RUN_LOG.LOCKBOX_ID
Batch ID	Char	5	17–21	DEPOSIT_CONTROL.LOCKBOX_BATCH_ID
Payment Sequence Number	Num	5	22–26	PAYMENT.PAYMENT_SEQ_NUM PAYMENT_ID_CUST.PAYMENT_SEQ_NUM
Record Group ID	Num	4	27–30	PAYMENT_ID_ITEM.LOCKBOX_RECGRP_NUM
Detail Record Type (09)	Char	2	31–32	Used during processing
Adjustment Amount	Num	14	33–46	PAYMENT_ID_ITEM.ADJUSTMENT_AMT
Adjustment Entry Reason	Char	2	47–48	PAYMENT_ID_ITEM.ADJUSTMENT_REASON
Reference Customer ID	Char	15	49–63	PAYMENT_ID_ITEM.CUST_ID

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receiving Payments in an EDI File

To receive payments in an EDI file, use a third-party translator to translate the file into a PeopleSoft business document, which is a layout that describes the files that comprise the electronic banking file, including file name, type, length, format, short name, and long name.

To load the EDI data into the staging tables to be processed by the payment interface, use PeopleSoft Enterprise Messaging. The data can be published directly in the Application Messaging queue from external systems. If you use EDI flat files, you can use the Flat File utility (EOP_PUBLISHF) to load or publish data. Use the PeopleSoft Integration Broker to set up the EDI interface.

Use the PAYMENT_LOAD file layout to determine the format of the flat file. The following sections describe the records in the PAYMENT_LOAD file layout:

- Payment record
- Customer remittance record.
- Item remittance record.

See Using EDI and Split Stream Processing.

See *PeopleTools: PeopleSoft Integration Broker*.

Payment Record

This table describes the Payment record:

Column	*Size*	*Type*	*Field Name*	*Description*
1	3	CHAR	ROW_ID	Row ID (always set to *000)*
4	1	CHAR	AUDIT_ACTN	Action (always set to *A)*
5	15	CHAR	PAYMENT_ID	Payment ID
20	17	NUMBER	PAYMENT_AMT	Payment Amount
37	3	CHAR	PAYMENT_METHOD	Payment Method
40	10	DATE	ACCOUNTING_DT	Accounting Date
50	3	CHAR	PAYMENT_ CURRENCY	Payment Currency

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	Size	Type	Field Name	Description
53	17	CHAR	BANK_ACCOUNT_NUM	Bank Account Number
70	20	CHAR	BNK_ID_NBR	External Bank ID
90	10	DATE	STTLMENT_DT_EST	Estimated Settlement Date
100	2	CHAR	DFI_ID_QUAL	DFI Qualifier
102	12	CHAR	DFI_ID_NUM	DFI ID
114	10	NUMBER	EDI_TRACE_NBR	EDI Trace Number
124	30	CHAR	MICR_ID	MICR ID
154	3	CHAR	DATA_SOURCE	Data Source (set to *CRX* or *820)*
157	1	CHAR	MATCH	Match Flag *Y* = both cash and remittance are included *N* = only cash is included *R* = does not create payment for the payment record **Note:** The Payment record is required even if only remittance data is sent. If the value in the **Match** field is *R,* then the system does not create a payment for the payment record.
158	5	CHAR	DEPOSIT_BU	Deposit Business Unit

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Remittance Record

This table describes the Customer Remittance record:

Column	*Size*	*Type*	*Field Name*	*Description*
1	3	CHAR	ROW_ID	Row ID (always set to *010)*
4	1	CHAR	AUDIT_ACTN	Action (always set to *A*)
5	5	CHAR	REMIT_FROM_ SETID	SetID
10	15	CHAR	REMIT_FROM_CUST _ID	Remit From Customer
25	30	CHAR	MICR_ID	MICR ID
55	9	NUMBER	DB_NUMBER	Dun & Bradstreet Number
64	2	CHAR	DFI_ID_QUAL	DFI Qualifier
66	12	CHAR	DFI_ID_NUM	DFI ID
78	20	CHAR	BNK_ID_NBR	External Bank ID
98	17	CHAR	BANK_ACCOUNT_ NUM	Bank Account Number
115	5	CHAR	BUSINESS_UNIT	Business Unit
120	15	CHAR	CUST_ID	Bill To Customer ID

Item Remittance Record

This table describes the Item Remittance record:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Column	*Size*	*Type*	*Field Name*	*Description*
1	3	CHAR	ROW_ID	Row ID (always set to *020)*
4	1	CHAR	AUDIT_ACTN	Action (always set to *A)*
5	17	NUMBER	PAY_AMT	Payment Amount
22	17	NUMBER	ITEM_AMT	Amount
39	10	DATE	ITEM_DT	Item Date
49	17	NUMBER	DISC_TAKEN	Discount Taken
66	17	NUMBER	ADJUSTMENT_AMT	Adjustment Amount
83	2	CHAR	ADJUSTMENT_ REASON	Adjustment Reason
85	2	CHAR	REF_QUALIFIER_ CODE	Reference Qualifier Code
87	30	CHAR	REF_VALUE	Reference
117	5	CHAR	BUSINESS_UNIT	Business Unit
122	15	CHAR	CUST_ID	Bill To Customer ID

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 17

Configuring Page Features

Prerequisites for Configuring Page Features

Oracle provides a tool called PeopleSoft Application Designer to assist with modifying and editing PeopleCode to change display options or the appearance of PeopleSoft Receivables pages.

Before trying to modify page features, become familiar with Application Designer and PeopleCode basics.

See the product documentation for *PeopleTools: Application Designer Developer's Guide* and *PeopleTools: PeopleCode Developer's Guide*.

Changing the Default Date on Customer Options Records

When you select the **Bill To Customer, Ship To Customer,** or **Sold To Customer** check box on the General Info page for a customer, the system automatically builds a corresponding Options record (CUST_OPTION) in the background. The Receivables Update Application Engine process (ARUPDATE) requires valid Options records to process each of these customer types.

By default, the system automatically populates option records with an effective date of the current date when you create an Options record. If you need to post receivables transactions with an earlier accounting date than the default effective date, you can change the default effective date to January 1, 1900, to ensure that the Receivables Update process finds a valid Bill To Options record to process the customer. To change the default date to January 1, 1900, make the following PeopleCode modifications.

Bill To Customer Options

To change Bill To Customer options using CUST_OPTION. CUST_ID.RowInsert PeopleCode:

Change the following code:

```
/* Default to the current date */
CUST_OPTION.EFFDT = %Date;
```

To this:

```
/* Default to '1900/01/01' */
CUST_OPTION.EFFDT = Date3(1900, 1, 1);
```

Ship To Customer Options

To change Ship To Customer options using CUST_SHIPTO_OPT.EFFDT/FieldDefault PeopleCode:

Change the following code:

…

Copyright © 1988, 2025, Oracle and/or its affiliates.

```
When-Other
  CUST_SHIPTO_OPT.EFFDT = %Date;
End-Evaluate;
```

To this:

```
…
When-Other
  CUST_SHIPTO_OPT.EFFDT = Date3(1900, 1, 1);
End-Evaluate;
```

Sold To Customer Options

To change Sold To Customer options using CUST_SOLDTO_OPT.EFFDT/FieldDefault PeopleCode:

Change the following code:

```
…
When-Other
  CUST_SOLDTO_OPT.EFFDT = %Date;
End-Evaluate;
```

To this:

```
…
When-Other
  CUST_SOLDTO_OPT.EFFDT = Date3(1900, 1, 1);
End-Evaluate;
```

Increasing the Number of Rows in a Grid

Page Used to Increase the Number of Rows in a Grid

Page Name	*Definition Name*	*Usage*
Installation Options - Receivables Page	INSTALLATION_AR	Define the maximum numbers of rows that appear at one time in inquiry and worksheet grids. See Increasing the Number of Rows in a Grid. See the “Installation Options - Receivables Page” (Application Fundamentals) for more information.

Understanding Row Limits in Grids

You may want to limit the number of rows that appear in grids on high-volume inquiry or worksheet pages, such as the worksheets for payments, maintenance, transfer items, drafts, and direct debits. Oracle delivers PeopleSoft Receivables with a default of 100 rows in the grid - the maximum number of rows that can be contained in the grid at one time. This is referred to throughout this documentation as a *chunk* or grouping of rows.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Increasing the Number of Rows in a Grid

Use the Installation Options - Receivables page (INSTALLATION_AR) to define the maximum numbers of rows that appear at one time in inquiry and worksheet grids.

Navigation:

Set Up Financials/Supply Chain > **Install** > **Installation Options** > **Receivables**

Increase or decrease the default of 100 rows that appears in a grid (chunking) by changing the value in the **Max Number of Rows in Scrolls** field. The change may affect performance, but the impact depends on other factors. The greater the number of rows in the grid, the longer the time for the pages to appear. Experiment to find the number that works best.

The limit of rows in a grid works in conjunction with the up and down arrow buttons on the pages. Given the default of 100 rows, if the search criteria returns 100 or fewer rows from the database, they are all available in the grid and the arrow buttons are invisible. If the search criteria returns more than 100 rows, use the arrow buttons to view the different chunks of 100 rows in the grid.

Related Links

“Installation Options - Receivables Page” (Application Fundamentals)

Changing Activity Types

The Unit Activity page and the Unit Activity report use the selections in the **Activity Type** and **Activity Type/Origin/Bank Code** fields on the System Functions 1 page to summarize the data and how to break it down.

To add more activity type categories:

1. In Application Designer, open the ENTRY_USE_TBL record.
2. In the record window that appears, select and right-click the SYS_TRAN_TYPE field.
3. Click **View Translates.**
4. Click **ADD** to add translate values.

Adding User History IDs to SetID and Business Unit History

If you add new user-defined history IDs, they do not automatically appear on history inquiry pages. You need to perform three tasks for them to appear.

This topic discusses how to:

- Modify view text for history IDs.
- Modify views for the Customer History page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Modify views for the Unit History page.

Modifying View Text for History IDs

To modify the view text:

1. Open the record that you want to modify in Application Designer.
2. In the SQL object window that appears, select the row for the CUST_HIST_ID field.
3. Right-click and select **View PeopleCode.**
4. Modify the PeopleCode.

Modifying Views for the Customer History Page

If you create queries that use a business unit, the new history ID appears immediately on the Customer History page. If the business unit field is left blank, the new history ID does not appear until these views are modified:

- HIST_SI_SUM_DVW
- HIST_SI_LSM_DVW
- SUBC_SI_SUM_DVW
- SUBC_SI_LSM_DVW

For example, to add a new history ID called WIDGET_SALES, change the view text on each of the views as shown here.

HIST_SI_SUM_DVW

Change the view text to:

```
SELECT SETID,
    CUST_ID,
    CUST_HIST_ID,
    FISCAL_YEAR,
    ACCOUNTING_PERIOD,
    SUM(HIST_AMT),
    SUM(HIST_WEIGHT),
    SUM(HIST_COUNT),
    CURRENCY_CD
FROM PS_CUST_HIST_SI_VW
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY SETID, CUST_ID, CUST_HIST_ID, FISCAL_YEAR, ACCOUNTING_PERIOD, CURRENCY_CD
```

HIST_SI_LSM_DVW

Change the view text to:

```
SELECT H.SETID,
    H.CUST_ID,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    SUM(H.HIST_AMT),
    SUM(H.HIST_WEIGHT),
```

 Copyright © 1988, 2025, Oracle and/or its affiliates.

```
    SUM(H.HIST_COUNT),
    CURRENCY_CD
FROM PS_CUST_HIST_SI_VW H
WHERE H. CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
 AND H.FISCAL_YEAR =
     (SELECT MAX(FISCAL_YEAR)
       FROM PS_CUST_HISTORY
      WHERE BUSINESS_UNIT
             = H.BUSINESS_UNIT
      AND CUST_ID = H.CUST_ID
      AND CUST_HIST_ID = H.CUST_HIST_ID)
 AND H.ACCOUNTING_PERIOD =
     (SELECT MAX(ACCOUNTING_PERIOD)
       FROM PS_CUST_HISTORY
      WHERE BUSINESS_UNIT
              = H.BUSINESS_UNIT
      AND CUST_ID = H.CUST_ID
      AND CUST_HIST_ID = H.CUST_HIST_ID
      AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.SETID,
    H.CUST_ID,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    H.CURRENCY_CD
```

SUBC_SI_SUM_DVW

Change the view text to:

```
SELECT SETID,
    CUST_ID,
    SUBCUST_QUAL1,
    SUBCUST_QUAL2,
    CUST_HIST_ID,
    FISCAL_YEAR,
    ACCOUNTING_PERIOD,
    SUM(HIST_AMT),
    SUM(HIST_WEIGHT),
    SUM(HIST_COUNT),
    CURRENCY_CD
FROM PS_SUBC_HIST_SI_VW
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY SETID,
    CUST_ID,
    SUBCUST_QUAL1,
    SUBCUST_QUAL2,
    CUST_HIST_ID,
    FISCAL_YEAR,
    ACCOUNTING_PERIOD,
    CURRENCY_CD
```

SUBC_SI_LSM_DVW

Change the view text to:

```
SELECT H.SETID,
    H.CUST_ID,
    H.SUBCUST_QUAL1,
    H.SUBCUST_QUAL2,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    SUM(H.HIST_AMT),
    SUM(H.HIST_WEIGHT),
    SUM(H.HIST_COUNT),
    H.CURRENCY_CD
FROM PS_SUBC_HIST_SI_VW H
```

Copyright © 1988, 2025, Oracle and/or its affiliates.

```
WHERE H. CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
 AND H.FISCAL_YEAR =
     (SELECT MAX(FISCAL_YEAR)
       FROM PS_CUST_HISTORY
      WHERE BUSINESS_UNIT
             = H.BUSINESS_UNIT
      AND CUST_ID = H.CUST_ID
      AND CUST_HIST_ID = H.CUST_HIST_ID)
 AND H.ACCOUNTING_PERIOD =
     (SELECT MAX(ACCOUNTING_PERIOD)
       FROM PS_CUST_HISTORY
      WHERE BUSINESS_UNIT
              = H.BUSINESS_UNIT
      AND CUST_ID = H.CUST_ID
      AND CUST_HIST_ID = H.CUST_HIST_ID
      AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.SETID,
    H.CUST_ID,
    H.SUBCUST_QUAL1,
    H.SUBCUST_QUAL2,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    H.CURRENCY_CD
```

Modifying Views for the Unit History Page

New history IDs do not appear on the Unit History page until you modify these views:

- BU_SUM_DVW
- BU_SUM_LP_DVW

For example, to add a new history ID called WIDGET_SALES, change the view text on each of the views as shown here.

BU_SUM_DVW

Change the view text to:

```
SELECT BUSINESS_UNIT,
    CUST_HIST_ID,
    FISCAL_YEAR,
    ACCOUNTING_PERIOD,
    SUM(HIST_AMT),
    CURRENCY_CD
FROM PS_CUST_HISTORY
WHERE CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
GROUP BY BUSINESS_UNIT, CUST_HIST_ID, FISCAL_YEAR, ACCOUNTING_PERIOD, CURRENCY_CD
```

BU_SUM_LP_DVW

Change the view text to:

```
SELECT H.BUSINESS_UNIT,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    SUM(H.HIST_AMT),
    H.CURRENCY_CD
FROM PS_CUST_HISTORY H
WHERE H.CUST_HIST_ID IN ('SALES', 'WIDGET_SALES')
 AND H.FISCAL_YEAR =
    (SELECT MAX(FISCAL_YEAR)
```

 Copyright © 1988, 2025, Oracle and/or its affiliates.

```
    FROM PS_CUST_HISTORY
    WHERE BUSINESS_UNIT = H.BUSINESS_UNIT
     AND CUST_HIST_ID = H.CUST_HIST_ID)
 AND H.ACCOUNTING_PERIOD =
    (SELECT MAX(ACCOUNTING_PERIOD)
    FROM PS_CUST_HISTORY
    WHERE BUSINESS_UNIT = H.BUSINESS_UNIT
     AND CUST_HIST_ID = H.CUST_HIST_ID
     AND FISCAL_YEAR = H.FISCAL_YEAR)
GROUP BY H.BUSINESS_UNIT,
    H.CUST_HIST_ID,
    H.FISCAL_YEAR,
    H.ACCOUNTING_PERIOD,
    H.CURRENCY_CD
```

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 18

Entering Pending Items

Understanding Pending Item Entry

This topic provides an overview of pending item entry and discusses:

- Billing interfaces.
- PeopleSoft Purchasing and PeopleSoft Order Management interfaces.
- Online pending item entry.
- Overdue charges groups.
- Accounting entry creation.
- PeopleSoft Project Costing integration.

You enter pending items into the system in one of two ways:

- Import them using an interface.
- Enter them manually.

After pending items are entered in the system, use the Receivables Update Application Engine process (ARUPDATE) to post them. The process creates the items, generates accounting entries, updates item activity, and updates the customer balance. If errors occur during posting, the process does not post the pending items, and you use the pending item error correction pages to correct the errors.

Note: In a production environment, you can create accounting entries online before running the Receivables Update process to verify that your setup creates the correct accounting entries.

PeopleSoft Receivables distinguishes between *items* (posted receivables) and *pending items* (information that has been entered into or created by the system but has not yet been posted).

PeopleSoft Receivables follows the standard of bundling pending items into groups rather than handling them individually. In other systems, a group of pending items is sometimes called a *batch.* To avoid confusion, the term *group* is used in the PeopleSoft system, and the term *background* refers to offline processes. To each group of pending items, the system assigns a group ID that remains with the group even after it is posted. The system processes pending items in groups. Keep track of the group ID throughout the cycle so that you have it when you want to view progress or check the status of a pending item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Billing Interfaces

You enter most pending items using a billing interface. Although external pending item entry occurs in the background, the information that appears on the online pages enables you to understand how the process works.

The procedure that you use to bring in pending items must include background processing and populating database tables.

When you enter pending items through a billing interface, the system edits external groups and identifies errors when you run the Receivables Update process.

If you use PeopleSoft Billing, you use the Load AR Pending Items Application Engine process (BILDAR01) to integrate these items into PeopleSoft Receivables. If you use a third-party billing system, you must develop an interface to populate the pending item tables.

While developing and testing the interface, you may find that some errors appear consistently throughout an entire group. If you encounter a data problem, you can delete the group, adjust the interface process, interface the group again, and run the Receivables Update process again to check for errors. If the error results from your setup, you can adjust your control tables and set the group for posting again.

After the pending items are in the system, you can view or adjust information as needed. The pages that you use to fix errors in external pending item groups are the same as the pages used to enter pending items online.

Related Links

Understanding Item and Payment Conversion
Receiving Information from a Billing System

PeopleSoft Purchasing and PeopleSoft Order Management Interface

If you create claims for vendor rebates in PeopleSoft Purchasing or claimbacks in PeopleSoft Order Management, use the Claim Settlement Process for AR process (PO_CLMSTL_AR) to interface the items to PeopleSoft Receivables after you approve the claims on the claims management workbench. The items enter PeopleSoft Receivables as an external group.

Vendor rebates occur when your organization is a buyer and the seller owes you money for the rebate. A rebate claim becomes a debit in PeopleSoft Receivables and a reversal rebate claim becomes a credit. Reversal claims have the same item ID as the original claim.

Claimbacks occur when your organization has an agreement with the manufacturer or supplier that is based on an order being shipped to the consumer by a contractor. For example, you purchase a door from a manufacturer for 100.00 EUR, and you need to sell it to a contractor for 90.00 EUR because the manufacturer also sells doors directly to the contractor for 90.00 EUR. The 10.00 EUR difference is the amount for the claimback that you send to the manufacturer.

The Claim Settlement Process for AR process updates the pending item tables with the item information and the distribution lines. PeopleSoft Purchasing and PeopleSoft Order Management define the ChartField values for the user-defined distribution line. They use the receivables (AR) distribution code assigned to the receivables business unit that is associated with the rebate agreement or the claimback contract to determine the ChartFields for the AR line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When you run the Receivables Update process, it checks for errors, creates the item, and posts the item distribution lines. When you run the Journal Generator process (FS_JGEN), the process generates the journals for the distribution lines.

If errors occur, use the pages for external pending item groups to correct them. While developing and testing the interface, you may find some errors that appear consistently throughout an entire group. If you encounter a data problem, you can delete the group, adjust the interface process, interface the group again, and run the Receivables Update process again to check for errors. If the error results from your setup, you can adjust your control tables and set the group for posting again.

Vendor rebate claims use the vendor rebate (R) group type and claimbacks use the claimback (C) group type. The item ID is the same as the claim ID in PeopleSoft Purchasing or PeopleSoft Order Management.

You apply payments to the rebate claim and claimback items using the payment worksheet. However, after you post the payment group by running the Receivables Update process, you must run the AR Rebate Notification process (AR_REBATE) to interface the payment information or any other change to the balance of a claim item to the Claims Incoming Payment staging table (VRBT_CLAIM_PMTI). This enables users to reconcile the payments with the original claims using the claims management workbench. If you receive a reversal claim, the Receivables Update process automatically offsets the original claim, because they both have the same item ID.

Note: PeopleSoft Receivables does not generate value-added tax (VAT) distribution lines for the claim items that you interface from PeopleSoft Purchasing and PeopleSoft Order Management using the Claim Settlement Process for AR process. For claim items that require VAT distribution lines, you create two entries when you apply a payment or draft to the items on the payment or draft worksheet, or when you offset a claim item on the maintenance worksheet: one for the base item amount and one for the VAT amount. Because you must enter the VAT information manually when you apply a payment, you cannot use Payment Predictor to apply payments for claim items. When you run the Rebate Notification process, it sends the base and VAT amount to the Claims Management Workbench. When you run the Claim Settlement process for AP Application Engine process (PO_CLMSTL_AP) on the claims management workbench, the system uses this information to generate the base and VAT distribution lines when it creates adjustment vouchers or claimback vouchers.

Related Links

Understanding Entry Reasons

Running the AR Rebate Notification Process

“Understanding Vendor Rebates” (PeopleSoft Purchasing)

“Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management)

Online Pending Item Entry

When you enter pending items online, you enter control information, provide pending item information, select payment terms and personnel references, enter VAT information if necessary, create accounting entries if needed, and select an action for the group.

The system validates the data and displays an error message if the data fails one or more system edits. The system prevents two types of user errors:

- Entering information that is invalid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Leaving a required field blank.

Overdue Charges Groups

An overdue charges group contains system-generated pending items that represent overdue charges for customers whose payments are late. If you generate overdue charges, the system creates a new group with pending items. You run the Receivables Update process to edit and post the pending items.

If you create overdue charges in an external system, you can also include the pending items in a group type that you define or within a billing group. This type of pending item has an entry type that is mapped to the IT-01 system function.

Related Links

Understanding Overdue Charges

Accounting Entry Creation

You can create pending item accounting entries online or during background processing when the Receivables Update process runs. When you run Receivables Update to post pending item groups, the Pending Group Generator Application Engine process (AR_PGG_SERV) creates accounting entries if they are not present. Normally, you run the Receivables Update process to create accounting entries. But if you must review them, create them online.

Note: To create entries for all pending items in the group, use the Group Action page.

The system creates accounting entries based on the templates that you defined during setup. If your setup includes inheritance options, the inheritance options that you selected override the defaults in the templates.

Accounting entries follow the formats defined for item entry types on the Accounting Template page. Each type of transaction—credit memo, debit memo, invoice, and so on—has its own template. The accounting templates can define all transaction accounting entries or only one side of the accounting entries (that is, only the debit side or only the credit side). If a template defines only one side, the system cannot create balanced accounting entries. You must create the accounting entries online and supply the lines needed to make the entries balance. If your templates contain multiple user-defined lines and you create entries online, you can manually allocate the amount of the item across the accounting lines. If you create entries during background processing, the accounting lines cannot be balanced, and you must use the error correction pages to manually allocate the amount across the accounting lines.

If you enabled ChartField combination editing for the business unit on the Receivables Options - General 2 page, the system edits for errors. You cannot post the accounting entries until you fix the error if you selected **Recycle** in the **ChartField Editing** group box.

For Create a Debit Memo (IT-01) and Create Credit Memo (IT-02) pending items created online or interfaced from another system, you can modify the ChartField combination for the receivables (AR) line and the user-defined line on the Accounting Entries page for the pending item group. For Overdue Charges (FC-01) items, you can modify only the user-defined line.

See Setting Up Item Entry Types.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entries for VAT

For each item in PeopleSoft Receivables, VAT information is stored on VAT lines. The system usually generates one VAT accounting entry for each VAT line on the pending item. If ChartField combinations are the same across multiple accounting entries, the system generates one VAT accounting entry with the amounts summarized.

You establish the VAT ChartField combination at the tax code level on the Value Added Tax Code - Accounting Information page. PeopleSoft Receivables has VAT accounts for each type of VAT liability —an intermediate account and a final account. Within a tax code you can have a different ChartField combination for intermediate VAT and final VAT. You can also define different ChartField combinations for VAT output for discounts and credit adjustments to output VAT.

The term *declaration point* refers to the time when you report VAT to the tax authorities—at invoice time, at delivery, at the time of payment, or at the accounting date of the transaction. For a declaration point of invoice, delivery, or accounting date, the system creates entries to final VAT during pending item entry. For a declaration point of payment, the system creates entries to intermediate VAT during pending item entry. The default value for the declaration point is determined by values defined in the VAT Defaults Setup page. The system uses the following values, with the shown override capabilities, to determine the default value for the declaration point:

- VAT entity.
- PeopleSoft Receivables business unit options (overrides VAT entity).
- Customer (overrides PeopleSoft Receivables business unit options).
- Customer location (overrides customer).

PeopleSoft Project Costing Integration

Items that come into PeopleSoft Receivables from PeopleSoft Billing are already distributed to PeopleSoft Project Costing.

In PeopleSoft Project Costing, you can enter projects information about receivable items. The projects information enables you to use PeopleSoft Project Costing to track outstanding revenue and to maintain financial control over a project.

When you create the accounting entry templates for items using the Item Entry Type - Accounting Template and Auto Entry Type - Accounting Template pages, you can identify the PeopleSoft Project Costing ChartField values that you want in accounting entries that PeopleSoft Receivables generates. You can override these values on the Accounting Entries page if you create accounting entries online before you post items. The PeopleSoft Project Costing ChartFields are:

- Project ID
- Project Costing business unit
- Activity
- Source Type
- Category

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Subcategory

Note: You can associate different project ChartField combinations with different entry reasons. If you have a lot of project ChartField combinations, Oracle recommends that you leave the project ChartFields on the accounting templates blank and generate the accounting entries online so that you can enter the appropriate ChartFields.

When you post an item in PeopleSoft Receivables, the system marks the item as ready to distribute to PeopleSoft Project Costing. It does this by setting the PC_DISTRIB_STATUS field in the Item Activity table (PS_ITEM_ACTIVITY) to *N* (none).

When you run the Revenue Adjustments Application Engine process (PC_AR_TO_PC) in PeopleSoft Project Costing, the process copies this information from PeopleSoft Receivables into PeopleSoft Project Costing and updates the Item Activity table to *D* (done).

When you create an adjustment item, such as Create a New Debit (MT-04) or a Prepayment (WS-04) using a payment or maintenance worksheet, the Automatic Maintenance process (AR_AUTOMNT), or the Payment Predictor Application Engine process (ARPREDCT), you must create the accounting entries online to enter the project ChartField values unless you are using the default ChartField values in the automatic entry accounting template. If you enter the ChartField values online and you want to use the project ChartField values for the original item, access the AR Billing Inquiry page for the item and click the **Bill Header - Project Info** link. This enables you to view the project ChartFields on the bill header in PeopleSoft Billlng.

If you unpost an item, the process sets the PeopleSoft Project Costing distribution status field for the new rows to *N* (not distributed).

Prerequisites for Entering Pending Items

Before you can enter receivable items, you must perform these tasks:

- Define business units and business unit defaults.
- Define customers and customer information.
- Define Receivables processing options.
- Define additional processing options, such as payment terms.
- Define exception and collection codes.
- Define sales persons, collectors, and credit analysts.
- Define a bank account for cash forecasting.
- Define bank holiday processing.
- Set up currency codes and exchange rate information for multicurrency processing.
- Define the users who will enter group information and item information and set up their user preferences.

  You can prohibit a user who works with external groups from modifying or deleting online groups.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- If you use VAT, set up your VAT environment.
- (IND) If you are in India, set up your tax structure.

Related Links

Understanding PeopleSoft Receivables Business Units
Understanding PeopleSoft Receivables Processing Options
Understanding Exception and Collection Processing Options
“Adding General Customer Information” (PeopleSoft Order to Cash Common Information)
“Defining External Account Information” (PeopleSoft Banks Setup and Processing)
Understanding Multicurrency Processing
“Understanding User Preferences” (Application Fundamentals)
“Understanding VAT” (PeopleSoft Global Options and Reports)
“Understanding the India Goods and Services Tax (GST)” (PeopleSoft Global Options and Reports)

Entering or Updating Pending Items

Pages Used to Enter or Update Pending Items

Page Name	*Definition Name*	*Usage*
Online Pending - Group Control Page	GROUP_ENTRY1	Enter or update control information.
Online Pending - Pending Item 1 Page	GROUP_ENTRY2	Enter information about individual pending items, such as the entry type and reason, payment terms, and discount data.
Receivables Item Type / Code Page	AR_SF220_TYPES	(USF) Click the **TROR Type** link to assign an entity code and receivable type to a pending item. This information is required for the Treasury Report on Receivables (TROR). This page is available only if you selected the **Treasury Report on Receivables** check box on the Installation Options - Receivables page. See the Online Pending - Pending Item 1 Page.
VAT Summary Information Page	GROUP_ENTRY_VATS	View summarized VAT header information and VAT lines for an item and drill down to the VAT header and line defaults.
VAT Header Page	GROUP_ENTRY_VATHDR	View VAT header defaults. Manually override values if applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
VAT Lines Page	GROUP_ENTRY_VAT_LN	View VAT line defaults including the VAT amounts. Manually override values if applicable.
Pending Item 2 Page	GROUP_ENTRY2B	Enter correspondence, personnel, direct debit, draft, and cash forecasting information for the pending item.
Pending Item 3 Page	GROUP_ENTRY2C	Enter consolidated invoice information (used in PeopleSoft Billing). Enter values in user-defined fields.
Group Entry Tax Page (IND)	GROUP_ENTRY_TAX	Enter and calculate excise duty, sales tax, or VAT amounts for India. This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page. (IND) Enter and calculate GST amounts for India. (IND)
Tax Detail Page (IND)	GROUP_ENTRY_TAX_DT	Display excise duty, sales tax, or VAT detail information for India and view the results of the tax calculation. This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page. (IND)
Accounting Entries Page	GROUP_ENTRY3	Create accounting entries for one pending item at a time.
Group Action Page - External Items	GROUP_ENTRY4	Specify the action that the system performs on a group of pending external items, such as posting the group, or creating or deleting accounting entries.
Group Action Page - Online Items	GROUP_ENTRY4_RTM	Specify the action that the system performs on a group of pending online items, such as posting the group, or creating or deleting accounting entries. See the documentation for the Group Action Page - External Items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Cash Drawer Receipt Page	CDR_RECEIPT	Review cash drawer receipts for unposted items. See the documentation for the Group Action Page - External Items and the "Cash Drawer Receipt Page" (PeopleSoft Order to Cash Common Information).

Understanding Pending Item Components

The pages used to review pending items that are loaded with a billing interface resemble the pages for entering items online. However, they require a different navigation path, and the path that you use determines the information that can be displayed or updated.

Use the External Items menu options for unposted groups that you interfaced from your billing system.

Use the Online Items menu options to:

- Enter groups online.
- Update an existing online group.

  These groups can be either groups that you entered online or system-generated groups, such as overdue charges groups.

The following table describes the four components that you can use for both online and external groups:

Menu Name	*Description*
Group Entry	Use this option to enter a new group or to view all pending items in a small group (about 50 pending items or less).
Single Item	Use this option to access a single pending item when the group is too large for the system to handle within the pending item entry scroll. This is useful when you want to update a single item in a very large group.
Large Group	Use this option to open a large group and add a row for a new pending item. The system automatically increments the count for the control total by one. **Note:** You can add rows for new pending items only for online groups.
Overdue Charges Items	Use for groups that you generated using the Overdue Charges Application Engine process (AR_OVRDUE). This option is available only on the Online Items menu.

You can work only with groups that have not been posted.

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Receivables also provides three components that enable you to quickly set a group to post. To access these components, use one of the following navigation paths:

- For external groups, select **Accounts Receivable** > **Pending Items** > **Change Pending Group Action** > **External Pending Items.**
- For online groups, select **Accounts Receivable** > **Pending Items** > **Change Pending Group Action** > **Online Pending Items.**
- For overdue charges groups, select **Accounts Receivable** > **Pending Items** > **Change Pending Group Action** > **Overdue Charge Pending Grp Act**

This documentation discusses how to:

- Enter or update group control information.
- Complete the Pending Item 1 page.
- Review summarized VAT information.
- Review VAT header defaults.
- Review VAT line information.
- Complete the Pending Item 2 page.
- Complete the Pending Item 3 page.
- (IND) Enter tax information for India.
- (IND) View tax details for India.
- Create and review accounting entries online.
- Select a group action.

Online Pending - Group Control Page

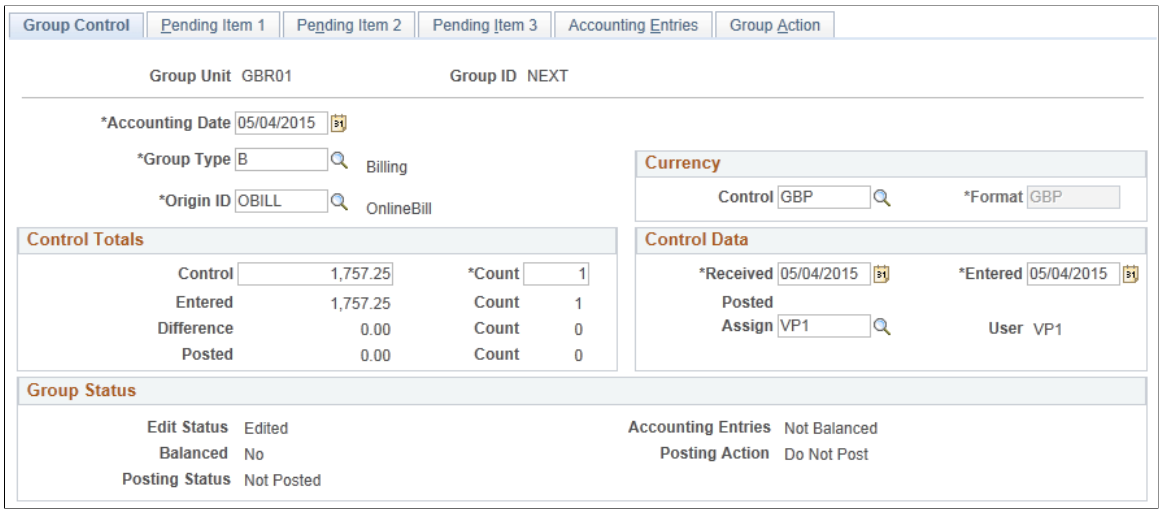
Use the Group Control page (GROUP_ENTRY1) to enter or update control information.

Navigation:

- **Accounts Receivable** > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Group Control**
- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Group Control**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Online Pending - Group Control page. You can find definitions for the fields and controls later on this page.



This page displays control and header information for a group of pending items. At a minimum, you need to enter a group type, origin ID, control amount, and control count.

If the group contains pending items in different currencies, you can handle the control total using the following approaches:

- If your organization requires pending item groups in a single currency, split the pending items into separate groups by currency and enter the control currency for each group.

  This restricts all pending items to the selected currency and ensures that your control total is meaningful in the selected currency.

- If your organization uses control amounts to check matching pending item amounts with the group total, leave multicurrency items in a single group.

  In this case, the control total is a *hash* total (###), representing the total amount of the pending items, irrespective of currency.

Field or Control	***Description***
Group ID	Displays the group ID for the group. When you save this page, the system assigns the next available group ID. The group ID is based on the settings made on the Business Unit Definition page. You can override automatic numbering by entering your own group ID.
Accounting Date	Displays the accounting date that is the default for each pending item in the group. The date determines the fiscal year and accounting period to which the pending item is posted. This date determines the VAT declaration date if the declaration point is *Accounting Date.*
Group Type	Select one of the group types that you defined for billing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Origin ID	Select the group origin ID, for example *OBILL* (online billing). The system assigns an origin ID that is valid for external entry to groups that are received through the billing interface.
Control Currency	Select a currency only if you want all pending items in the group to have the same currency.
Format Currency	Displays the default format currency value that you entered on the Receivables Data Entry 2 page. The system uses the format currency to determine the default currency of the pending item amounts that you enter. If you enter a control currency, the format currency changes to that value, and the field becomes unavailable for entry.
Control	Enter the group control totals: the total monetary amount of pending items in this group and the control count (the total number of pending items in this group). The system compares the control amount and count with the entered amount and count and calculates the difference. The control amount must match the entered totals amount before you can post the pending items in this group. In other words, the difference should be *0*. After you post a group, you view the posted amount and count for the group using inquiry pages.
Received and **Entered**	Indicate when the group was received into the system and when items were entered. Use these fields to indicate processing delays, such as a department receiving the credit memo on Thursday, but not entering the items until Friday. These fields are informational only and appear on inquiry pages.
Assign	Select the user ID of the user who will enter pending item information. The user ID of the assigned user appears in the **User** field.
Edit Status	Indicates whether pending items have been edited. *Edited* indicates that pending items have been edited. (Most online groups have a status of *Edited)*. *Not Edited* indicates that external groups have not yet been processed by the Receivables Update process.
Balanced	Indicates that the system has balanced the online group. If the value is *No,* the pending item group has not yet been processed by the Receivable Update process and the group may not actually be out of balance. To determine whether a group is really out of balance, click the **Balance** button on the Group Action page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Posting Status	Indicates whether pending items have been posted. *Not Posted* indicates that the groups have not yet been processed by the Receivables Update process. After Receivable Update runs, the posting status is either *Errors* or *Complete.*
Accounting Entries	Indicates whether accounting entries for pending items are *Balanced* or *Not Balanced.*
Posting Action	Displays the posting action that you selected on the Group Action page: *Do Not Post, Post Now, Post Now to GL, Batch Priority,* or *Batch Standard.*

Online Pending - Pending Item 1 Page

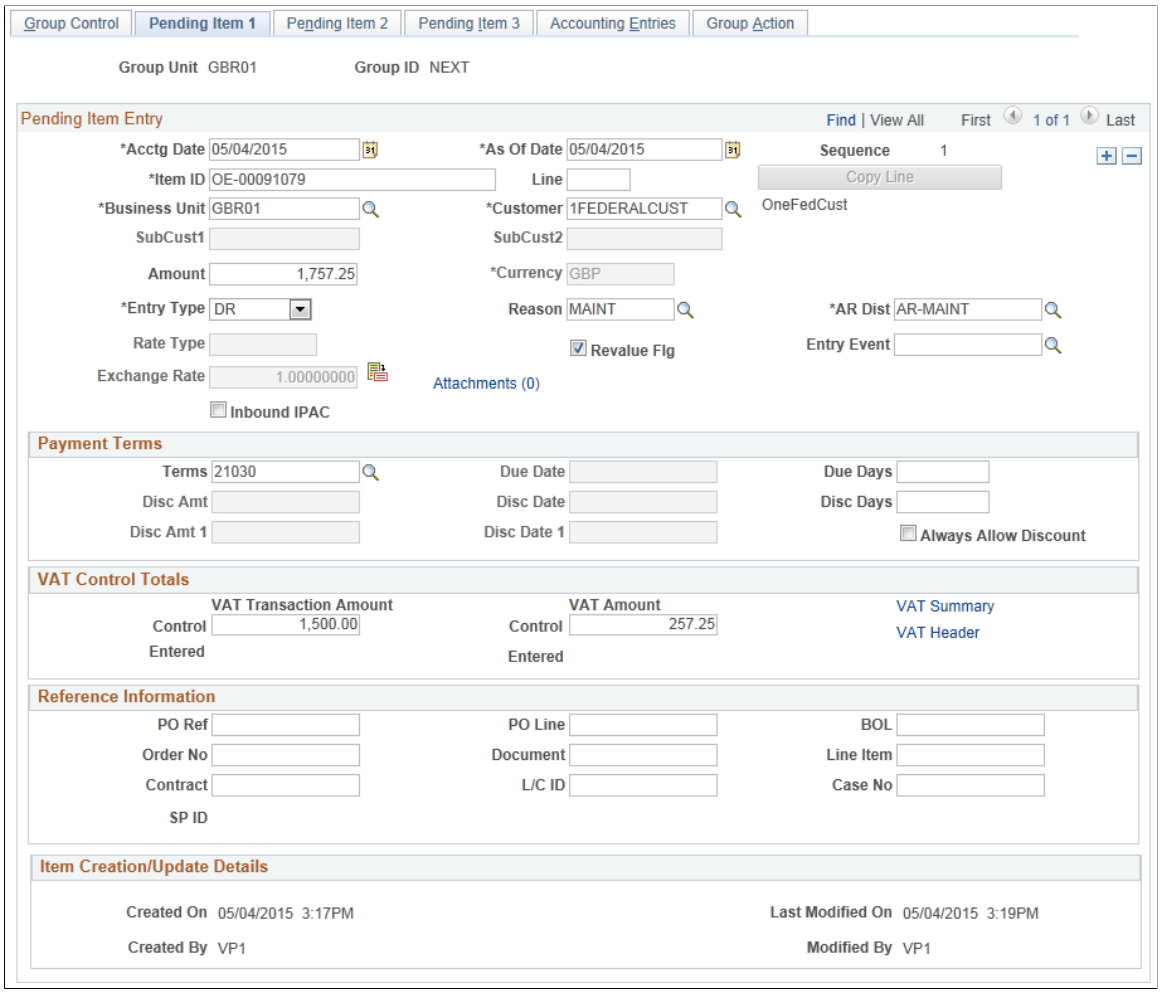
Use the Online Pending - Pending Item 1 page (GROUP_ENTRY2) to enter information about individual pending items, such as the entry type and reason, payment terms, and discount data.

Navigation:

- **Accounts Receivable** > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Pending Item 1**
- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Pending Item 1**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Item 1 page. You can find definitions for the fields and controls later on this page.



Pending Item Entry

Field or Control	*Description*
Accounting Date	Displays the date entered on the Group Control page. The date determines the fiscal year and accounting period used to post the item for both PeopleSoft Receivables and PeopleSoft General Ledger. This date determines the VAT declaration date if the declaration point is *Accounting Date.*
As Of Date	Enter a date, which is usually the same as the accounting date. You can use a different date for aging. You can also use this date to record the invoice date used to calculate payment terms.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Item ID	Enter a number that describes the pending item, such as the invoice number. While you enter pending items, the system assigns each row a sequence number, which appears as you scroll through the pending items on the page.
Line	Enter a line number when you want to enter more than one amount or entry type for the same item ID.
Copy Line	Click to add the next line number and automatically copy some of the pending item information to the new row if you need to divide an invoice into multiple lines. You need to complete the **AR Dist** (accounts receivable distribution code), **Entry Type,** and **Reason** fields on the new row.
Business Unit and **Customer**	Enter the business unit and customer ID. A customer can exist in more than one business unit with the same ID. The business unit that you specify determines which customer the pending item is posted to. The customer business unit does not need to match the group business unit, although typically it does.
SubCustomer 1 and **SubCustomer 2**	Displays subcustomer qualifiers, which come from the customer, if the feature is enabled. You specify whether to use the subcustomer feature and, if so, the number of qualifiers for the entire installation on the Installation Options - Overall page. The default subcustomer qualifiers for customers are specified on the Miscellaneous General Info page. You can override the default qualifiers for individual pending items. You use these subcustomer qualifiers for tracking history and aging information and to filter item lists on inquiry pages.
Amount and **Currency**	Enter the amount and currency for the pending item. If the entry currency differs from the base currency of the receivables business unit, the system handles the conversion automatically and displays the base currency equivalent.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type and **Reason**	Enter the entry type and reason used to create the pending item. Entry types and entry reasons are among the most important pieces of information associated with a pending item. They determine how accounting entries are created, how they are carried with the pending item through posting, and how they are considered when history is generated. They are also used as identifiers for open items, determine how items are aged, and determine whether accounting entries are included on customer correspondence and drafts.
AR Dist (accounts receivable distribution)	Select the distribution code that governs the ChartFields that are used when the system generates accounting entries. To create a single receivables (AR) line for accounting entries, use the default or override the default with a different code. The system obtains the default AR distribution code in the following order: 1. From the entry reason on the Item Entry Type - Selection page. 2. From the customer on the General Information - Bill To Options page. 3. From the business unit on the Receivables Definition - Accounting Options 1 page.
Entry Event	Enter an entry event code for the item to create supplemental accounting entries if entry events are enabled for PeopleSoft Receivables. See “Understanding Entry Events” (Application Fundamentals).
Revalue Flg (revalue flag)	Select if you want the Revaluation Application Engine process (AR04000) to revalue the item.
Attachments	Click to view/ add attachments. See “Installation Options - Multiple Attachments Page” (Application Fundamentals) to define the maximum attachment upload limit for various products.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Inbound IPAC	Select this check box if you want to be able to select an item for inbound IPAC processing. This field is displayed only if the IPAC check box is selected in the AR installation options and the customer is identified as a federal customer. If an item is selected for inbound IPAC processing, outbound IPAC transactions will not be created. Deselect this check box if the item was incorrectly selected for inbound IPAC processing.
Error Info (error information)	Appears only when errors are present. Click to open a page where you can view more details about the error.
Document Sequence	Click to access a page where you can enter document sequencing information. This button is available only if you enabled the document sequencing feature for the PeopleSoft General Ledger business unit. See “Using Document Sequencing” (PeopleSoft Global Options and Reports).
TROR Type (USF)	Click this link to access the Receivables Item Type / Code page (AR_SF220_TYPES), where you can enter an entity code and receivable type for a pending item. This information is required for the Treasury Report on Receivables (TROR). This link is available only if you selected the **Treasury Report on Receivables** check box on the Installation Options - Receivables page.

Payment Terms

If you do not enter payment terms, the system checks to determine whether you have set them at the next level up—the customer level. If you specified payment terms on the Bill To Options page for the customer, the system draws them from there. If you did not set payment terms for this customer, the system uses the terms that you associated with the business unit on the Receivables Options - Accounting Options 2 page. If no payment terms are specified, the system prompts you to enter a payment terms code or a due date.

Field or Control	*Description*
Terms	Displays the default payment terms code. Change the default, or leave this field blank. If you change the default, you cannot use the discount fields. If you leave this field blank, you can enter the discount amounts and dates of your choice.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Due Date	If no default values exist for the discount fields, you still must enter a due date. If the due date falls on a bank holiday, the system adjusts it automatically. This field is required for the Aging Application Engine process (AR_AGING).
Due Days	Enter grace days or leeway to the payment terms.
Disc Days (discount days)	Enter the number of days past the discount date during which the customer is still eligible to receive a discount.
Always Allow Discount	Select during conversion and for preferred customers. Select to override previously set discount parameters and ensure that a customer receives a discount regardless of due date and payment date. Payment worksheets and Payment Predictor use this check box.

Note: If discounts must be included in VAT calculations, then enter the payment terms before entering the VAT amounts.

VAT Control Totals

Use this group box to enter control amounts for VAT and to access the VAT Header and VAT Lines pages where you can view and, if applicable, manually override VAT default values.

Field or Control	*Description*
VAT Transaction Amount	Enter the control amount for the transaction amount that is subject to VAT. This is typically the transaction amount printed on the invoice. If you are entering an item online, the system populates the **Transaction Amount** field for the first VAT line with the control amount. If you create additional VAT lines, you must change the transaction amount for each line so that they add up to the amount of the control amount. You have to open the VAT lines page and enter a VAT override amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
VAT Amount	Enter the control amount for the VAT amount in this field. This is typically the VAT amount printed on the invoice. The system compares the total recorded VAT amount for all the VAT lines on the VAT Lines page to the control amount. The system automatically calculates the VAT for each line. You need to enter an override VAT amount only if the calculated VAT amount does not match the VAT amount on the invoice. If you enter an override VAT amount, the system uses this as the recorded amount. Otherwise, the system uses the calculated VAT amount as the recorded amount.
VAT Summary	Click to open the VAT Summary Information page where you can view summarized VAT header information and VAT line information in one place.
VAT Header	Click to open the VAT Header page, where you can review VAT defaults as well as access VAT details for the VAT line. When you click this link, the system retrieves the VAT defaults based on your VAT setup and entered customer information.
VAT Lines	Click to view VAT line information. Appears only when you view a group and a VAT line exists for the item, or when you are entering new items and you have navigated to the VAT pages and back.

Reference Information

Field or Control	*Description*
BOL (bill of lading)	Enter the bill of lading number for the pending item.
L/C ID (letter of credit ID)	Enter the letter of credit ID for the pending item.

VAT Summary Information Page

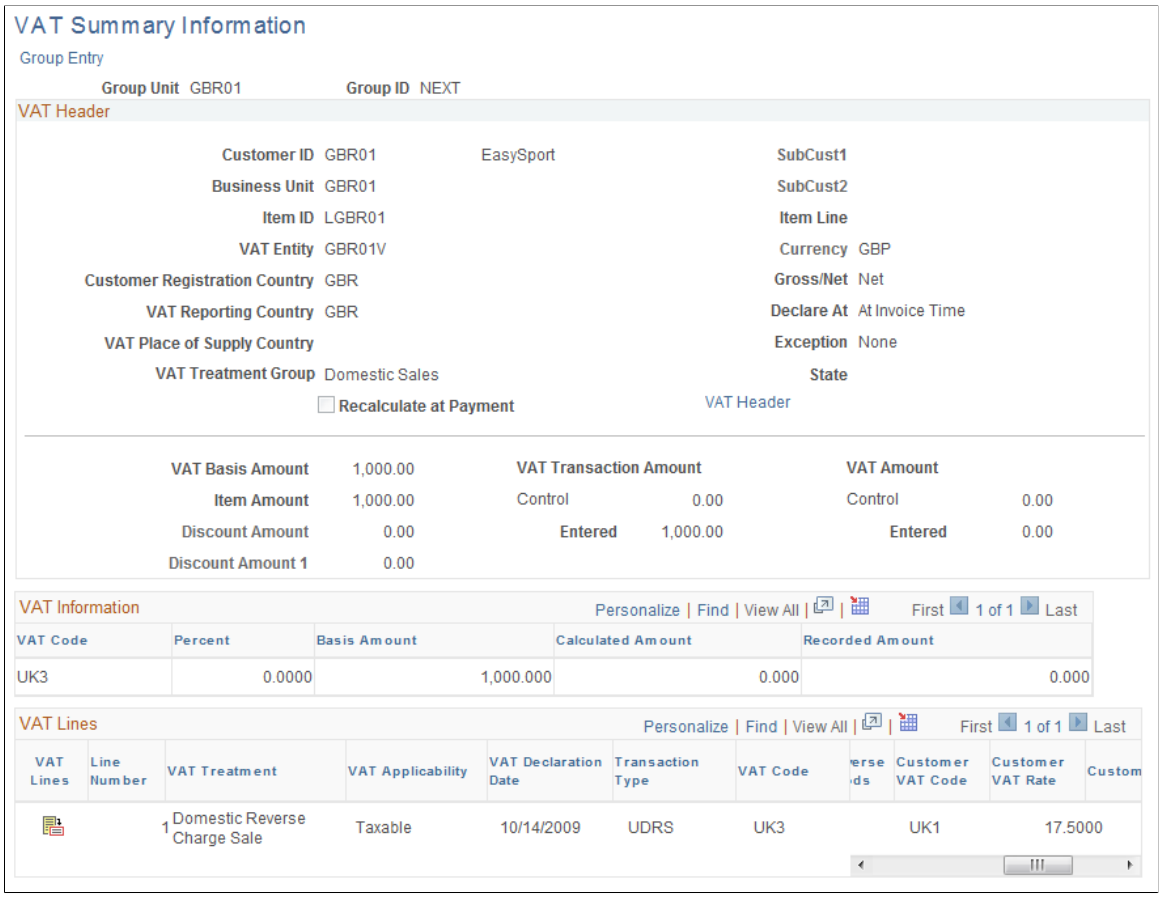
Use the VAT Summary Information page (GROUP_ENTRY_VATS) to view summarized VAT header information and VAT lines for an item and drill down to the VAT header and line defaults.

Navigation:

Click the **VAT Summary** link on the Online Pending - Pending Item 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the VAT Summary Information page. You can find definitions for the fields and controls later on this page.



If you change the VAT defaults or amounts on the VAT Header page or VAT Lines page and return to the VAT Summary Information page, the system updates the amounts on this page. This enables you to review the amounts before you save the information.

Field or Control	*Description*
VAT Entity	Displays the VAT entity associated with the business unit. The VAT entity is the level within your organization at which the VAT return is filed.
Customer Registration Country, Exception, VAT Reporting Country, and State	Displays the VAT registration defaults that you defined on the VAT Header page in the VAT Registration section. The customer registration country is the registration country of the bill to customer. The **Exception** field displays the exception granted to the customer. The reporting country and state are the country and state or province in which the VAT will be reported.
Gross/Net, Declare At, and **Recalculate at Payment,**	Displays the VAT control information that you defined on the VAT Header page, which indicates how the VAT is calculated and recognized for reporting purposes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
VAT Place of Supply Country and **VAT Treatment Group**	Displays the VAT treatment group as defined on the VAT Header page in the VAT Treatments section and, for services, displays the country in which the VAT is liable.
VAT Header	Click to access the VAT Header page where you can view VAT header defaults and manually override the values if needed.

The documentation for the VAT Header page describes the preceding fields in detail.

See VAT Header Page.

Field or Control	*Description*
VAT Basis Amount	Displays the total amount on which the VAT is calculated in the transaction currency for all lines. If VAT is being calculated at net, this amount is net of any discounts.
Item Amount, Discount Amount, and Discount Amount 1	Displays the total item amount and discount amounts that you entered for the item on the Pending Item 1 page.
VAT Transaction Amount, Control, and **Entered**	Displays the control amount for the transaction amount that is subject to VAT that you entered on the Pending Item 1 page and the total transaction amount that you entered for all VAT lines.
VAT Amount, Control, and **Entered**	Displays the control amount for the VAT amount—this is typically the VAT amount printed on the invoice—that you entered on the Pending Item 1 page and the total recorded VAT amount for all the VAT lines on the VAT Lines page.

VAT Information

The **VAT Information** grid summarizes the total VAT basis amount, the system-calculated amount, the recorded amount (amount of VAT that will be recorded for this transaction), and the applicable VAT percentage for all lines with the same VAT code.

Field or Control	*Description*
VAT Code	Displays the VAT code that defines the rate at which VAT is calculated for the lines.

VAT Lines

The **VAT Lines** grid displays summarized VAT details for each VAT line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **VAT Lines** icon to access the VAT Lines page where you can view all VAT line defaults and override values if needed.
Domestic Reverse Charge Goods	This check box is selected if this country requires the use of the domestic reverse charge provision.
Customer VAT Code	Displays the customer VAT code used for domestic reverse charges. This code is used to calculate a domestic reverse charge VAT amount.
Customer VAT Rate	Displays the rate from the customer VAT code.
Customer Amount	Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.

See Domestic Reverse Charge Goods VAT.

The documentation for the VAT Lines page describes the rest of the fields in the **VAT Lines** grid.

See VAT Lines Page.

VAT Header Page

Use the VAT Header page (GROUP_ENTRY_VATHDR) to view VAT header defaults.

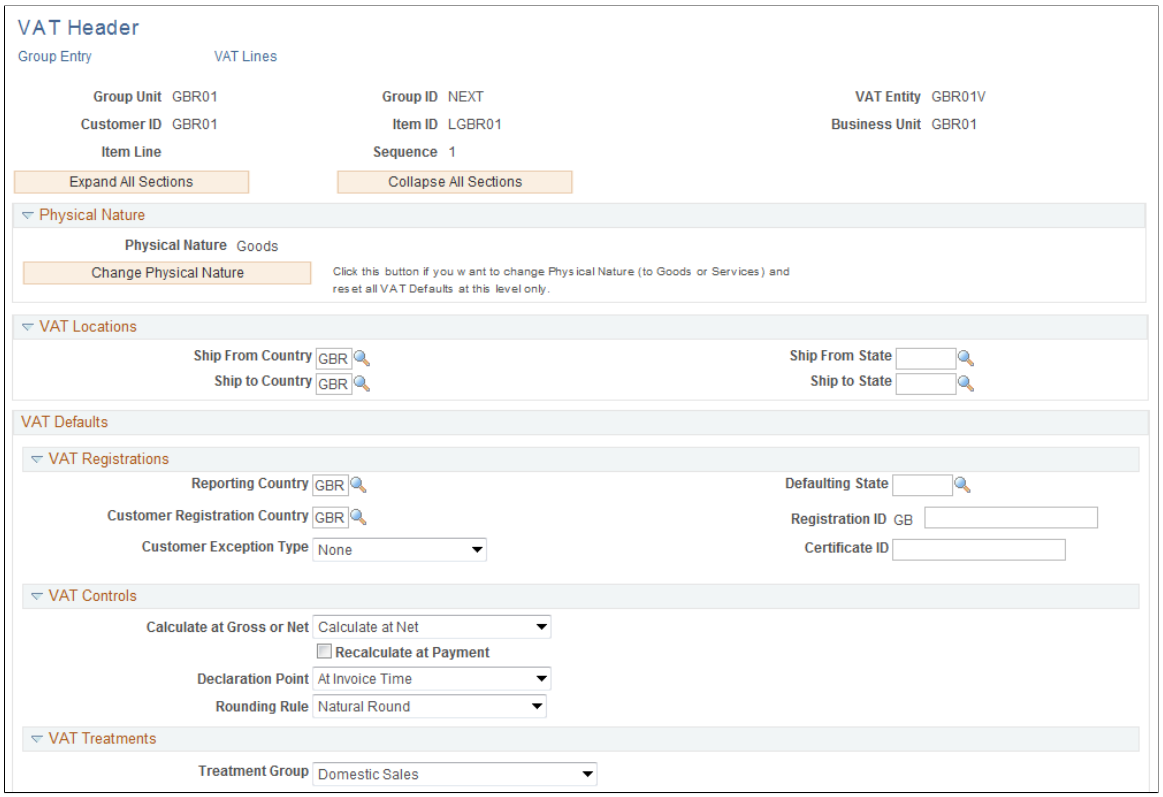
Manually override values if applicable.

Navigation:

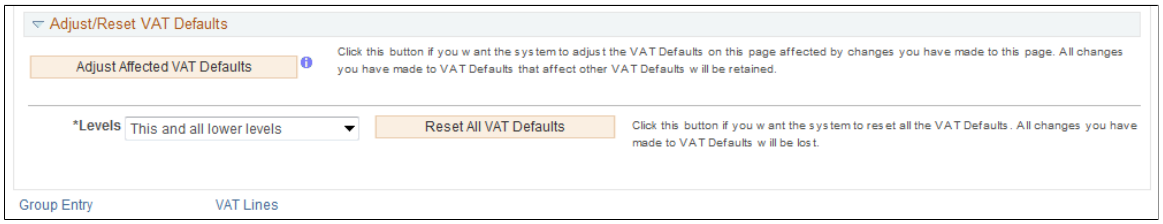
Click the **VAT Header** link on the Online Pending - Pending Item 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the VAT Header page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the VAT Header page (2 of 2).



Review and manually override VAT header defaults, as applicable.

VAT defaults appear in descending order of impact. When you change multiple VAT defaults and click **Adjust Affected VAT Defaults,** specific fields may be adjusted. You should work from the top to the bottom of the page, clicking **Adjust Affected VAT Defaults** at appropriate times to avoid adjustments to VAT defaults that you overrode but did not memorize.

For example, if you override **Calculate at Gross or Net** and click **Adjust Affected VAT Defaults,** nothing happens because **Calculate at Gross or Net** does not affect any other VAT defaults. If you then override **Customer Registration Country** and click **Adjust Affected VAT Defaults** again, the system adjusts all VAT defaults except customer registration country. This time, **Calculate at Gross or Net** is overridden, which means that you probably have to override this VAT default again to undo the adjustment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Because complex algorithms are used to obtain the VAT header defaults, avoid manually changing these values as much as possible. If you must make changes, make sure that you understand how those changes will affect the way the system calculates VAT amounts and how the VAT will be recorded and reported.

Field or Control	*Description*
VAT Lines	Click to open the VAT Lines page to review VAT information for the line.
VAT Entity	Displays the VAT entity associated with the business unit. The VAT entity is the level within your organization at which the VAT return is filed.
Sequence	Displays the sequence number for the line. Because you can enter multiple VAT lines for one pending item, the VAT sequence number is used to protect against duplicate rows.
Expand All Sections	Click to scroll to and access every section on the page. You can also expand one or more sections by clicking the arrow next to the section's name.
Collapse All Sections	Click to collapse all expanded sections so that only header information is displayed. You can also collapse one or more expanded sections by clicking the arrow next to the section's name.

Physical Nature

Field or Control	*Description*
Physical Nature	Indicates whether an object is a good or a service. Many countries are required to report the sale and purchase of goods separately from services. The default comes from the customer location, customer, or receivables business unit.
Change Physical Nature	Click to override the default physical nature for this item. The system resets all the VAT defaults.

Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT Locations

Field or Control	*Description*
Ship From Country	Displays the receivables business unit location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship From State	Displays the receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to Country	Displays the ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to State	Displays the ship to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Location Country	For services only, displays the PeopleSoft Receivables business unit country.
Location State	For services only, displays the PeopleSoft Receivables business unit state.
Customer Location Country	For services only, displays the customer's bill to location country.
Customer Location State	For services only, displays the customer's bill to location state.
Service Performed Country	Depending on the services performed flag setting in the product defaulting hierarchy (for example on the customer or business unit), the system sets the value for this field in the following way: • If it is the ship from location, the system sets it to the PeopleSoft Receivables business unit country. • If it is the ship to location, the system sets it to the customer location country. • If it is the buyer's location, the system sets it to the customer's bill to location country. • If it is the supplier's location, the system sets it to the PeopleSoft Receivables business unit location country.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Service Performed State	Depending on the services performed flag setting in the product defaulting hierarchy (for example on the customer or business unit), the system sets the value for this field in the following way: • If it is the ship from location, the system sets it to the PeopleSoft Receivables business unit state. • If it is the ship to location, the system sets it to the customer location state. • If it is the buyer's location, the system sets it to the customer's bill to location state. • If it is the supplier's location, the system sets it to the PeopleSoft Receivables business unit location state.

VAT Defaults

Review VAT registrations, service specific defaults, controls, and treatments. Adjust or reset VAT default values as necessary.

VAT Service Specific Defaults

Field or Control	*Description*
Service Type	If the transaction is for a service, this field displays the VAT service type of *Freight* or *Other.* Special rules exist for freight transport within the European Union, and the value in this field determines whether they apply.
Place of Supply Driver	If the transaction is for a service, this field displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Options are *Buyer's Countries, Supplier's Countries,* or *Where Physically Performed.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT Registrations

Field or Control	*Description*
Reporting Country	Displays the country for which this VAT will be reported. This is the VAT Entity VAT registration country and determines many of the VAT defaults.
Defaulting State	If the reporting country requires that VAT be tracked by state or province, this field displays the state within the reporting country for which an associated value is retrieved from the VAT defaults table.
Customer Registration Country and **Customer Registration ID**	Displays the registration country and ID of the bill to customer. The **Customer Registration ID** field is a character field of up to 20 characters. The system appends the corresponding 2-character country code automatically from the country statistics table to the VAT Registration ID once you select the appropriate country on the Customer Information, General Information, Customer VAT Info page. **Note:** This PeopleSoft application delivers the required 2-character country codes that appear in front of the VAT Registration ID. The delivered country codes cannot be changed. You can use the Country Stat Rpt Codes page (Set Up Financials/Supply Chain, Common Definitions, Location, Country Statistics) to view these 2-character VAT country codes, along with various other types of country codes.
Customer Exception Type	Displays the exception granted to the customer. Options are *None, Exonerated,* and *Suspended.* This value is specified for the bill to customer.
Certificate ID	If applicable, displays the ID of the VAT exception certificate that may have been issued to the customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT Controls

Field or Control	*Description*
Calculate at Gross or Net	Indicates how VAT is calculated. Options are: *Gross:* The system calculates VAT before it applies any early payment discounts. *Net:* The system calculates VAT after it deducts early payment discounts. If two percentage discounts exist, the system uses the larger of the two when it calculates VAT. The system does not use discount amounts, only discount percentages. The default value comes from the VAT entity driver.
Recalculate at Payment	Select to enable the recalculation of VAT at payment time to allow for any early payment discounts if you are calculating VAT at gross. This causes the system to adjust the VAT amount at the time of payment if the discount has been taken. This is set on the VAT entity driver.
Declaration Point	For a good or a service, displays when you want VAT transaction information to be recognized for reporting purposes. Options are: *Accounting Date:* VAT is recognized at the accounting date of the transaction. The user cannot override the declaration date when this option is selected. *Invoice:* VAT is recognized at time of invoice. *Payment:* VAT is recognized at time of payment. *Delivery:* VAT is recognized on delivery. You can set this value at any level in the VAT hierarchy—VAT entity registration, business unit options, customer, or customer location.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rounding Rule	Displays the VAT rounding rule. The value comes from the VAT country driver or VAT Entity driver definition. Options are: *Natural Round:* Amounts are rounded normally (up or down) to the precision specified for the currency code. For example, for a currency defined with two decimal places, 157.4659 would round up to 157.47, but 157.4649 would round down to 157.46. *Round Down:* Amounts are rounded down. *Round Up:* Amounts are rounded up with a rounding precision to one additional decimal place. For example, for a currency defined with two decimal places, 157.4659 would round up to 157.47, but 157.4609 would be rounded down to 157.46.

VAT Treatments

Field or Control	*Description*
Place of Supply Country	For services, displays the country in which the VAT is liable.
Treatment Group	Displays the VAT treatment group. Options are *Domestic Sales, Exports, European Union Sales, No VAT Processing,* and *Out of Scope.* Within the PeopleSoft system, detail VAT treatment values on the transaction lines are used for applying the precise defaults applicable to the transaction lines. Each of these detail VAT treatment values are associated with a VAT treatment group. The system tracks the VAT treatment group on the header enabling individual transaction lines to be grouped together into invoices during batch processes and to validate the detail line VAT treatment values on the transaction lines.

Adjust/Reset VAT Defaults

Any changes that you make to fields on this page may affect VAT defaults on this page. For accuracy and consistency, use the following fields to adjust affected VAT defaults or to reset all VAT defaults. Adjusting or resetting VAT defaults affects only fields within the **VAT Defaults** group box.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Adjust Affected VAT Defaults	Click to have the system adjust the VAT defaults that are affected by your changes. All changes that you have made to VAT defaults on this page that affect other VAT defaults on this page are retained. **Note:** Oracle recommends that you always click the **Adjust Affected VAT Defaults** button after changing any defaults on the VAT page.
	Click this icon to list the fields that will be adjusted when you click the **Adjust Affected VAT Defaults** button.
Levels	Enables you to specify levels affected when you click the **Reset All VAT Defaults** button. Options are: *All lower levels:* Resets all VAT defaults at lower levels for this page. *This and all lower levels:* Resets all VAT defaults on this page and at any lower levels of this page. *This level only:* Resets all VAT defaults on this page. **Note:** Resetting completely redetermines the VAT defaults. This does not necessarily mean that they are reset to their original values. For example, you may not have changed any VAT default values, but if a VAT driver field was changed, resetting redetermines all defaults based on the new driver value.
Reset All VAT Defaults	Click to have the system reset the VAT defaults based on the levels value that you selected. Any changes you have previously made to VAT defaults are lost.

Related Links

"Understanding VAT" (PeopleSoft Global Options and Reports)

VAT Lines Page

Use the VAT Lines page (GROUP_ENTRY_VAT_LN) to view VAT line defaults including the VAT amounts.

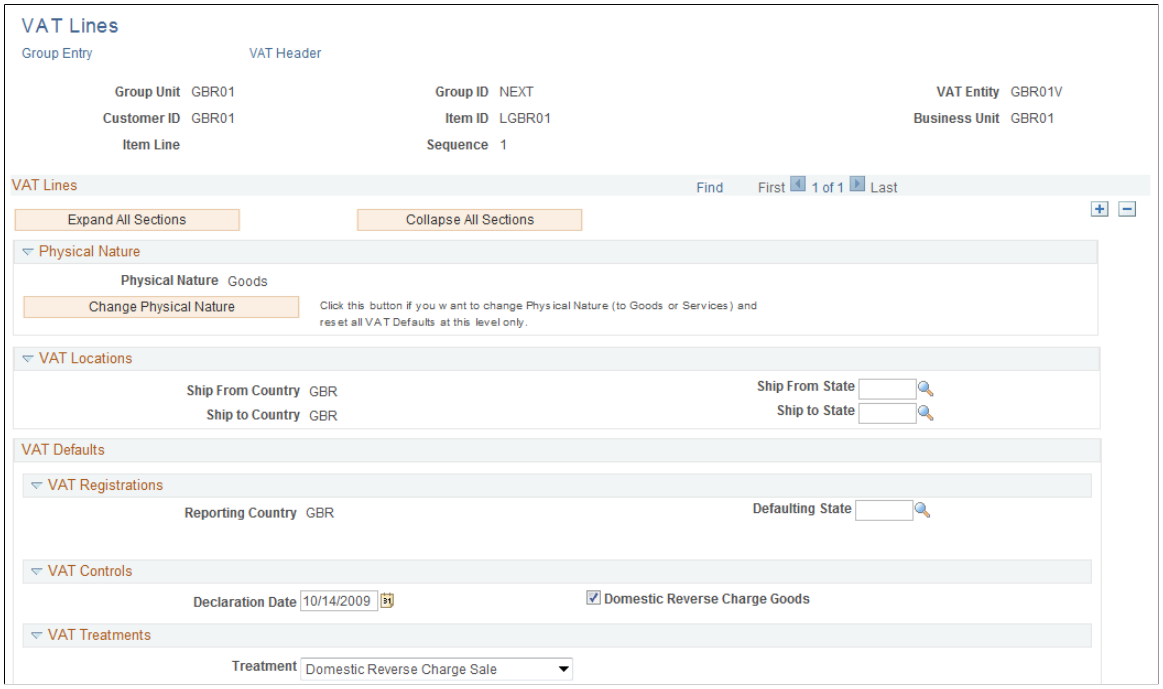
Manually override values if applicable.

Navigation:

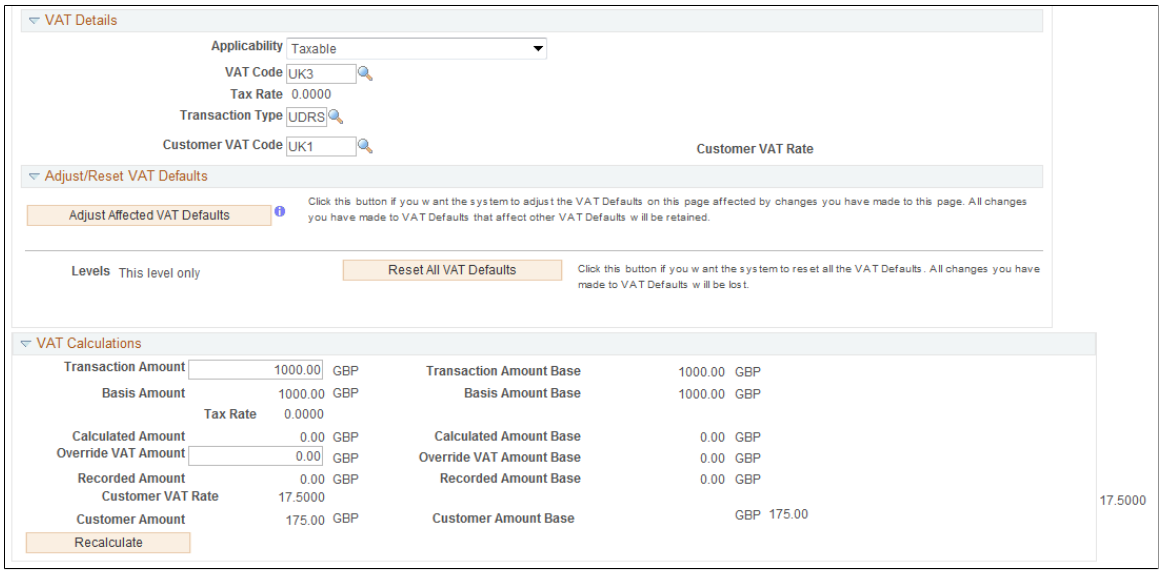
 Copyright © 1988, 2025, Oracle and/or its affiliates.

Click the **VAT Lines** link on the Online Pending - Pending Item 1 page.

This example illustrates the fields and controls on the VAT Lines page (1 of 2).



This example illustrates the fields and controls on the VAT Lines page (2 of 2).



Review the VAT defaults for each item line and override, as applicable.

VAT defaults appear in descending order of impact. When you change multiple VAT defaults and click **Adjust Affected VAT Defaults,** you can adjust specific fields. Work from the top to the bottom of the page, clicking **Adjust Affected VAT Defaults** at appropriate times to avoid adjustments to VAT defaults that you overrode, but did not memorize.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Because complex algorithms are used to obtain the VAT defaults, avoid manually changing these values as much as possible.

VAT Lines

These fields are explained in the section on VAT header defaults.

See VAT Header Page.

Physical Nature

These fields are explained in the section on VAT header defaults.

See VAT Header Page.

VAT Locations

Field or Control	*Description*
Location Country	For services only, displays the receivables business unit country.
Location State	For services only, displays the receivables business unit state. This is displayed only if the location country requires that VAT be tracked by state or province.
Customer Location Country	For services only, displays the customer's bill to location country.
Customer Location State	For services only, displays the customer's bill to location state. This is displayed only if the customer location country requires that VAT be tracked by state or province.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Service Performed Country	Displays a country depending on the value that you select for the **Where Services Performed** field on the VAT Defaults page **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables Options** > **VAT Defaults)** or the **Where Performed** field on the General Information page **(Customer** > **Customer Information** > **General Information** • If you select *Ship From Location* in the **Where Service Performed** or **Where Performed** field, the system displays the **Country** value specified in the PeopleSoft Receivables business unit **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Definition** > **Business Unit Definition)** in the this **Services Performed Country** field. • If you select *Ship To Location* in the **Where Services Performed** or **Where Performed** field, the system displays the **Country** value specified in the Address Details - **Country** field for the Ship To customer **(Customer** > **Customer Information** > **General Information)** in this **Services Performed Country** field. • If you select *Buyer's Location,* in the **Where Services Performed** or **Where Performed** field, the system displays the **Country** value specified in the Address Details - **Country** field for the Bill To customer **(Customer** > **Customer Information** > **General Information)** in this **Services Performed Country** field. • If you select *Suppliers Location* in the **Where Serviced Performed** or **Where Performed** field, the system displays the **Country** value specified in the PeopleSoft Receivables business unit **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Definition** > **Business Unit Definition)** in this **Services Performed Country** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Service Performed State	Displays a state or province associated with the **Service Performed Country** default value. If the default country has a state associated with it, the system displays that state depending on the value that you select for the **Where Services Performed** field on the VAT Defaults page **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables Options** > **VAT Defaults)** or the **Where Performed** field on the General Information page **(Customer** > **Customer Information** > **General Information** • If you select *Ship From Location* in the **Where Service Performed** or **Where Performed** field, and the country has a state or province specified, the system displays the **State** value specified in the PeopleSoft Receivables business unit **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Definition** > **Business Unit Definition)** in this **Services Performed State** field. • If you select *Ship To Location* in the **Where Services Performed** or **Where Performed** field, and the country has a state or province specified, the system displays the **State** value specified in the Address Details - **State** field for the Ship To customer **(Customer** > **Customer Information** > **General Information page)**in this **Services Performed State** field. • If you select *Buyer's Location,* in the **Where Services Performed** or **Where Performed** field, and the country has a state or province specified, the system displays the **State** value specified in the Address Details - **State** field for the Bill To customer **(Customer** > **Customer Information** > **General Information)** in this **Services Performed State** field. • If you select *Suppliers Location* in the **Where Services Performed** or **Where Performed** field, and the country has a state or province specified, the system displays the **State** value specified in the PeopleSoft Receivables business unit **(Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Definition** > **Business Unit Definition)** in this **Services Performed State** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Ship From Country	Displays the PeopleSoft Receivables business unit location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship From State	Displays the PeopleSoft Receivables business unit location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to Country	Displays the ship to customer location country. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.
Ship to State	Displays the ship to customer location state. In the case of transactions involving goods or freight service transactions, this is used to determine the VAT treatment.

VAT Defaults

Review VAT default values and update as necessary.

VAT Service Specific Defaults

Field or Control	*Description*
Service Type	If the transaction is for a service, this field displays the VAT service type of *Freight* or *Other.* Special rules exist for freight transport within the European Union, and the value in this field determines whether they apply.
Place of Supply Driver	If the transaction is for a service, this field displays the usual place of supply (the place where VAT is usually liable) for the service. This value is used to help determine the place of supply country and the VAT treatment. Options are *Buyer's Countries, Supplier's Countries,* and *Where Physically Performed.*

VAT Registrations

These fields are explained in the section on VAT header defaults.

See VAT Header Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT Controls

Field or Control	*Description*
Declaration Date	Displays the date on which this transaction will be reported to the tax authorities.
Domestic Reverse Charge Goods	Select this check box if this country requires the use of the domestic reverse charge provision. See Domestic Reverse Charge Goods VAT.

VAT Treatments

Field or Control	*Description*
Place of Supply Country	For services, displays the country in which the VAT is liable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Treatment	Displays the VAT treatment. Options are: *Deemed Service Export:* Services that are provided in the supplier's country to a foreign buyer, where the supply of these services must be zero-rated (that is, the place of supply is the country in which the supplier is located and registered for VAT, but the customer is located in another country). *Domestic Goods Sale:* Sale of goods when the supplier and customer are located in the same country. *Domestic Reverse Charge Sale:* Sale of goods when the domestic reverse charge provision is required. *Domestic Service Sale:* Sale of services when the supplier and customer are located in the same country. *EU Goods Distance Sale:* Sale of goods between European Union (EU) countries in which the supplier is registered in an EU country and the purchaser is not registered in an EU country. The VAT rate charged is the rate applicable in the suppliers country. *EU Goods Sale:* Sale of goods between EU countries. *EU Sale (Simplification):* Used for a transaction between an intermediary and the purchaser in cases in which a sale of goods occurs between EU countries involving three parties: the purchaser, an intermediary (bill-from) supplier, and the actual goods supplier. Each party is located in a different EU country and registered in its own country, and not in either of the other two countries. The only difference between this VAT treatment and that applied to normal EU sales is that the supplier is required to print a different message on the invoice referencing the statute that applies to triangulation, rather than the one that references the statute for normal EU sales. *No VAT Processing:* No VAT processing is required. *Out of Scope EU Service Sale:* EU services are out of the scope of VAT. *Out of Scope Service Export:* Services that are provided in the supplier's country to a foreign buyer, where services are out of scope for VAT. *Outside of Scope:* Outside the scope of VAT. *Zero-Rated EU Service Sale:* Sale of services within the EU is subject to zero-rated VAT.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
	Zero-Rated Goods Export: Export of goods is subject to zero-rated VAT. *Zero-Rated Services Export:* Export of services is subject to zero-rated VAT. Within the PeopleSoft system, detail VAT treatment values on the transaction lines are used for applying the precise defaults that are applicable to the transaction lines. The treatment is determined based the rules that are applicable to the transaction.

VAT Details

Field or Control	Description
Applicability	Displays the VAT status. Values are: *Exempt* (not subject to VAT) *Exonerated* *N/A* *Outside* (outside of scope of VAT) *Suspend* *Taxable* *VAT Only*
VAT Code	Displays the VAT code that defines the rate at which VAT is calculated for this line.
Transaction Type	Displays the code that categorizes and classifies this transaction for VAT reporting and accounting.
Customer VAT Code	Enter the customer VAT code used for domestic reverse charges. This code is used to calculate a domestic reverse charge VAT amount.
Customer VAT Rate	Displays the rate from the customer VAT code. The calculated amount for domestic reverse charges is displayed in the Customer Amount field in the VAT Summary Information page of this component.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See Domestic Reverse Charge Goods VAT.

Adjust/Reset VAT Defaults

These fields are explained in the section on VAT header defaults.

See VAT Header Page.

VAT Calculations

Field or Control	*Description*
Transaction Amount	Enter the amount of the transaction in the transaction currency. If the control total amount has been entered on the pending item, the system automatically populates this field with a value from the pending item for the first VAT line.
Transaction Amount Base	Displays the amount of the transaction in the base currency.
Basis Amount	Displays the amount on which the VAT is calculated in the transaction currency. If VAT is being calculated at net, this amount is net of any discounts.
Basis Amount Base	Displays the amount on which the VAT is calculated in the base currency. If VAT is being calculated at net, this amount is net of any discounts.
Tax Rate	Displays the applicable VAT percentage.
Calculated Amount	Displays the system-calculated VAT amount in the transaction currency.
Calculated Amount Base	Displays the system-calculated VAT amount in the base currency.
Override VAT Amount	Override the calculated VAT amount by entering the VAT amount for the line if the calculated VAT amount is not equal to the VAT on the invoice being recorded. Otherwise, the field is blank.
Override VAT Amount Base	Displays the entered override VAT amount in base currency. This is calculated from the transaction currency override VAT amount, based on the exchange rate that is applicable to the transaction.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Recorded Amount	Displays the amount of VAT that will be recorded for this transaction in the transaction currency. If the calculated VAT amount has been overridden, this is the entered override VAT amount. Otherwise, this is the calculated VAT amount.
Recorded Amount Base	Displays the amount of VAT that will be recorded for this transaction in the base currency. If the calculated VAT amount has been overridden, this is the entered override VAT amount. Otherwise, this is the calculated VAT amount.
Customer VAT Rate	Displays the rate from the Customer VAT Code field that is used to calculate domestic reverse charges. See Domestic Reverse Charge Goods VAT.
Recalculate	Click to recalculate the VAT for the line.

Related Links

VAT Header Page

Pending Item 2 Page

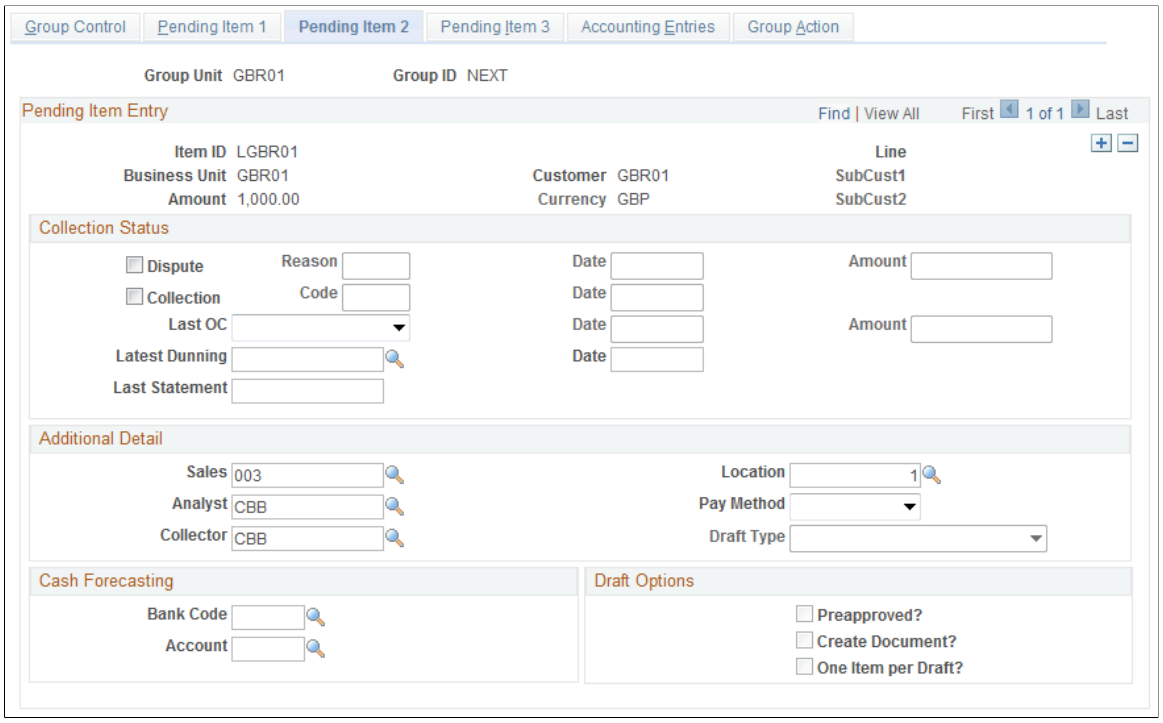
Use the Pending Item 2 page (GROUP_ENTRY2B) to enter correspondence, personnel, direct debit, draft, and cash forecasting information for the pending item.

Navigation:

- **Accounts Receivable** > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Pending Item 2**
- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Pending Item 2**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Item 2 page. You can find definitions for the fields and controls later on this page.



Collection Status

Field or Control	*Description*
Dispute	Select to mark a pending item for dispute. Then enter a reason in the **Status** field, and enter the date and the amount.
Collection	Select to mark a pending item for collection. Then enter a collection agency in the **Status** field and enter the date.
Latest Dunning	Enter the type of dunning letter that the customer last received. Then enter the date it was sent.
Last OC (last overdue charge)	Enter the type of overdue charge: *Finance, Administrative,* or *Penalty.* Then enter the date and the amount of the last overdue charge.
Last Statement	Enter the date when you sent the customer the last statement. **Note:** The **Dispute, Collection, Latest Dunning, Last OC,** and **Last Statement** fields are often used during conversion.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Additional Detail

Field or Control	*Description*
Sales	Select the name of the primary sales person assigned to the customer.
Location	Select the address sequence number of the bill to customer. This is usually the address used by PeopleSoft Billing for invoices or for debit or credit memos. It can also be the address attached to the item. The address, if entered, is used for correspondence for the item. Otherwise, the default location for the customer is used for correspondence.
Pay Method	Select a payment method for the customer. If you leave this field blank, the system uses the payment method specified for the customer on the Bill To Options page. If a payment method is not defined for the customer, the system uses the default defined on the Receivables Options - Payment Options page for the business unit. Options are *Cash, Check, Credit Card, Direct Debit, Electronic Files Transfer* (EFT), *Giro - EFT,* and *Letter of Credit.*
Draft Type	If you selected the payment method *Draft,* the system displays the default draft type for the customer that was specified on the Bill To Options page. If you did not assign a default draft type, select one.

Cash Forecasting

Field or Control	*Description*
Bank Code and Account	Enter the bank code and account that the customer uses to send payments. PeopleSoft Cash Management uses this for cash forecasting.
IBAN	Displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the “IBAN Formats Page” (PeopleSoft Banks Setup and Processing).

Draft Options

If you selected a payment method of *Draft,* you must select one of the following check boxes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Preapproved?	Select if the item is preapproved for draft processing.
Create Document?	Select if the item must be included in a draft document that is prepared for the customer.
One Item per Draft?	Select if the item must appear on a separate draft.

Pending Item 3 Page

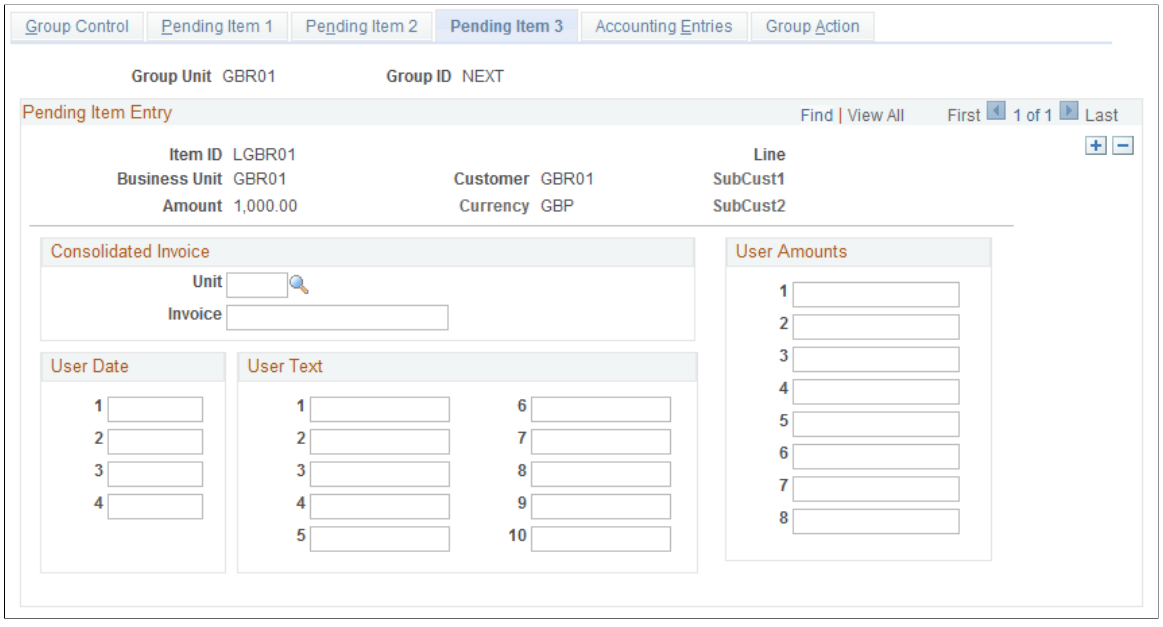
Use the Pending Item 3 page (GROUP_ENTRY2C) to enter consolidated invoice information (used in PeopleSoft Billing).

Enter values in user-defined fields.

Navigation:

- **Accounts Receivable** > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Pending Item 3**
- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Pending Item 3**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

This example illustrates the fields and controls on the Pending Item 3 page. You can find definitions for the fields and controls later on this page.



If multiple invoices in PeopleSoft Billing were consolidated, the business **Unit** and **Invoice** number fields identify which open items correspond to the consolidated invoice. The Billing interface automatically

Copyright © 1988, 2025, Oracle and/or its affiliates.

populates these fields. If you have a similar concept in the billing systems that you integrate with, you can use these fields for a similar purpose.

PeopleSoft Receivables provides configurable user fields in the pending item tables that you can use to track company-specific or industry-specific information that is not predefined on the Pending Item table, such as a contract or shipment. User fields include:

- **User Date 1** through **User Date 4**
- **User Text 1** through **User Text 10**
- **User Amounts 1** through **User Amounts 8**

Related Links

Setting Up User-Defined Fields

Group Entry Tax Page (IND)

Use the Group Entry Tax page (GROUP_ENTRY_TAX) to enter and calculate excise duty, sales tax, or VAT amounts for India (IND).

This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

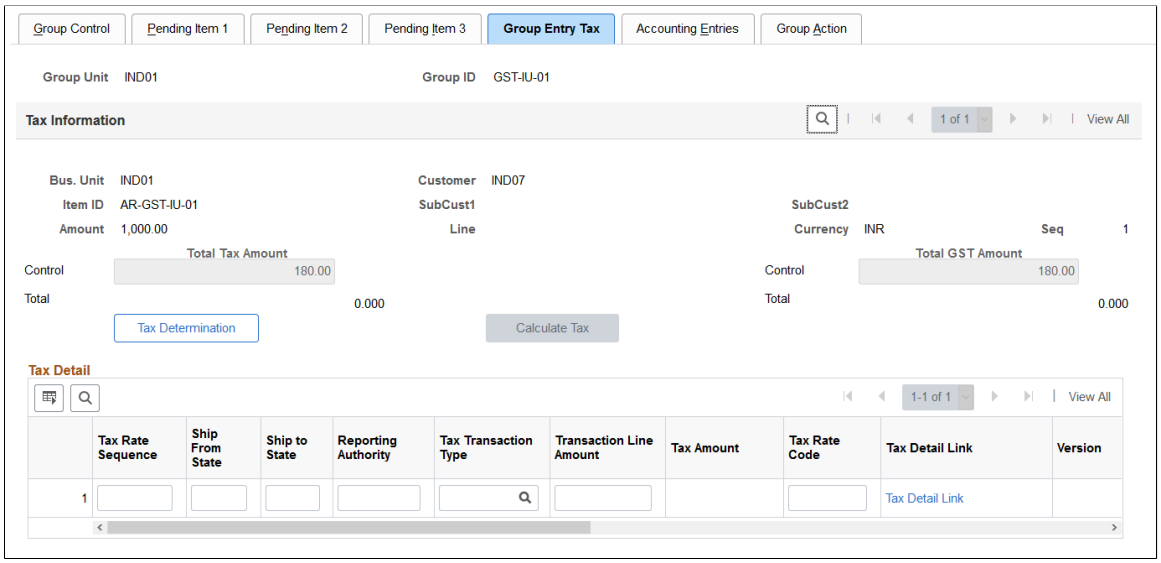
Enter and calculate GST amounts for India. (IND)

Navigation:

- **Accounts Receivable** > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Group Entry Tax**
- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Group Entry Tax**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Group Entry Tax page (IND). You can find definitions for the fields and controls later on this page.



The system calls the Tax Determination process to supply default values for the tax transaction lines based on the business unit and customer for the item.

Entering Control Totals

Field or Control	*Description*
Total Tax Amount	Enter the total tax amount. This is the sum of the excise tax amount and sales tax or VAT amount.
Total Excise Amount	Enter the total amount of excise tax. This field is required if excise tax is applicable.
Total ST/VAT Amount (total sales tax/value added tax amount)	Enter the total amount of sales tax or VAT. This field is required if sales tax or VAT is applicable.
Total GST Amount (Total India Goods and Services Tax amount)	Enter the total amount of GST. This field is required if India GST is applicable. (IND)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Determining Tax Information or Calculating Tax

Field or Control	*Description*
Tax Determination	Click to supply default information such as ship from country and state, ship to county and state, tax authority (for sales tax or VAT), tax form code (for sales tax or VAT), tax transaction type, excise duty and tax codes from the business unit, and customer setup to the tax transaction line. The transaction line can have excise duty only, sales tax only, both, or VAT. If you change the default value for the tax transaction type, tax form code, or tax rates codes, you must click this button again to run the tax determination routine again.
Calculate Tax	Click to calculate taxes only if the items are entered in PeopleSoft Receivables or for items interfaced from billing for which PeopleSoft Receivables will create the accounting entries. Taxes cannot be recalculated if the accounting entries were created in PeopleSoft Billing. The system calculates the excise duty tax amounts, sales tax, and VAT amounts. You view the results on the Tax Detail page.

Entering Indian Tax Line Information

Field or Control	*Description*
Ship From State	Displays the default ship from state that the tax determination routine identifies. The system determines the ship from state based on the business units assigned to the item: • If an order management business unit is available, it uses the order management business unit location country and state. • If no order management business unit is available, but a billing business unit is available, it uses the billing business unit location country and state. • If neither an order management business or a billing business unit is available, it uses the receivables business unit location country and state.
Ship to State	Displays the ship from state. The system uses the country and state for the ship to customer to populate the field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reporting Authority	Displays the reporting authority. The Tax Determination process populates the field.
Tax Transaction Type	Select a tax transaction type. Values are: *DEB:* Direct export with bond *DEWB:* Direct export without bond *DIMP:* Direct export *DOM:* Domestic *IUT:* Interunit transfer *LEB:* Local export with bond *LEWB:* Local export without bond *LIMP:* Local import
Tax Form Code	Select a tax form code. This is only for sales tax or VAT and is used for form tracking. Valid entries are: *20:* Tamilnadu Local S/P *32:* West Bengal Local S/P *37:* Karnataka Local S/P *C:* Interstate Sales *D:* Sale to Government *EI:* Intransit Purchase *EI & C:* Intransit Sales *EII:* Intransit Sales Level 2 *F:* Stock transfer form *H:* Deemed Export
Transaction Line Amount	Enter the total amount of transactions for the line. Each line has its own transaction total. The system uses this amount to calculate the taxes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Excise Tax Amount	Displays the total amount of excise tax for the line. Each line has its own excise tax amount. If excise tax is applicable. The sum of all the excise tax amounts should equal the control excise tax amount.
Excise Tax Rate Code and Tax Rate Code	Enter the excise duty or tax rate associated with this line. Excise duty and tax rate codes represent a specific grouping of tax type components, calculation schemes, and other tax attributes. If excise duty, sales tax, or VAT is applicable to a line, this field must be populated. If excise duty, sales tax, or VAT is not applicable to a line, this field must *not* be populated.
Tax Amount	Displays the total amount of sales tax or VAT for the line. Each line has its own tax amount. The sum of all the tax amounts should equal the control tax amount.
Tax Detail Link	Click to access the Tax Detail page, where you can view the excise duty, sales tax, and VAT detail information.
Invoice Reference Number	Displays the invoice number for the line.
IRP Date	Displays the IRP date for the line.
Customer Type	Displays the customer type for the line.
Transaction Category	Displays the transaction category for the line.
Document Type	Displays the document type for the line. Values can be *INV* (regular invoice), *CRN* (credit note), or *DBN* (debit note).
Reverse Charge Applicable	Indicates whether a reverse charge is applicable for the line.
Report Process	Indicates whether the GST Transaction Loader process extracted data from PS_PENDING_TAX table.

Related Links

(IND) Excise Duty, Sales Tax, and VAT Processing for India

Copyright © 1988, 2025, Oracle and/or its affiliates.

Tax Detail Page (IND)

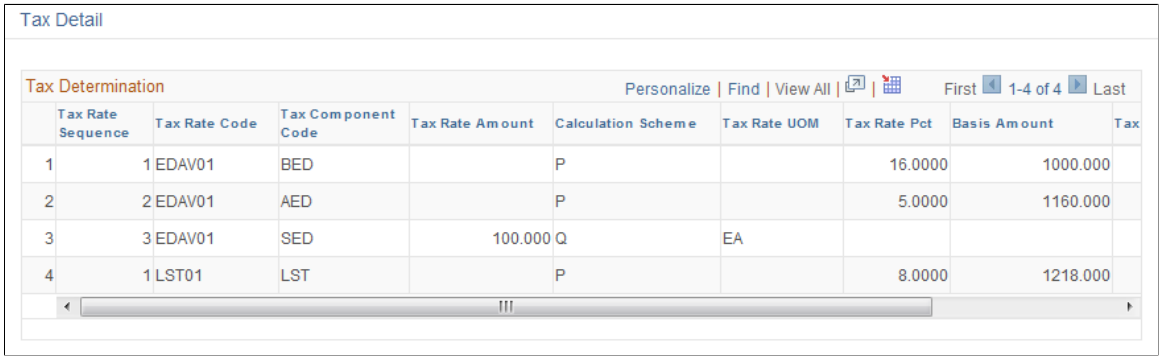
Use the Tax Detail page (GROUP_ENTRY_TAX_DT) to display excise duty, sales tax, or VAT detail information for India (IND) and view the results of the tax calculation.

This page is available only if you enabled sales tax, VAT, or excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

Navigation:

Click the **Tax Detail** link on the Group Entry Tax page.

This example illustrates the fields and controls on the Tax Detail page (IND). You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Tax Rate Code	Displays the tax rate used to calculate the tax for each line. Tax is applied to each line separately, rather than applied to a subtotal of the bill, enabling you to establish different tax rates for each line.
Tax Component Code	Displays the tax component for the line. One tax component code exists for each tax type. Multiple tax component codes that have the same tax type are grouped together to define tax rate codes.
Calculation Scheme	Displays the calculation scheme that determines how the taxes are calculated. PeopleSoft Receivables uses only the *P* (percentage) calculation scheme.
Tax Rate Pct (tax rate percentage)	Displays the rate at which the taxes are calculated. The value that appears here is determined by the value in the **Calc Scheme** field and is always a percentage.
Basis Amount	Displays the amount of the line on which the tax was calculated.
Tax Amount	Displays the amount of the tax that the system calculated for the line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

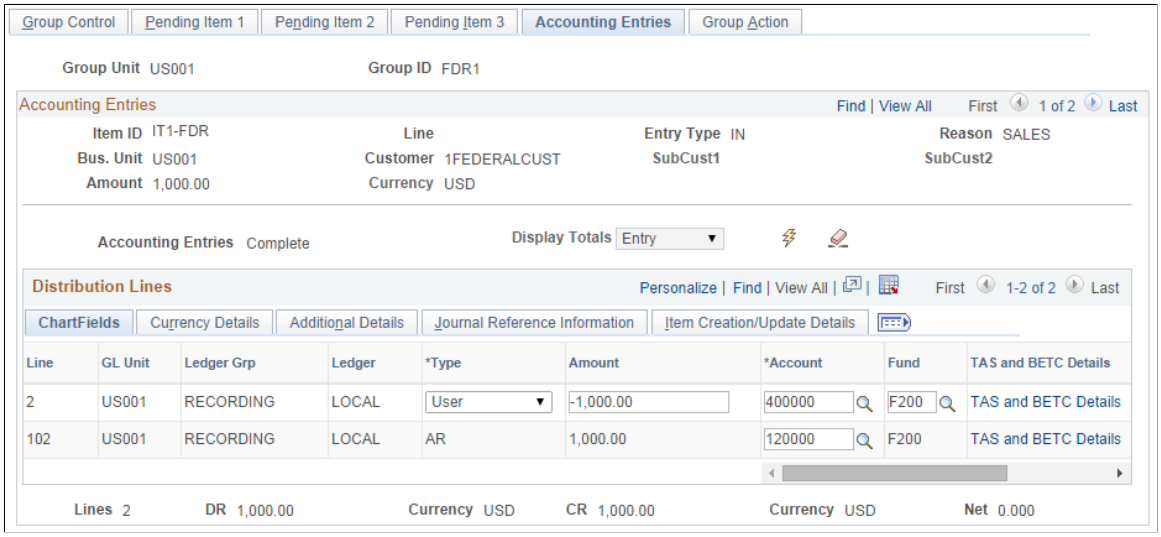
Accounting Entries Page

Use the Accounting Entries page (GROUP_ENTRY3) to create accounting entries for one pending item at a time.

Navigation:

- **Accounts Receivable > Pending Items > Online Items > Online Item Group Entry > Accounting Entries**
- **Accounts Receivable > Pending Items > External Items > Group Entry > Accounting Entries**
- Alternatively, select Single Item, Large group, or Overdue Charge Items instead of Group Entry.

This example illustrates the fields and controls on the Group Entry - Accounting Entries page. You can find definitions for the fields and controls later on this page.



Before you can view and edit the accounting distribution lines on this page, you must select the Group Action tab and click the Create Entries button.

Field or Control	*Description*
Amount	Displays the amount in the entry currency.
Tot Base (total base)	Displays the amount converted into the base currency.

Creating and Deleting Accounting Entries

Field or Control	*Description*
Display Totals	Select the type of currency used to display the totals at the bottom of the page. Select either *Base* or *Entry*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
 (Create)	Click the **Create** icon to have the system create accounting entries for one pending item at a time. After you click the **Create** icon, the accounting entries appear in the grid at the bottom of the page.
 (Delete)	Click the **Delete** icon if you make a mistake and want to start over. The system deletes only the pending item shown in the scroll area, not all pending items in the group.
Accounting Entries	Displays the status, which changes from *Incomplete* to *Complete* after you create accounting entries and the entries are balanced.

Reviewing and Updating Accounting Entries

The **Distribution Lines** grid displays the individual lines for a single item. To see the accounting lines for a different pending item, use the **Accounting Entries** group box.

The accounting entries that appear are based on the item entry template and are either system-defined or user-defined. For billing groups, you can edit both system-defined receivables lines and user-defined (revenue) lines. You can have multiple lines for each. For other group types, you can edit the receivables lines only for transactions that do not reference existing items, but you can edit the user-defined lines. If you selected *Always Inherit* or *Inherit within BU* for the inheritance option, you cannot modify the ChartField values.

See ChartField Inheritance.

The lines must balance; that is, total debits must equal total credits, and the total of all accounts receivable lines must equal the entry amount of the pending item.

Manually enter the ChartField values for the pending item as needed, or supply the value automatically by click the **SpeedType** button and select a SpeedType code to automatically display the ChartField values. If accounting tags are enabled for Receivables, the **Account Code** field will be displayed instead of SpeedType.

You must set up Speed Type codes in advance to use the automatic Speed Type feature.

Similarly, you must enable accounting tags for Receivables and set up the accounting tags in advance to use the Accounting Tags feature. For more information, see “Setting Up Accounting Tags” (Application Fundamentals).

Note: The ChartFields that appear in the grid depend on the ChartField configuration setup for your organization.

See “Understanding ChartField Combination Editing” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
GL Unit (general ledger business unit)	Displays the general ledger business unit that is linked to the receivables business unit and receives journals.
Type	Indicates the type of accounting line (for example, accounts receivable, user-defined, VAT, and so on).
Ledger Grp (ledger group) and **Ledger**	Displays the ledger group and ledger for the entries. The system populates these fields for all entries, but the fields appear only if you selected the multibook option on the Installation Options - Overall page. See Multibook Processing.
Ledger Base	In a non-multibook environment, displays the business unit base currency.
Statistics Code	If the accounting template that you selected on the Accounting Template page includes a statistic code for the particular entry type that you are working with, the statistic code value appears in this field. If the **Statistics Code** field is populated, then the associated unit of measure field is also populated. For instance, suppose that you track the number of workdays associated with the item. The statistic code is *DAY* (work days), and the associated unit of measure is also *DAY* (days). The field that appears between these two is the statistical amount, which in this example you might enter as *3.00,* the number of days. If the **Stat** field is not populated, you can enter a value and overwrite the existing unit of measure as needed.
Open Item Key	Enter the information that you need to track and maintain for the open item account in PeopleSoft General Ledger. This field is available only if the account for the distribution line is marked as an open item account.

Verify that the debits and credits are balanced. The total number of lines for each pending item, the debit (DR) and credit (CR), and the net must be *0* before you can post the group.

If you receive a ChartField Combination editing error message, you may need to make the correction before you run the Receivables Update process depending on the setup for the business unit on the Receivables Options - General 2 page. If you receive an error message, you must correct the error before you post the pending item group. If you receive a warning message, you can post the group without correcting the errors.

Copyright © 1988, 2025, Oracle and/or its affiliates.

ChartField Combination Error Tab

A single error message appears for a pending item if at least one item distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the **Distribution Lines** grid. This tab identifies the specific fields and combination group that were used to compare against the distribution line with the error. If no errors occur, this tab does not appear.

(USF) Entering TAS and BETC Details

When you create accounting entries online or in batch using the Receivables Update, the system provides default TAS and BETC values on the distribution lines. The TAS and BETC values are available on the distribution lines by first selecting the CTA check box on the “Installation Options - Receivables Page” (Application Fundamentals). Once you see the Billing ALC field on the Receivables Options - General 1 Page, you can set the ALC to be a GWA Reporter for Receivables.

To view TAS and BETC values, click the **TAS and BETC Details** link in the **Distribution Lines** grid on each accounting line. The TAS and BETC fields are required when the agency is a GWA Reporter for Receivables.

The system derives the TAS and BETC using the Fund Code value on the accounting line. The Fund Code is a required field when the agency is a GWA Reporter for Receivables, and you must enter a Fund Code on the accounting lines. The system defaults the BETC based on the TAS value only when there is just one BETC code defined for Collections. When more than one collection BETC is defined, you select the BETC code from a dynamic prompt based on the TAS code.

If accounting entries are created in batch using Receivables Update processing, the group is available in the error correction component to fix a missing fund code, set up a missing TAS or BETC, or select one BETC where more than one BETC has been defined.

For Direct Journal payments, accounting entries are always created online not in batch, by PeopleCode not AR_PGG_SERV.

For Classification Transactions and Accountability (CTA) processing, entry events should be set up as required for Receivables.

Group Action Page - External Items

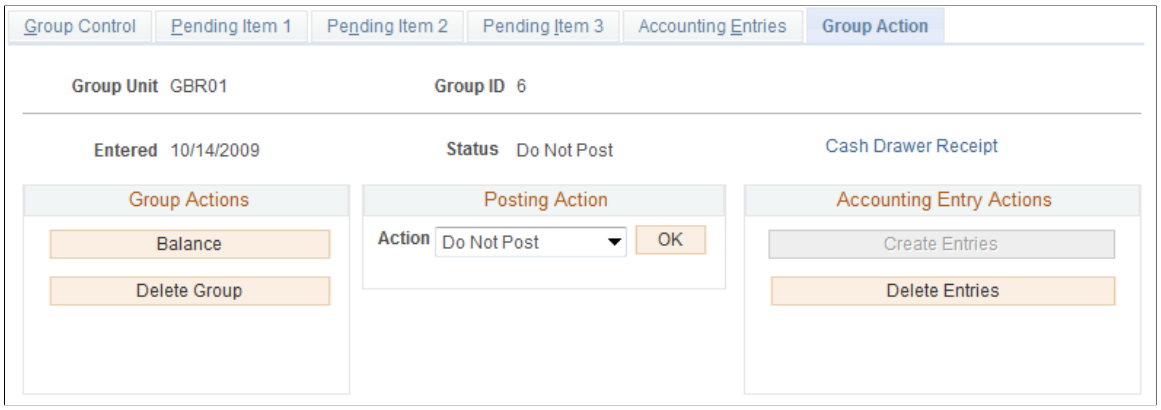
Use the Group Action page (GROUP_ENTRY4) to specify the action that the system performs on a group of pending items, such as posting the group, or creating or deleting accounting entries.

Navigation:

- **Accounts Receivable** > **Pending Items** > **External Items** > **Group Entry** > **Group Action**
- Alternatively, select Single Item or Large group instead of Group Entry.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Cash Drawer Receipt	Click this link to access the Cash Drawer Receipt page (CDR_RECEIPT). This link appears: • When you enter a single customer in a group and save the page. • When you enter multiple items for the same customer in a group and save the page. • If the group is balanced. This link does not appear if: • Multiple items exist for the different customers in the group. • The group is not balanced. • If you search for and select an existing group with multiple customers. Because no security is applied to access the Cash Drawer Receipt page from the Accounts Receivable menu, then no security is applied to access this page by means of the **Drawer Receipt** link on the Group Action page. If a user enters pending items and runs ARUPDATE, and ARUPDATE creates entries in error, the **Drawer Receipt** link does not appear on the Group Control page due to error. If a user accesses the Cash Drawer Receipt page from the Accounts Receivable menu, the items are not available because the group was not posted. A user can partially pay for an item after the item is posted. Users can reference partially paid items on the Cash Drawer Receipt page. However, the **Drawer Receipt** link appears only on the Group Control page for pending items that are not posted.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See “Cash Drawer Receipt Page” (PeopleSoft Order to Cash Common Information) and “Using a Cash Drawer” (PeopleSoft Order to Cash Common Information).

Group Actions

Field or Control	*Description*
Balance	Click to balance the group but not set it to post. The system reviews the completed fields on the Group Control page to confirm that the control amount and count are equal to the entered amount and count. If the entered pending items match the group controls and you entered them online, the system verifies that the accounting entries are balanced. The system also verifies that any VAT amounts are balanced. If the group, accounting entries, or VAT amounts are out of balance, you receive a warning message. The system also checks for required fields. For an external group, the **Group Status** group box on the Group Control page shows the status of the group.
Delete Group	Click to delete the entire group of pending items. If you delete a draft group, the system deletes any draft fees associated with the group. **Note:** Deleting a group created by overdue charges does not roll back the overdue charges. You can delete groups created by overdue charges and the overdue charges on the Overdue Charge Pending Items page (**Accounts Receivable** > **Pending Items** > **Change Pending Group Action** > **Overdue Charge Pending Grp Act**) or on the Overdue Charge Items page (**Accounts Receivable** > **Pending Items** > **Online Items** > **Review Overdue Charge Items**).

Posting Action

The **Posting Action** group box varies depending on whether you are working with an external group or an internal group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select a posting action for the group and click **OK** to perform the action. Valid values are: *Do Not Post:* Saves the changes to the group, but no posting takes place. Use this option to change the posting option for a group set to *Batch Standard* or *Batch Priority,* if the group has not been processed yet. *Post Now:* Runs the Receivables Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes. *Post Now to GL:* Runs the Receivables Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. *Batch Priority:* Runs the Receivables Update process the next time a priority-scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs. *Batch Standard:* Runs the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs. --- **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when you need to post the transaction immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. --- See Receivables Update Processing Options. For external groups, only these posting actions are available: • *Do Not Post* • *Batch Priority* • *Batch Standard*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry Actions

Field or Control	*Description*
Create Entries	Click to create and initially balance accounting entries for all of the group's pending items that do not yet have entries. This option creates entries for all pending items in the group at once, whereas on the Accounting Entries page, you create entries for only one pending item at a time. **Note:** Normally, you create accounting entries during a Receivables Update run unless you must review them. To create accounting entries in a batch, select a posting action. See Accounting Entries Page.
Delete Entries	Click to erase the accounting entries that were created for all pending items in the group.

Finding and Correcting Errors When Entering Receivables

When you enter pending items online, the system validates the data and displays an error message if the data fails one or more system edits. In this way, the system prevents two types of user errors:

- Entering information that is not valid.
- Leaving a required field blank.

You can receive error messages at the field level or the page level. Edits at the field level prevent you from moving beyond a field when you enter invalid data or try to leave a required field blank. Edits at the page level catch the same errors as well as errors that involve multiple fields.

A single error message appears for a pending item if at least one item distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the **Distribution Lines** grid. This tab identifies the specific fields and combination group that were used to compare against the distribution line with the error. If no errors occur, this tab does not appear.

The Receivables Update process also edits pending items and flags the errors.

Related Links

Correcting Posting Errors

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Pending Item Groups

Pages Used to Review Pending Item Groups

Page Name	*Definition Name*	*Usage*
Billings by Origin Page	GROUP_ACT_ORIGIN	Reconcile your database with information from your billing system. Display the pending groups that are received from a billing origin on a certain day or within a range of dates.
Billings By Unit Page	GROUP_ACT_BU	View the pending groups from PeopleSoft Billing that are received into a business unit.
Pending Item Status Page	PNDG_ITEM_STATUS	View the status of an unposted pending item for a customer.

Billings by Origin Page

Use the Billings by Origin page (GROUP_ACT_ORIGIN) to reconcile your database with information from your billing system. Display the pending groups that are received from a billing origin on a certain day or within a range of dates.

Navigation:

Accounts Receivable > **Pending Items** > **Review Items** > **Billings by Origin** > **Billings by Origin**

Billings By Unit Page

Use the Billings By Unit page (GROUP_ACT_BU) to view the pending groups from PeopleSoft Billing that are received into a business unit.

Navigation:

Accounts Receivable > **Pending Items** > **Review Items** > **Billings by Unit** > **Billings By Unit**

Pending Item Status Page

Use the Pending Item Status page (PNDG_ITEM_STATUS) to view the status of an unposted pending item for a customer.

Navigation:

Accounts Receivable > **Pending Items** > **Review Items** > **Pending Item Status** > **Pending Item Status**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 19

Entering Payments

Understanding Payments and Deposits

This topic provides an overview of payments and deposits and discusses:

- Bilateral netting
- Payment status

In PeopleSoft Receivables, a deposit consists of all payments that you are processing or that the bank processes. You can apply a payment to multiple items for a single customer or to multiple items for different customers, even across business units.

You can enter payments into PeopleSoft Receivables using these methods:

Method	***Description***
Regular deposit	This is the standard method for online payment entry. Use regular deposit when you have customer information but lack item IDs.
Express deposit	If you have an item ID, use express deposit so that you can enter deposits and apply payments at the same time. You do not need customer information to use express deposit.
Excel Spreadsheet	Cash and remittance information can be entered into a preformatted Microsoft Excel spreadsheet and loaded into PeopleSoft Receivables.
Lockbox	Electronic payments that are deposited automatically in the background from a bank file.
Electronic Data Interchange (EDI)	A process that receives payments in both the European and U. S. EDI formats.
Cash drawer receipts	Payments and deposits that you enter as cash drawer receipts for counter sales in PeopleSoft Order Management.
Bank statement	Bank statement deposits are a source of payments through the entry of reconciled deposits to the receivables system.
Bilateral netting	Netting deposits are the result of a net of payables and receivables transactions.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Method	*Description*
Credit card	The PeopleSoft system provides a tool to obtain credit card authorization and to process credit card payments.
(JPN) Electronic Funds Transfer (EFT)	A process receives payments in an EFT file.

Depending on your business, you can use one or more of these methods. The method of payment entry that you use does not limit your cash application options. After you enter payments, you can apply them to items by using either a payment worksheet or the Payment Predictor Application Engine process (ARPREDCT), which automatically applies payments. After you apply the payments, run the Receivables Update Application Engine process (ARUPDATE) to post the payments, create accounting entries, and update the customers' balances.

You journal cash to the general ledger by using direct journaling or the cash control accounting method.

- Direct journaling bypasses payment application and sends cash directly to the general ledger—a method suited to payments that *do not* pay accounts receivable items.
- The cash control accounting method journals cash to a control account upon receipt or when reconciled on a bank statement, depending on the cash control methods used.

  If you do not use cash control, the system updates the cash account after you apply the payment.

Related Links

Journaling Payments Directly to the General Ledger
Creating Cash Control Accounting Entries
Understanding Electronic Payment Processing
Understanding Payment Application Options
Understanding Credit Card Processing
“Processing Credit Cards in PeopleSoft Receivables” (PeopleSoft Order to Cash Common Information)

Bilateral Netting

Netting deposits are the result of a net of payable and receivable transactions. If your organization uses both PeopleSoft Payables and PeopleSoft Receivables, you can offset open items in PeopleSoft Receivables with open vouchers in PeopleSoft Payables by using *bilateral netting.* This function is useful when some of your customers are also suppliers from whom you purchase goods or services.

You need to set up a contractual arrangement with your trading partners who want to participate in the netting process. You specify which supplier IDs and customer IDs participate in each netting selection and the system nets the open vouchers and items for those customers and suppliers. You also specify rules for selecting the vouchers and items and for the order in which the system matches the items. For example, you can specify that you want the process to match the smallest items or largest items first.

Note: If you do not want to include an item in the netting process, deselect the **Available for Netting** check box on the View/Update Item Details - Detail 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The netting process uses a netting bank account, which is a virtual bank, for the exchange of funds. No exchange of actual funds occurs, but the process creates a deposit that uses this bank account.

In some cases, when you net transactions, the total of the receivable items and the payable vouchers is not equal. If the receivables are greater than the payables, the process selects the items to net based on the netting rules and then partially nets one item. For example, suppose that you have two items in a netting selection: one for 100.00 and one for 50.00. You have two vouchers in a netting selection: one for 75.00 and one for 50.00. The total of the vouchers is 125.00 and the total of the items is 150.00. Your netting rules specify that you net the largest item first. So the process would net both vouchers, the 100.00 item, and 25.00 of the second item.

When you close the netting selection using Pay Cycle Manager, the system creates a deposit with one payment for the total amount of the net. In this example, the deposit would be for 125.00. The deposit uses the netting reference ID for the payment ID. The closing process creates a payment worksheet for the deposit and sets its posting status to *Batch Standard.*

Warning! If you change the item selections on the payment worksheet, the accounting entries for the net will be out of balance.

The closing process changes the due date and payment method for all of the items in the netting selection that were not paid (including the item that the net partially paid) to the same due date and payment method based on the PeopleSoft Receivables receipt settlement instructions. It also assigns the netting reference ID to each item to facilitate payment application.

If the payables are greater than the receivables, the process is essentially the same, except that all items in the netting selection are paid in full by the netting deposit.

Related Links

“Understanding the Bilateral Netting Process” (PeopleSoft Cash Management)

Payment Status

A payment's status changes as the payment moves through the system. The status determines which payment information you can change and which menu options are available to work with the payment.

This table lists payment status and provides a description for each status:

Payment Status	***Description***
Unidentified	A payment was entered through a regular or express deposit or electronically by lockbox, EDI, bank statement, or a cash drawer receipt. A payment ID was entered but no customer or payment reference information was provided. You can change all payment information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Status	*Description*
Identified	Payment reference information or a customer identifier was provided upon entry. This occurs for regular deposits on the Regular Deposit - Payments page or on the Worksheet Selection page. The system identifies electronic payments by magnetic ink character recognition (MICR) ID, a customer ID, or any of the payment references. If you delete a worksheet, the payment status reverts to Identified.
Identified - Express	Item or payment reference information was provided on the Express Deposit - Payments page. The payment is linked to an item or items, but not set to post. You can change all payment information.
Directly Journaled	The payment was entered in a regular deposit and marked for direct journaling. The status changes when you mark accounting entries complete after entering the user-defined line on the Accounting Entries page.
Unposted DJ (Unposted Direct Journal)	The directly journaled payment is unposted and the accounting entries are reversed.
Worksheet	The payment has a saved worksheet that is not set to post. If any payment in a deposit has this status, you cannot change any deposit information, payment amounts, dates, or IDs. If accounting entries have not been created, you can change identifying information for the payment.
Applied	The payment has been applied, and either accounting entries were created online or the payment is set to post on the Worksheet Action page. If any payment in a deposit has this status, you cannot change any deposit or payment information.
Complete	The Receivables Update process has successfully posted the payment. After a payment has been marked *Complete,* you can only inquire on it. To change it, you must unpost the payment group.

Prerequisites for Entering Payments

Before you enter payments, you must:

- Select a cash control method for each business unit.
- Set up the bank accounts for depositing payments.
- Define group types for payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Define deposit types.
- Set up qualifiers for payment reference information.

Related Links

Receivables Definition - Accounting Options 2 Page
Setting Up Group Types and Group Origins
“Defining External Account Information” (PeopleSoft Banks Setup and Processing)

Entering Regular Deposits

Pages Used to Enter Regular Deposits

Page Name	*Definition Name*	*Usage*
Regular Deposit - Totals Page	PAYMENT_DATA1	Enter regular deposit totals, including information and control totals for a new deposit. You can also delete a deposit. The Totals page is unavailable if the deposit has been reconciled with a bank statement.
Regular Deposit - Payments Page	PAYMENT_DATA2	Enter details about each payment in a regular deposit.
Detail Reference Information Page	PAYMENT_REF_DETAIL	Enter the items to which you are applying the payment. Also, create deductions, pay or write off all or part of an item, and create on-account payments or prepayments.
Regular Deposit Balancing - Action Page	PAYMENT_DATA3	Select an action to save the deposit or delete the deposit.
All Deposits Page	DEPOSIT_STATUS	View details about one specific deposit ID (including control totals and status) or scan all deposits, one at a time.
Incomplete Deposits Page	DEPOSIT_INCOMPLETE	View posted and unposted deposits that are not yet completely processed. You can see the payment amount for the deposit that is still in process, summarize out-of-balance deposits (only), or view the list of incomplete deposits by user.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Regular Deposits

Use a regular deposit when you have customer information but lack item IDs. After you create the deposit, you must apply the payments using the payment worksheet or the Payment Predictor process.

You can change deposit information until one of these events occurs:

- A payment in the deposit is applied or has a saved worksheet.
- Accounting entries for directly journaled payments have been completed.
- The Journal Generator Application Engine process (FS_JGEN) has processed cash control accounting entries.

Keyword Search

Keyword search allows you to execute a deeper, more free-form search, to access application data from the Payment Entry component.

See the product documentation for *PeopleTools: Search Technology*, Working with Search Pages, Working with Keyword Search modes.

Regular Deposit - Totals Page

Use the Regular Deposit - Totals page (PAYMENT_DATA1) to enter regular deposit totals, including information and control totals for a new deposit.

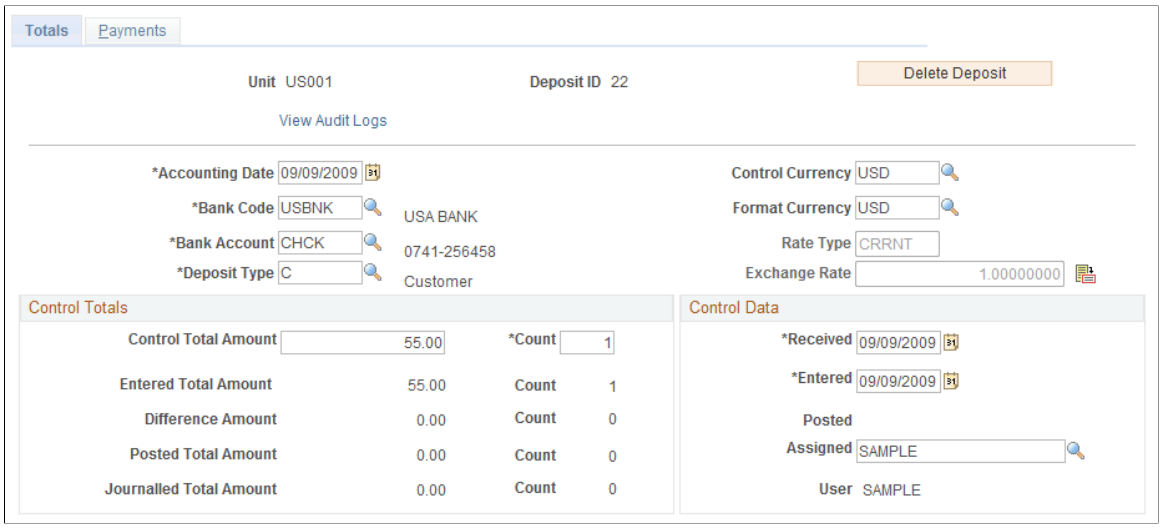
You can also delete a deposit. The Totals page is unavailable if the deposit has been reconciled with a bank statement.

Navigation:

- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit** > **Totals**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit Balancing** > **Totals**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Regular Deposit - Totals page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Accounting Date	Enter the accounting date for each payment and for all pending items created from the payment. You can override the date on the Regular Deposit - Payments page. The system validates the accounting date to make sure it falls within the open period for the business unit and transaction type as defined on the Open Period page for the business unit.
IBAN	Displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the “IBAN Formats Page” (PeopleSoft Banks Setup and Processing).
Deposit Type	Displays the default deposit type for the bank account that you defined on the External Accounts - Account Information page. Override the value if needed.
Control Currency	Enter a currency code if the same currency is used for all of the payments. **Note:** Specifying a control currency at the deposit level is optional. If you enter currency at this level, all payments in the deposit must then have this same currency. To take advantage of multicurrency processing, leave control currency blank and specify currency at the *payment* level. The next page in this component, Payments, enables you to enter a different currency for each payment in the deposit.
Format Currency	Select the display currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rate Type and **Exchange Rate**	If you enter a control currency, you can adjust these fields as needed. The market rate is used when items are selected for the payment; use of this rate may result in a remaining amount on the payment that must be addressed to balance the payment. The user-defined rate is used only when a cash line is created, and a realized gain and loss line can be created during posting. Realized gain and loss calculations are not affected by changing the rate type or exchange rate on the deposit or payment pages. The appropriate way to change the exchange rate for the realized gain and loss calculations is to change the market rate. The exception to this is when the base currencies of the item and payment are the same and when the entry currencies of the item and payment are the same.
	Click the **Exchange Rate Detail** icon to access a page where you can view or modify the exchange rate.
Control Total Amount	Enter the control totals for the amount and count of the payments in this deposit. You can have a zero-total deposit if the payment amounts offset each other.
Entered Total Amount and **Difference Amount**	These fields display the amount and count of the payments that you have entered and the difference between the payments entered and the control totals. If the control and entered totals and count are not the same, you cannot apply any of the payments. Balancing these control totals is a necessary first step in payment application.
Posted Total Amount and **Journalled Total Amount**	These fields display the amount and count of payments that are applied and posted, or directly journaled.
Received and **Entered**	Enter the date when either the bank or your company received the payment. Because of normal processing delays, this date may be different from the entered date.
User	Displays the user ID of the individual assigned to the deposit. If you received an electronic deposit, the Payment Loader process (AR_PAYLOAD) assigns the user ID of the individual who created the run control ID for the process. If another user modifies the deposit in the Regular Deposit component (PAYMENT_ENTRY), the system automatically changes the user ID to that person's user ID.

Regular Deposit - Payments Page

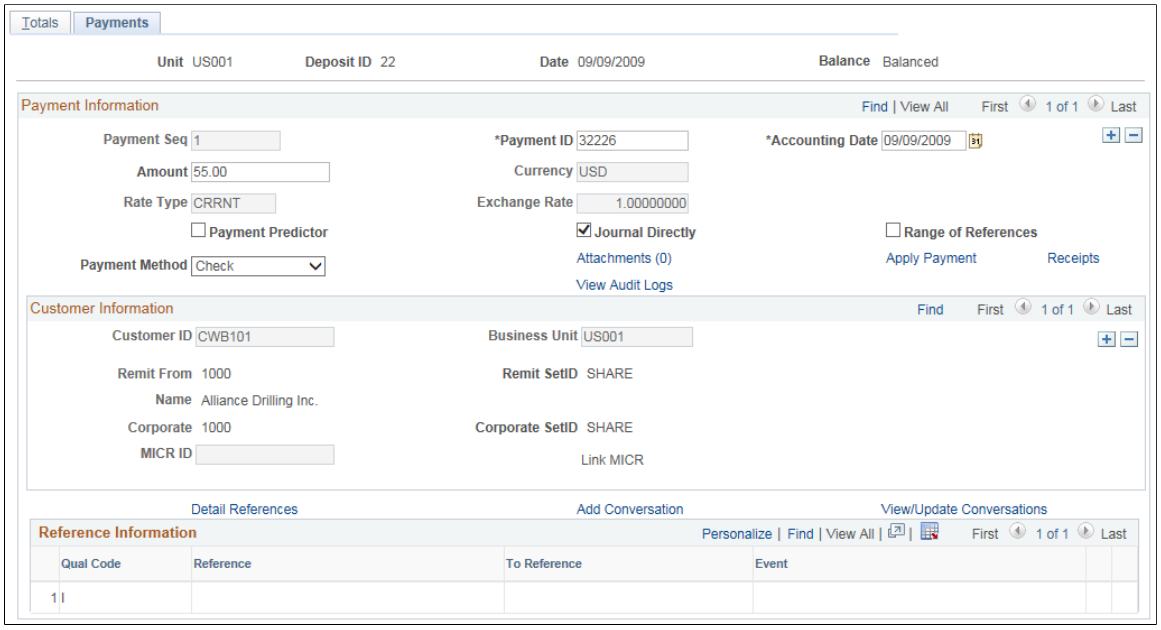
Use the Regular Deposit - Payments page (PAYMENT_DATA2) to enter details about each payment in a regular deposit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

- **Accounts Receivable > Payments > Online Payments > Regular Deposit > Payments**
- **Accounts Receivable > Payments > Online Payments > Regular Deposit Balancing > Payments**

This example illustrates the fields and controls on the Regular Deposit - Payments page. You can find definitions for the fields and controls later on this page.



The more information that you can provide on this page, the easier it will be to work with the payment worksheet.

Field or Control	*Description*
Balance	Displays the status for the deposit. When the amount total and number of entered payments equals the control amount and count from the Regular Deposit - Totals page, the status changes from *Not Balanced* to *Balanced.* The total amount of all the payments in the deposit must match the control totals on the Regular Deposit - Totals page before you can create a payment worksheet.

Payment Information

You cannot update payment information for a deposit that has been reconciled with a bank statement.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Seq (sequence)	Displays the sequence number for each payment. When you enter a payment ID, the system assigns the next number to the payment so that you can track the order in which payments are entered.
Payment ID	Enter the check number or other identifying number.
Accounting Date	Displays the payment date, using the accounting date on the Totals page as the default. The system validates the payment date to make sure that the date falls within the open period for the business unit and transaction type as defined on the Open Periods page for the business unit. The payment date may be different from the deposit date if you use the postmark date from checks. The payment date affects earned discounts, so it needs to be accurate.
Amount	Enter the amount for this payment.
Payment Predictor	Select to use the Payment Predictor process to apply this payment. The bank account governs the default setting for this check box. If a worksheet already exists for this payment, this check box is unavailable. **Note:** If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management, you do not select this option. You must manually apply the payments on the payment worksheet to indicate the base and value-added tax (VAT) amounts for each item.
Journal Directly	Select if a payment should be handled as miscellaneous cash received rather than applied to items. Payments to be directly journaled cannot be processed in payment worksheets and do not go through the Receivables Update process.
Range of References	Select to identify an item by a range of numbers. Enter reference values in the **Reference Information** group box.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Payment Method	Select *Check, Electronic Funds Transfer,* or *Giro - EFT.* Use *Giro - EFT* in the Netherlands if you print invoices, statements, or dunning letters with the acceptgiro attachment and the payment is for one of these bills. The system populates this field in the following way: 1. Uses the payment method for the deposit type with the same SetID as the deposit business unit. 2. Uses the payment method specified in the Receivables Options - Payables Options page for the SetID of the deposit business unit. 3. Uses *CHK.* If the payment method is *Cash,* the deposit was entered as a cash drawer receipt for a counter sale. In this case, all payments in the deposit are cash payments, and you cannot change the payment method. Also, you cannot add any payments to the deposit. The only information you can change for cash payments is the reference information. **Note:** If you enter deposits online, the cash payment method is not available.
Attachments	Click to view/ add attachments. See “Installation Options - Multiple Attachments Page” (Application Fundamentals) to define the maximum attachment upload limit for various products.
Apply Payment	Click to create a payment worksheet or apply a direct journal payment, depending on the type of payment. The payment must be ready to apply after the deposit is balanced for the link to be available on the page. If the deposit is unbalanced or Payment Predictor is selected, or after the payment has been applied, the **Apply Payment** link is not available.
Receipts	Click this link to open the Receipts page (PAY_RECEIPT_AR) where you can enter receipt information for the payment and print a miscellaneous cash receipt. The link is available only when the **Deposit Type** is *M* (Miscellaneous Receipts) on the Totals page for the deposit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Information

Customer information is optional. However, the more information that you can provide, the easier using the payment worksheet is.

Field or Control	*Description*
Customer ID and **MICR ID** (magnetic ink character recognition ID)	Enter a customer ID or a MICR ID to identify a customer. The system then automatically displays other information about the customer. **Note:** If you selected the **Track Direct Journal Customer** check box on the Installation Options - Receivables page, the **Cust ID** field is available for direct journal payments so that you can associate a customer with the payment. The payment does not update the customer balance. This enables you to use the Direct Journal inquiry page to review all direct journal payments for a customer. The field is available for all normal payments.
SubCustomer 1 and **SubCustomer 2**	Displays the default subcustomer qualifiers for the customer that you entered on the Miscellaneous General Info page. Override the values if needed. You use the subcustomer qualifiers as filter criteria for payments on some inquiry pages. If subcustomer qualifiers are not enabled for the customer, these fields are not available.
Link MICR (link magnetic ink character recognition)	Click to access a page where you can link the MICR ID to the remit from customer. If you enter a MICR ID that has not been associated with a customer, no customer information appears.
Attachments	Click this link to view file attachments. See also “Defining File Attachments” (Application Fundamentals).
View Audit Logs	Click link to search for audit logs for this payment and deposit.

Reference Information

Enter information that ties this payment to specific items. You can use part of the name plus a wildcard of *%* as long as you provide the beginning letters or numbers. For example, enter a purchase order (PO) number of *24%* here and later use the *Like Match* option on the Worksheet Selection page. The worksheet will contain all items having PO numbers beginning with 24, but will not include a PO number of *x*24*x*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Qual Code (qualifier code)	Select the type of reference information to use to identify the items, such as document, purchase order, or bills of lading. **Note:** When the qualifier code is *PV* for Public Voucher Number, the system first identifies the items by finding the invoices in the Billing header table (BI_HRD) that match the specified Public Voucher Number. Next, the system matches the items in the ITEM table with invoices that have the same invoice number.
Reference (reference value) and **To Reference** (to reference value)	Enter a reference number to identify an item, or enter a range of reference numbers. To enter a range, select the **Range of References** check box in the Payment Information scroll area. The value in the **To Reference Value** field must always be greater than the value in the **Reference** field. **Note:** The references (#REFS) Payment Predictor algorithm group does not support a range of references. To use a range of references for a particular payment and have the Payment Predictor process apply that payment, create algorithms specifically for your environment or database platform.
Detail References	Click to open the Detail Reference Information page, where you create deductions, pay or write off all or part of an item, and create on-account payments or prepayments. This page functions like a worksheet; it enables you to list the items to which you are applying the payment and enter the appropriate entry type for each item.
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page. The **Add Conversation** link appears on the Regular Deposits - Payments page for a single active customer or multiple customers in a payment irrespective of status (active or inactive), whether conversations exist or do not exist. The Add Conversation link *does not*appear on this page for a single inactive customer. It also *does not* appear when the payment is defined as a direct journaled payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page. The **View/Update Conversations** link appears on this page for a single active customer with existing conversations, and for multiple customers in a payment, irrespective of status (active or inactive) and whether conversations exist or do not exist. The **View/Update Conversations** link *does not* appear on this page for a single active customer with no conversations or for a single inactive customer in a payment. It also *does not* appear when the payment is defined as a direct journaled payment.

Detail Reference Information Page

Use the Detail Reference Information page (PAYMENT_REF_DETAIL) to enter the items to which you are applying the payment.

Also, create deductions, pay or write off all or part of an item, and create on-account payments or prepayments.

Navigation:

Click the **Detail References** link on the Regular Deposit - Payments page.

The Detail Reference Information page for a regular deposit is similar to the Detail Reference Information page for the payment worksheet.

Related Links

Entering or Updating Pending Items

Correcting Balancing Errors

A deposit is out of balance when the number of entered payments does not match the control number, or the total amount of entered payments does not equal the deposit control amount. You can see that a deposit is out of balance because the *Not Balanced* message appears on the regular deposit entry pages. Another indication of an out-of-balance deposit is that the Worksheet Selection page is unavailable when you try to build a worksheet for a payment in the deposit.

To correct errors on regular deposits:

- Adjust regular deposit totals.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Adjust payment information.
- Delete a deposit.

The pages that you use to correct regular deposit balancing errors are identical to those that you use to enter regular deposits. However, the navigation is different. You use the Regular Deposit Balancing component (BALANCING) to correct balancing errors.

The pages work the same as when you enter deposits and payments, but only out-of-balance deposits are available for you to select. When you use pages for balancing errors, you can change any of the information associated with a deposit or payment.

Regular Deposit Balancing - Action Page

Use the Regular Deposit Balancing - Action page (PAYMENT_DATA3) to select an action to save the deposit or delete the deposit.

Navigation:

Accounts Receivable > **Payments** > **Online Payments** > **Regular Deposit Balancing** > **Action**

Click the **Delete Deposit**button to delete a deposit.

All Deposits Page

Use the All Deposits page (DEPOSIT_STATUS) to view details about one specific deposit ID (including control totals and status) or scan all deposits, one at a time.

Navigation:

Accounts Receivable > **Payments** > **Review Payments** > **All Deposits** > **All Deposits**

Field or Control	*Description*
IBAN	Displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the “IBAN Formats Page” (PeopleSoft Banks Setup and Processing).

Incomplete Deposits Page

Use the Incomplete Deposits page (DEPOSIT_INCOMPLETE) to view posted and unposted deposits that are not yet completely processed.

You can see the payment amount for the deposit that is still in process, summarize out-of-balance deposits (only), or view the list of incomplete deposits by user.

Navigation:

Accounts Receivable > **Payments** > **Review Payments** > **Incomplete Deposits** > **Incomplete Deposits**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entering Express Deposits

Pages Used to Enter Express Deposits

Page Name	*Definition Name*	*Usage*
Express Deposit - Totals Page	PAYMENT_EXPRESS1	Enter information and control totals for a new deposit.
Express Deposit - Payments Page	PAYMENT_EXPRESS2	Enter and apply payments with item IDs in a deposit after you enter the deposit control totals.
Express Deposit - Action Page	PAYMENT_EXPRESS3	Post a deposit (provided that you entered and saved payments on the Express Deposit - Payments page), review accounting entries, create worksheets for incompletely applied payments, clear worksheets, or permanently delete the entire deposit so that you can start over.
Express Deposit - Accounting Entries	GROUP_ENTRY3	Review and modify accounting entries for payments in an express deposit. See the Express Deposit - Action Page.

Understanding Express Deposits

If you have an item ID, use express deposit so that you can enter deposits and apply payments at the same time. You do not need customer information to use an express deposit.

If you do not have an item ID but have a customer ID, a reference number, an amount, or only a business unit, you must use a payment worksheet to apply the payment.

You can use express deposits to enter deposits, apply payments, and set payments to post as long as these conditions are met:

- The item currency and the base currency of the payment must be the same.
- You do not need to journal payments directly.
- You need only limited handling of discounts.
- You will post the deposit in a standard run of the Receivables Update process.

This documentation discusses how to:

1. Enter express deposit totals.
2. Enter and apply payments with express deposit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

3. Select an express deposit action.
4. Correct express deposit balancing errors.

Express Deposit - Totals Page

Use the Express Deposit - Totals page (PAYMENT_EXPRESS1) to enter information and control totals for a new deposit.

Navigation:

- **Accounts Receivable** > **Payments** > **Online Payments** > **Express Deposit** > **Totals**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Express Deposit Balancing** > **Totals**

This page is identical to the Regular Deposit - Totals page.

Related Links

Regular Deposit - Totals Page

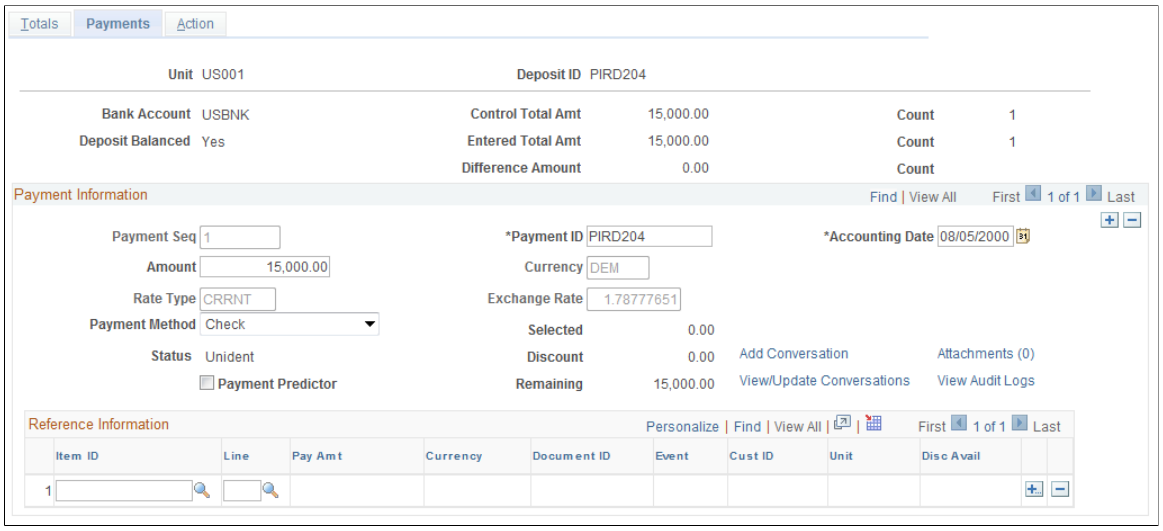
Express Deposit - Payments Page

Use the Express Deposit - Payments page (PAYMENT_EXPRESS2) to enter and apply payments with item IDs in a deposit after you enter the deposit control totals.

Navigation:

- **Accounts Receivable** > **Payments** > **Online Payments** > **Express Deposit** > **Payments**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Express Deposit Balancing** > **Payments**

This example illustrates the fields and controls on the Express Deposit - Payments page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Deposit Balance	Displays the deposit status. When the amount total and number of entered payments equals the control amount and count from the Express Deposit - Totals page, the status changes from *No* to *Yes*.
Control Total Amt (control total amount)	Displays the control totals entered on the Express Deposit - Totals page.
Entered Total Amt (entered total amount) and **Difference Amount**	Displays the amount of the payments that you have entered and the difference between the payments entered and the control totals. If the control and entered totals are not the same, you cannot apply any of the payments. Balancing these control totals is a necessary first step in payment application.

Payment Information

You can only update payment information for deposits that have not been reconciled with a bank statement.

Field or Control	*Description*
Payment Sequence	When you enter a payment ID, the system assigns the next number to the payment so that you can track the order in which they were entered.
Payment ID	Enter the check number or other identifying number.
Accounting Date	Displays the payment date using the accounting date on the Totals page as the default. The system validates the payment date to make sure it falls within the open period for the business unit and transaction type as defined on the Open Periods page for the business unit. The payment date may be different from the deposit date if you use the postmark date from checks. The payment date affects earned discounts, so it must be accurate.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Payment Predictor	Select to use the Payment Predictor process to process a payment. This setting may override a default setting at the customer level. If a worksheet already exists for this payment, the check box is clear, and you cannot select it. **Note:** If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management, do not select this option. You must manually apply the payments on the payment worksheet to indicate the base and VAT amounts for each item.
Amount	Enter the amount for the individual payment.
Payment Method	Select *Check* or *Electronic Funds Transfer.* The system uses the default payment method from the deposit type or business unit on the Receivables Options page. You can override the default payment method only for individual payments. If the **Payment Method** field is left blank, the payment method is assigned like this: 1. Obtain the payment method for the deposit type using the SetID of the deposit business unit. 2. Obtain the payment method specified in the Receivables Options page for the SetID of the deposit business unit. 3. If the payment method is not available from the Receivables Options page, assign *CHK* as the deposit type. If the payment method is *Cash,* the deposit was entered as a cash drawer receipt for a counter sale. In this case, all payments in the deposit are cash payments, and you cannot change the payment method. Also, you cannot add any payments to the deposit. The only information that you can change for cash payments is the reference information. **Note:** If you enter deposits online, the cash payment method is not available.
Selected	Displays the total amount of payments applied to items.
Discount Taken	Displays the total amount of discount taken on the items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Remaining	Displays the total amount of the payment remaining after you apply items to the payment. This amount reflects discounts taken.
Add Conversation and **View/Update Conversations**	Click the **Add Conversation** link to access the Conversations page and add a new conversation concerning a customer's express deposit. Click the **View/Update Conversations** link to review or update an existing conversation with or about the customer associated with this express deposit.

See Regular Deposit - Payments Page.

Reference Information

Field or Control	*Description*
Item ID	Enter the ID of the item that you want to pay. When you provide an item ID, the system displays the item's payment amount. You can override this amount to create a partial payment or overpayment. The system displays a value in the **Cust** (customer) field or the **Unit** field unless an item ID references more than one item. If the system finds more than one item for the item and item line that you entered, it supplies only the item ID.
Discount	Select for an earned discount. The check box is selected by default if the discount is earned. The check box is deselected if the discount is unearned. If you want to take an unearned discount, you must create a payment worksheet.
Disc Avail (discount available)	Displays the amount available for an earned discount.

If you cannot completely apply a payment on this page, use a payment worksheet to apply prepayments, deductions, adjustments, on-account payments, and write-offs as needed.

Express Deposit - Action Page

Use the Express Deposit - Action page (PAYMENT_EXPRESS3) to post a deposit (provided that you entered and saved payments on the Express Deposit - Payments page), review accounting entries, create worksheets for incompletely applied payments, clear worksheets, or permanently delete the entire deposit so that you can start over.

Navigation:

- **Accounts Receivable** > **Payments** > **Online Payments** > **Express Deposit** > **Action**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Accounts Receivable > Payments > Online Payments > Express Deposit Balancing > Action**

Field or Control	*Description*
Delete Express Deposit	Click to delete the entire deposit. If you entered and saved payments on the Express Deposit - Payments page, use this option only if you want to permanently delete the entire deposit.
Deposit Balance	Displays the status for the deposit. It must be *Balanced* before you can set the deposit to post.
Go To Worksheet	Click to open the Payment Worksheet Application page, where you can manually apply payments to items and make partial payments. This link is only displayed after a worksheet is built. See Applying Payments Using Payment Worksheets.
Status	Displays the posting action for the deposit. Values are *No Action* (deposit not ready to post) or *Standard* (deposit has been set to post).

Posting Actions

Select a posting action for the payments.

Field or Control	*Description*
Do Not Post	The system disables this button by default. You can click this button only if you previously selected Batch Standard for payments. This option will reverse the posting status from *Standard* to *No Action* for payments that are either not journaled or not posted.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Batch Standard	. Click to set payments to **Batch Standard** posting status. The next time that a standard scheduled Receivable Update batch job runs, this payment will be processed. Be aware that this run may occur only once each day depending on how often your organization schedules standard jobs. Selecting this button: • Saves the deposit. • Sets any payment to post that has been fully applied in Batch Standard. • Builds a worksheet for any payments that could not be set to post, but have sufficient identifying information. • Displays the number of payments set to Post.

Note: Express deposits are posted as individual payments rather than in a payment group. However, a payment group consisting of only one payment is used for a cash application.

Worksheet Actions

Field or Control	*Description*
Build	Click to create one worksheet for every payment in the deposit. The system indicates the number of worksheets created. **Note:** Instead of using the **Build** button, you can use the worksheet menu options to create one worksheet at a time. **Important!** The system does not build payments without any identifying information into a worksheet. Carefully review these unidentified payments.
Delete	Click to delete the payment group that was created without deleting the entire deposit. If you accidentally select the wrong action, select **Delete Worksheet** on the Worksheet Action page to delete the worksheets, but retain the express deposit information that you entered.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry Actions

Field or Control	*Description*
Create Entries	Click to create accounting entries online for all applied payments in the deposit, as long as the deposit is in balance. The system accesses the Accounting Entries page (GROUP _ENTRY3) where you can review and modify accounting entries. The payment status is set to *Worksheet.* You must return to the Action page to set the group to post. Typically, you let the Receivables Update process create accounting entries. You need to create accounting entries online only when you must review them immediately.

Correcting Express Deposit Balancing Errors

A deposit is out of balance when either the number of entered payments does not match the control number or the total amount of entered payments does not equal the deposit control amount. You may recognize an out-of-balance deposit either by the *Not Balanced* message on the express deposit entry pages or because the Worksheet Selection page is not available when you try to build a worksheet for one of the payments in a deposit.

To correct errors on express deposits:

1. Adjust express deposit totals.
2. Adjust payment information.
3. Delete the deposit as needed.

The pages that you use to correct express deposit balancing errors are identical to the pages that you use to enter express deposits. However, you use a different navigation path to access the pages for balancing errors. You use the Express Deposit Balancing component (EXP_BALANCE).

The pages work the same as when you enter deposits and payments, but only out-of-balance deposits are available for you to select. When you use pages for balancing errors, you can change any of the information associated with a deposit or payment.

Creating Cash Control Accounting Entries

Pages Used to Create Cash Control Accounting Entries

Page Name	*Definition Name*	*Usage*
Cash Control Page	CASHCNTL_REQUEST	Run the Cash Control Application Engine process (AR_CSH_CNTL) to create cash control accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	Definition Name	Usage
Cash Control Payments Page	CASH_CNTRL_DST	Review cash control accounting entries. If you need to delete the cash control accounting entries for a deposit, you must delete the entire deposit using the Regular Deposit component (PAYMENT_ENTRY) or Express Deposit component (PAYMENT_EXPRESS).

Understanding Cash Control Accounting

Cash control accounting ensures that the general ledger reflects cash as soon as you receive it or reconcile it on a bank statement; you do not have to apply the cash for it to appear in the general ledger.

You implement cash control accounting at the bank level. The PeopleSoft system provides two options for cash control accounting:

- Standard cash clearing.

  Use this option to create cash control accounting entries only.

- Deposit in transit.

  Use this option to create deposit-in-transit and cash control accounting entries if you reconcile your bank statements online.

  The deposit-in-transit accounting entries record payments that are not deposited in your bank account and have not been reconciled on a bank statement.

Standard Cash Clearing

To set up standard cash clearing for a bank account, select the **Cash Clearing** check box on the External Accounts page and enter the ChartField values for the Cash - AR and Dep - AR (cash control) account types.

Also, specify the cash control method for each deposit business unit on the Receivables Definition - Accounting Options 2 page. The options are:

Term	Definition
Bank Reconciliation	Creates the cash control entry that debits cash when the payment is reconciled on a bank statement or when you run the Cash Control process. This method requires an additional run of the Bank Stmt Processing (bank statement processing) Application Engine process (AR_BNKSTMT) when you are using automated reconciliation with statements transmitted by EDI.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Payment Entry	Creates the cash control entry that debits cash when the payment is received.

Note: If you select *None* for the cash control method, the system always debits the Cash account and credits the Receivables account when you apply the payment and does not create cash control lines.

This table shows the accounting entries that the system generates for each event if the cash control method is Bank Reconciliation:

Event	*Debit*	*Credit*
Payment entry	Not Applicable	Not Applicable
Bank statement processing or cash control processing	Cash	Deposit - AR (cash control)
Payment application	Deposit - AR (cash control)	Receivables

If the Payment Loader or Bank Stmt Processing (bank statement processing) process did not create cash control accounting entries, you must run the Cash Control process to create them. You normally run this process if you have a duplicate or out-of-balance deposit or if you did not have a cash control account set up when you ran the Payment Loader or Bank Stmt Processing processes. If the cash control method for the deposit business unit is Bank Reconciliation, the Cash Control process processes only payments that have been reconciled.

This table shows the accounting entries that the system generates for each event if the cash control method is Payment Entry:

Event	*Debit*	*Credit*
Payment entry	Cash	Deposit - AR (cash control)
Cash control process run	Not Applicable	Not Applicable
Payment application	Deposit - AR (cash control)	Receivables

If the cash control method is Payment Entry, the system automatically creates cash control accounting entries when you save a deposit or receive payments electronically from a bank account designated for cash control. All payments except those earmarked to be directly journaled are affected. If you change deposit or payment information, the system updates the accounting entries to reflect your changes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Deposits in Transit

To set up deposit-in-transit transactions for a bank account, select the **Cash Clearing** and **Dep in Transit** (deposit in transit) check boxes on the External Accounts page and enter the ChartField values for the Cash - AR, Dep - AR (cash control), and DIT - AR (deposit in transit) account types.

Also, select *Bank Reconciliation* for the cash control method for each deposit business unit on the Receivables Definition - Accounting Options 2 page.

The process flow to generate deposit-in-transit accounting entries is:

1. Enter payments online or electronically.
2. Add bank statement information online or electronically.
3. Reconcile the bank statement.
4. Run the Cash Control process.
5. Apply the payment.
6. Post the payment.

This table shows the accounting entries that the system generates for each event if you enabled deposits in transit for a bank account and the cash control method is bank reconciliation:

Event	***Debit***	***Credit***
Payment entry	Deposit in Transit - AR	Deposit - AR (cash control)
Cash control processing	Cash	Deposit in Transit - AR
Payment application	Deposit - AR (cash control)	Receivables

If you set up deposits in transit for a bank account and select *Bank Reconciliation* for the cash control method for a deposit business unit, the system also generates additional accounting entries for direct journal payments.

The process flow for direct journal payments when you enable the deposit-in-transit option is:

1. Enter the payment using the Regular Deposit component.
2. Create the accounting entries for the direct journal payment.
3. Add bank statement information online or electronically.
4. Reconcile the bank statement.
5. Run the Cash Control process.

This table shows the accounting entries for direct journal payments that the system generates for each event if you enabled deposits in transit for a bank account and the cash control method is bank reconciliation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Event	*Debit*	*Credit*
Create direct journal accounting entries	Deposit in Transit - AR	User-Defined Revenue
Cash control processing	Cash	Deposit in Transit - AR

Related Links

Receivables Definition - Accounting Options 2 Page
Understanding Electronic Payment Processing
Understanding Payment Application Options
“Defining External Account Information” (PeopleSoft Banks Setup and Processing)
“Understanding Statement Updates” (PeopleSoft Banks Setup and Processing)
“Understanding Bank Reconciliation Processing” (PeopleSoft Banks Setup and Processing)

Cash Control Page

Use the Cash Control page (CASHCNTL_REQUEST) to run the Cash Control process to create cash control accounting entries.

Navigation:

Accounts Receivable > **Payments** > **Cash Control Entries** > **Cash Control Acctg Entries** > **Cash Control**

Field or Control	*Description*
Deposit Unit	Enter the business unit for the payments that you want to deposit.
Deposit ID	Enter a deposit ID to limit the processing to specific deposits.
Payment Sequence	Enter a payment sequence number to limit the processing to specific payments.

If you want to include business units, deposit IDs, and payment sequence numbers that begin or end with the same characters or numbers, use the % wildcard. For example, if you enter *6%,* the list includes all deposits that begin with 6, such as 6877 and 6789.

Cash Control Payments Page

Use the Cash Control Payments page (CASH_CNTRL_DST) to review cash control accounting entries.

Navigation:

Accounts Receivable > **Payments** > **Cash Control Entries** > **Review Accounting Entries** > **Cash Control Payments**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Click the tabs to view more details.

Field or Control	*Description*
CR Amt (credit amount) and **DR Amt** (debit amount)	If the system displays the debits and credits separately, the **Credit Amount** and **Debit Amount** fields display the amounts in the base currency of the business unit. If you selected the **Display Debit/Credit Amounts in Subsystems** option on the User Preferences - Overall Preferences page, the debit amount or the credit amount and currency appear for each accounting line. Otherwise, the **Line Amount** field appears for each line.

Note: If the system displays separate debits and credits, a negative amount indicates an unpost transaction. Otherwise, negative amounts indicate a credit to the account, and positive amounts indicate a debit to the account.

Journaling Payments Directly to the General Ledger

Pages Used to Journal Payments Directly to the General Ledger

Page Name	*Definition Name*	*Usage*
Regular Deposit - Payments Page	PAYMENT_DATA2	Provide detailed information for each payment in a regular deposit and flag payments for direct journaling. See Selecting Payments for Direct Journaling. See the Regular Deposit - Payments Page for more information.
Copying Direct Journals	AR_DJ_COPY	Create direct journal copies.
Direct Journal Payments - Accounting Entries Page	PAYMENT_MISC_DST	Create or change accounting entries for payments that are to be journaled directly.
Directly Journalled Payments Page	PAYMENT_MISC_DST_I	Review directly journaled payments that have been marked Complete. Also, change the Complete status to Incomplete. You can run the Budget Processor process to budget-check direct journal payments.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
TAS and BETC Details Page	AR_TAS_MISC_SEC	(USF) Review transaction classification details used for federal reporting. See Direct Journal Payments - Accounting Entries Page for more information.
Unpost Direct Journal Page	UNPOST_DIRJNL	Unpost payments that have been directly journaled.

Understanding Direct Journal Payments

Payments that do not correspond to items can bypass the cash application process. Such payments are often called *miscellaneous cash receipts* or *non-AR cash.* In the PeopleSoft system, they are referred to as *directly journaled payments* because you can create accounting entries for them without applying them to any item.

If you create a regular deposit and journal the cash directly to the general ledger and need to reverse the journal entry, you can enter a negative payment in the Regular Deposit component (PAYMENT_ENTRY) and then journal that payment to the general ledger.

You can also unpost the directly journaled payment using the Unpost Direct Journals component (UNPOST_MISC_PAY), and then journal the positive payment to the general ledger.

This documentation discusses how to:

- Select payments for direct journaling.
- Create or correct accounting entries for direct journal payments.
- Review and modify accounting entries for direct journal payments.
- Integrate with PeopleSoft Project Costing.

Related Links

Entering Regular Deposits

Common Elements Used in Direct Journal Payments

Field or Control	*Description*
 (Budget Check)	Click the **Budget Check** icon to run the Budget Processor Application Engine process (FS_BP).
 (Budget Check Options)	Click the **Budget Check Options** icon to bypass a budget-checking error.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
 (Document Sequencing)	Click the **Document Sequencing** icon to enter document-sequencing information.

Selecting Payments for Direct Journaling

Use the Regular Deposit - Payments page (PAYMENT_DATA2) to provide detailed information for each payment in a regular deposit and flag payments for direct journaling.

Navigation:

Accounts Receivable > **Payments** > **Online Payments** > **Regular Deposit** > **Payments**

Field or Control	*Description*
Journal Directly	Select to create direct journal payments only for the payment.
Customer ID	Enter a customer ID to associate the direct journal payment with a customer. If you enter a customer ID, you can inquire on the direct journal payment by using a customer ID. **Note:** This field is available only if you selected the **Track Direct Journal Customer** check box on the Installation Options - Receivables page. The payment does not update the customer balance.

Copying Direct Journals

Use the Copy Direct Journal page (AR_DJ_COPY) to copy a direct journal. User needs to have permission lists EPAR0000 and EPAR4000 to access the Copy Direct Journal page.

The criteria for the eligible copy from direct journal are the following:

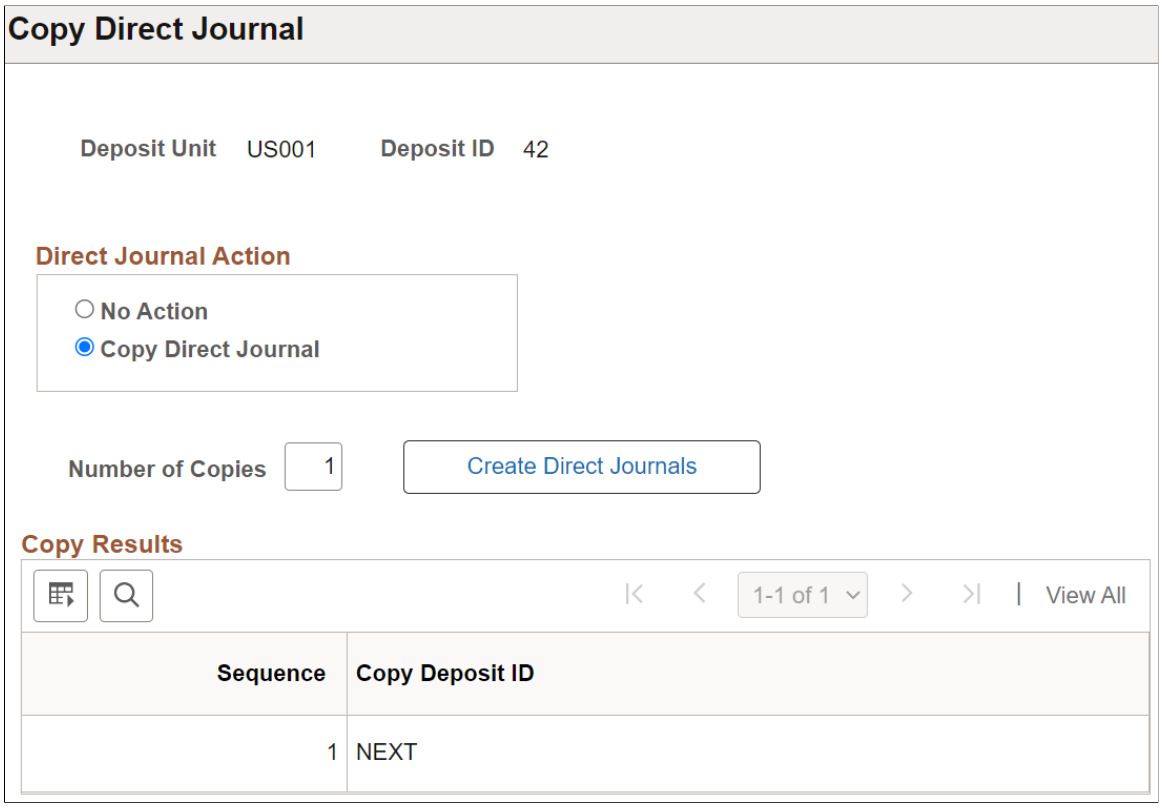
- All the payments in the deposit must be Direct Journal payment.
- The deposit does not contain unposted Direct Journal.
- Deposit status is balanced.

Navigation:

Accounts Receivable > **Payments** > **Direct Journal Payments** > **Copy Direct Journal**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Copy Direct Journal page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Direct Journal Action	Select an action from the following available options: • *No Action*: Default option. • *Copy Direct Journal*: Select the Copy Direct Journal option to display the *Number of Copies* field and the *Create Direct Journals* button.
Number of Copies	Enter the number of copies required. Default value is 1 and the maximum number allowed is 99.
Create Direct Journals	Click to populate the Copy Results grid with number of rows based on the specified number of copies. Click Save to create the new Deposit ID based on the last Deposit ID value of the deposit BU on the Receivable Option page.
Go to Direct Journal Acctg Entries	Click to access the Direct Journal Accounting Entries page for the new Deposit ID. The link is enabled only when you click the Save button.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If copy from deposit contains more than one direct journal payments, then all the payments in the deposit are copied over. The copied direct journal deposit/ payment accounting date will be the current date.

When you copy a completed Direct Journal, the copied Direct Journal is reset to the state it was before being marked as completed.

The following table data from the existing Direct Journal deposit/payment is copied to the new deposit/ payment(s).

- DEPOSIT_CONTROL
- PAYMENT
- PAY_MISC_DST
- PAYMENT_ID_CUST (When *Track Direct Journal Customer* is selected on the AR installation, or *Use Direct Journal Reference* is selected on the Receivables Option page).
- PAYMNET_ID_ITEM (When *Use Direct Journal Reference* is selected on the Receivables Option page).

Direct Journal Payments - Accounting Entries Page

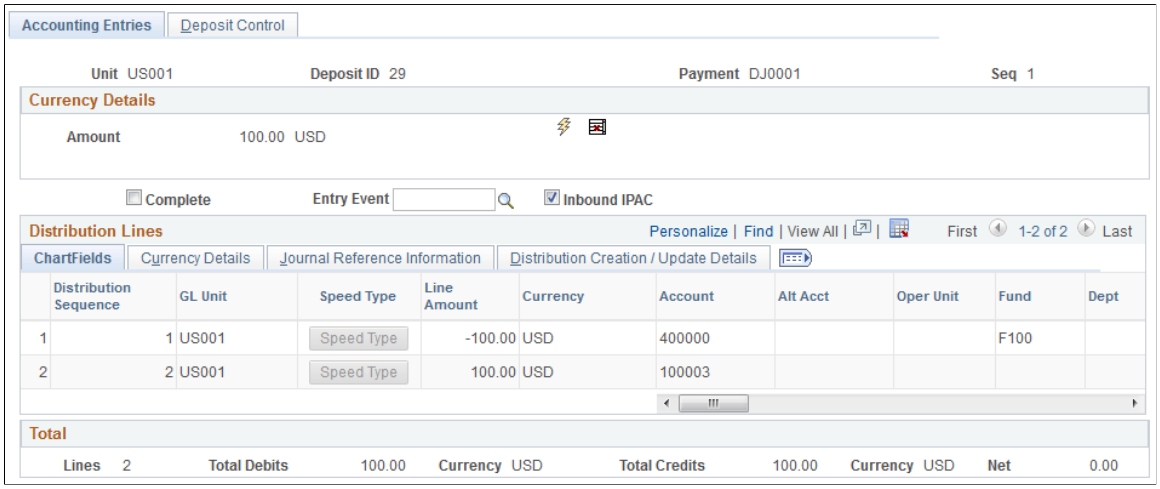
Use the Direct Journal Payments - Accounting Entries page (PAYMENT_MISC_DST) to create or change accounting entries for payments that are to be journaled directly.

If you use the Commitment Control option, use it to run the Budget Processor process.

Navigation:

Accounts Receivable > **Payments** > **Direct Journal Payments** > **Direct Journal Acctg Entries** > **Accounting Entries**

This example illustrates the fields and controls on the Direct Journal Payments - Accounting Entries page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
 (Create)	Click the **Create** icon to create the cash line for a direct journal payment.
 (Delete)	Click the **Delete** icon to delete journal lines.
Inbound IPAC	Select this check box if you want to be able to select this transaction for inbound IPAC processing. This field is displayed only if the IPAC check box is selected in the AR installation options and the customer is identified as a federal customer. Deselect this check box if the transaction was incorrectly selected for inbound IPAC processing.
TAS and BETC Details	Click to review the Treasury Account Symbol and BETC code on the TAS and BETC Details page (AR_TAS_MISC_SEC). See (USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items for more information. The TAS and BETC values are available on the distribution lines by selecting the CTA check box on the “Installation Options - Receivables Page” (Application Fundamentals). The TAS and BETC are derived using the Fund Code value on the accounting line. The Fund Code is a required field when the agency is a GWA Reporter for Receivables, and you must enter a Fund Code on the accounting lines. To view the TAS and BETC values, click the TAS and BETC Details link in the Distribution Lines grid on each accounting line. For CTA processing, Entry Events should be set up as required for Receivables. The system defaults the BETC based on the TAS value only when there is just one BETC code defined for Collections. When more than one collection BETC is defined, you select the BETC code from a dynamic prompt based on the TAS code.

This section discusses how to:

1. Create accounting entries.
2. Budget-check the entries.
3. Resolve budget-checking errors.

Creating Accounting Entries

To create accounting entries:

1. Enter ChartField values for the revenue line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: If you have set up speed types for ChartFields, click the **Speed Type** button and select a speed type code. The system automatically supplies the General Ledger ChartField values defined by the speed type.
If you have enabled and set up accounting tags for ChartFields, click the **Account Code** and select an accounting tag. The system automatically supplies the General Ledger ChartField values defined by the accounting tag. See "Setting Up Accounting Tags" (Application Fundamentals) for more information.

2. In the **Line Amount** field, enter the credit amount for the revenue account.

Note: If you are journaling a negative payment, enter a debit amount.

3. Click the **Create** button to create the line that records the cash.

   The system supplies the ChartField values using either the *AR - Cash* or *DIT - Cash* ChartFields that you defined for the bank account on the External Accounts page. It uses the DIT - AR ChartFields only if you selected the **Dep in Transit** (deposit in transit) check box for the bank account.

   Project ChartFields other than Project Id, such as Business Unit PC, Activity Id, and more, are inherited to the offsetting cash accounting line if the inheritance option for Project Id is set to Always Inherit. If the inheritance option for Project Id is set to Do Not Inherit, then these Project ChartFields will not be inherited.

   The system calls the Centralized Inter/IntraUnit Application Engine process (IU_PROCESSOR) to create intraunit accounting entries if you enabled ChartField balancing for the ledger group and interunit accounting entries, and if you are journaling the cash to a different business unit than the deposit business unit.

Note: After you create the cash line, you cannot change the ChartField values or amounts. To change this information, click the **Delete** button. The system deletes the cash line and makes the revenue ChartField values available to edit.

4. (Optional) If you enabled the Entry Event feature, enter the **Entry Event** code used to generate supplemental accounting entries.

5. (Optional) If you enabled the Document-Sequencing feature for the PeopleSoft General Ledger business unit, click the **Document Sequencing** button for each line to enter document-sequencing information.

6. After you enter all of the accounting lines and they are in balance, select the **Complete** check box.

7. Verify the edit status on the ChartFields tab.

   The status can be:

Field or Control	***Description***
Not Edited	You have not saved the entries.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Errors	You saved the entries, but the system did not create them because they are in error.
Complete	You created valid accounting entries.

A single error message displays for a direct journal payment if at least one payment distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error.

The ChartField Combo Error tab displays in the Distribution Lines grid. This tab identifies the specific fields and combination group that was used to compare against the distribution line with the error. If there are no errors, this tab does not appear.

Correct the error and select the **Complete** check box again. If you receive a combination edit error, you must either change the ChartField combination or modify the combination edit rules. If you receive a ChartField configuration editing error message after you mark the entries complete, you must correct the error before you save the direct journal. If you receive a warning message, you can save the direct journal without making corrections.

Note: If you must change the accounting entries after you save them and before you run the Journal Generator process, deselect the **Complete** check box on the Directly Journalled Payments page. Then return to the Accounting Entries page to change the entries.

Budget-Checking the Entries

If you enabled the Commitment Control feature for PeopleSoft Receivables and for the business unit, run the Budget Processor process after the accounting entries are complete. The process checks the control budget entries, updates the revenue estimate budget, and creates the commitment control journal lines.

The direct journal payments cannot be budget checked until the accounting entries are marked complete and have not received a combo edit error. The Budget Check button on the this page does not display if a combo edit error occurs when the user selects the Complete check box. The Budget Check button is displayed if the entries are marked complete and there are no errors (combo edit errors, entries out of balance errors, and so on). Also, if you encounter a combo edit error and run the budget processor from the Budget Processor page for direct journals, the process does not pick up the transaction until the combo edit error has been corrected.

To budget-check the entries:

1. Click the **Budget Check** button to run the Budget Processor process.

   The system displays a warning message if transactions passed budget checking but receive a warning status.

   Note: You can also run the Budget Processor process for direct journal payments from the Directly Journalled Payments page or from the Budget Processor page.

   ---

2. When the Budget Processor process is complete, verify the budget status for the entire payment and also for each line on the Budget tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The status can be:

Field or Control	*Description*
Error	The entry failed to pass budget checking.
Not Chk'd (not checked)	The Budget Processor process has not processed the entry.
Valid	The entry passed budget checking and the process created the journal line in the ledger.
Warning	The Budget Processor process issued a warning, which indicates that the control budget did not have sufficient funds. However, it passed budget checking because the commitment control option for the control budget is set to **Tracking w/ Budget** (tracking with budget) or **Tracking w/o Budget** (tracking without budget) on the Control Budget Options page. The control budget might also be over the budget amount, but under the tolerance amount. This warning applies only to individual lines.

The default budget date is the accounting date for the current transaction. You can change the budget date, but Oracle recommends that you do not.

Resolving Budget-Checking Errors

Transactions typically fail the budget-checking process because the amount of the source transactions exceeds the amount in the control budget. If this occurs, you have two options:

- Increase the revenue estimate budget amount.
- Flag the direct payment journal to bypass budget checking.

An entry could also fail because you provided a revenue account that is not in the revenue estimate budget.

To resolve budget-checking errors:

1. Do one of the following procedures:
    - To bypass budget checking for entries in error, click the **Budget Check Options** button to open the Commitment Control page.

      Then select the **Override Transaction** check box and Save the page.

      You must have authority to override budget checking.
    - If you entered an invalid revenue account, delete the accounting entries and enter them again using a different revenue account.

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Run the Budget Processor process again.

Note: Be sure and Save the page before running the Budget Processor process again so that so that Journal Generator will pick up the direct journal.

Related Links

Performing Commitment Control Processing

“Enabling Commitment Control for Specific Applications” (PeopleSoft Commitment Control)

“Understanding Entering and Posting Commitment Control Budget Journals” (PeopleSoft Commitment Control)

“Understanding Exception Handling and Notification” (PeopleSoft Commitment Control)

Directly Journalled Payments Page

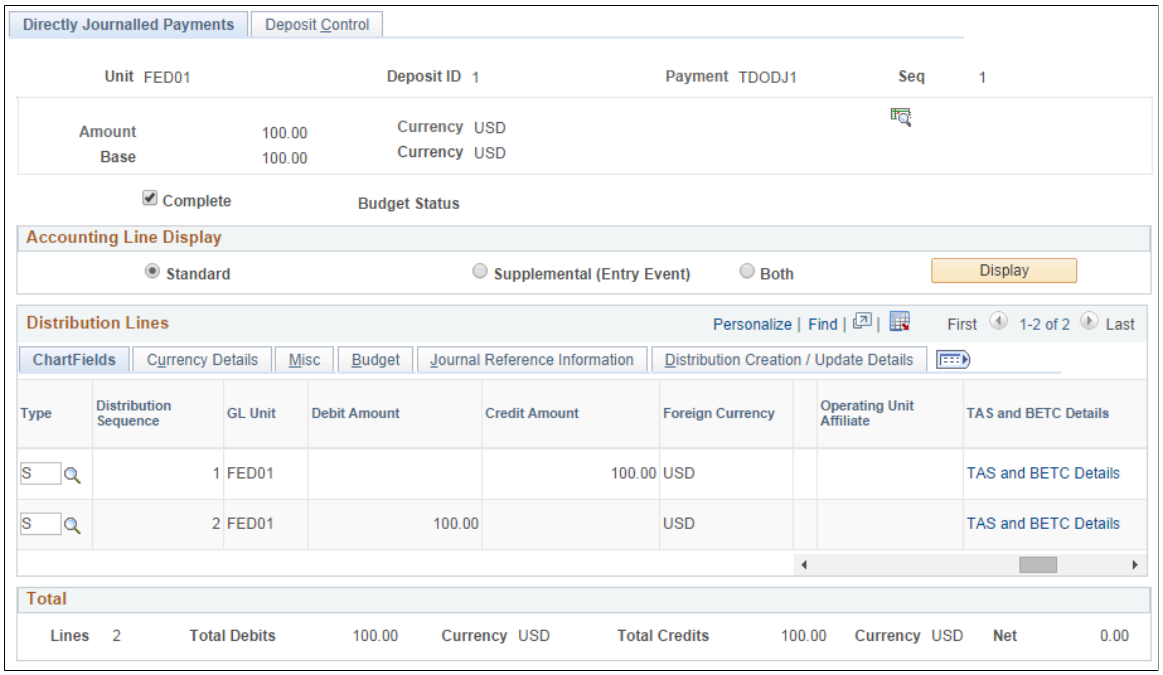
Use the Directly Journalled Payments page (PAYMENT_MISC_DST_I) to review directly journaled payments that have been marked Complete.

Also, change the Complete status to Incomplete. You can run the Budget Processor process to budget-check direct journal payments.

Navigation:

Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries > Directly Journalled Payments

This example illustrates the fields and controls on the Directly Journalled Payments page. You can find definitions for the fields and controls later on this page.



This page is similar to the Accounting Entries page in the Pending Items component.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If you have not run the Budget Processor process and you have enabled commitment control for PeopleSoft Receivables and the business unit, you can run it from this page and review the results.

If a budget entry fails because you provided a revenue account that is not in the revenue estimate budget, you need to delete the accounting entries and enter them again using a different revenue account.

Field or Control	*Description*
Complete	Deselect to delete and change the accounting entries for the payment. Then access the Accounting Entries page to make the changes. **Important!** If you deselect the **Complete** check box and commitment control records exist for this direct journal, they will be deleted. The system will only delete commitment control exception records, because at this point you can only deselect the check box for transactions that have not been budget checked or have failed budget checking.
Accounting Line Display	Specify the types of accounting entries that should appear, and then click **Display.** Values are *Standard, Supplemental (Entry Event),* and *Both.* Supplemental accounting entries are available only if you entered an entry event code on the Accounting Entries page.
Type	Indicates the type of accounting entries: *S* for Standard. *E* for Supplemental.
Credit Amount and **Debit Amount**	If the system displays the debits and credits separately, the **Credit Amount** and **Debit Amount** fields display the amounts in the base currency of the business unit. If you selected the **Display Separate Debit/Credit in Subsystem** check box on the Operator Preferences - Overall page, the debit amount or the credit amount and currency appear for each accounting line. Otherwise, the **Line Amount** field appears for each line.
TAS and BETC Details	Click to review the Treasury Account Symbol and BETC code on the TAS and BETC Details page (AR_TAS_MISC_SEC). See (USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items for more information.

Related Links

Direct Journal Payments - Accounting Entries Page

Copyright © 1988, 2025, Oracle and/or its affiliates.

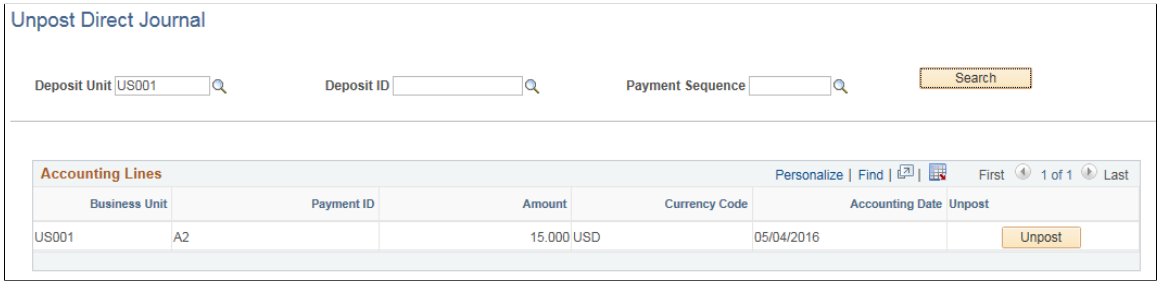
Unpost Direct Journal Page

Use the Unpost Direct Journal Page (UNPOST_DIRJNL) to unpost payments that have been directly journaled.

Navigation:

Accounts Receivable > **Payments** > **Direct Journal Payments** > **Unpost Direct Journal** > **Unpost Direct Journal**

This example illustrates the fields and controls on the Unpost Direct Journal page.



Search for direct journals that have already been posted, by deposit unit, deposit ID, and payment sequence. The results appear in the **Accounting Lines** grid.

Field or Control	*Description*
Unpost	Click this button to create a new unpost activity and new distribution lines for each item that is unposted. You can then create a new deposit and select the option to journal the payment directly.

To unpost a direct journal payment:

1. On the Unpost Direct Journal page, enter search parameters and click the **Search** button.

   The results show deposits for which a direct journal has been posted.

2. Click the **Unpost** button for the payment you would like to unpost.

3. On the Direct Journal Review secondary page, check the budget status. The budget status must be *Valid* or the entries must be balanced. The **Budget Check** icon is only visible if Commitment Control is enabled for Receivables and the business unit.

4. Click **OK** to unpost the direct journal payment and create a positive payment.

5. If you want to post the new deposit to the general ledger, run the Journal Generator process.

Note: When you unpost a direct journal payment, the payment status changes to '*Unposted DJ*' and the deposit becomes unavailable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Integrating with PeopleSoft Project Costing

When you enter a Direct Journal in PeopleSoft Receivables and create the accounting entries, the system marks the direct journal as ready to distribute to PeopleSoft Project Costing. It does this by setting the PC_DISTRIB_STATUS field in the Miscellaneous Payments table (PS_PAY_MISC_DST) to N (none).

When you run the Revenue Adjustments Application Engine process (PC_AR_TO_PC) in PeopleSoft Project Costing, the process copies this information from PeopleSoft Receivables into PeopleSoft Project Costing and updates the Miscellaneous Payments table to D (done). The PC_AR_TO_PC process will only pick up direct journals that have been marked complete and have a valid budget header status, if commitment control is applicable for that transaction. It will not pick up InterUnit or IntraUnit accounting lines.

On the direct journal create accounting entries page, use the prompt on the Analysis Type field to select a valid analysis type for direct journals. Valid analysis groups and analysis types must be set up in Project Costing (**Set Up Financials/Supply Chain** > **Product Related** > **Project Costing** > **Transaction Options**).

Related Links

"Understanding Transaction-Related Control Data" (PeopleSoft Project Costing)

"Setting Up Transaction-Related Information" (PeopleSoft Project Costing)

"Setting Up Integration Options" (PeopleSoft Project Costing)

Generating a Miscellaneous Cash Receipt

After entering a regular deposit for a miscellaneous cash payment, you can print a receipt with entered receipt information in the PAYMENT_ENTRY component. The payments for miscellaneous cash are journaled directly to the general ledger.

To generate a miscellaneous cash receipt:

1. Enable the Miscellaneous Cash Receipts option on the Deposit Type Page.
2. On the Regular Deposit - Totals Page (PAYMENT_DATA1), select *M* for Miscellaneous Receipts in the **Deposit Type** field.

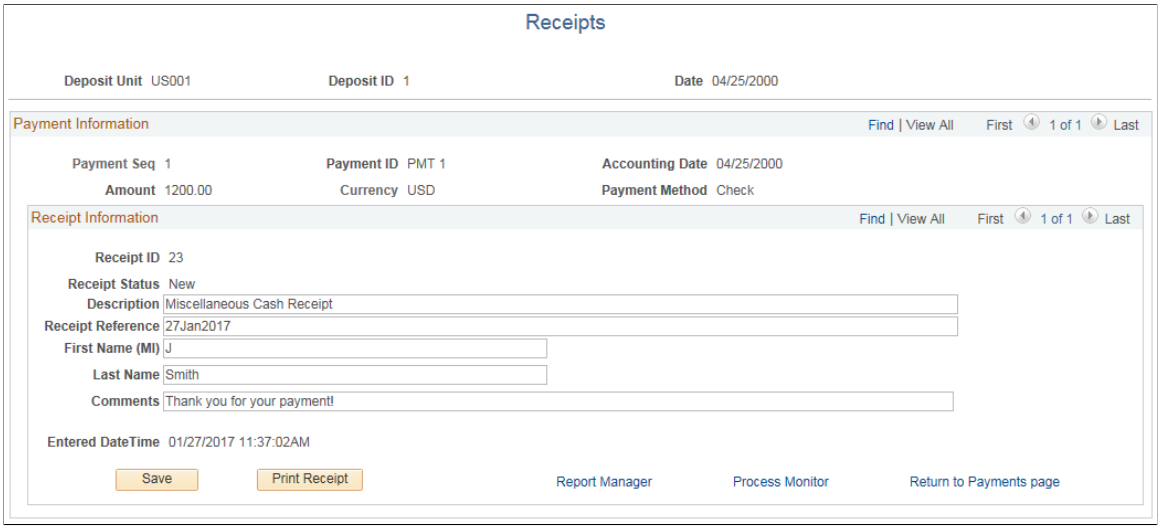
   When you select this deposit type, the system automatically selects the **Journal Directly** option for all payments in the deposit.
3. Enter details about the payment on the Regular Deposit - Payments Page (PAYMENT_DATA2) and click the **Receipts** link. This link is available only when the **Deposit Type** is miscellaneous receipts and the **Journal Directly** check box is selected.
4. On the Receipts page (PAY_RECEIPT_AR), enter receipt information.

   If desired, enter a description, receipt reference, name, and comments regarding the payment.

   Click **Save**.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



5. Click the **Print Receipt** button to generate the receipt.

   BI Publisher processing uses the ARXPRINTRT process to generate the PDF file.

6. Click the **Report Manager** link on the Receipts page to view the receipt and print out as needed.

After the receipt is printed, the receipt status changes to *Printed* and several fields on the deposit pages are no longer available.

- Regular Deposit - Totals page: You cannot make changes in the following fields after printing the receipt.
  - **Deposit Type**
  - **Control Currency**
  - **Format Currency**
  - **Rate Type**
  - **Exchange Rate**

- Regular Deposit - Payments page: All fields are unavailable except for the **View Audit Logs** link and the **Apply Payment** link, which can still be used after printing the receipt.

The **Receipt Number** on the printed receipt is generated using the automatic numbering value on the Receivables Definition - Business Unit Definition page (BUS_UNIT_TBL_AR1).

Related Links

Setting Up Deposit Types

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reconciling Payments on a Bank Statement

When you receive a bank statement, you can reconcile payments by matching the amount of each payment or deposit received with the amount that was submitted to the bank. You can reconcile payments manually, or use the Bank Reconciliation Application Engine process (BNK_RECON) to reconcile them.

The reconciliation rule that you use varies depending on the information that the bank provides. You should reconcile at the same level that the bank provides on the bank statement. If one payment always exists per deposit, the bank provides the deposit ID. In this case, use the PS_BNK_RCN_DEPOSIT rule. If multiple payments are in a deposit, the bank provides the payment ID. In this case, use the PS_BNK_RCN_PAYMENT rule.

If you have cash payments received through the Load Cash Drawer Receipts process (CDR_LOADPMT), you must use the PS_BNK_RCN_DEPOSIT rule because all cash payments are sent to PeopleSoft Receivables in one deposit and the payment-level detail is not available in the bank statements. In this case, you must set up separate bank accounts: one for cash deposits and one for other payment methods.

Important! If you have already applied the payment using the payment worksheet or the Payment Predictor process and run the Receivables Update process, use the PS_BNK_RCN_PAYMENT reconciliation rule.

Related Links

“Setting Up Reconciliation Processing” (PeopleSoft Banks Setup and Processing)

“Understanding Bank Reconciliation Processing” (PeopleSoft Banks Setup and Processing)

“Defining External Account Information” (PeopleSoft Banks Setup and Processing)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 20

Receiving Payments Electronically

Understanding Electronic Payment Processing

The Payment Loader Application Engine process (AR_PAYLOAD) processes all payments that are received through an electronic payment process. Payment Loader processes the following types of electronic payments:

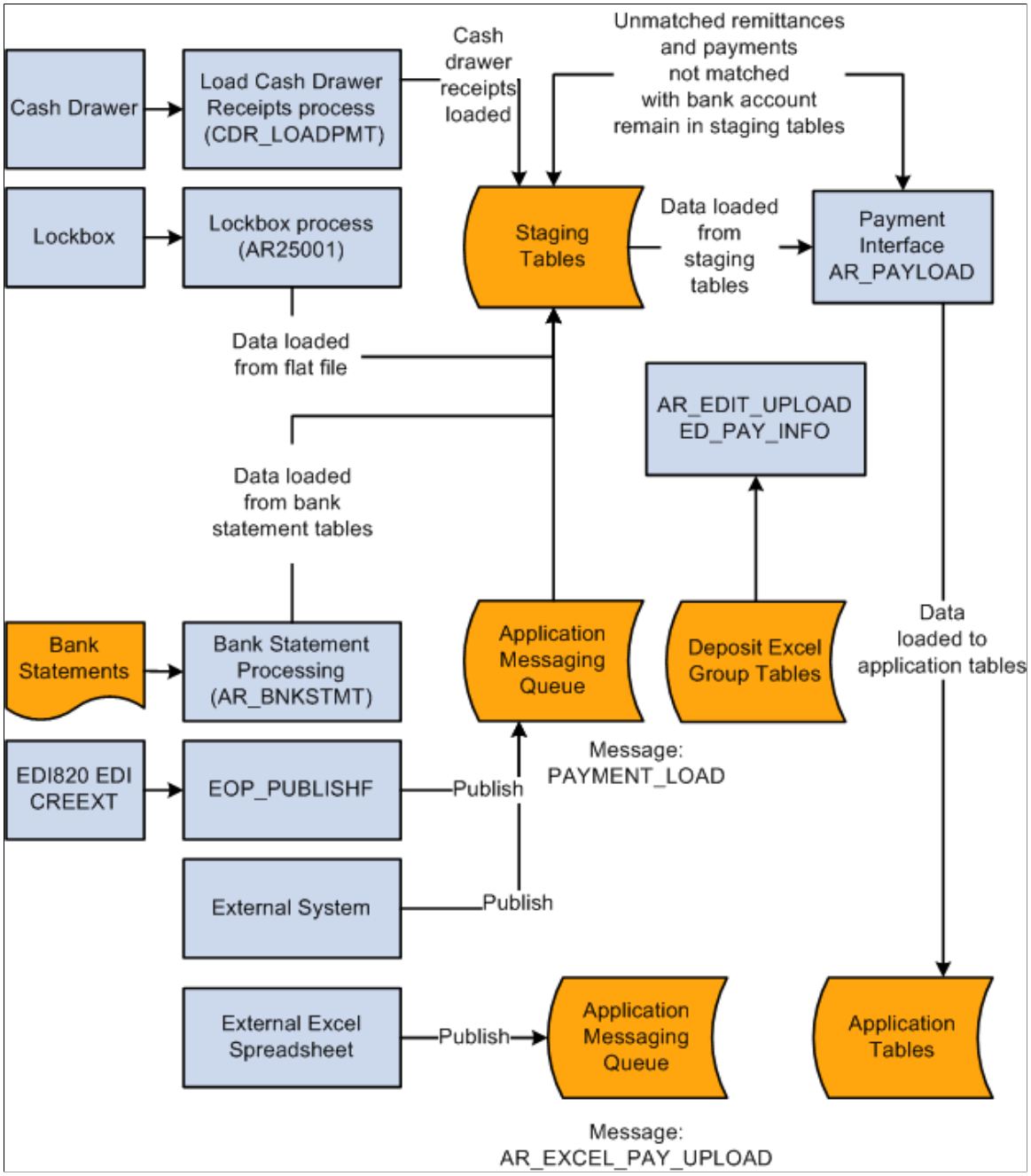
- Lockbox
- EDI
- Bank statements
- EFT files
- Excel spreadsheet

Payment Loader also processes payments entered using the Cash Drawer Receipts feature.

The following diagram illustrates how the Payment Loader Application process loads payments. The Load Cash Drawer Receipts (CDR_LOADPMT), Lockbox (AR25001), and Bank Statement Processing (AR_BNKSTMT) processes load data into staging tables. The unmatched remittances and payments not matched with bank accounts remain in the staging tables, while the Payment Loader process loads the matched data from the staging tables to the payment application tables. EDI transactions consisting of cash and remittance advice or just the remittance advice are transmitted to PeopleSoft software based on a third-party translator, which translates the file into a PeopleSoft business document format. The data is then published in the Application Messaging queue and uploaded to the staging tables. When the data is loaded into the staging tables, the Payment Loader process moves the data from the staging tables to the payment application tables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The following diagram illustrates how the Payment Loader Application process loads payments. The Load Cash Drawer Receipts (CDR_LOADPMT), Lockbox (AR25001), and Bank Statement Processing (AR_BNKSTMT) processes load data into staging tables. The unmatched remittances and payments not matched with bank accounts remain in the staging tables, while the Payment Loader process loads the matched data from the staging tables to the payment application tables. EDI transactions consisting of cash and remittance advice or just the remittance advice are transmitted to PeopleSoft software based on a third-party translator, which translates the file into a PeopleSoft business document format. The data is then published in the Application Messaging queue and uploaded to the staging tables. When the data is loaded into the staging tables, the Payment Loader process moves the data from the staging tables to the payment application tables



The Payment Loader process performs the following tasks:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Edits data for internal integrity.
- Checks for duplicate deposits or payments.
- Assigns defaults and deposit IDs.

  Note: The Load Cash Drawer Receipts Application Engine process (CDR_LOADPMT) assigns the deposit ID to payments that you enter using the Cash Drawer Receipt feature.

- Assigns document sequence numbers if you enabled document sequencing at the installation level and the general ledger (GL) business unit level.
- Creates cash control accounting entries based on settings for the bank account and business unit options.
- Matches split-stream remittance advises and their cash, depending on the request parameters that you specify for split-stream processing.
- Assigns the user ID of the individual who created the run control for the Payment Loader process to the Deposit Control record (DEPOSIT_CONTROL) in the User ID (ORPRID) and Assigned User ID (ASSN_OPRID) fields for each electronic deposit.

  Note: If another user accesses and modifies the deposit in the Regular Deposit component (PAYMENT_ENTRY), the system automatically changes the assigned user ID to the individual who modified the deposit. When you apply the payment, the system updates the Applied User ID (APPLIED_OPRID) field on the Payment Record (PAYMENT) with the user ID of the person who applied the payment. The values in the User ID and Assigned User ID fields on the Deposit Control record remain the same. You must run a query to see the values in the APPLIED_OPRID field.

The process processes all payments that are received through an electronic data interface. It moves the payment data from the staging tables to these payment application tables:

- PS_DEPOSIT_CONTROL
- PS_PAYMENT
- PS_PAYMENT_ID_ITEM
- PS_PAYMENT_ID_CUST
- PS_PAY_MISC_DST

You can load EDI transactions or run the Lockbox SQR (Structured Query Report) process (AR25001) many times a day to load multiple transmissions into the staging tables. Then at the end of the day, run the Payment Loader process once to load the data into the application tables and process all the received payments.

Prerequisites for Receiving Payments Electronically

Before you perform electronic payment processing:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Assign a default entry type, entry reason, and system function to adjustment reasons for each SetID on the Receivables Definition - Bank/Payment Options page.
- If you use cash control accounting, define your cash control method on the Receivables Definition - Accounting Options 2 page.
- Define the bank accounts where you will deposit the payments in the External Accounts component (BANK_EXTERNAL).
- Assign a business unit to the bank accounts from which you receive deposits on the External Accounts - Account Information page.
- Define group types for payments on the Group Type page.
- Define deposit types on the Deposit Type page.
- Set up qualifiers for payment reference information on the Reference Qualifier page.
- Set up adjustment reason codes.

Related Links

Defining Business Unit Defaults for Individual Business Units
Setting Up Group Types and Group Origins
"Defining External Account Information" (PeopleSoft Banks Setup and Processing)

Receiving Lockbox Deposits

Pages Used to Receive Lockbox Deposits

Page Name	*Definition Name*	*Usage*
Lockbox Page	LOCKBOX_REQUEST	Run the Lockbox SQR process (AR25001) that imports lockbox files to the staging tables.
Payment Interface Page	PAYLOAD_REQUEST	Run the Payment Loader Application Engine process for lockbox deposits. See Running the Payment Loader Application Engine Process. See the Payment Interface Page for more information.
Lockbox Run Information Page	LB_CONTROL_AMTS	Review the control totals for the lockbox deposit. This page compares the payment count and amount with the lockbox totals.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Lockbox Processing

Lockbox deposits automatically update deposit and payment information from a bank or payment collection system. The automatic update process includes these conditions, that:

- Each lockbox file can have multiple lockboxes.
- Each lockbox can have multiple deposits with multiple payments.
- Each deposit is identified by the bank and bank account it came from.
- Each payment can be in a different currency.

The Lockbox process accepts deposits with these payment methods: CHK (check), EFT (electronic file transfer), and GE (giro - EFT). If an invalid value is found in the lockbox file, the process assign a default payment method. The process will use:

1. The payment method assigned to the deposit type that shares the same SetID as the deposit business unit.
2. The payment method specified on the Receivables Options - Payment Options page for the deposit business unit.
3. A check as the payment method for the deposit.

Oracle provides you with a record layout for lockbox transmissions that mirrors the online deposit entry pages and is ANSI X12-compatible. Oracle designed the interface guidelines for recording deposit and payment information to provide you with all of the information that you currently receive from your lockbox.

Important! You must specify the path on the application server where the lockbox input file resides to run the Lockbox process (AR25001). This enables the Lockbox process to read and process the lockbox file from any location on the application server.

Related Links

Receiving Information from a Lockbox

Understanding the Lockbox Deposit Process Flow

Perform these steps to receive electronic payments:

1. Run the Lockbox process to load data from the flat file into the staging tables.
2. Run the Payment Loader process to move the data from the staging tables into the payment application tables.

   Note: You can combine the Lockbox and Payment Loader processes in a PeopleSoft Process Scheduler job and run them together.

   ---

3. View the Application Engine error messages in the Process Monitor.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The Payment Loader process compares the control totals and counts with the calculated totals at all levels (deposit, lockbox, and file). If they do not match, the process issues an error message. Batch level errors have an *Out of Balance* status.

4. Review the received control totals on the Lockbox Run Information page.
5. Check for errors at the deposit level on the All Deposits page or Incomplete Deposits page.
6. Correct errors on the deposit and payment entry pages and on the Payment Interface Duplicates page.
7. If you use cash control accounting and a duplicate or out-of-balance deposit exists, run the Cash Control Application Engine process (AR_CASHCNTL) to create the cash control accounting entries after correcting the errors.

Related Links

Creating Cash Control Accounting Entries

Lockbox Page

Use the Lockbox page (LOCKBOX_REQUEST) to run the Lockbox SQR process that imports lockbox files to the staging tables.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Retrieve Lockbox Files** > **Lockbox**

Field or Control	*Description*
Name of Lockbox File	Enter the name of the file that contains deposits from one or more lockboxes. This value can be up to 80 characters long. If you leave the lockbox file name blank on the Run Control page, you will receive an error indicating that you must enter a value in this field before you can continue with the processing.
File Directory	Enter the path on the application server where the lockbox input file resides. **Note:** If you do not specify the path on the Lockbox run control page, the error message 6890 appears stating: "You have left file directory empty and a value is required." If the path that you specified on the Lockbox run control page has spaces, the program eliminates the spaces before processing the lockbox file.
Process Frequency	Select a process frequency value of *Always, Don't,* or *Once.*
Last Date Run	Displays the last date that the Lockbox process was run.
Last Run Time	Displays the time that the last Lockbox process was run.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Run	Click to schedule the Lockbox process to run. You can review its progress based on the generated process instance number that appears on the Lockbox run control page.
Process Instance	Displays the process instance that was generated the last time the Lockbox process was run.

Note: If the file is on the client, you must run the process on the client. If the file is on the server, you must run it on the server.

Running the Payment Loader Application Engine Process

Use the Payment Interface page (PAYLOAD_REQUEST) to run the Payment Loader process for lockbox deposits.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **Lockbox** check box.

Lockbox Run Information Page

Use the Lockbox Run Information page (LB_CONTROL_AMTS) to view the control totals for the lockbox deposit.

This page compares the payment count and amount with the lockbox totals.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Review Deposit Information** > **Lockbox Run Information**

Field or Control	*Description*
Lockbox ID	Displays the ID that was processed.
Transmission Date/Time	Indicates the time that the file was transmitted.
Processed Date/Time	Indicates the time that the Payment Loader process processed the lockbox.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Control Information

Displays the control information from the lockbox, the calculated results and the difference for the deposit count, payment count, and payment amount. The difference should be zero. If not, errors exist in the lockbox.

Using Electronic Banking to Process Payments

Pages Used to Process Payments Using Electronic Banking

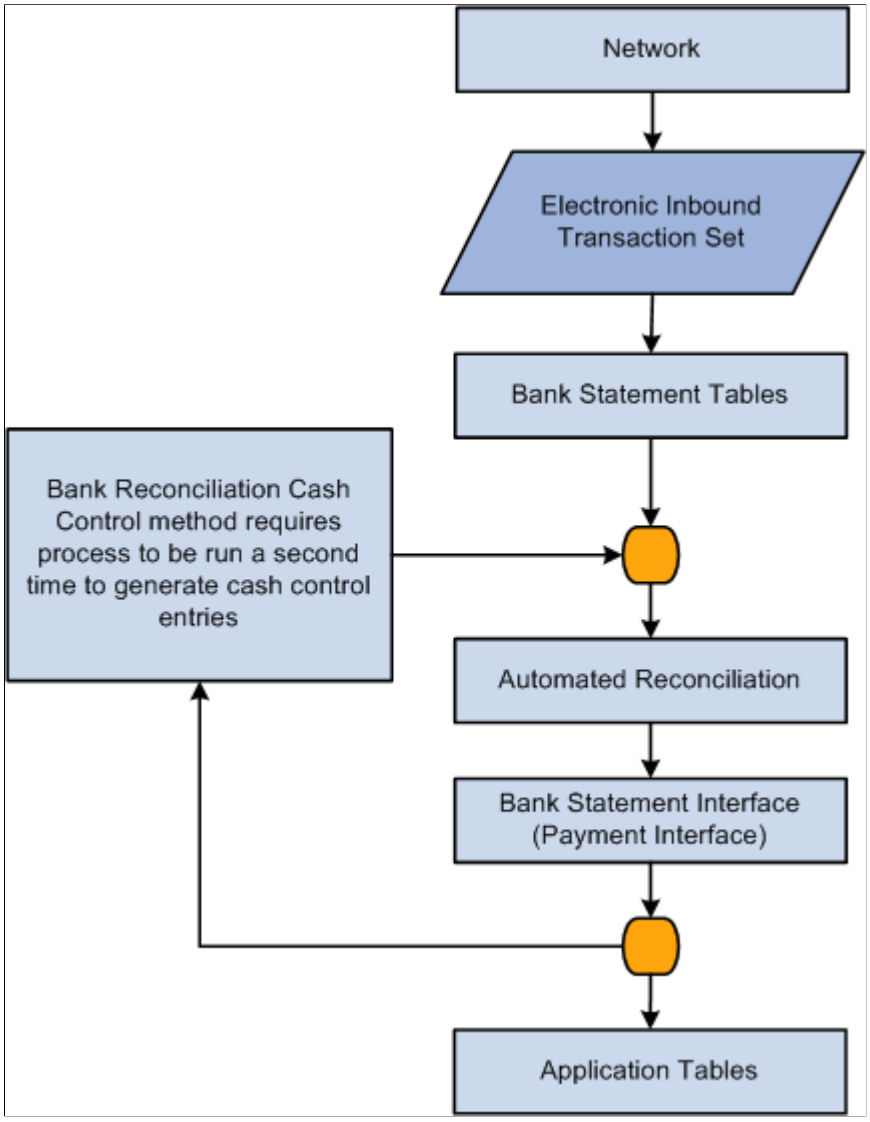
Page Name	*Definition Name*	*Usage*
Bank Statement Interface Page	BNKSTMT_REQUEST	Load unreconciled payments for specific statements into PeopleSoft Receivables by running the Bank Statement Processing process.
Payment Interface Page	PAYLOAD_REQUEST	Load unreconciled payments for all statements into PeopleSoft Receivables by running the Payment Loader process. See Loading Unreconciled Payments for All Statements. See the Payment Interface Page for more information.

Understanding Electronic Banking

The following diagram illustrates how the Electronic Banking process works in PeopleSoft Receivables. The Bank Statement Application Engine process (BSP_IMPORT) imports the electronic statement and loads the bank statement data from the staging tables to the Bank Statement tables. The Bank Reconciliation Application Engine process (BNK_RECON) runs and reconciles the bank statement at the payment level. Unreconciled payments are loaded into the payment application tables. The Bank Reconciliation Cash Control process must be run twice to generate cash control entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The following diagram illustrates how the Electronic Banking process works in PeopleSoft Receivables. The Bank Statement Application Engine process (BSP_IMPORT) imports the electronic statement and loads the bank statement data from the staging tables to the Bank Statement tables. The Bank Reconciliation Application Engine process (BNK_RECON) runs and reconciles the bank statement at the payment level. Unreconciled payments are loaded into the payment application tables. The Bank Reconciliation Cash Control process must be run twice to generate cash control entries



Process Flow for Electronic Banking

To process bank statement payments:

1. Run the Import Bank Statement Application Engine process (BSP_IMPORT) to import the electronic statements into the staging tables and to load the bank statement data from the staging tables into the Bank Statement tables.

2. Run the Bank Reconciliation Application Engine process (BNK_RECON) on the Reconciliation Manager page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

You must reconcile the bank statement at the payment level and not at the deposit level by assigning the BNK_RCN_PAYMENT reconciliation rule to the bank account.

You can also manually reconcile bank statements.

The process verifies whether the receipts on the bank statement with a TRANSACTION_CODE of C exist as payments in the PS_PAYMENT table. The process marks receipts that are found on the PS_PAYMENT table as reconciled. The process marks those not found as unreconciled and gives the receipts an *NTF* (not found in system) status.

Note: Documentation about receiving bank statements, the Transaction Loader process, and the Automatic Reconciliation process is in the *PeopleSoft Banks Setup and Processing* documentation.

---

3. Load any unreconciled payments that have the *NTF* status into the payment tables and create cash control accounting entries for the payments if you selected the appropriate settings for the bank account and business unit options.

   Use one of these options to load the data:

   - Run the Bank Statement Processing Application Engine process (AR_BNKSTMT) to load specific bank statement data.
   - Run the Payment Loader process to load data for all bank statements.

     The Bank Statement Processing process handles only the payments that are processed by the Bank Reconciliation process. It does not evaluate unprocessed payments in the bank statement tables.

     If you use the Bank Reconciliation cash control accounting method that records the debit to cash when the payment or trade receipt is reconciled on the bank statement, you must reconcile your bank statements. With the Bank Reconciliation cash control method, the system debits cash only when a deposit is reconciled to payments that were previously recorded in PeopleSoft Receivables. The debit to cash is the reconciled deposit amount.

     You must run the Bank Statement Processing process twice to generate the cash control entries if you use the Bank Reconciliation cash control accounting method. In the first run, you load the unreconciled deposits into PeopleSoft Receivables as new payments. The second time that you run the Bank Statement Processing process for a bank, you generate the cash control entries. Another option is to use the Cash Control process after loading the bank statement into PeopleSoft Receivables to generate the accounting entries.

     Note: You can combine the Reconciliation process and the Bank Statement Processing process in one Process Scheduler job. However, you can run the combined Process Scheduler job only from the Reconciliation page.

     ---

4. If you use cash control accounting and errors occur, fix the problem and then run the Cash Control process to create the cash control accounting entries.
5. View the Application Engine error messages in the Process Monitor for the Payment Loader process.

Related Links

Creating Cash Control Accounting Entries

“Understanding Statement Updates” (PeopleSoft Banks Setup and Processing)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

"Understanding Bank Reconciliation Processing" (PeopleSoft Banks Setup and Processing)

Prerequisites

Before you use electronic banking to process payments, you must set up the statement codes to determine the payment method for each bank transaction line. If a statement code is not matched to a payment method, the system assigns *CHK* (check) as the payment method.

Related Links

"Setting Up the Bank Statement Import Process" (PeopleSoft Banks Setup and Processing)

Bank Statement Interface Page

Use the Bank Statement Interface page (BNKSTMT_REQUEST) to load unreconciled payments for specific statements into PeopleSoft Receivables by running the Bank Statement Processing process.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Load Bank Statements** > **Bank Statement Interface**

Field or Control	*Description*
Bank ID and Bank Account Number	Enter the bank ID and account number into which the deposits were made.
Statement ID	Specify the bank's statement identification number to identify which statement to process.

Loading Unreconciled Payments for All Statements

Use the Payment Interface page (PAYLOAD_REQUEST) to load unreconciled payments for all statements into PeopleSoft Receivables by running the Payment Loader process.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **Bank Statement** check box.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Using EDI and Split Stream Processing

Pages Used for EDI and Split Stream Processing

Page Name	*Definition Name*	*Usage*
File Inbound Page	EO_FILE_INBOUND	Load business documents into staging tables. See Loading Business Documents into Staging Tables. See the “File Inbound Page” (Integration Interfaces) for more information.
Inbound File Page	EO_FILETOMSG	Load banking data from a flat file into the staging tables using the EOP_PUBLISHF Application Engine process. You can also use an external system to publish data directly in the Application Messaging queue. See the “Inbound File Page” (Integration Interfaces) for more information.
Business Document Detail Page	EC_BUSDOC_02	Verify that data was loaded into the EC tables at the subscribing bank. For more information, see the product documentation for *PeopleTools: Supported Integration Technologies*.
Summary Page	EC_BUSDOC_01	Confirm that the banking data loaded successfully. See Confirming That Data Loaded Successfully. For more information, see the product documentation for *PeopleTools: Supported Integration Technologies*.
Payment Interface Page	PAYLOAD_REQUEST	Define the run parameters for the Payment Loader process and run the process.
Delete Remittances - Customer or - Item Page	MATCH_ERROR_CU MATCH_ERROR	Delete unmatched customer remittances in the staging tables. Delete unmatched item remittances in the staging tables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding EDI Processing

PeopleSoft Receivables enables you to receive a payment (cash and remittance advice combined) or just the remittance (remittance information without cash) in an EDI transmission.

When you receive the remittance advice and the cash information at different times and through different channels, you can use a variety of methods to match them. This helps you identify and apply the payments.

PeopleSoft Receivables supports both European and U.S. EDI formats. The European EDI standard is EDIFACT, and the supported format is CREEXT. The U.S. standard is ANSI-X12; its supported format is 820. In both formats:

- One transmission can contain a payment (cash and remittance information combined) or just cash.
- One transmission can contain only a remittance (the corresponding cash information to be transmitted separately).

  This scenario introduces the need for split stream processing.

This documentation discusses how to:

1. Load business documents into staging tables.
2. Confirm that data loaded successfully.
3. Run the Payment Loader process.
4. Delete unmatched customer or item remittances.

Understanding Split Stream Processing

Split stream processing matches and unites the two parts of a payment, the cash information and the remittance advice, when they are received at different times and possibly from different data sources. EDI, lockbox, and bank statement processing support the transmission of cash by itself. Only EDI processing and the Excel Payment Upload process support the transmission of a remittance advice by itself or cash and remittance.

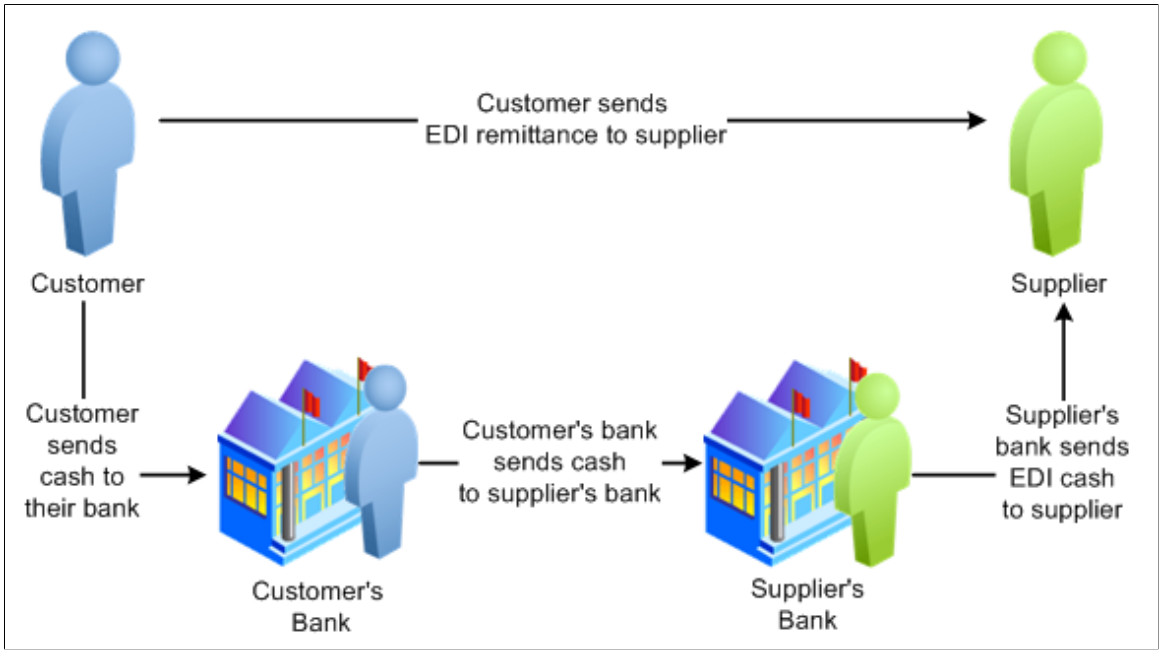
Note: The Payment Loader process matches remittance information in the staging tables with cash information that is in either the staging tables or the application tables. You can use the Remittance Delete pages to find and delete unmatched remittances in the staging tables.

Split Stream Examples

Typically both the cash information and the remittance advice are received through EDI, as shown in the following example in which the customer sends the EDI remittance directly to the supplier or the customer sends the cash to their bank, their bank sends cash to the supplier's bank, and the supplier's bank sends EDI cash to the supplier.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The customer sends the EDI remittance directly to the supplier or the customer sends the cash to their bank, their bank sends cash to the supplier's bank, and the supplier's bank sends EDI cash to the supplier

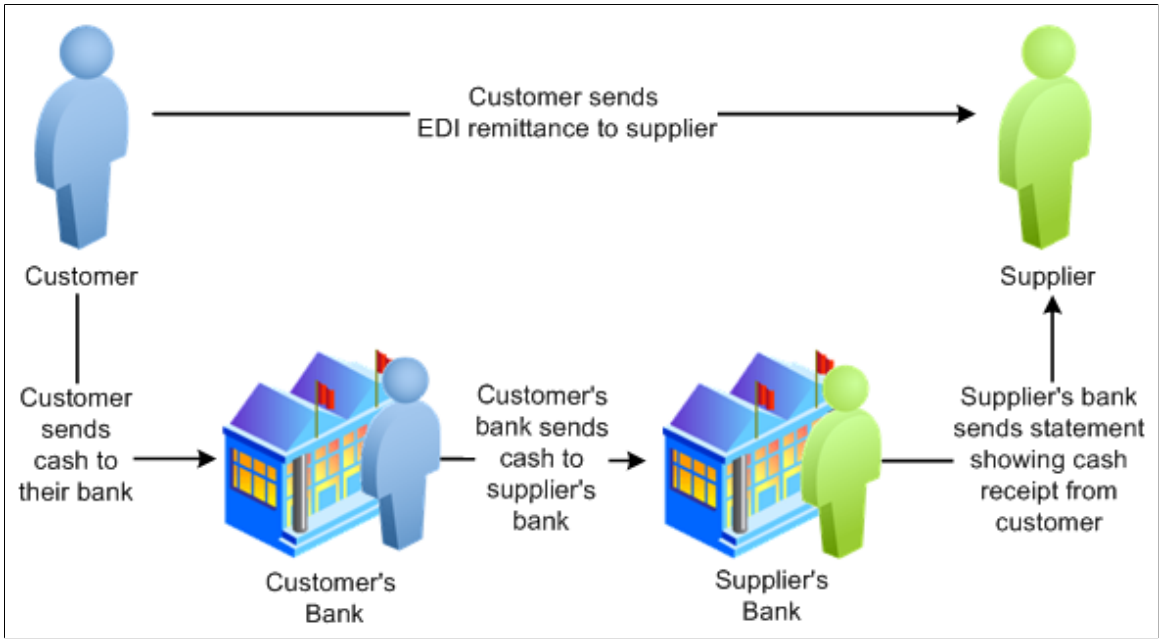


In this example, the customer sends you two EDI transmissions. The remittance advice is sent directly to you. The cash information is sent to the customer's bank, then to your bank, and then to you. As a result, you receive two separate EDI transmissions, one with cash and one with remittance information. You use split stream processing to match them and form the complete payment (linked cash and remittance information).

The common denominator for all methods of receiving split stream data is that the remittance information is received by EDI; only the source of the cash information varies. The method that customers use to send the cash to their bank or to your bank is irrelevant to split stream processing. Your only concern is how your bank transmits the cash information to you: as an EDI transmission, in a lockbox file or, as in the following example, as a receipt on a bank statement:

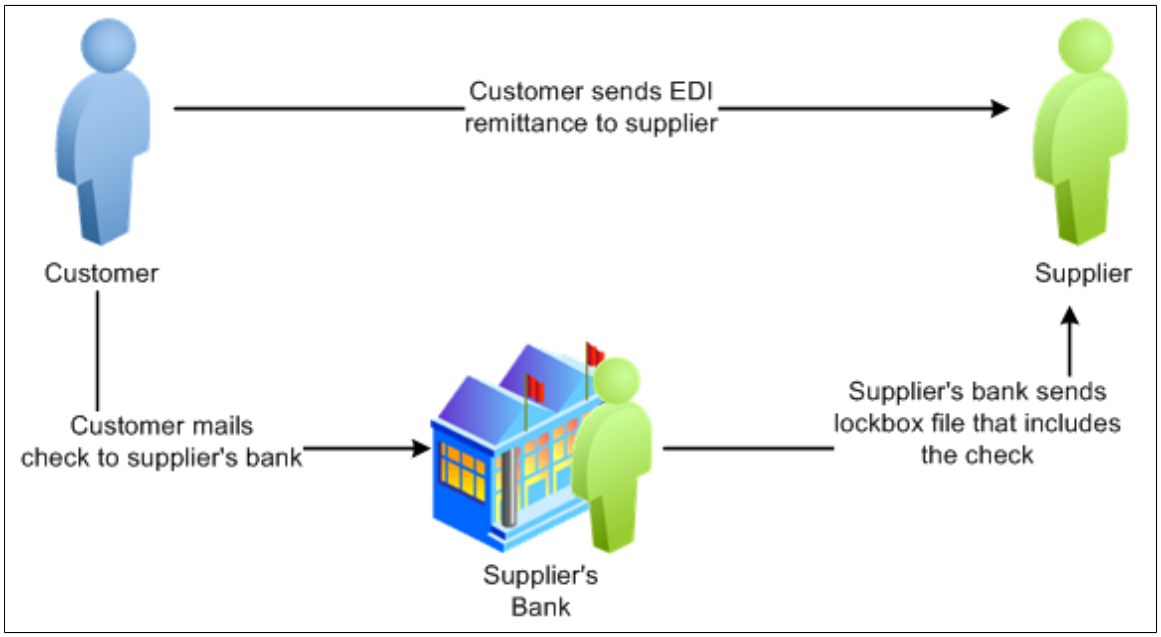
Copyright © 1988, 2025, Oracle and/or its affiliates.

The bank transmits the cash information as an EDI transmission, in a lockbox file or, as in the example in the diagram, as a receipt on a bank statement



The following example shows transmission of cash information by way of a lockbox, where the customer sends an EDI remittance directly to the supplier or the customer mails a check to the supplier's bank, which sends a lockbox file, which includes the check, to the supplier.

Transmission of cash information by way of a lockbox, where the customer sends an EDI remittance directly to the supplier or the customer mails a check to the supplier's bank, which sends a lockbox file, which includes the check, to the supplier



U.S. and European business practices differ. In the United States, you usually receive payment in a lockbox file, but you are unlikely to receive payments from bank statements. In Europe, you probably do not use a lockbox, but you probably receive payments from bank statements.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the EDI Payment Process Flow

To receive payments and remittance information in an EDI file:

1. Using a third-party translator, translate the file into a PeopleSoft business document format.

   See Receiving Payments in an EDI File.

2. Publish the data in the business document in the Application Messaging queue.

   The subscriber program loads the data into data tables.

3. Confirm that the data loaded.

4. Run the Payment Loader process to move the data from the staging tables into the payment application tables.

5. View PeopleSoft Application Engine messages.

6. Check for errors at the deposit level on the All Deposits page or Incomplete Deposits page.

7. Correct errors in the deposit and payment entry pages and the Payment Interface Duplicates component (ERROR_CORRECTION).

8. If you use cash control accounting and you have a duplicate out-of-balance deposit, run the Cash Control process to create the cash control accounting entries.

   See Creating Cash Control Accounting Entries.

Understanding Business Unit Determination

If you receive a business unit for a deposit in the EDI file, the system assigns that business unit to the deposit. Otherwise, it uses the business unit that you assigned to the bank account on the External Accounts - Account Information page. If both business units are missing, the system uses the business unit that is assigned to the operator that runs the Payment Loader process.

Prerequisites

Use the PeopleSoft Integration Broker to set up the EDI interface.

For more information, see the product documentation for *PeopleTools: Integration Broker* and *PeopleTools: Integration Broker Testing Utilities and Tools*.

Loading Business Documents into Staging Tables

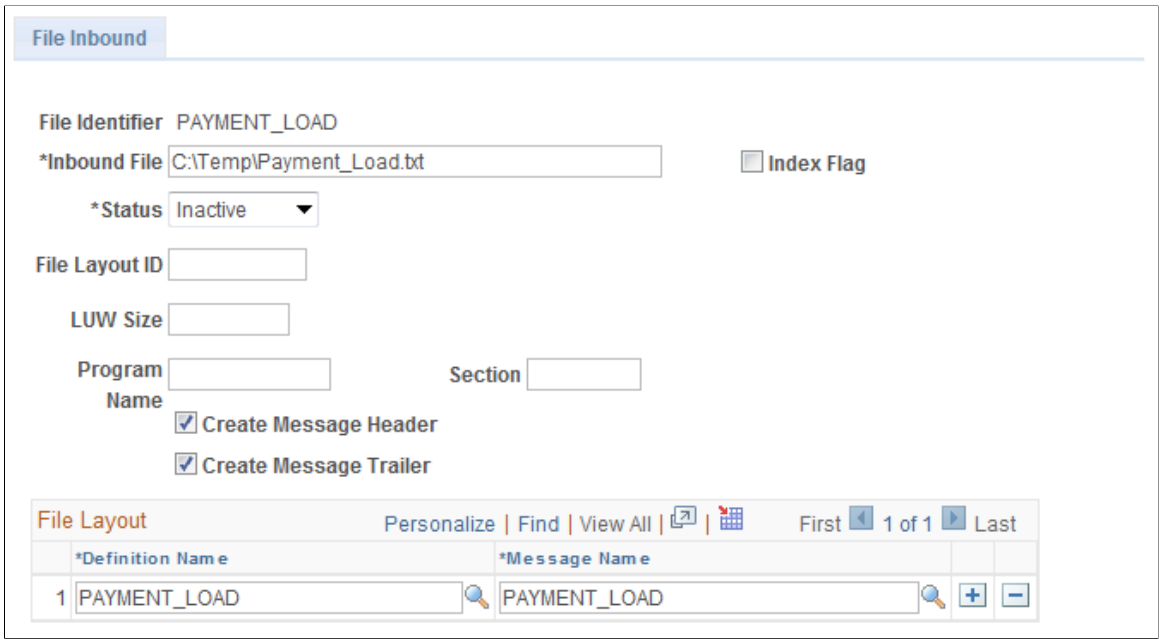
Use the File Inbound page (EO_FILE_INBOUND) to load business documents into staging tables.

Navigation:

Enterprise Components > **Integration Definitions** > **Inbound File Rule** > **File Inbound**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



To set up and use the EDI process:

1. Set up the file identifier to point to a file.

Field or Control	***Description***
File Identifier	Displays an identifier pointing to the file.
Inbound File	Enter the path and file name that you want for the inbound flat file when you import into the PeopleSoft Receivables system.
Index Flag	Select only if the inbound file is an index file.
File Layout ID	Enter an ID that identifies the file layout.
LUW Size, Program Name, and **Section**	Leave blank.
Create Message Header and **Create Message Trailer**	Deselect these check boxes.
Definition Name	Change the value to *PAYMENT_LOAD*.
Message Name	Change the value to *PAYMENT_LOAD*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Enter run parameters on the Inbound File page (EO_FILETOMSG). Navigate to **Enterprise Components** > **Integration Definitions** > **Initiate Processes** > **Inbound File Publish** > **Inbound File**.

Field or Control	*Description*
File Identifier	Enter the file identifier that you defined on the File Inbound page.
Index Flag	Select only if the inbound file is an index file.

3. Click **Run** to run the EOP_PUBLISHF process, which loads data from the file and publishes the data as application messages.

   Select the following process name on the Process Scheduler Request page: *EOP_PUBLISHF.*

4. Use the Process Monitor to verify that the process finished successfully.

5. Verify that the subscriber processed the message and loaded the data into EC tables (Enterprise Components) on the Business Document Detail page (EC_BUSDOC_02).

   The value for the **EC Completion Status** field should be *Done.*

Confirming That Data Loaded Successfully

Use the Summary page (EC_BUSDOC_01) to confirm that the banking data loaded successfully.

Navigation:

PeopleTools > **EDI Manager** > **View EDI Audit Trail** > **Business Document Summary** > **Summary**

Field or Control	*Description*
Status	Verify that the status is *Loaded.*

For more information, see the product documentation for *PeopleTools: Supported Integration Technologies*.

Payment Interface Page

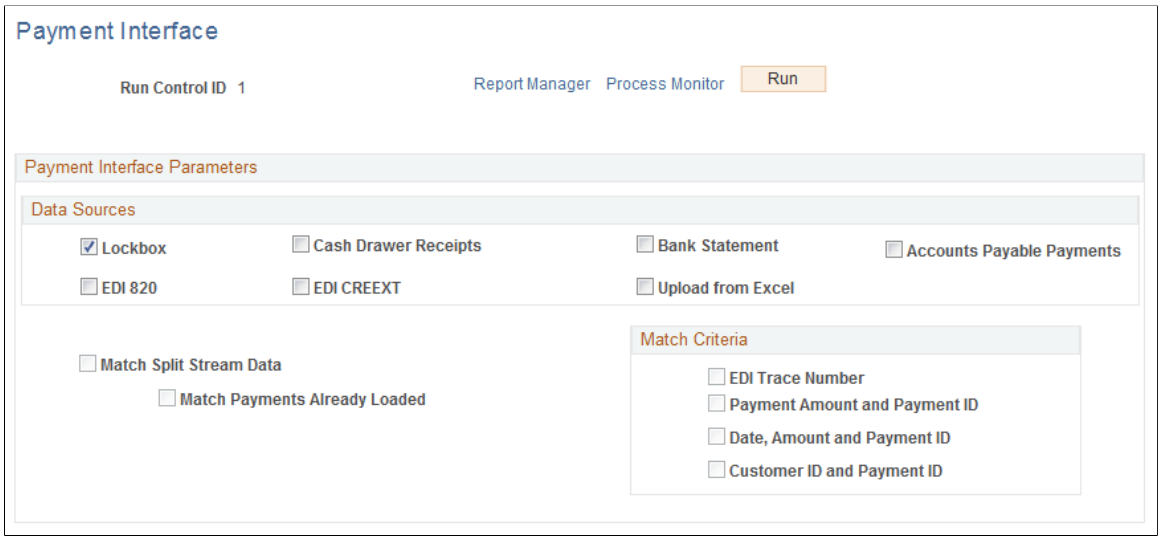
Use the Payment Interface page (PAYLOAD_REQUEST) to define the run parameters for the Payment Loader process and run the process.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
EDI 820	Select if loading EDI data from the United States.
EDI CREEXT	Select if loading EDI data from a European country.
Upload from Excel	Select if loading payments from a Microsoft Excel spreadsheet.
Match Split Stream Data	Select to include split stream matching as part of the payment data load process.
Match Payments Already Loaded	Select to match remittance information with cash information that you already loaded into the payment application tables.
EDI Trace Number (electronic data interchange trace number)	Select if you receive both the cash and remittance by EDI. The transmissions have matching trace numbers. The trace numbers are unique, so the two pieces can be matched by using these criteria.
Payment Amount and Payment ID	Select if you require customers to include the payment ID (this could be the check number) and payment amount in the remittance advice. The cash and remittance are matched if they have the same payment amount and payment ID.
Date, Amount and Payment ID	Select if the customer includes the payment date on the remittance. European companies use **Value Date** as an additional matching field. (Estimated and actual value dates determine the float.) In the United States, use the accounting date of the payment. The cash and remittance are matched if they have the same date, amount, and payment ID.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer ID and Payment ID	Select if the cash has a magnetic ink character recognition ID (MICR ID) with it and the remittance has a customer ID. The cash and remittance are matched if they have the same payment ID and the cash MICR ID points to the remit from customer ID that is on the remittance.

Delete Remittances - Customer or - Item Page

Use the Delete Remittance - Customer page (MATCH_ERROR_CU) to delete unmatched customer remittances in the staging tables.

Use the Delete Remittance - Item page (MATCH_ERROR) to delete unmatched item remittances in the staging tables.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Delete Remittance** > **Customer**

Accounts Receivable > **Payments** > **Electronic Payments** > **Delete Remittance** > **Item**

Field or Control	*Description*
Remittance Status	Select the remittance status to search for and display in the list. Values are: *Unmatched:* Displays unmatched remittances in the file. This value is available only if unmatched remittances exist in the file. *Not Processed:* Displays unprocessed remittances. This value is available only if remittances in the file were not processed.
Delete	To remove the unmatched remittances from the staging tables, select the **Delete** check box next to each remittance that you want to delete and click the **Delete** button.

If the cash information precedes the remittance information and you have already run the Payment Loader process for the cash information, the cash information is already loaded into the payment application table. Thus, the applicable remittance information does not match the cash information. Instead, the applicable remittance information remains in the staging tables as unmatched unless you run the option that matches the payment that you already loaded into the payment application table. You can manually correct this by deleting the unmatched remittance information on the Regular Deposits - Totals page. Then enter the remittance information with its associated payment in the reference information fields on the Regular Deposits - Payments page.

Related Links

Regular Deposit - Totals Page

Regular Deposit - Payments Page

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Staging EDI Payment Data Using the Data Export Import Utility

This topic describes the transformation of EDI files containing payment data for import into Receivables staging tables using the Data Export Import Utility.

Understanding EDI Payment File Import Using the Data Export Import Utility

PeopleSoft Receivables enables you to receive a payment (cash and remittance advice combined) or just the remittance (remittance information without cash) in an Electronic Data Interchange (EDI) transmission.

PeopleSoft Receivables supports both European and U.S. EDI formats. The European EDI standard is EDIFACT, and the supported format is CREEXT. The U.S. standard is ANSI-X12; its supported format is 820.

The Data Export and Import Utility provides a mechanism to import the raw or translated EDI files with payment data into the staging tables, bypassing steps that are needed using application messages. PeopleSoft Receivables provides a sample setup to import EDI payment data using the Data Export Import Utility. Businesses should test their own DEIU setup before implementation.

The EDI payment data transformation is based on People Tools Document Technology and the Data Export and Import Utility (DEIU) tool, which allows users to configure transformation through an online mapping component. Users should be familiar with PeopleSoft documents, as well as Data Export Import Utility map definitions and document relationships, before customizing EDI file import setup using DEIU.

PeopleSoft delivers the following sample DEIU transformation programs for processing EDI payment files and loading the data in the Receivables payment staging tables.

Receivables Process	***Delivered DEIU Transformation Program***	***EDI File Type***
Load Payment EDI File	EDI_820_PAYMENT_IMPORT_RUN	Flat
Load Delimited Payment EDI File	EDI_820_PAYMENT_DELIMITED_RUN	Delimited

Once data is loaded into the staging tables, run the Payment Interface Application Engine to load payment data into the Receivables tables.

For more information about the Data Export Import Utility, see “Understanding the Data Export Import Utility” (Application Fundamentals).

Setting Up DEIU to Import EDI Payment Data

PeopleSoft provides a setup with sample field mapping for staging EDI payment data using the Data Export Import Utility. To set up the import process:

1. Review PeopleSoft Documents for both source and target documents.

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Verify DEIU map definitions for EDI file transformation.

The EDI payment data import process is supported for flat and delimited EDI files.

For more information about setting up DEIU, see “Mapping File Layouts and Document Relationships” (Application Fundamentals) and “Defining the Data Source and Target” (Application Fundamentals).

Reviewing the PeopleSoft Documents

Use the Document Builder - Document page (IB_LOGICALSCHEMA) to view and edit a document in the Document Builder.

Before using the Data Export Import Utility for EDI payment file import, review the PeopleSoft Documents delivered for use with EDI files.

PeopleSoft provides the following sample documents or layouts to support the Receivables payment load process:

- Load Delimited Payment EDI File process
    - Source: PeopleSoft Document EDI_820_DELIMITED_FILE
    - Target: PeopleSoft Document EDI_820_PAYMENT
- Load Payment EDI File process
    - Source: File Layout (Fixed) PAYMENT_LOAD
    - Target: PeopleSoft Document EDI_820_PAYMENT

Verifying the Map Definition

Use the Map Definition component (FS_MAPPER_DEF_WIZ) to set up the transformation from data source to target output.

The EDI payment file transformation occurs through the online mapping definition. DEIU provides a horizontal navigation, or train stops, to define a map that links the data source and target output format along with any data filter criteria. PeopleSoft provides sample EDI file map definitions for both flat files and delimited files. Businesses should create, test, and put their own map definitions into production.

PeopleSoft delivers the following sample map definitions:

- The Load Delimited Payment EDI File process uses the map ID EDI_820_DELPAY_IMPORT.
- The Mapping for the Load Payment EDI File process uses the map ID EDI_820_PAYMENT_IMPORT.

The Edit Transform Property secondary page is used to define the parameters for the selected transformation rule. PeopleSoft provides system-delivered transformation rules with the map definitions for EDI payment data import.

Note: The Data Export Import Utility is a generic transformation tool that is used across PeopleSoft Financials. Not all transform types supported by Data Export Import Utility are applicable to EDI file data import.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Importing EDI Payment Data into the Staging Tables

Use the Data Export Import Request page (FS_MAP_REQUEST) to initiate DEIU processing based on the map definition and options to further filter the data set, if applicable.

To import EDI payment data into the staging tables using DEIU:

1. Navigate to the Data Export Import Request page (Set Up Financials/Supply Chain, Common Definitions, Data Export Import Utility, Data Export Import Request).
2. Enter the appropriate run control ID. For example,
   - *EDI_820_PAYMENT_DELIMITED_RUN* – Transforms raw or translated, delimited EDI files to support the Load Delimited Payment EDI File process.
   - *EDI_820_PAYMENT_IMPORT_RUN* – Transforms raw or translated, flat EDI files to support the Load Payment EDI File process.
3. Verify the data in the staging table before running Payment Interface to stage the data in the Receivables payment tables.

Receiving Accounts Payable Payments

Page Used to Receive Accounts Payable Payments

Page Name	***Definition Name***	***Usage***
Payment Interface Page	PAYLOAD_REQUEST	Define run parameters for the Payment Loader process to load Accounts Payable payments into the payment application tables. Select the Accounts Payable Payments check box. See Updating Payment Application Tables. See the Payment Interface Page for more information.

Understanding Accounts Payable Payments Processing

PeopleSoft Accounts Payable payments processing enables customers to automatically create deposits and payments in PeopleSoft Receivables when the Payables system pays interunit vouchers. Using integrated Accounts Payable payments processing, you can set up interunit billing to settle payables vouchers internally and create corresponding deposits in receivables.

The staging tables created by Accounts Payable use a data source value, APP, which is designated for Accounts Payable payments only. This data source value distinguishes payments received from PeopleSoft Payables as opposed to payments received from other sources.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The APP data source identifies records in the Payment Loader staging tables to be built specifically for Payables input. The Payment Loader application engine processes those records to create required deposit, payment, and reference records so that payments can be applied to the specified open items in Receivables. Payment Loader does not use split stream processing for APP items. Deposit and payment records as well as all reference records are sent in the same batch process.

The Customer InterUnit Billing setup (Customers, Customer Information, General Information, General Info, Bill To Options) identifies an interunit customer. The setup also defines which receivables business unit is associated with each customer.

An interunit customer can use an internal netting account. Netting accounts are used in the system for the treasury netting process. The netting account functionality will be extended to allow for a deposit to be created for payments from PeopleSoft Payables.

Processing for APP items uses one type of payment method—check—for interunit billing, however, no external processing occurs. Each payment that Payables sends to Receivables will have a check number, billing business unit, billing customer, and other pertinent payment information. The system will generate the next available payment ID for the transaction. Each reference item will have a payment amount, and the system creates a separate deposit for each payment, assuming one customer per payment.

This table shows how the APP process maps the fields on the payables voucher to the fields in the payment staging tables:

Accounts Payable Fields	***Payment Staging Table Fields***
Billing Business Unit	BUSINESS_UNIT
Billing Customer	CUST_ID
Accounts Payable Check Number	PAYMENT_ID

After you load the payables vouchers into the payment application tables, you can use Payment Predictor to apply the payments to the items associated with the vouchers. In order to apply this payment from Payment Predictor, the items must have been created using Receivables Update.

Related Links

“Understanding the PeopleSoft Payables Payment Interface” (PeopleSoft Payables)

“Setting Up the PeopleSoft Payables Payment Interface” (PeopleSoft Payables)

Updating Payment Application Tables

Use the Payment Interface page (PAYLOAD_REQUEST) to define run parameters for the Payment Loader process to load Accounts Payable payments into the payment application tables.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **Accounts Payable Payments** check box.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Match criteria options are not functional for Accounts Payable payments.

Related Links

Defining Business Unit Defaults for Individual Business Units

Receiving Cash Drawer Payments

Page Used to Receive Cash Drawer Payments

Page Name	*Definition Name*	*Usage*
Payment Interface Page	PAYLOAD_REQUEST	Define run parameters for the Payment Loader process to load cash drawer payments into the payment application tables. See Updating Payment Application Tables. See the Payment Interface Page for more information.

Understanding Cash Drawer Receipt Processing

PeopleSoft Receivables enables you to enter an order and the payment for the order at the same time for counter sales using the Cash Drawer Receipts feature. To load the cash drawer payments into PeopleSoft Receivables, run the Load Cash Drawer Receipts process to update the payment staging tables, and run the Payment Loader process to load the data in the payment staging tables into the payment application tables.

Customers can pay for an order with multiple payment methods, for example cash, check, and credit card —each as a separate payment. Each payment that the Load Cash Drawer Receipts process updates in PeopleSoft Receivables should have the order number and possibly other reference information to enable you to apply the payment to the item associated with the order.

The cash drawer accepts these payment methods: gift vouchers, cash, and checks and credit, debit, or procurement card authorizations. However, the Load Cash Drawer Receipts process does not update gift voucher information in PeopleSoft Receivables. When the Load Cash Drawer Receipts process sends information for payments made by credit, debit, or procurement card authorizations, the payment method is EFT. Also, the payment method for the items paid for with these authorizations is EFT. The reason that these items have an EFT payment method is to differentiate these items from items with a credit card payment where you run the Receivables Credit Card process (AR_CRCARD) to create the payments and a payment worksheet in PeopleSoft Receivables. The payments can be either full payments or deposits for an order.

The Load Cash Drawer Receipts process populates the **Payment ID** field with different values depending on the payment method, as shown in this table:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Method	*Payment ID*
Cash	Cash drawer receipt number
EFT (debit, credit, or procurement card)	Authorization code
Check	Check number

The cash drawer setup defines which bank and bank account to use for payments that you enter in the cash drawer. The setup also defines which receivables business unit is associated with each cash drawer. The system assigns the next available deposit ID to the cash drawer transaction for the deposit business unit. This table shows how the Load Cash Drawer Receipts process maps the fields on the cash drawer transaction to the fields in the payment staging tables:

Cash Drawer Receipt Fields	*Payment Staging Table Fields*
Deposit Business Unit	LOCKBOX_ID
Deposit ID	LOCKBOX_BATCH_ID
Payment Sequence Number	PAYMENT_SEQ_NUM

The system creates a separate deposit for all payments with the same payment method. For example, it creates three deposits if applicable: one for cash payments, one for EFT payments, and one for checks.

Note: The Payment Loader process processes payments with a cash payment method only if they originate in the cash drawer receipts interface.

After you load the cash drawer receipts into the payment application tables, use Payment Predictor to apply the payments to the items associated with the orders. Oracle recommends that you update the items from PeopleSoft Billing to PeopleSoft Receivables and post them before running the Payment Predictor process.

Note: You can access the Cash Drawer page (Accounts Receivable, Payments, Cash Drawer, Cash Drawer Receipt page) from a link on the Pending Items - Group Action page (Accounts Receivable, Pending Items, Online Items, Group Entry).

See Entering or Updating Pending Items.

Related Links

Item-Level Adjustments and Reference Values
“Using a Cash Drawer” (PeopleSoft Order to Cash Common Information)
“Using the Cash Drawer” (PeopleSoft Order Management)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Updating Payment Application Tables

Use the Payment Interface page (PAYLOAD_REQUEST) to define run parameters for the Payment Loader process to load cash drawer payments into the payment application tables.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **Cash Drawer Receipts** check box.

Understanding Spreadsheet Payments and Direct Journals

The Spreadsheet Payment and Direct Journal workbooks enable you to enter payments and direct journal information offline using Microsoft Excel and import that information into your PeopleSoft Receivables system.

Working with Spreadsheet Payments and Direct Journals

The spreadsheet payment and direct journal upload process supports MicroSoft Excel input formats. If you use a non-Excel spreadsheet, you must convert the data to an Excel format before importing.

Spreadsheet Payments

When you import spreadsheet payments and they go through the edit process, the Payment Loader Application Engine process loads the payment data into the payment application tables.

The ExcelUploadforDeposits.xls workbook is the Microsoft Excel data input tool. You use it to prepare and enter payments and import them into your PeopleSoft database.

These worksheets make up the ExcelUploadforDeposits.xls workbook:

- *Template worksheet:* contains all of the available fields that you can configure for data entry. You enter the transaction data on the Data Sheet worksheet. You can create multiple versions of the Microsoft Excel workbook, each with different templates if required.
- *Data Sheet worksheet:* supports CHK, EFT, ACH, CC, GE and WIR payment methods.
- *Import Log worksheet:* to view the payment data logs.

Spreadsheet Direct Journals

The spreadsheet direct journal upload process enables you to enter a group of direct journals in spreadsheet format and upload in a batch.

Integration Broker loads the data from the excel spreadsheet into the excel payment upload tables on the application server. All editing is done in the existing application engine excel upload edit program (AR_EXCL_EDIT).

The edit program provides edits specifically for direct journals and applies ChartField inheritance and security rules. The process loads the data into the payment staging tables. If there are no edit errors, the

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Load process moves the data from the payment staging tables to the deposit, payment and direct journal accounting entry tables. Any edit errors can be corrected by deleting the spreadsheet in the Excel Upload Error Correction component and making the corrections directly in the excel spreadsheet. After the correction, the data must be uploaded again.

The workbook, ExcelUploadforDirectJournalDeposits.xlsm, includes the deposit, payment and direct journal accounting entries. The template is similar to the existing template for excel payment upload but will include accounting entry lines for direct journals. The spreadsheet will only do format type editing and some fields are required such as business unit.

Spreadsheet Payment Upload Process Flow

The Spreadsheet Payment Upload Process flow consists of the following steps:

1. Enter the payment data into the spreadsheet.

   Enter data into all of the required fields for a PeopleSoft Receivables payment.

2. Generate XML and post the file from the spreadsheet payment options.

   A Visual Basic (VB) macro in the Spreadsheet Payment workbook converts the spreadsheet data into an XML format that the PeopleSoft Integration Broker reads and then posts to a URL available to PeopleSoft systems.

3. Integration Broker processes the incoming XML data and transfers it to the Excel Payment Upload tables on the application server.

4. The Excel Edit process (AR_EXCL_EDIT) validates the data in the Excel Payment Upload tables. Data with errors causes the rejection of the entire payment group. You must correct any errors before the data can be processed successfully. Oracle recommends that you correct the errors online through the Excel Upload Error Correction page. However, you can correct the errors in the Spreadsheet Payment workbook and then regenerate the XML file and post the data again.

5. The Excel Edit process copies the validated payment data into the payment staging tables.

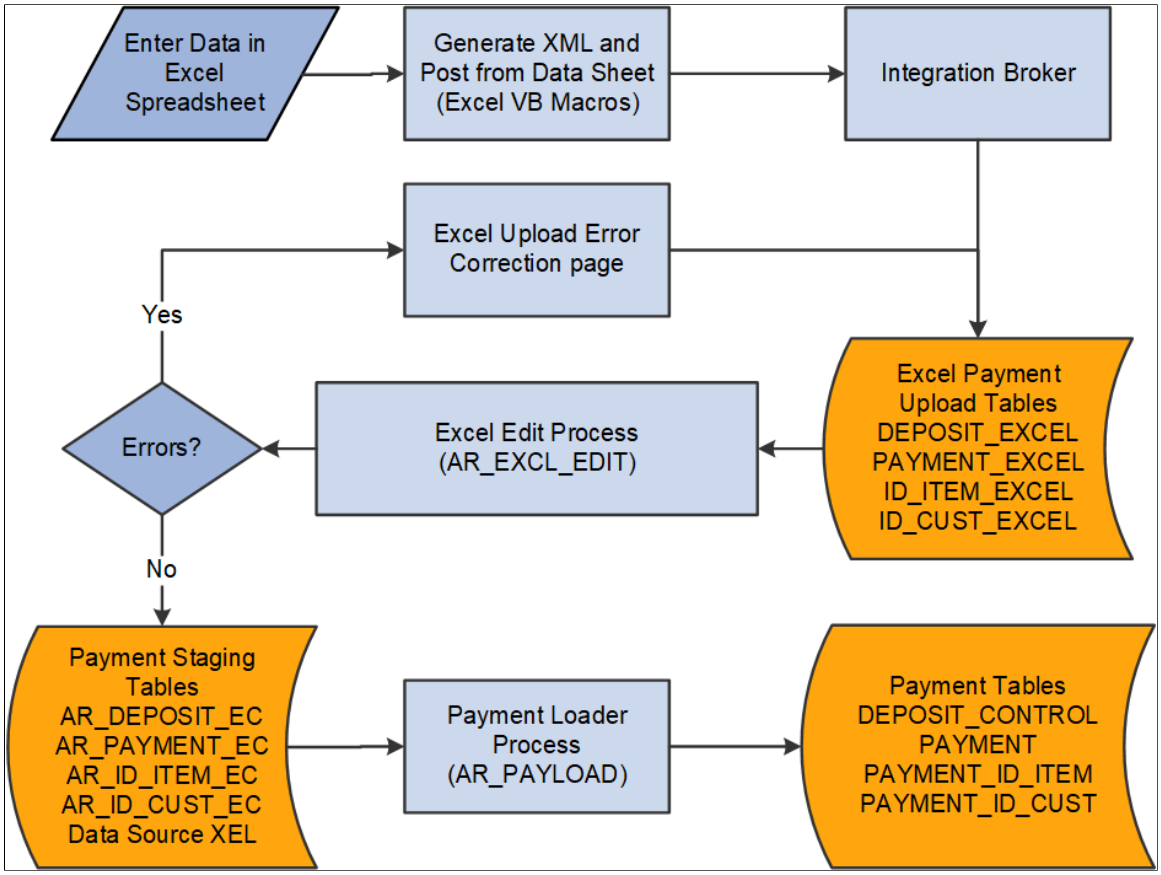
6. Run the Payment Loader process to select the payments based on the process run control parameters and build the PeopleSoft Receivables deposit and payment groups.

   All payments in the Excel Payment Upload tables are assigned the value XEL in the DATA_SOURCE field. The Payment Loader process uses the XEL data source value to recognize payments created through the spreadsheet payment upload process.

The following diagram illustrates the flow for processing spreadsheet payments. The data is entered into an Excel spreadsheet and the Excel Visual Basic Macros are run on the data, which is sent to Integration Broker. Integration Broker sends the data to Excel Payment Upload tables. The Excel Edit process is run and, if errors occur, they can be corrected on an Excel Upload Error Correction page. If no errors occur, the payment data is sent to the Payment Staging Tables. The Payment Loader Process (AR_PAYLOAD) runs and the data is updated in the payment tables.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The following diagram illustrates the flow for processing spreadsheet payments. The data is entered into an Excel spreadsheet and the Excel Visual Basic Macros are run on the data, which is sent to Integration Broker. Integration Broker sends the data to Excel Payment Upload tables. The Excel Edit process is run and, if errors occur, they can be corrected on an Excel Upload Error Correction page. If no errors occur, the payment data is sent to the Payment Staging Tables. The Payment Loader Process (AR_PAYLOAD) runs and the data is updated in the payment tables



Spreadsheet Direct Journal Process Flow

The Spreadsheet Direct Journal process flow consists of the following steps:

1. Enter the payment data into the spreadsheet.
2. Enter data into all of the required fields for a PeopleSoft Receivables payment.
3. Generate XML and post the file from the spreadsheet payment options.
4. A Visual Basic (VB) macro in the Spreadsheet Payment workbook converts the spreadsheet data into an XML format that the PeopleSoft Integration Broker reads and then posts to a URL available to PeopleSoft systems.
5. Integration Broker processes the incoming XML data and transfers it to the Excel Payment Upload tables on the application server.
6. The Excel Edit Request process (AR_EXCL_EDIT) validates the data in the Excel Payment Upload tables and creates the offsetting entry (cash line) for the direct journals. Data with errors causes the rejection of the entire payment group. You must correct any errors before the data can be processed

Copyright © 1988, 2025, Oracle and/or its affiliates.

successfully. Delete the payment from the Excel Error Correction component and correct the errors in the Spreadsheet Payment workbook and then regenerate the XML file and post the data again.

7. The Excel Edit Request process copies the validated payment data into the payment staging tables (_EC tables).

8. Run the Process Payment Interface (Payment Loader) process to select the payments based on the process run control parameters and build the PeopleSoft Receivables deposit and payment groups. If inter or intra unit entries are required for the direct journal, the InterUnit Processor is called from Payment Loader (AR_PAYLOAD).

9. If the Payment Loader process successfully loaded the master tables, mark the direct journal complete. You can do this on the Direct Journal Create Entries component or the Direct Journals to Complete MyWork link on the AR Fluid Workcenter.

10. If combo editing is enabled, combo edits will be run when the complete checkbox is checked on the Direct Journal Create Entries component or the Direct Journals to Complete MyWork link. You must resolve combo edit errors before you can mark the direct journal complete.

11. If the direct journal requires budget checking, you can run the budget processor online via the Direct Journal Create Entries component or the Direct Journals to Budget Check MyWork link on the AR Fluid Workcenter.

12. Run Journal Generator to send the direct journal to the general ledger.

All payments in the Excel Payment Upload tables are assigned the value XEL in the DATA_SOURCE field. The Payment Loader process uses the XEL data source value to recognize payments created through the spreadsheet payment upload process.

Spreadsheet Payment Upload Data Fields

You can configure the ExcelUploadforDeposits.xls workbook for the appropriate data entry required. However, certain fields must contain data order to properly convert the data into an XML file.

The ExcelUploadforDeposits.xls workbook enables you to enter data into fields that are available in the regular deposit entry process. The fields available in the ExcelUploadforDeposits.xls workbook are:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 000 Deposit Information	**Process Flag**	N	This field exists on the Data Sheet worksheet. Valid values are *Y* and *N*. This field is used only by the Visual Basic macros in the Spreadsheet Payment workbook. This row of data is processed only if the **Process Flag** field value is *Y*. After processing, the field value is set to *N*. To reprocess this row, you must change the value to *Y*.
Record Type 000 Deposit Information	**Remit Only**	N	Valid values are *Y* and *N*. *Y* indicates that only the remit data will be processed and added to a payment already in the system. The payment is identified in record type 001 of the spreadsheet.
Record Type 000 Deposit Information	**Deposit Business Unit**	Y	Populating this field on the Data Sheet worksheet indicates a new deposit for system processing. **Note:** This field must be populated in the first row of the Data Sheet worksheet. All rows are skipped until the VB macros find a row with this field populated.
Record Type 000 Deposit Information	**Deposit ID**	Y	The system assigns the deposit ID when you deselect the **Add to Data Sheet** check box for this field type on the Template worksheet. The system assigns the deposit ID when this field on the Data Sheet worksheet is blank.
Record Type 000 Deposit Information	**Deposit Type**	N	If deposit type is blank, then the deposit type specified at the bank account is fetched.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 000 Deposit Information	**OprID**	Y	Default values are not available for this field
Record Type 000 Deposit Information	**Control Count**	Y	
Record Type 000 Deposit Information	**Control Amount**	Y	
Record Type 000 Deposit Information	**Accounting Date**	Y	
Record Type 000 Deposit Information	**Bank Code**	N	If you leave this field blank, the system uses the bank specified on the Receivables Options - General 1 page.
Record Type 000 Deposit Information	**Bank Account**	N	If you leave this field blank, the system uses the bank account specified on the Receivables Options - General 1 page.
Record Type 000 Deposit Information	**Received Date**	N	If you leave this field blank, the system uses the current date.
Record Type 001 Payment Information	**Deposit BU** **Deposit ID**	Y	Default values for these fields are copied from the deposit record, record type 000.
Record Type 001 Payment Information	**Payment Sequence**	Y	This field is automatically populated in the background. The number in this field increments by one for each new payment.
Record Type 001 Payment Information	**Payment ID**	Y	Data in this field on the Data Sheet worksheet indicates that a new payment is within a deposit for system processing. If this field is left blank, the payment will not be uploaded to the database.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 001 Payment Information	**Payment Amount**	Y	The Excel Payment Upload process does not process payments with negative values.
Record Type 001 Payment Information	**Payment Currency**	N	If you leave this field blank, the system uses the format currency specified on the Receivables Options - Payment Options page.
Record Type 001 Payment Information	**Payment Method**	N	The supported payment methods are: • CHK • EFT • ACH • CC • GE • WIR If you leave this field blank, the system uses the payment method on the deposit type. If payment method is not defined for the deposit type, the payment method specified on the Receivables Options - Payment Options page is used.
Record Type 001 Payment Information	**Payment Predictor Flag**	N	In this Yes/No field, Yes (Y) indicates payment will be processed by Payment Predictor. **Note:** It is invalid to enter Y for both Payment Predictor and Direct Journal flags.
Record Type 001 Payment Information	**Direct Journal Flag**	N	In this Yes/No field, Yes (Y) indicates payment will be directly journaled. **Note:** It is invalid to enter Y for both Payment Predictor and Direct Journal flags.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 002 Customer Remit Information	**Deposit BU** **Deposit ID** **Payment Sequence**	Y	Default values for these fields are copied from the payment information, record type 001.
Record Type 002 Customer Remit Information	**Identification Sequence**	Y	This field is automatically populated in the background. The number in this field increments by one for each new customer.
Record Type 002 Customer Remit Information	Customer ID	Y	Do not enter data in this field if data is entered in the **MICR ID** field
Record Type 002 Customer Remit Information	Business Unit	Y	This field is required when the **Customer ID** field is used. Do not enter data in this field if data is entered in the **MICR ID** field
Record Type 002 Customer Remit Information	MICR ID	Y	This field is required if the **Customer ID** field is not used. Do not enter data in this field if data is entered in the **Customer ID** field
Record Type 003 Summary and Detail Reference Remit Information	**Deposit BU** **Deposit ID** **Payment Sequence**	Y	Default values for these fields are copied from the customer payment information, record type 001.
Record Type 003 Summary and Detail Reference Remit Information	**Identification Sequence**	Y	This field is automatically populated in the background. The number in this field increments by one for each new payment.
Record Type 003 Summary and Detail Reference Remit Information	**Reference Qualifier Code**	Y	This field requires data in the **Reference Value** field. If you enter data in this field, do not enter data in the **Item, Item Line, Business Unit, Customer ID, Payment Amount,** or **Discount Taken** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 003 Summary and Detail Reference Remit Information	**Reference Value**	Y	This field requires data in the **Reference Qualifier Code** field.
Record Type 003 Summary and Detail Reference Remit Information	**Entry Event**	N	
Record Type 003 Summary and Detail Reference Remit Information	**Item**	Y	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. The following fields require that you enter data: • **Item Line** • **Business Unit** • **Customer ID** • **Payment Amount** • **Discount Taken**
Record Type 003 Summary and Detail Reference Remit Information	**Item Line**	Y	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. Enter data in the following fields: • **Item** • **Business Unit** • **Customer ID** • **Payment Amount** • **Discount Taken**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 003 Summary and Detail Reference Remit Information	**Business Unit**	Y	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. Enter data in the following fields: • **Item** • **Item Line** • **Customer ID** • **Payment Amount** • **Discount Taken**
Record Type 003 Summary and Detail Reference Remit Information	**Customer ID**	Y	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. Enter data in the following fields: • **Item** • **Item Line** • **Business Unit** • **Payment Amount** • **Discount Taken**
Record Type 003 Summary and Detail Reference Remit Information	**Payment Amount**	Y	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. This amount must be greater than zero. Enter data in the following fields: • **Item** • **Item Line** • **Business Unit** • **Customer ID** • **Discount Taken**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 003 Summary and Detail Reference Remit Information	**Discount Taken**	N	If you enter data in this field, do not enter data in the **Reference Qualifier Code** or **Reference Value** field. This amount must be greater than or equal to zero. Requires data in the following fields: • **Item** • **Item Line** • **Business Unit** • **Customer ID** • **Payment Amount**

Spreadsheet Direct Journal Upload Data Fields

You can configure the ExcelUploadforDirectJournalDeposits.xlsm workbook for the appropriate data entry required.

The fields available in the ExcelUploadforDirectJournalDeposits.xlsm workbook are:

Record Type	*Field*	*Required?*	*Notes*
Record Type 000 Deposit Information	**Process Flag**	N	This field exists on the Data Sheet worksheet. Valid values are Y and N. This field is used only by the Visual Basic macros in the Spreadsheet Payment workbook. This row of data is processed only if the Process Flag field value is Y. After processing, the field value is set to N. To reprocess this row, you must change the value to Y.
Record Type 000 Deposit Information	**Remit Only**	N	Valid values are *Y* and *N*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 000 Deposit Information	**Deposit Business Unit**	Y	Populating this field on the Data Sheet worksheet indicates a new deposit for system processing. **Note:** This field must be populated in the first row of the Data Sheet worksheet. All rows are skipped until the VB macros find a row with this field populated.
Record Type 000 Deposit Information	**Deposit ID**	Y	The system assigns the deposit ID when you deselect the **Add to Data Sheet** check box for this field type on the Template worksheet. The system assigns the deposit ID when this field on the Data Sheet worksheet is blank.
Record Type 000 Deposit Information	**OprID**	Y	Default values are not available for this field.
Record Type 000 Deposit Information	**Control Count**	Y	
Record Type 000 Deposit Information	**Control Amount**	Y	
Record Type 000 Deposit Information	**Accounting Date**	Y	
Record Type 000 Deposit Information	**Bank Code**	N	If you leave this field blank, the system uses the bank specified on the Receivables Options - General 1 page.
Record Type 000 Deposit Information	**Bank Account**	N	If you leave this field blank, the system uses the bank account specified on the Receivables Options - General 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 000 Deposit Information	**Received Date**	N	If you leave this field blank, the system uses the current date.
Record Type 001 Payment Information	**Deposit BU** **Deposit ID**	Y	Default values for these fields are copied from the deposit record, record type 000.
Record Type 001 Payment Information	**Payment Sequence**	Y	This field is automatically populated in the background. The number in this field increments by one for each new payment.
Record Type 001 Payment Information	**Payment ID**	Y	Data in this field on the Data Sheet worksheet indicates that a new payment is within a deposit for system processing. If this field is left blank, the payment will not be uploaded to the database.
Record Type 001 Payment Information	**Payment Amount**	Y	The Excel Payment Upload process does not process payments with negative values.
Record Type 001 Payment Information	**Payment Currency**	N	If you leave this field blank, the system uses the format currency specified on the Receivables Options - Payment Options page.
Record Type 001 Payment Information	**Payment Method**	N	The supported payment methods are: • Check • EFT • EFT Giro If you leave this field blank, the system uses the payment method specified on the Receivables Options - Payment Options page.
Record Type 001 Payment Information	**Direct Journal Flag**	Y	In this Yes/No field, Yes (Y) indicates payment will be directly journaled.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 001 Payment Information	**Entry Event**	N	Determine if entry event is required. If the entry event is marked as required and no entry event is entered on the excel sheet, the transaction will be marked in error. You can correct the transaction on the Excel Error Correction component by populating the entry event field and running the excel edit process again. If the entry event is marked as optional and does not match any value in the entry event prompt table, the transaction will be marked in error and can be corrected on the Excel Error Correction component.
Record Type 002 DJ Accounting Information	**Deposit BU** **Deposit ID** **Payment Sequence**	Y	Default values for these fields are copied from the payment information, record type 001.
Record Type 002 DJ Accounting Information	**Distribution Sequence**	Y	This field is automatically populated in the background. The number in this field increments by one for each new customer.
Record Type 002 DJ Accounting Information	**Business Unit**	Y	To be entered by user.
Record Type 002 DJ Accounting Information	**Business Unit GL**	Y	To be entered by user.
Record Type 002 DJ Accounting Information	**Foreign Amount**	Y	To be entered by user.
Record Type 002 DJ Accounting Information	**Foreign Currency**	Y	To be entered by user.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 002 DJ Accounting Information	**Account**	Y	To be entered by user.
Record Type 002 DJ Accounting Information	**Alternate Account**	N	Not mandatory.
Record Type 002 DJ Accounting Information	**Department ID**	N	Not mandatory.
Record Type 002 DJ Accounting Information	**Configured ChartFields**	N	Not mandatory.
Record Type 002 DJ Accounting Information	**Journal Reference**	Y	Journal line reference.
Record Type 002 DJ Accounting Information	**Line Description**	Y	Journal line description.
Record Type 002 DJ Accounting Information	**Open Item Key**	Y	To be entered by user. If the account is marked as an open item account and no open item key is entered on the excel sheet, the transaction will be marked in error. You can correct the transaction on the Excel Error Correction component by entering the open item key information and running the excel edit process again. If the open item key entered is not valid, the transaction will be marked in error. You can correct the transaction on the Excel Error Correction component by entering the open item key information and running the excel edit process again.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field*	*Required?*	*Notes*
Record Type 002 DJ Accounting Information	**SpeedType Key**	Y	To be entered by user. If the speedtype entered is not valid, the transaction will be marked in error. You can correct the transaction on the Excel Error Correction component by entering a valid speedtype key and running the excel edit process again.
Record Type 002 DJ Accounting Information	**Accounting Tag**	Y	To be entered by user. If the accounting tag entered is not valid, the transaction will be marked in error. You can correct the transaction on the Excel Error Correction component by entering a valid accounting tag and running the excel edit process again. **Note:** If you enter both speedtype and accounting tag on the excel template, accounting tag will be used if it is enabled on the accounting tag setup. If not enabled, speedtype key will be used.

Split Stream Processing Using the AR Excel Upload Deposit Process

You can submit both Customer and Item Remit records as Remit Only records through the AR Excel Upload Deposit process. The process searches the database and matches the Remit Only records with a deposit or payment already in the database that is normally processed through EDI, Lockbox, or any other process.

These basic rules apply to remit only processing:

1. The deposit or payment available for matching *must be unidentified.*

   If there are any remit records attached to the payment, the payment is ignored for matching. Incoming Remit Only records will not match to that payment. This process does not allow the user to add remit records to a payment that already has remit records.

2. Remit only records coming from Excel can only use 2 of the 4 matching options available on the Payment Interface run control page for the AR_PAYLOAD process. The fields used to match to the payment are **Payment Amount and Payment ID,** and **Accounting Date**.

3. The process attempts to match the incoming Remit Only records to payments already loaded onto the database. The process also attempts to match the incoming Remit Only records to payments in the staging tables. The staging tables are deposits or payments that have been uploaded from

 Copyright © 1988, 2025, Oracle and/or its affiliates.

EDI, Lockbox, or Cash Drawer, and so on, but not yet processed and loaded to the deposit/payment tables by the AR Payload program. Rules 1 and 2 above apply to both Loaded Payment and Staging Payments for matching.

Select these options on the Payment Interface run control page (**Accounts Receivable** > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**) for the process AR_PAYLOAD:

1. Select the **Upload from Excel** check box in the **Data Sources** group box.
2. Select the **Match Split Stream Data** check box.
3. (Optional) Select the **Match Payments Already Loaded** check box if you want to match to payments already loaded into the database as well as payments still in the staging tables. Otherwise, only payments in staging are considered for matching.
4. Select the **Payment Amount and Payment ID** and/or **Date, Amount and Payment ID** check boxes in the **Match Criteria Options** group box. Only these two criteria options work for Excel Remit Only records. The Remit Only records must have the *same* payment ID and payment amount as the payment, and in the case of the **Date, Amount and Payment ID**, the Remit Only record must match the estimated settlement date of the payment on the payment record.

Input data on the spreadsheet must meet certain rules for Remit Only records. The field names and values are as follows:

Record Type	***Field Name***	***Value***
Record Type 000	Process	Y
Record Type 000	Remit Only	Y
Record Type 000	Deposit Unit	Use a value that is a *valid* Receivables business unit. This value is not used except to verify that this record is valid.
Record Type 000	Deposit ID	The value entered is not used except to identify the record if the user looks at the XML output.
Record Type 000	Control Count	Use a value that is equal to the total number of payments in this Remit Only group.
Record Type 000	Control Total	Use a value that is equal to the total amount of all payment amounts of all payments in this Remit Only group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Record Type	*Field Name*	*Value*
Record Type 000	Accounting Date	Only required if DATE is among the match criteria that should be selected when matching. This date is matched to the estimated settlement date on the payment.
Record Type 001	Payment ID	Required for matching to the payment ID.
Record Type 001	Payment Amount	Required for matching to the payment amount.
Record Type 002	All fields can be used for Customer Remit records.	
Record Type 003	All fields can be used for Item Reference Remit records.	

Related Links

Entering Regular Deposits

Receiving and Editing Spreadsheet Payments

Pages Used to Receive and Edit Spreadsheet Payments

Page Name	*Definition Name*	*Usage*
Excel Payment Upload Process Page	EXCEL_EDIT_REQUEST	Use to retrieve and validate payment data that is created from an uploaded XML file.
Payment Interface Page	PAYLOAD_REQUEST	Run the Payment Loader process for spreadsheet payments. See Running the Payment Loader Process. See the Payment Interface Page for more information.
Excel Upload Deposit Errors Page	EXCEL_ERROR_LIST	Select deposit records created from the Excel Payment Upload process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Excel Upload Error Correction Page	EXCEL_ERR_CORR	Edit payments created from the Excel Payment Upload process that have been marked as containing errors
References Page	EXCEL_ERR_CORR2	Edit the reference information for a payment received from the Excel Payment Upload process.
Excel Direct Journal Error Page	EXCEL_ERROR_DJ_SEC	Correct Direct Journal accounting line errors.

Prerequisites for Entering and Importing Spreadsheet Payments

Before you can enter and import spreadsheet payments, you must:

- Copy either the ExcelUploadforDeposits.xls or ExcelUploadforDeposits_2007.xlsm file to a folder on your workstation.

  The files are located in the core\build\excel folder of the shipped PeopleSoft software.

- Install MicroSoft-delivered XML library file MSXML.DLL on your workstation.

- Set up your Microsoft Excel to accept macros.

  Important! The Security is set to *Medium* in the delivered Excel files. When the security is set to Medium, you can choose whether or not to run potentially unsafe macros. Always choose to enable macros! If you disable the macros, the functionality of the upload will not run.

- Configure Integration Broker for the Receivables EIP (enterprise integration point).

  The web server and the application server should be configured for setting up the Integration Gateway. Also, the application server should be configured to have the Pub/Sub servers established before bringing up the application server.

  Determine your default local node for the Integration Broker to receive the data and run the application message. Oracle defines the default local node as PSFT_EP, but you can change it to your default local node.

  Configure your browser to automatically detect LAN settings. From your browser, navigate to **Tools** > **Internet Options.** Select the Connections tab and click the **LAN Settings** button. Select **Automatically detect settings** in the **Automatic configuration** group box.

  See the product documentation for *PeopleTools: Integration Broker Administration*.

- Create an Excel Payment Upload process run control.

Related Links

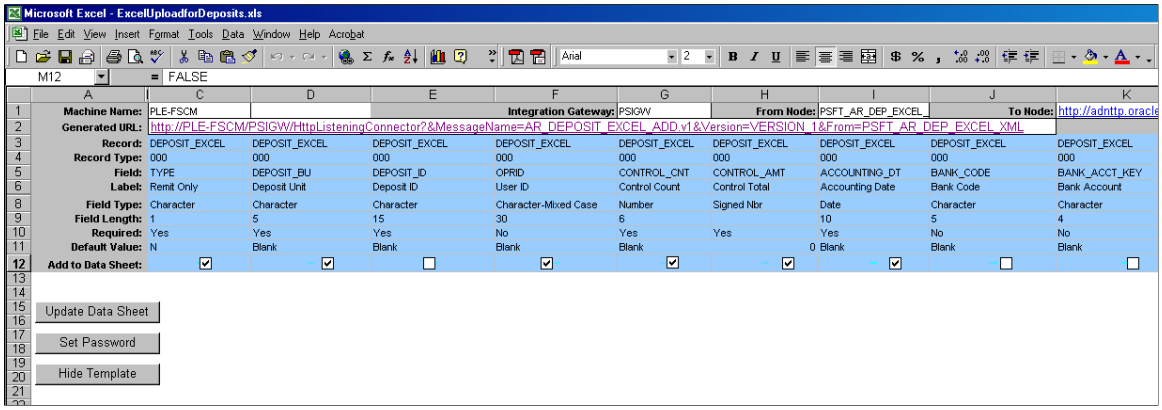
Understanding Payments and Deposits

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Spreadsheet Payments

Access the Spreadsheet Payment - Template worksheet by clicking either the ExcelUploadforDeposits.xls or ExcelUploadforDeposits_2007.xlsm file delivered with your PeopleSoft products. You set the defaults and set up your payment spreadsheets for importing into PeopleSoft Receivables on the Template worksheet.

This example illustrates the fields and controls on the Spreadsheet Payment -Template worksheet.



The Template worksheet in the Spreadsheet Payment workbook contains all of the available fields that you can use on the Data Sheet worksheet to enter payment data.

Field or Control	*Description*
Machine Name, Integration Gateway, From Node, and **To Node**	Displays the machine name, integration gateway, from node, and to node. The data displayed in these fields creates a URL string. The values for these fields are determined by login options. For information about the Login window, see Entering Spreadsheet Payments.
Generated URL	Displays the URL generated from the machine name, integration gateway, and node fields.
Record	Displays the Excel Payment Upload table name associated with the field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Record Type	Displays the record type associated with the field. Values are: • *000:* Deposit information. The deposit information fields are highlighted in blue. • *001:* Payment information. The payment information fields are highlighted in yellow. • *002:* Customer remit information. The customer remit information fields are highlighted in light blue. • *003:* Summary and detail reference remit information. The reference remit summary information and the reference remit detail fields are highlighted in yellow. The deposit, payment, customer remit, summary, and detail reference remit information fields are color-coded to differentiate the various sets of data.
Field	Displays the name of the field.
Label	Displays the label of the field.
Field Type	Displays the type of the field. Types include *Character, Date,* and *Number.*
Field Length	Displays the length of the field.
Required	Displays a value of *Yes* or *No* depending on whether the field is required during data entry.
Default Value	Enter the default value for the field. The Default value entered on the Template worksheet will be the value used in the XML file. You can override the default value on the Data Sheet worksheet. **Note:** You can enter default values for fields not included in the Data Sheet worksheet. The default values will become part of the transaction data, but will not be visible on the Data Sheet worksheet.
Add to Data Sheet	Select to include the field on the Data page.
Update Data Sheet	Click to update the Data Sheet worksheet with the selected fields.
Set Password	Click to enter or change a password associated with this spreadsheet file.

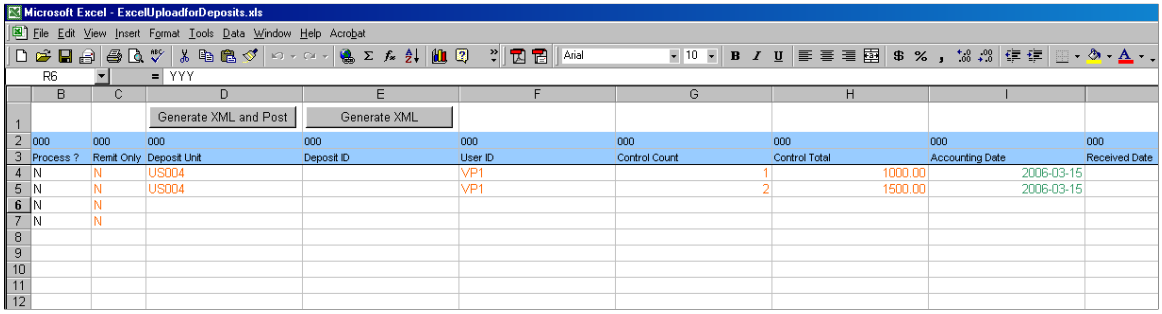
Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Hide Template	Click to hide the Template worksheet for this spreadsheet file. You will be prompted to enter a password if one has not been defined. You can navigate back to the Template worksheet by selecting from your Excel Tools menu, Macro, Macros. A window pops up listing all the macros. Select the *ShowAdminSheet* macro and click **Run.** The system prompts you for a password before displaying the Template worksheet.

Entering Spreadsheet Payments

Access the Spreadsheet Payment - Data Sheet worksheet by clicking either the ExcelUploadforDeposits.xls or ExcelUploadforDeposits_2007.xlsm file delivered with your PeopleSoft products. You use the Data Sheet worksheet to create and import payment data.

This example illustrates the fields and controls on the Spreadsheet - Data Sheet worksheet.



Enter payment data and import the payment data into PeopleSoft Receivables using the Data Sheet worksheet. The Data Sheet worksheet is designed to display only the fields selected in the Template worksheet.

Note: You must enter data in record type 000, the Deposit Information fields in the first row of the Data Sheet worksheet. The VB macro skips all rows until the macro locates data in the Deposit Unit field in record type 000. You are not required to enter the deposit information for multiple payments if they are part of a single deposit. Also, you are not required to enter the same payment information for multiple lines of customer and item remit information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Record Type (Line 2)	Displays the record type associated with the field. Values are: • *000:* Deposit information. The deposit information fields are highlighted in blue. • *001:* Payment information. The payment information fields are highlighted in yellow. • *002:* Customer remit information. The customer remit information fields are highlighted in light blue. • *003:* Summary and detail reference remit information. The reference remit summary information and the reference remit detail fields are highlighted in yellow.
Description (Line 3)	Displays the description of the field.

Generating the XML and Posting

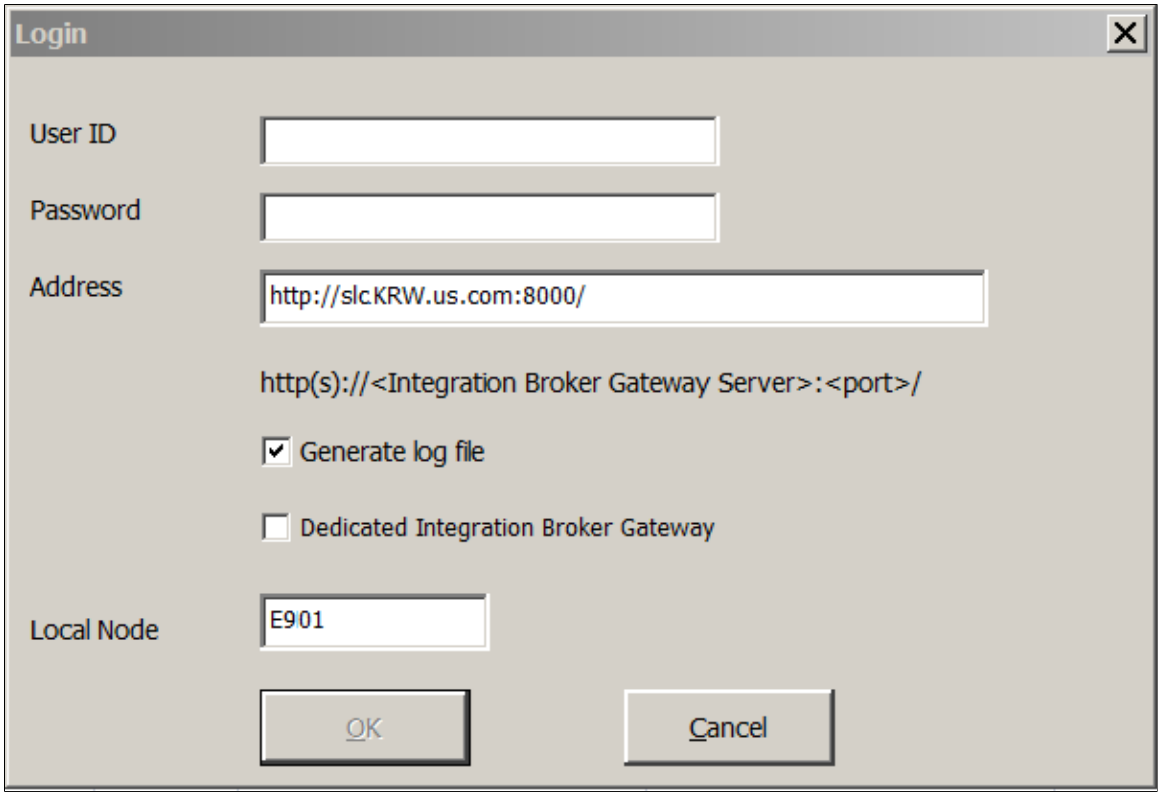
To create and post the file, select one of the following buttons:

Field or Control	*Description*
Generate XML and Post	Click to create an XML file and post the file to the URL entered onto the **Address** field of the login page. The Excel Save As window appears when you click the **Generate XML and Post** button. Indicate the filename and where you want to save it. Logs are written to the Import Logs worksheet in the current spreadsheet.
Generate XML	Click to create an XML file. The Excel Save As window appears when you click the **Generate XML** button. Indicate the file name and where you want to save it. For example, you can write the data to an FTP site and create another process to post the XML file to the URL. When Integration Broker is active, it posts the XML data to the system making the data available for processing by the online and batch Receivables Excel Payment Upload process.

Upon clicking the **Generate XML and Post** button, the user is required to enter a user ID, password, and URL that are valid to upload deposit information into the PeopleSoft database.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the login window for the AR Excel Deposit Upload spreadsheet. You can find definitions for the fields and controls later on this page.



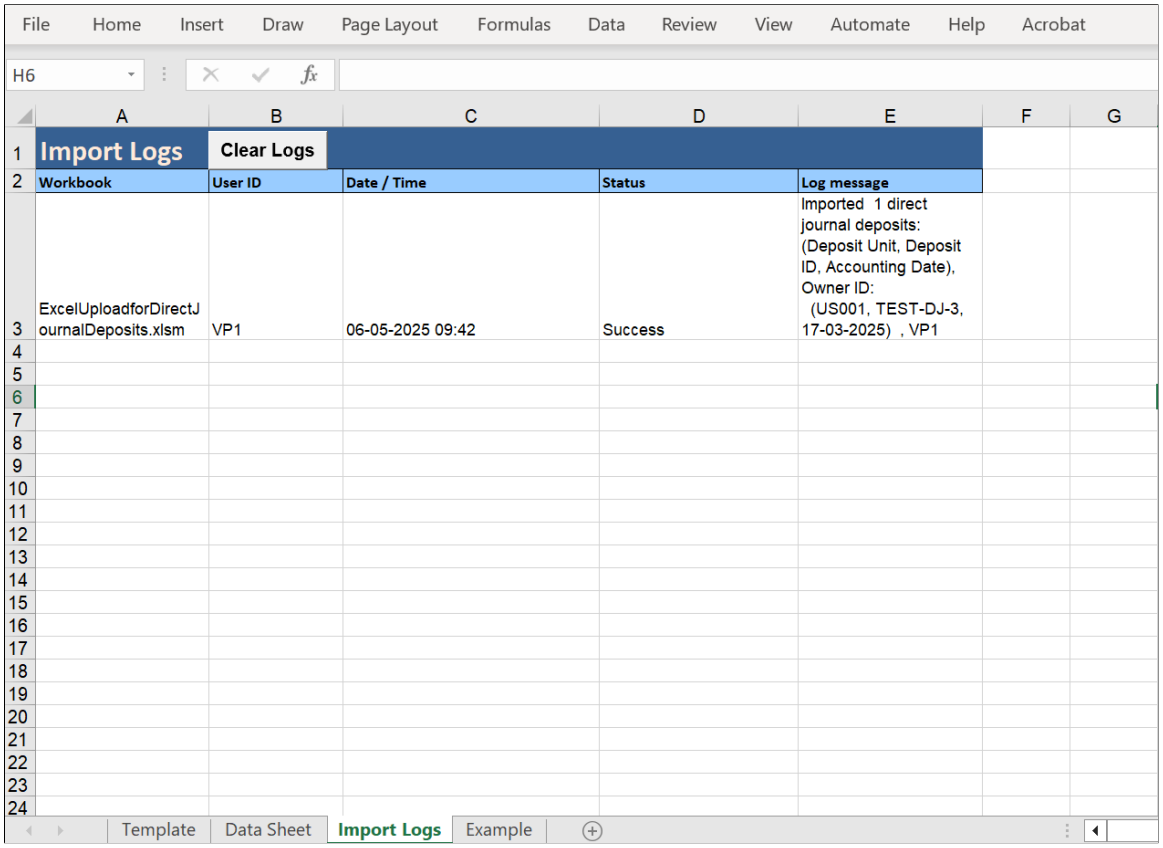
Field or Control	***Description***
User ID and **Password**	(Required) Enter a valid user ID and password.
Address	(Required) Enter the machine address.
Generate log file	Select this option to create a log file that shows the results of the upload process.
Dedicated Integration Broker Gateway and **Local Note**	Select this check box if using a *Dedicated* database configuration for the Integration Broker Gateway. In this case, leave the **Local Node** clear. You must enter a value for the **Local Node** if not using a dedicated database configuration for the Integration Broker Gateway. See the product documentation for *PeopleTools: Integration Broker*.

Viewing Logs

Access the Spreadsheet Payment - Import Logs worksheet. You use the Import Logs worksheet to view the payment data logs.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Spreadsheet - Import Logs worksheet.



Use the **Clear Logs** button to remove all logs from the worksheet.

Excel Payment Upload Process Page

Use the Excel Payment Upload Process page (EXCEL_EDIT_REQUEST) to retrieve and validate payment data that is created from an uploaded XML file.

Navigation:

Accounts Receivable > Payments > Electronic Payments > Excel Edit Request

Field or Control	*Description*
Deposit Unit	Enter the business unit for the Excel deposits that you want to edit. Leave this field blank to accept deposits from any business unit.
Deposit ID	Enter the deposit ID for the Excel deposits that you want to edit. Leave this field blank to accept all deposits.
User ID	Enter the user ID for the Excel deposits that you want to edit. Leave this field blank to accept all user IDs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running the Payment Loader Process

Use the Payment Interface page (PAYLOAD_REQUEST) to run the Payment Loader process for spreadsheet payments.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **Upload from Excel** check box.

Note: You can use the Excel Payment Upload process to enter remit-only information.

Excel Upload Deposit Errors Page

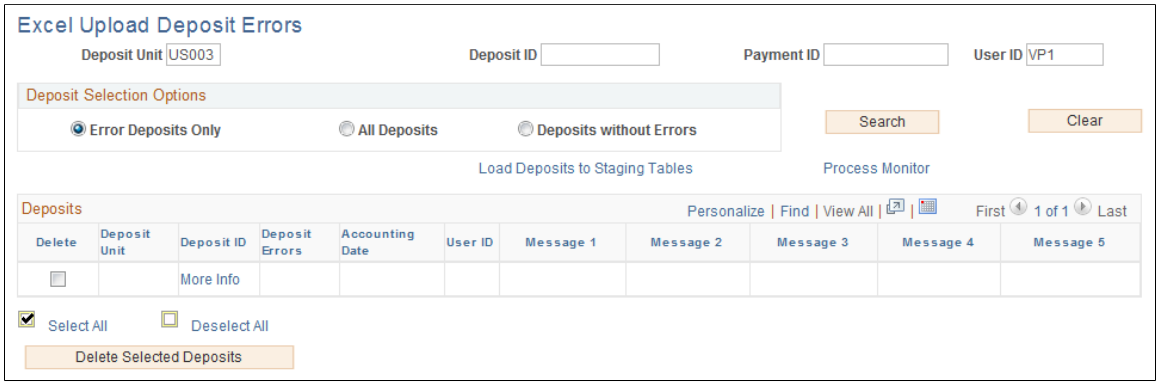
Use the Excel Upload Deposit Errors page (EXCEL_ERROR_LIST) to select deposit records created from the Excel Payment Upload process.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Excel Error Correction**

Use this page to review and select deposit records created by the Excel Payment Upload process. You can narrow the selection criteria by specifying a deposit business unit, deposit ID, payment ID, or user ID. You can review all of the Excel deposit records by leaving all four of these fields blank.

This example illustrates the fields and controls on the Excel Upload Deposit Errors page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Error Deposits Only	Select to display only spreadsheet deposits that contain errors.
All Deposits	Select to display all spreadsheet deposits with or without errors.
Deposits without Errors	Select to display only deposits that do not contain errors.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Search	Click this button after you determine the search criteria to display the relevant deposits in the Deposits region. The page displays the deposit data and up to five error messages for each deposit.
Clear	Click to clear the search criteria.
Load Deposits to Staging Tables	Click to run the Excel Payment Upload process. The process uses the values in the **Deposit Unit, Deposit ID,** and **User ID** fields for the run control criteria. You can view the deposits that the system will edit and load to the staging tables by selecting the **Deposits Without Errors** check box and then clicking the **Search** button.
Process Monitor	Click to access the Process List page and view the process that you initiated by clicking the **Load to Staging Tables** link. A link on the Process List page enables you to return to the Excel Upload Deposit Errors page.
Delete	Select to mark the deposit for deletion.
Deposit ID	Displays the identifier for a payment within a deposit. Click the link for the payment to open the Excel Upload Error Correction page, where you can edit payments created from the Excel Payment Upload process that have been marked as containing errors.
Deposit Errors	Indicates whether the deposit has errors. Valid values are *Y,* to indicate errors in a deposit, and *N,* to indicate that no errors are in a deposit.
Message 1, Message 2, Message 3, Message 4, and **Message 5**	Displays up to five error messages associated with each deposit.
Delete Selected Deposits	Click to delete any deposits on this page that have the **Delete** check box selected.

Excel Upload Error Correction Page

Use the Excel Upload Error Correction page (EXCEL_ERR_CORR) to display the deposit data for deposits with errors.

Navigation:

Click the link for the deposit ID on the Excel Upload Deposit Errors page.

This page also displays up to five error messages for a deposit. You can change the deposit information or information for individual payments on this page to correct the errors. The system enables you to add or

Copyright © 1988, 2025, Oracle and/or its affiliates.

delete payments for the current deposit. If you add or delete payments, you must also change the values in the **Control Total Amount** and **Control Count** fields until the values in the **Difference Amount** and **Difference Count** fields equal zero.

After completing the changes, click the **Apply** button to save your changes, or click the **OK** button to save the changes and return to the Excel Upload Error Correction page. Click the **Cancel** button to remove any changes you have made since clicking the **Apply** button or the **OK** button.

Note: Clicking the **Cancel** button after accessing the References page can also remove some changed data if you do not first click the **Apply** button or the **OK** button.

Field or Control	*Description*
Message 1, Message 2, Message 3, Message 4, Message 5	The system displays up to five error messages associated with the deposit. The **Payments** region displays all error messages associated with the payments in the deposit.
Get Payments with Errors	Click to populate the **Payments** region with information about any payments in this deposit that contain errors.
Get All Payments	Click to populate the **Payments** region with information about any payments in this deposit.
Error Correction Complete	Displays a check box that indicates that the error correction for this deposit is complete.
References	Click to access the References page. You can modify values and add or delete reference records on this page.
Direct Journal Acctg Entries	Click to access the Excel Direct Journal Error page. You can correct Direct Journal accounting line errors on this page.

References Page

Use the References page (EXCEL_ERR_CORR2) to edit the reference information for a payment received from the Excel Payment Upload process.

Navigation:

Click the **References** link on the Excel Upload Error Correction page.

Use this page to add, delete, or modify any customer, summary, and detail references associated with a payment.

Click the **Apply** button to save your changes or click the **OK** button to save your changes and return to the Excel Upload Error Correction page. Clicking the **Cancel** button cancels any changes you have made.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Excel Direct Journal Error Page

Use the Excel Direct Journal Error page (EXCEL_ERROR_DJ_SEC) to correct Direct Journal accounting line errors.

Navigation:

Click the **Direct Journal Acctg Entries** link on the Excel Upload Error Correction page.

Use this page to edit the direct journal accounting entry values.

(JPN) Receiving EFT Payments

Pages Used to Receive EFT Payments

Page Name	*Definition Name*	*Usage*
Load EFT Payments Page	DR_EFT_REQUEST	Use to load regular payments from an EFT file.
Payment Interface Page	PAYLOAD_REQUEST	Define run parameters for the Payment Loader process to load EFT payments into the payment application tables. See Running the Payment Loader Application Engine Process. See the Payment Interface Page for more information.

Understanding the EFT Payment Process Flow

To process EFT payments:

1. Run the AR_DRAFT_EFT Application Engine process to load the EFT files into the Payment staging table (AR_PAYMENT_EC).

   The process extracts regular payments from the file if the creation date equals the accounting date (due date). If the customer name can be resolved to a customer ID, the system also creates a customer staging record (AR_IDCUST_EC). The process uses the Kijitsu file layout.

2. Run the Payment Loader process to move the data from the staging tables into the payment application tables.

3. View Application Engine messages.

4. Check for errors at the deposit level on the All Deposits page or Incomplete Deposits page.

5. Correct errors in the deposit and payment entry pages and the Payment Interface Duplicates component.

Copyright © 1988, 2025, Oracle and/or its affiliates.

6. If you use cash control accounting and you have a duplicate out-of-balance deposit, run the Cash Control process to create the cash control accounting entries.

   See Creating Cash Control Accounting Entries.

Related Links

EFT Draft Process Flow
Selecting EFT Layouts

Prerequisite

You must associate the customer IDs with the customer names in the EFT files on the Customer EFT Name page.

Related Links

"Associating EFT Payment File Names With Customer IDs" (PeopleSoft Order to Cash Common Information)

Load EFT Payments Page

Use the Load EFT Payments page (DR_EFT_REQUEST) to load regular payments from an EFT file.

Navigation:

Accounts Receivable > **Drafts** > **Create Drafts** > **Receive Draft Payments** > **Load EFT Payments**

Field or Control	*Description*
Process	Select *Payments* or *Both* to process the regular payments in the EFT file. **Note:** If you select *Both,* the process loads draft and regular payments.
Review	This field is used only for draft processing.
File Name	Enter a name for the EFT file. The name of the EFT file must be unique. The file must be loaded into the directory on the application server defined by %PS_SERVDIR%\FILES, where %PS_SERVDIR% is the directory where the application server domain is defined. If you process the EFT file using Process Scheduler, then you need to load the file into %PS_CFG_HOME%\appserv\prcs\ <database name>\files. After the system processes the file, it updates a table (DR_FILE_NAME) on the database with the name of the flat file that has been loaded. Using a unique file name prevents drafts or payments from being entered into the system twice. Only the file name is stored, not the path.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running the Payment Loader Application Engine Process

Use the Payment Interface page (PAYLOAD_REQUEST) to define run parameters for the Payment Loader process to load EFT payments into the payment application tables.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Process Payment Interface** > **Payment Interface**

Select the **EDI 820** check box.

Checking Electronic Payment Errors

This section provides an overview of electronic payment errors and list pages used to check electronic payment errors.

Pages Used to Check Electronic Payment Errors

Page Name	*Definition Name*	*Usage*
All Deposits Page	DEPOSIT_STATUS	Check a specific deposit ID number or scan any or all of your deposits at one time. This page displays control totals and status information for a single deposit at a time. See the All Deposits Page for more information.
Incomplete Deposits Page	DEPOSIT_INCOMPLETE	Track down deposits that are not completely processed. View the payment amount in the deposit that is still in process, summarize out-of-balance deposits, or view the list of incomplete deposits by operator. The deposits contain a mix of posted and unposted payments. See the Incomplete Deposits Page for more information.

Understanding Electronic Payment Errors

The Payment Loader process checks for formatting errors and duplicates. These errors are corrected in the following way:

- Nonnumeric characters in numeric fields are replaced with zeros.
- Invalid dates in date fields are replaced with the current date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Duplicate deposits in lockbox and EDI deposits are placed on hold, with an indicator on the Payment Interface Duplicate - Totals page.

  The system uses different criteria to identify duplicates, depending on the type of deposit:

  - If two lockbox deposits with the same deposit unit and lockbox ID are received, the system uses four criteria to determine whether they are duplicates: bank, bank account, deposit date, and control totals.
  - For EDI deposits, if two payments with the same payment ID are received, the system uses the following criteria to determine whether they are duplicates: bank, bank account, deposit date, amount, and deposit unit.

The system groups duplicate payments into deposits and marks them as duplicates.

Online error correction is available for any payments that do not transfer smoothly. If a deposit is out of balance and contains errors, you can access it on the All Deposits page or Incomplete Deposits page.

Correcting Errors

Pages Used to Correct Errors

Page Name	*Definition Name*	*Usage*
Correct Duplicate Payments - Totals Page	PAYMENT_DATA1	Review deposit totals and delete duplicate deposits created by the payment interface. See also Regular Deposit - Totals Page.
Correct Duplicate Payments - Payments Page	PAYMENT_DATA2	Provide detailed information for each payment in a regular deposit. See also Regular Deposit - Payments Page.
Correct Duplicate Payments - Action Page	PAYMENT_DATA3	Select an action to save the deposit or delete the deposit. See also Regular Deposit Balancing - Action Page.

Understanding Error Correction

Error correction involves comparing and matching your recorded business transactions with the bank transactions. If the totals or control amounts are out of balance on the Regular Deposit - Totals page, then the deposit is unbalanced. You must correct the errors.

Use these indications to determine whether the deposit is balanced:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- If the difference on the Regular Deposit - Totals page is zero, then the deposit is balanced.
- If the difference is not zero, then errors occurred.
- If the control total amount and entered total amount are the same on the Regular Deposit - Totals page, then the deposit is balanced.

You can delete a deposit that has unmatched remittance information or you can balance unmatched deposits using the Regular Deposit Balancing component (BALANCING).

Note: The Regular Deposit Balancing component is available only if the deposit is out of balance.

Related Links

Correcting Balancing Errors

Correct Duplicate Payments - Totals Page

Use the Totals page (PAYMENT_DATA1) to review deposit totals and delete duplicate deposits created by the payment interface.

Navigation:

- **Accounts Receivable** > **Payments** > **Electronic Payments** > **Correct Duplicate Payments** > **Totals**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit** > **Totals**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit Balancing** > **Totals**

Field or Control	*Description*
Hold Duplicate	If this is not a duplicate deposit, deselect the **Hold Duplicate** check box and make the deposit available for payment processing. If this is a duplicate deposit, click the **Delete Deposit** button to delete the deposit. This field is visible only if the Payment Loader process marked a lockbox deposit as a duplicate or if an EDI deposit contains duplicate payments.

Note: If no lockbox or EDI deposit errors occurred, the Correct Duplicate Payments component is unavailable.

Correct Duplicate Payments - Payments Page

Use the Correct Duplicate Payments - Payments page (PAYMENT_DATA2) to provide detailed information for each payment in a regular deposit.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Accounts Receivable** > **Payments** > **Electronic Payments** > **Correct Duplicate Payments** > **Payments**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit** > **Payments**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit Balancing** > **Payments**

Correct Duplicate Payments - Action Page

Use the Correct Duplicate Payments - Action page (PAYMENT_DATA3) to select an action to save the deposit or delete the deposit.

Navigation:

- **Accounts Receivable** > **Payments** > **Electronic Payments** > **Correct Duplicate Payments** > **Action**
- **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit Balancing** > **Action**

E-invoice Files Using the Data Export Import Utility

PeopleSoft Accounts Receivables supports e-invoicing using UBL version 2.1 format or the hybrid Factur-X format. This allows organizations to utilize the PEPPOL network for their invoicing needs.

Use the France CDAR e-Reporting page (Accounts Receivables, Payments, Reports, France CDAR e-Reporting) to provide the required parameters to process the incoming e-invoice data. CDAR file is generated for each business unit and customer combination.

The application engine process (AR_FRA_CDAR) is required to process the incoming e-invoice data.

A DEIU map definition EIVC_CDAR is delivered for CDAR file generation. The map definitions are intended to provide a baseline and you can modify these delivered maps to meet the specific requirements.

For more information, see “Understanding the Data Export Import Utility” (Application Fundamentals).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 21

Applying Payments

Understanding Payment Application Options

PeopleSoft Receivables provides three options to apply payments:

- The Payment Predictor process (ARPREDCT) automatically applies payment to items and makes partial payments based on the payment predictor methods that you define and assign to business units and customers.

  Note: If you receive payments for vendor rebate claims or claimback items from PeopleSoft Purchasing or PeopleSoft Order Management from the Claims Management Workbench, you cannot use this option for those items. You must manually apply the payments on the payment worksheet to indicate the base and value-added tax (VAT) amounts if any for each item.

- The payment worksheet provides a method that enables you to manually apply payments to items and make partial payments.
- The Credit Card Application Engine process (AR_CRCARD) enables you to pay for individual items by credit card.

Prerequisites for Applying Payments

Before you apply payments, you must:

- Create automatic entry types for payment processing.
- Set up the reference qualifiers.
- Enter items into the system and then run the Receivables Update Application Engine process (ARUPDATE).
- Enter payments into the system.

Related Links

Automatic Entry Type - Selection Page
Setting Up Reference Qualifiers

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running the Payment Predictor Application Engine Process

Pages Used to Run the Payment Predictor Application Engine Process

Page Name	*Definition Name*	*Usage*
Payment Predictor Page	PP_REQUEST	Define run parameters for the Payment Predictor process.
Process Reset Page	AR_RESET	Reset the Payment Predictor process. Unlock and rerun the process.
Process List Page	PMN_PRCSLIST	Review the multiple processes in a job. See Restarting the Payment Predictor Process. See the product documentation for *PeopleTools: Process Scheduler* for more information.
Process Detail Page	PMN_PRCSLISTREE	Restart a failed process. See Restarting the Payment Predictor Process. See the product documentation for *PeopleTools: Process Scheduler* for more information.

Understanding Payment Predictor Processing

The Payment Predictor process automatically matches payments with open items for a customer based on a predefined payment predictor method. When you set up Payment Predictor, you define algorithms, algorithm groups, and methods. You specify in each payment predictor method how to handle the exceptional conditions, such as overpayments or underpayments, for the algorithm group that you associate with the method.

Note: The algorithm groups #DETAIL and #DTL_TLR do not allow you to define exception handling.

The Payment Predictor process either matches the payment and sets it to post or sends the payment matching results to a payment worksheet for review. If the payment predictor method designated that the process create a payment worksheet, the worksheet shows how Payment Predictor applied the payment and made adjustments based on the instructions in the method.

If the system sends the payment matching results to a payment worksheet, you must review the worksheet. You must decide whether to accept the matching results as they are or make other adjustments. When you finish working with the payment worksheet, you set the payment to post.

If the process does not generate a worksheet, it creates a payment group and sets it to post.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Run the Receivables Update Application Engine process to post any new items that the process created and to create accounting entries.

Payment Predictor Abends

If the Payment Predictor process ends abnormally, you have two alternatives:

- Reset and rerun the process instance on items locked by the Payment Predictor process and other associated tables that may need to be rolled back to their original state.
- Restart and resume processing after you have resolved the cause of the abnormal ending.

Note: Oracle recommends that you reset and rerun from the beginning if your are not certain which approach to take.

Related Links

Understanding Payment Predictor Processing

Prerequisites

Perform the following tasks before you run the Payment Predictor process:

1. Define payment predictor methods.
2. Assign a payment predictor method to a business unit.
3. Override the payment predictor method for individual customers if needed.
4. Enter balanced deposits with reference information for payments.
5. Select the **Payment Predictor** check box for the payments.

   Each payment must have a magnetic ink character recognition (MICR) ID, a customer ID, or some other type of reference information. If the payment does not have reference information, use a payment predictor method that has a step to route the unidentified payment to a control account and generate a worksheet.
6. Verify that the deposits are in balance.
7. If you import vendor rebates from PeopleSoft Purchasing or claimbacks from PeopleSoft Order Management, you must activate the CHKREBAT step in the PREPARE section of the AR_PREDICT1 Application Engine process.

Related Links

Defining Payment Predictor Methods

Receivables Options - Payment Options Page

Understanding Payments and Deposits

“General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Predictor Page

Use the Payment Predictor page (PP_REQUEST) to define run parameters for the Payment Predictor process.

Navigation:

Accounts Receivable > **Payments** > **Apply Payments** > **Request Payment Predictor** > **Payment Predictor**

Process Reset Page

Use the Process Reset page (AR_RESET) to reset the Payment Predictor process.

Unlock and rerun the process.

Navigation:

Accounts Receivable > **Receivables Update** > **Archive Receivables** > **Reset Process** > **Process Reset**

Enter your search criteria for the process instance and click **Refresh.**

Not Successful Process Requests, select the process instance that you want to reset.

Field or Control	*Description*
Reset	Click to unlock and reset the process instance. After the process instance is reset, you can rerun the process.

Restarting the Payment Predictor Process

Use the Process List page (PMN_PRCSLIST) to review the multiple processes in a job.

Navigation:

PeopleTools > **Process Scheduler** > **Process Monitor** > **Process List**

Click **Process Monitor** on the Payment Predictor page.

Because Payment Predictor is a job (a collection of multiple processes), you may need to restart multiple processes. Find the processes that you need to restart.

Field or Control	*Description*
Process Detail	Click the **Details** link on the Process List page to access the Process Detail page. Use the Process Detail page (PMN_PRCSLISTREE) to restart a failed process. Select a failed process from the process list. Select **Restart Request.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Payment Predictor Process Results

This topic provides an overview of the Payment Predictor payment status and lists the pages used to review Payment Predictor process results.

Pages Used to Review Payment Predictor Process Results

Page Name	*Definition Name*	*Usage*
Payment Predictor Detail Page	RUN_AR21001	Define the run parameters for the Payment Predictor Detail report (AR21001). Use the SQR report to view a list of Payment Predictor activities between the dates that you specify. See PeopleSoft Receivables Reports: A to Z for more information.
Payment Predictor Summary Page	RUN_AR21002	Define the run parameters for the Payment Predictor Summary report (AR21002). Use the SQR report to view a list of Payment Predictor results by status and predictor method or algorithm. The number of payments is listed as a percentage of the total number of payments predicted. A summary at the end of the report provides the number of payments predicted, the number of payments not predicted, and both numbers as a percentage of the total. See PeopleSoft Receivables Reports: A to Z for more information.
Unmatched MICR Identifiers Page	RUN_AR21003	Define the run parameters for the Unmatched MICR Identifiers report (AR21003). Use this SQR report to view a list of MICR (magnetic ink character recognition) identifiers that appear on payments and that have not been defined in the customer MICR ID table. This report also indicates the predictor status of each payment. See PeopleSoft Receivables Reports: A to Z for more information.

Understanding Payment Predictor Payment Status

This table lists the different Payment Predictor process statuses for payments that appear on inquiries, reports, payment worksheets, and messages:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Predictor Payment Status	Description	Pay Status	Post Status
I (processed)	Payment was considered, and it either did not meet the criteria of the method, or it did not have items selected for it.	Identified	Not applicable
W (worksheet)	Payment was applied and a payment worksheet was built by the Payment Predictor process for review.	Worksheet	No action
A (applied)	Payment was applied and pending groups were created by the Payment Predictor process for posting.	Applied	Batch Standard

Note: If you use the message catalog to view all of the messages that the process returns, the system prompts you for a language code and message set number. Use 6880 for the Payment Predictor process.

Applying Payments Using Payment Worksheets

Pages Used to Apply Payments Using Payment Worksheets

Page Name	Definition Name	Usage
Payment Worksheet Selection Page	PAYMENT_IDENT_IC	Create a new worksheet, modify an existing one, and select items to include in the worksheet.
Filter Items Page	WS_ITEMSRCH_SEC	Enter advanced selection criteria for items to include in the worksheet. See the Payment Worksheet Selection Page for more information.
Detail Reference Information Page	PAYMENT_REF_DET2	Create deductions, pay or write off all or part of an item, create on-account payments or prepayments without first building the worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Items NOT open on ITEM table Page	PAYMENT_REF_DET3	Click the Item Status link on the Worksheet Selection page or the Detail Reference Information page to display items that are not open on the Item table (PS_ ITEM). Use to list items that have been selected on the Detail Reference Information page but have already been paid or that do not exist on the Item table to determine whether to delete items on the Detail Reference Information page. See the Payment Worksheet Selection Page.
Payment Worksheet Application Page	PAYMENT_WS_IC	Apply payments to selected items.
Currency Conversion Page	EU_CUR_CNV_WS_SEC	Click the **Disp Curr Conversion Worksheet** (display currency conversion worksheet) icon on the Worksheet Application page to select the currency code, rate, and date of conversion for the display currency on the worksheet. The values that you enter determine the currency and amount for the Conversion Amount - Currency field. See the Payment Worksheet Application Page.
Worksheet Application Detail View Page	PAYMENT_WS_IC_DTL	Click the **View Detail** button on the Worksheet Application page to view or update details about a selected item on a worksheet or copy, write off, or edit items.
Currency Exchange Aid Page	CURR_EXCHG_AID_SEC	Click the **Currency Exchange Aid** link on the Worksheet Application Detail View page to use as an aid in converting the payment amount to the currency of a selected item making a partial payment.
Multiple Revenue Line Distribution Page	AR_MRL_SEC	Click the **Revenue Distribution** link on the Worksheet Application page to distribute amounts for multiple revenue lines for control budgets.
VAT Header Page	PAYM_ITEM_VAT_HDR	Click the Add VAT Information link on the Worksheet Application Detail View page to view VAT header defaults. Manually override values if applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
VAT Detail Page	PAYM_ITEM_VAT_LN	Click the VAT Detail Page link on the VAT Header page to view VAT line defaults including the VAT amounts. Manually override values if applicable. If the VAT declaration is at the accounting date, then the user cannot modify the VAT declaration date.
Item Activity Detail Page	ITEM_ACTIVITY_DRILL	Click the Item Activity link on the Worksheet Application Detail View page to view all activities for an item.
Item in Other Groups Page	ITEM_PGROUP_SEC	Click the Item in Other Groups link on the Worksheet Application Detail View page to view other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Additional Customer Information Page	CUST_INFO_SEC	Click the Additional Cust Information (additional customer information) link on the Worksheet Application Detail View page to view additional customer information.
Payment Worksheet Action Page	PAYMENT_ACTION_IC	Select posting options for the payment applied on the payment worksheet, including entry events and worksheets that the Payment Predictor process generated. If approval workflow is enabled, you submit workflow for approval on this page.

Understanding Worksheet Creation and Modification

A payment worksheet is a cash application tool; it is an alternative to applying payments through express deposit or with the Payment Predictor process. Payment worksheets use information about customers and items to apply payments. You match items with payments and make any necessary adjustment (prepayments, on-account payments, write-offs, and deductions). The system creates one worksheet for each payment, not one for each deposit.

You can process items with multiple currencies, and the payment and items do not have to be in the same currency. The worksheet enables you to work with different item entry, item base, payment entry, and payment base currencies.

Working with a payment worksheet consists of these high-level steps:

1. Use the Worksheet Selection page to select the items that you want to work with and build the worksheet.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

If you add items to an existing worksheet, the system adds the new items that you selected and does not delete any items that are already on the worksheet.

2. Use the Worksheet Application page to apply the payment to items.
3. Use the Worksheet Action page to select a posting action for the worksheet or to create accounting entries online.

   You can copy selected or deselected items on a payment worksheet.

   You can delete the worksheet, or you can save your work and complete the worksheet later. You can also select and deselect a range or all of the items and discount rows on a worksheet, as well as highlight all duplicate rows.

Note: You run the Receivables Update process to post the payments, create accounting entries, and update the item balance due amount. In a production environment, Oracle recommends that you use Receivable Update to create accounting entries rather than creating accounting entries online.

Related Links

Understanding Posting and Unposting

Payment Worksheet Selection Page

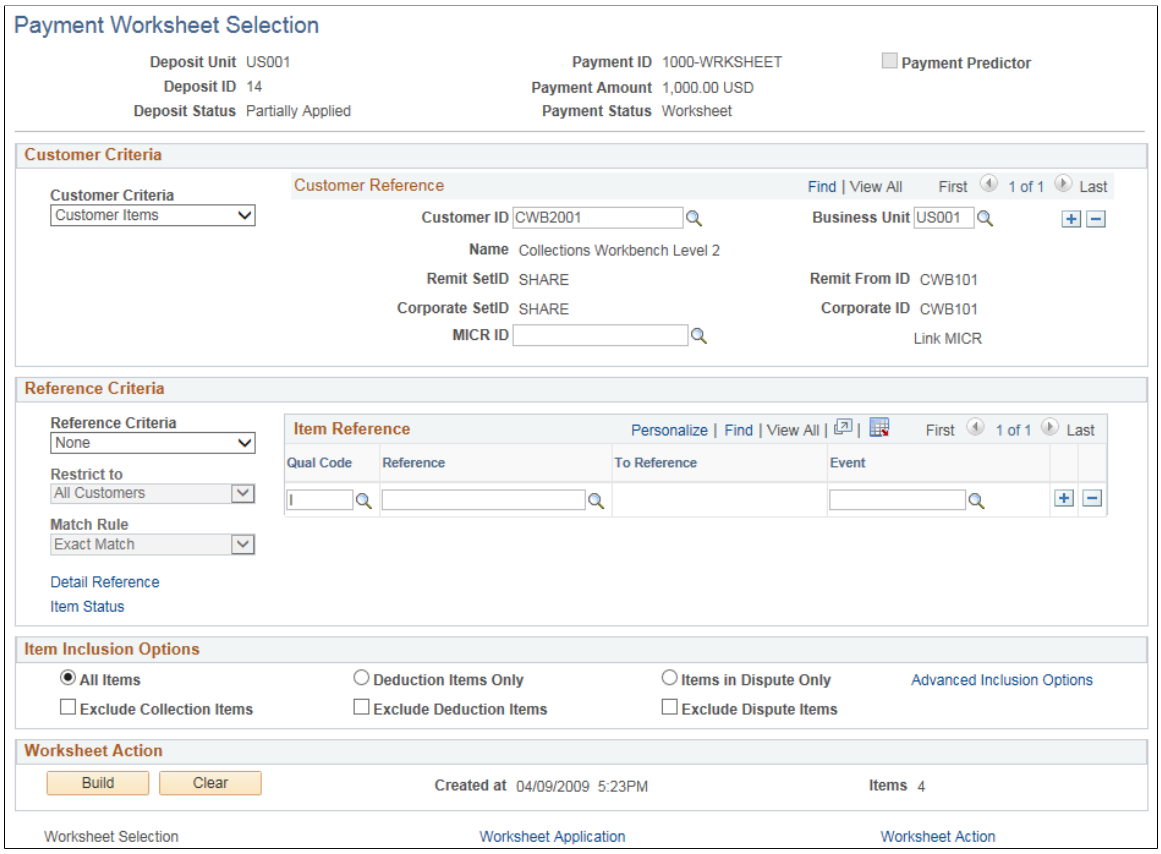
Use the Payment Worksheet Selection page (PAYMENT_IDENT_IC) to create a new worksheet, modify an existing one, and select items to include in the worksheet.

Navigation:

Accounts Receivable > **Payments** > **Apply Payments** > **Update Apply Payment Worksheet** > **Payment Worksheet Selection**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payment Worksheet Selection page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Payment Predictor	Select to apply the payment automatically the next time that you run the Payment Predictor process. If you select **Payment Predictor** and then attempt to build a worksheet, the system clears the **Payment Predictor** check box. **Note:** The Payment Worksheet Selection page and the Payments page in regular and express deposit entry both have the **Payment Predictor** check box. If you select the option on either of these pages, the system automatically selects the check box on the other page. Set the default for the Payment Predictor process using the bank account on the External Accounts page.

Selecting Customer and Item Reference Criteria

The information that you enter about customers and items determines the information that appears on the worksheet. The more information that you provide, the more focused your worksheet will be. For example:

- If you enter only customer information, the worksheet lists all open items for the customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- If you enter only item information, the worksheet lists all open items that match your item criteria for all customers.
- If you enter both customer and item information, the worksheet lists all the open items that match any of the customer or item criteria that you select.

Note: If you enter no customer or item information, the system creates a blank worksheet.

Customer Criteria

The Customer Reference fields and the Item Reference fields work together depending on how you choose the criteria. In the **Customer Reference** group box, you can select items based on Customer, and selection on the worksheet will be restricted to the specified Customer ID.

If you choose Customer Criteria = *None*, no items for the customer will be on the worksheet.

If you choose Customer Criteria = *Customer Items*, you only need to enter a Customer ID to build the worksheet with all items for the specified customer, regardless of business unit. If you enter a business unit, the selection is restricted to items with the Customer ID and Business Unit combination.

If you choose Customer Criteria = *Corporate Items* or *Remit from Items*, you must include a Business Unit as well as a Customer ID. The business unit will determine the SetID used in the Corporate or Remit customer part of the search. First, the selection will return all open items for the Customer ID and Business Unit specified. Second, the selection will also return any open items for *all* customers that are Corporate or Remit customers of the specified Customer ID and SetID combination (remember, SetID is determined by the specified Business Unit).

Note: The items built onto the Worksheet from Customer Reference criteria will be added but *not automatically selected* on the worksheet.

Field or Control	*Description*
Customer Criteria	Select the type of customer that you want to include in the worksheet: *Corporate Items*, *Customer Items*, or *Remit From Items*. If you select *None*, the system creates a worksheet based on the other selection criteria and does not limit items to specific customers. You can also select *None* and enter a customer ID and business unit. In this case, the system uses the customer reference criteria in conjunction with the item reference criteria to choose only items that match both criteria.
Customer ID and **Business Unit**	Enter the customer ID and business unit. **Note:** If you select *Corporate Items* or *Remit From Items* in the **Customer Criteria** field, you must enter a business unit. The system needs a business unit to determine the SetID of corporate and remit from customers. The resulting worksheet displays all open items having the specified corporate or remit from customer across *all* business units, not just the business unit that you select.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
MICR ID	(Optional) Enter the customer's MICR ID (magnetic ink character recognition ID).
Link MICR	Click to link the customer's MICR ID to other customers who have the same MICR ID.

Reference Criteria

The information that appears on the Worksheet Selection page comes from the Regular Deposit - Payments page or the Express Deposit - Payments page, or from payment information received from a payment interface, such as Electronic Data Interchange) (EDI) or a lockbox. If you did not enter information on the Payments page, enter it on the Worksheet Selection page.

The Customer Reference fields and the Item Reference fields work together depending on how you choose the criteria.

The **Item Reference** grid is used to *add* and *select* items not found by the Customer Reference criteria onto the worksheet. Or, if the item is already found using the Customer Reference criteria, it will be automatically *selected* on the worksheet.

If you choose Reference Criteria = *Specific Value* or *Range of References*, the **Restrict to** field becomes active. You can restrict the Item search to:

- *Customer Only* - Selects items matching the Item Reference values for only the customer(s) specified in the Customer Reference fields.
- *All Customers* - Ignores any specified customer(s). The worksheet is built from items matching the Item Reference values, for all customers regardless of customers listed in the Customer Reference fields.
- *Corporate Cust Only* - Selects items matching the Item Reference values for *only* the Customers listed in the Customer Reference fields *and* all Corporate Customers associated with those Customers by business unit.
- *Remit Cust Only* - Selects items matching the Item Reference values for *only* the Customers listed in the Customer Reference fields *and* all Remit Customers associated with those Customers by business unit.

Note: The only instance in which you can use reference criteria independently of customer criteria is when the **Restrict to** field is *All Customers*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reference Criteria	Specify whether to use a *Specific Value, None,* or a *Range of References.* If you select either *Range of References* or *Specific Value,* you enter information in the **Item Reference** fields. If you click the **Detail Reference** link to enter reference information, the **Reference Criteria** field displays *Detailed References.*
Restrict to	Select to qualify items by customer. Values are *All Customers, Corporate Cust Only, Customer Only,* and *Remit Cust Only.*
Match Rule	If you select *Specific Value* in the **Reference Criteria** field, specify whether the item information is an *Exact Match* or a *Like Match.* A *Like Match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order number of *24%* and select *Like Match,* the worksheet will contain all items with purchase order numbers beginning with 24xx, but will not include a purchase order number of x24x.
Reference and **To Reference**	• If you selected *Specific Value* in the **Reference Criteria** field, enter the specific item reference. • If you selected *Range of References,* enter the starting and ending values for the range of references. The values that you enter are case-sensitive.
Qual Code (qualifier code)	Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page.
Detail Reference	Click this link to access the Detail Reference Information page (PAYMENT_REF_DET2), where you enter a list of items to which you are applying the payment. This page works like a worksheet, and enables you to quickly enter items and specify the payment amount and enter some of the available entry types for processing the items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Item Status	Click the **Item Status** link on the Worksheet Selection page or the Detail Reference Information page to view the Items NOT open on ITEM table page (PAYMENT_REF_DET3), which displays items that are not open on the Item table (PS_ ITEM). Use to list items that have been selected on the Detail Reference Information page but have already been paid or that do not exist on the Item table to determine whether to delete items on the Detail Reference Information page.

Item Inclusion Options

Field or Control	*Description*
All Items, **Deduction Items Only**, or **Items in Dispute Only**	Select one of these options to indicate the type of items to include in the worksheet.
Exclude Collection Items, **Exclude Deduction Items**, and **Exclude Dispute Items**	If you select *All Items*, you can also select one or more of the check boxes to exclude collection, deduction, and dispute items.
Advanced Inclusion Options	Click this link to access the Filter Items secondary page (WS _ITEMSRCH_SEC), where you can create, edit, and save selection criteria for items to include in the worksheet. You can filter items using values in the following categories: • Item Selection Criteria - Enter the owner value by type, such as AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person. • Reference Data - Enter order-to-cash reference values, such as Item ID, Item Entry Type, Entry Reason, Invoice, Order Number, Document ID, Proof of Delivery, Bill of Lading, Purchase Order, PO Line, Claim Number, Contract, Promotion Code, Service Purchase ID, Sold To Customer, and Ship To Customer. • Item Type - Enter values including Collection Code, Deduction Reason and Date, and Dispute Reason and Date. • Balances - Select the Balance Currency. • Dates - Select items for the worksheet based on Accounting or Due Dates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Worksheet Action

Field or Control	*Description*
Build	Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet. The following may occur if the payment is out of balance or there are duplicate payments: • If the **Build** button is unavailable, the deposit containing this payment is out of balance, or the deposit is a duplicate lockbox or EDI deposit. Correct these problems using the Regular Deposit Balancing page. • If you build a worksheet that references the same item multiple times, a warning message appears indicating that you have duplicate payments for the item when you save the worksheet. The item appears multiple times on the worksheet. Apply the payment to the item multiple times, which creates a credit on the customer account, or deselect the item and select another action.
Clear	Click to remove all items from an existing worksheet.

Working with Multiple Selection Criteria on the Worksheet

In the following scenarios, it is assumed that these open items are already on the database. The first two items listed are delivered as sample data with PeopleSoft Receivables. The last two items listed must be added to the database in order to work these scenarios.

- Business Unit US001, Customer ID USA01, Item 0000678528
- Business Unit US001, Customer ID USA01, Item 0000678524
- Business Unit US001, Customer ID 1000, Item 0000678528
- Business Unit US001, Customer ID USA02, Item 0000678524

Note: Notice that the item ID and business unit are the same for two different Customer IDs.

Scenario 1

Scenario 1

This scenario shows how to build a worksheet for all items under a specific customer USA01, with business unit US001:

Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Customer Criteria = *Customer Items*.
2. Customer ID = *USA01*.
3. Business Unit = *US001*.
4. Build the worksheet.

The worksheet shows the items for Customer USA01, none of which are selected.

Scenario 2

This scenario builds a worksheet of all items meeting the reference values entered for *all* customers:

1. Customer Criteria = *None*.
2. Customer ID = *USA01*.
3. Business Unit = *US001*.
4. Reference Criteria = *Specific Value*.
5. Restrict to = *All Customers*.
6. Add Item References. For example, add *0000678524* and *0000678528* with the Qual Code = *I* (Item).
7. Build the worksheet.

In this case, the worksheet shows all items matching the entered reference values, regardless of what is listed under Customer Reference. No additional items come from the customer because Customer Criteria = *None*. Using the sample data, you would get four items on the worksheet—all selected—from different Customer IDs, for example, USA01, USA02, and 1000.

Scenario 3

This scenario builds a worksheet for all items meeting the reference values entered only for a specified customer:

1. Customer Criteria = *None*.
2. Customer ID = *USA01*.
3. Business Unit = *US001*.
4. Reference Criteria = *Specific Value*.
5. Restrict to = *Customer Only*.
6. Add Item References. For example, add *0000678524* and *0000678528* with the Qual Code = *I* (Item).
7. Build the worksheet.

The items on the worksheet match the reference values entered only for the customer or customers listed in the Customer Reference section, in this case USA01, because the Restrict to value is *Customer Only*. The worksheet would show *only* items—all selected—from the specified customer, in this example, USA01.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Detail Reference Information Page

Use the Detail Reference Information page (PAYMENT_REF_DET2) to enter a list of items to which you are applying the payment.

Navigation:

Click the **Detail Reference** link on the Payment Worksheet Selection page.

To view and change information:

1. (Optional) Click **Get Pay Amounts** to display the amount of the items from the previous entries.

   This button is available only if amounts are not displayed.

2. Enter the item ID, such as an invoice number and a sequence number.

   The system populates the other fields from the current item information if the item ID is a preexisting item.

3. Change the payment amount, entry type, and entry reason as needed.

   These entry types are valid for existing items:

Field or Control	***Description***
PY	Pay an item. **Note:** The **Entry Reason** field is not available when the entry type is set to PY.
WO	Write-off.
DED	Deductions.

Note: To partially write off an item, use the write-off option and change the payment amount.

   These entry types are valid for new items:

Field or Control	***Description***
OA	On account (negative amount).
PR	Prepayment (negative amount).
DED	Deductions (positive amount).

4. Enter discount information:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- For earned discounts, the system automatically selects the **Disc** (discount) check box and populates the **Disc Amt** (discount amount) field.

  Change the discount amount if needed or deselect the **Disc** check box if you do not want to allow the discount.

- For unearned discounts, the **Disc** check box is not available unless you accessed the page from the Regular Deposit - Payments page and you selected the **Payment Predictor** check box.

  To enable the Payment Predictor process to take an unearned discount, select the **Disc** check box and enter the discount amount. If you are applying the payment on the payment worksheet, you take unearned discounts on the Worksheet Application page.

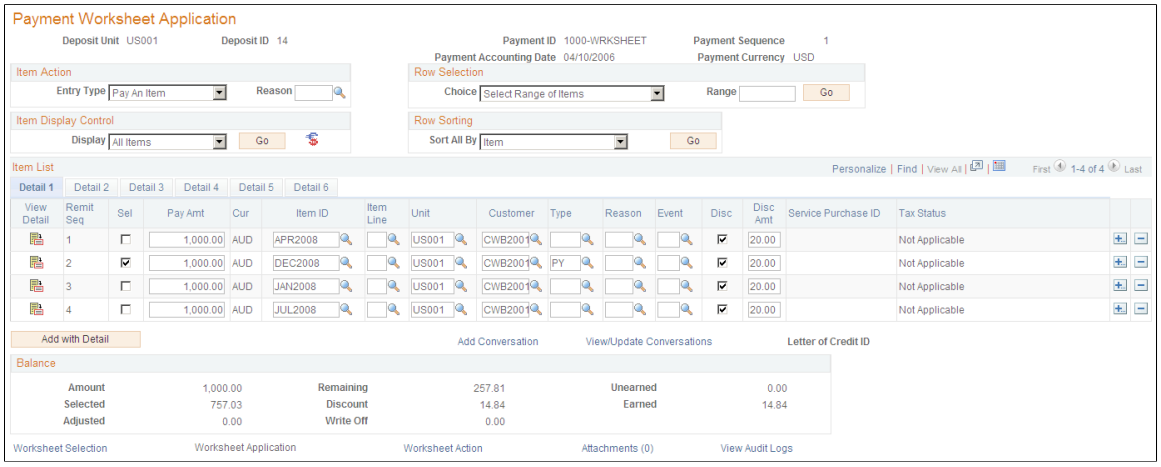
Payment Worksheet Application Page

Use the Payment Worksheet Application page (PAYMENT_WS_IC) to apply payments to selected items.

Navigation:

Accounts Receivable > **Payments** > **Apply Payments** > **Update Apply Payment Worksheet** > **Payment Worksheet Application**

This example illustrates the fields and controls on the Payment Worksheet Application page. You can find definitions for the fields and controls later on this page.



To use the payment worksheet, follow these steps:

1. Use the item display or sort controls to adjust the view.
2. Select the items to pay.
3. Handle underpayments, overpayments, and discounts.
4. Check the information in the **Balance** group box to determine whether you have used the entire payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

You cannot post a worksheet until the entire amount of a payment is accounted for, either applied to an item, deemed a prepayment, held on account, deducted from the customer's balance, or considered an adjustment.

Field or Control	*Description*
Payment Accounting Date	Displays the accounting date for the payment activity.

Selecting an Item Action

The Item Action group box enables you to select a specific Entry Type and Entry Reason to apply to the items displayed in the Item List grid.

Field or Control	*Description*
Entry Type and **Reason**	Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the **Reason** field if you specified that entry reasons are required when you set up the entry type that you entered in the **Entry Type** field. Valid entry types are: *PY* (Pay an Item): Select to apply the payment to all the selected items. *WO* (Write off an Item): Select to write off selected items. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit. *DED* (Create a Deduction): Select to create a deduction item for the selected items. **Note:** If you select an item that is in use, you get an error message. A setting on the Installation Options - Receivables page, **No Mult Pending Item Selection** (no multiple pending item selection), determines whether the system checks groups to determine whether an unposted pending item exists for the item that you selected or whether the item has been selected in another group. To see where the item is in use, select **Items in Other Groups** on the Worksheet Application Detail View page for the item.

Defining Row Selection Criteria

Use the Row Selection group box fields to determine whether the **Sel** (select) check box is selected or not selected in the **Item Display** grid based on a selected

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Choice	Select one of these values to select or deselect the **Sel, Disc, or Discount** check box for the rows that appear in the **Item List** grid. • *De-Select All Discounts* Select this value to clear the **Disc** (Discount) check box for the selected rows with discounts and in the **Item List** grid. • *De-Select All Items* Select this value to clear the **Sel** (select) check box for all item rows in the **Item List** grid. • *De-Select Range of Discounts* Select this value to clear the**Disc** (Discount) check box for a selected range of discount rows in the Item List grid that you enter in the **Range** field. • *De-Select Range of Items* Select this value to clear the **Sel** (select) check box for a selected range of item rows in the Item List grid that you enter in the **Range** field. • *Select All Discounts* Select this value to add a check mark in the **Disc** (discount) check box for all selected rows with discounts in the Item List grid. • *Select All Items* Select this value to add a check mark in the **Sel** (select) check box) for all item rows in the Item List grid. • *Select Range of Discounts* Select this value to add a check mark in the **Disc** (discount) check box for a range of the selected discount rows in the Item List grid that you enter in the **Range** field. • *Select Range of Items.* Select this value to add a check mark in the **Sel** (select) check box for a range of selected item rows in the Item List grid that you enter in the **Range** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Go	Click this button to apply your selection to the Item List grid and update worksheet balances.

Selecting Item Display Control Criteria

Use the fields in the **Item Display Control** group box to adjust the view and contents of the **Item List** grid.

Field or Control	*Description*
Display	Select one of these values to display all of the items in the **Item List** grid or modify the display of items in the **Item List** grid: • *All Items* Displays all of the items in the Item List grid. • *Blank* Displays a blank row in the Item List grid. • *New Items* Displays only the new items in the Item List grid. • *Other* Displays any items that are not new in the Item List grid. • *Selected* Displays only items for which the **Sel** check box is selected in the Item List grid. • *Unselected* Displays only items for which the **Sel** check box is not selected.
Go	Click to refresh the list of items in the grid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **Disp Curr Conversion Worksheet** (display currency conversion worksheet) button to access the Currency Conversion page (EU_CUR_CNV_WS_SEC), where you select a display currency for the **Conversion Amount - Currency** column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Selecting Row Sorting Criteria

Use the Row Sorting group box to sort the rows that appear in the Item List grid based on the value that you specify. This feature sorts *all* items in the worksheet and not just the items that are displayed in the scroll area.

Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Sort All By	Click the dropdown arrow to enable you to select one of these sort values: • *Clear Highlights* Select this value and click the **Go** button. The system removes the red highlights from the rows. The display order that displayed when you selected the Highlight Duplicate option does not change when you clear the highlighting. • *Due Date* Select this value and the **Go** button. This sorts all items in the payment worksheet based on their due dates. • *Highlight Duplicate* Select this value and the **Go** button. The system checks for any changes that occurred to the worksheet since the last time it was saved. If there are any changes, the system issues an error message, which requests the user to save the worksheet. If the system locates duplicate items, the system highlights the duplicate items in red. The system also considers the option that you select in the Item Display Control group box. For example, you select the option Selected from the Display dropdown list, select Highlight Duplicate from the Sort By dropdown list, and click the Go button. The system only checks the duplicates based on the selected item and highlights the rows in red, and ignores unselected items. The system compares these fields before highlighting duplicate rows: • Pay Amt (payment amount) • Cur (currency) • Item ID • Item Line • Unit • Customer

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	• Type • Reason • Event • Disc Amt (discount amount) • *Item* Select this value and click the **Go** button. The system sorts all of the items on the payment worksheet based on the order that you entered the items on the payment worksheet.

Reviewing Item List Summary Information

Each of the detail tabs in the Item List grid are described in six separate sections.

See Reviewing Item List Detail 1 Summary Information.

This button and these links appear below the **Item List** grid:

Field or Control	*Description*
Add with Detail	Select this button to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the **Sel** (select) column, or delete the item.
Revenue Distribution	Click this link to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page. See Reviewing Conversations and Promises.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page. This link is visible only when at least one conversation exists for the customer. See Reviewing Conversations and Promises.

Reviewing Balance Information

When you select open items, you need to check the information in the **Balance** group box. The system updates the amounts whenever you click the **Refresh** button. If the remaining amount is not *0,* you need to adjust the payment amounts or select additional items.

Handling Exact Payments

Select items that match the payment. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To apply an underpayment, do one of the following procedures:

- Treat the entire amount as a partial payment against an item.

  Then change the amount for the item to the amount of the payment.

- Pay off the item and create an adjustment or a deduction item for the difference between the item amount and the payment amount by creating a new item and entering a positive amount for the difference.

  For deductions, enter the item ID of the paid item as the document ID for the new deduction on the Worksheet Application Detail View page. This ties the purchase order number, bill of lading, and document information for the referenced item to the new deduction. Regular deductions create new items in the system. The **Deduction Due Date** field on the Receivables Options - Payment Options page enables you to determine whether the due date of the new item is the payment accounting date or the due date of an existing item. If you specify that the due date is from an existing item, you must enter the item ID of the existing item as the document ID on the Worksheet Application Detail View page. After the Receivables Update process runs, the new deduction appears in the system.

- Until you know why the customer underpaid, place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Do not use the same item ID for the on-account item as an existing item. If you want the on-account item to be associated with an existing item, either add a prefix or suffix to the ID or use the same item ID with a different line number.

- Partially pay for an item and write off the remaining item balance by selecting the split item and changing the entry type to *WO*. The system issues a message if you try to write off more than the write-off tolerances permit. Workflow is launched if the write-off amount requires approval.

Important! If the item is a rebate claim that originated in PeopleSoft Purchasing or a claimback that originated in PeopleSoft Order Management, do *not* write off the remaining balance. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs. This enables the system to determine whether the write-offs meet the write-off tolerances for claim processing.

See “Understanding Vendor Rebates” (PeopleSoft Purchasing).

See “Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management).

Handling Overpayments

To apply an overpayment, do one of the following procedures:

- Pay off the item and create a new on account, adjustment, or prepay item with the remainder by creating a new item and entering a negative amount for the overpayment amount.

Note: If invoices exist that reflect a prepayment (that is, the on-account item and the item have the same document number), be careful not to match those items with another item that does not have a matching value in the **Document** field.

- Pay off one or more items entirely and treat the remainder as a partial payment on another item by changing the amount for the item to the remaining amount of the payment.
- Until you know why the customer overpaid, place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.
- Pay off one or more items and write off the remaining balance by creating a new item and entering a negative amount for the overpayment payment amount.

Handling Remaining Amounts

If you do not find an open item to which you can apply the remaining payment, add an item to the worksheet and write off the remaining balance by selecting either the Write-off an Overpayment or Write-off an Underpayment entry type.

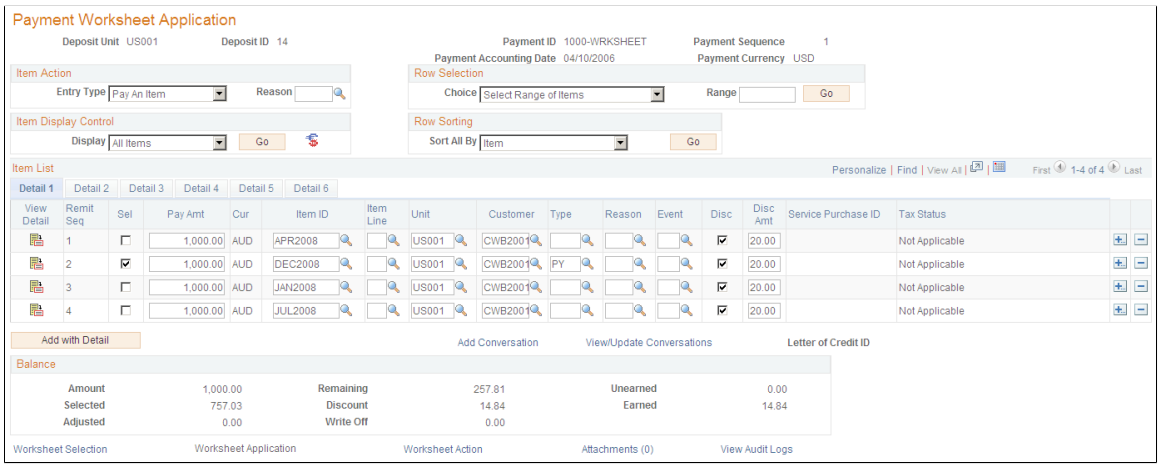
The system issues a message if you try to write off more than the write-off tolerances permit. Workflow is launched if the write-off amount requires approval. You can write off an amount only up to the user's authorized limit, over the lifetime of an item (not per transaction). Check these amounts on the User Preferences - Receivable Data Entry 2 page. The system compares the item amount to the user's write-off limit in the format currency selected on the Receivables Data Entry 2 page.

Note: If you selected the **Partial Payment Disabled** check box on the Receivables Options - Payment Options page, no partial payments can be processed.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Item List Detail 1 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 1 tab.



Use the **Customize** link to sort by column and to reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.

Field or Control	***Description***
	Click the **View Detail** icon to view or update details for a selected item on a worksheet and to copy or write off the item.
Remit Seq (remit sequence number)	This sequence number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, the number stays with the item, but the grid order changes. Use this column to sort the worksheet in the original order.
Sel (select)	Select each check box for applying payments. You can control the rows that are selected with the **Row Selection** group box at the top of the page.
Pay Amt (payment amount)	Initially displays the open amount for the item. Change the amount to make a partial payment.
Cur (currency)	Displays the currency applied used for this payment.
Item ID	Enter or the system displays the item associated with this payment. You can also select a different or new item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

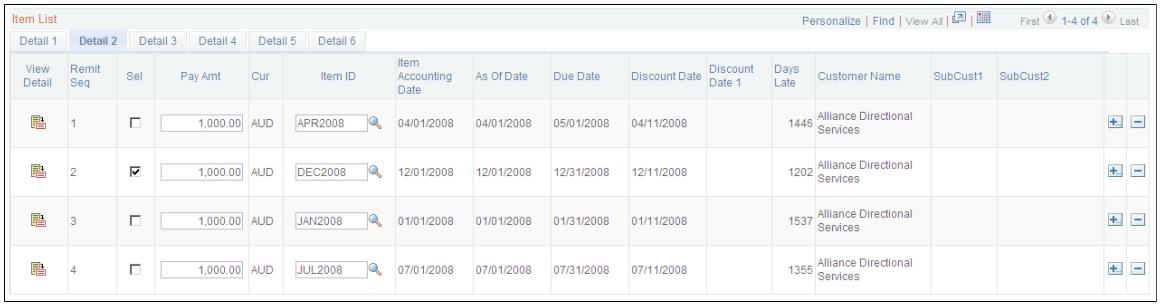
Field or Control	*Description*
Item Line	Enter or the system displays the line number that applies to this item. You can split an item, which adds another line for the same item. For example, you may want more than one item line for overdue charges. This field value appears only when data was entered in the Item, business Unit, Customer ID, Payment Amount, Discount Taken fields when entering payments on a worksheet.
Unit	Enter or the system displays the business unit associated with the customer.
Customer	Enter or the system displays the customer associated with the payment of this item.
Type and **Reason**	Enter the entry type and reason. Some entry types are valid for existing items and some are valid only for new items. **Note:** If you are applying a payment to a vendor rebate claim or claimback item from PeopleSoft Purchasing or PeopleSoft Order Management and the business unit for the item requires VAT, then you must split the item by entering the base amount of the item in the **Pay Amt** (payment amount) field for one row and the VAT amount for the item in the **Pay Amt** (payment amount) field for the other row. Use the PY (Pay an Item) entry type for each item. You must enter the appropriate entry reason for each row to indicate whether the amount is the base amount or the VAT amount. You also must enter the reference number for the claim item in the **Document** field on the Worksheet Application Detail View page. See Understanding Entry Reasons.
Event	U.S. federal financial systems require supplemental accounting entries. Enter the entry event code to generate the appropriate supplemental accounting entries for the payment activity for the item.
Disc (discount)	Select to take an unearned discount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Disc Amt (discount amount)	Override the amount of an earned discount or enter an amount for an unearned discount. The system calculates item discounts using the payment terms code and discount grace days that are posted with the item. A discount is earned if the payment accounting date falls within the period of discount days plus discount grace days. For example, if the terms code for the item specifies discount terms of 10 days and the discount grace days is 3, then the discount is earned if you received the payment within 13 days. Any changes made to discounts must meet the discount tolerance requirements defined on the User Preferences - Receivable Data Entry 2 page.
Calculate GST on Advance	Calculate India GST taxes for advance payments and access the GST Taxes page, where you can review the calculations. You must calculate GST to save changes on the worksheet. See India GST in PeopleSoft Receivables and Working with India GST in PeopleSoft Receivables.
Add with Detail	Select this button to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the **Sel** (select) column, or delete the item.
Revenue Distribution	Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.

Reviewing Item List Detail 2 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 2 tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

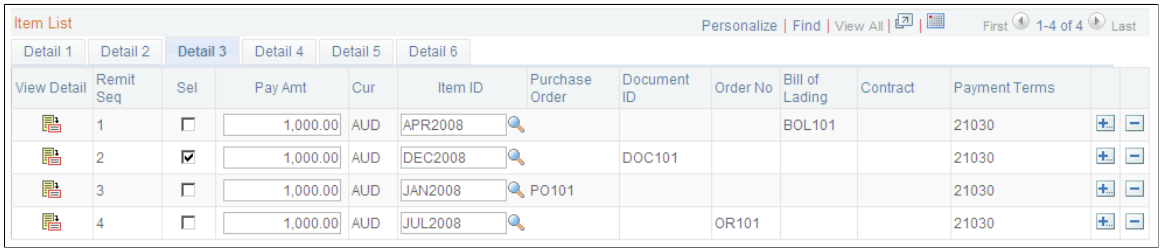
Field or Control	*Description*
Item Accounting Date	Displays the accounting date entered for online and external pending items. The date determines the fiscal year and accounting period used to post the item for both PeopleSoft Receivables and PeopleSoft General Ledger.
As of Date	Displays the date, which is usually the same as the accounting date that is entered for entering online and external pending items. You can also use this date to record the invoice date used to calculate payment terms.
Due Date	Displays the payment due date. If the due date falls on a bank holiday, the system adjusts it automatically. This field is required for the Aging Application Engine process (AR_ AGING).
Discount Date	Displays the date on which you can apply a payment and receive a discount. You can set up default discount terms on the Payment Terms page for an item **(Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Payments** > **Establish Payment Terms** > **Payment Terms).** You can also enter discount terms on the **Accounts Receivable** > **Pending Items** > **Pending Item 1 page.**
Discount Date 1	Displays a second date closer to the payment due date on which you can apply a payment and receive usually a smaller discount. For example, if a payment is due on May 1, 2008 and the item details indicate that if a customer makes a payment on or before April 25, 2008, the customer receives a 5% discount. You also set up a second discount date (Discount Date 1) so that if the payment is made after April 25 but on or before April 28, the customer will receive a 2% discount.
Days Late	Displays the number of days that a customer is late in making a payment on this item.
Customer Name	Displays the customer's name associated with this customer's profile. **(Accounts Receivable** > **Customer Accounts** > **Customer Information** > **Account Overview** > **Profile)**
SubCust1(subcustomer 1)	Displays a subcustomer1 based on the setup on the Installation Options – Overall page and the set up of subcustomer 1 on the SubCustomer Qualifier 1 page (Set Up Financials/ Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 1, SubCustomer Qualifier 1)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
SubCust2(subcustomer 2)	Displays a subcustomer2 based on the setup on the Installation Options – Overall page and the set up of subcustomer 2 on the SubCustomer Qualifier 2 page (Set Up Financials/ Supply Chain, Product Related, Receivables, Customers, SubCustomer Qualifier 2, SubCustomer Qualifier 2).

Reviewing Item List Detail 3 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 3 tab.



Field or Control	*Description*
Purchase Order	Displays a purchase order ID associated with the original invoice if a purchase order was used to purchase this item if you integrate with PeopleSoft Purchasing. If you enter a value that matches an existing item ID, the system automatically populates this field.
Document ID (document identification)	Displays a user-defined reference value, which is entered on the maintenance, payment, or draft worksheet to help identify the claim in the Claim Management workbench. If the document reference ID for deduction items in the Item table matches the document reference field for credit items in the Item table, the Automatic Maintenance process matches items for all customers associated with the remit from customer.
Order No (order number)	Displays the number of the PeopleSoft Inventory order number associated with the item on the original invoice. If you enter a value that matches an existing item ID, the system automatically populates this field.
Bill of Lading	This is the bill of lading associated with this item. A bill of lading lists all items in a shipment destined for a particular ship to location. If you enter a value that matches an existing item ID, the system automatically populates this field.
Contract	Displays the contract number associated with the original invoice if you integrate with PeopleSoft Contracts. If you enter a value that matches an existing item ID, the system automatically populates this field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Payment Terms	Defines payment terms for this payment. The payment term is selected on the Pending Item 1 page **(Accounts Receivable > Pending Items > Online Items).** The selected payment term specifies the rules for calculating an item due date and the discount terms.

Reviewing Item List Detail 4 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 4 tab.



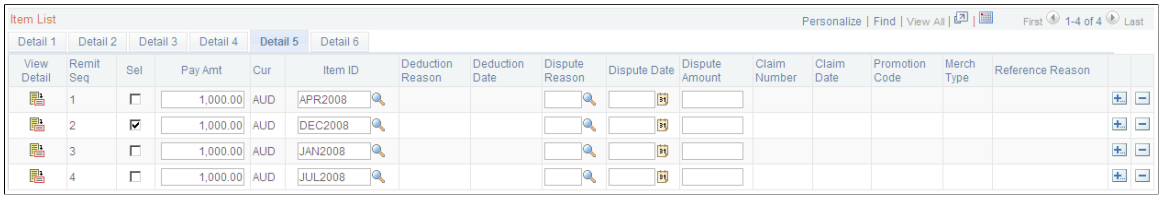
Field or Control	*Description*
Corporate Customer	Displays the name of the corporate customer defined on the Customer General Information page (Customers, Customer Information, General Information).
Remit Customer	Displays the name of the customer making the payment, which is defined on the General Info (information) page (Customers, Customer Information, General Information).
Sales Person	Displays the ID of the primary sales person associated with selling this item to this customer. This information can be selected on the Pending Item 2 page **(Accounts Receivable > Pending Items)** or on the Item Details - Detail 1 page **(Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Detail 1**
Sales Person 2	Displays the ID of a second sales person associated with selling this item to this customer. This information is derived from values enter in the Detail 1 page **(Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details**
Collector	Displays the ID of the individual assigned to collecting a payment from the customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Credit Analyst	Displays the ID of the credit analyst assigned to this customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).
Broker	Displays the broker ID assigned to this customer. The customer can be selected as the broker on the General Info page (Customers, Customer Information, General Information).
AR Specialist	Displays the name of the AR Specialist assigned to this customer, which is defined on the Bill To Options page (Customers, Customer Information, General Information).

Reviewing Item List Detail 5 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 5 tab.



Field or Control	*Description*
Deduction Reason	Displays the default reason code entered for the AR business unit or you can select a unique reason based on the entry reason for the deduction. If you want to use unique reasons for entry reasons, you must create deduction reason codes that are the same as the entry reason codes for the deduction (DED) entry type. See Understanding Exception Reasons and Collection Codes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

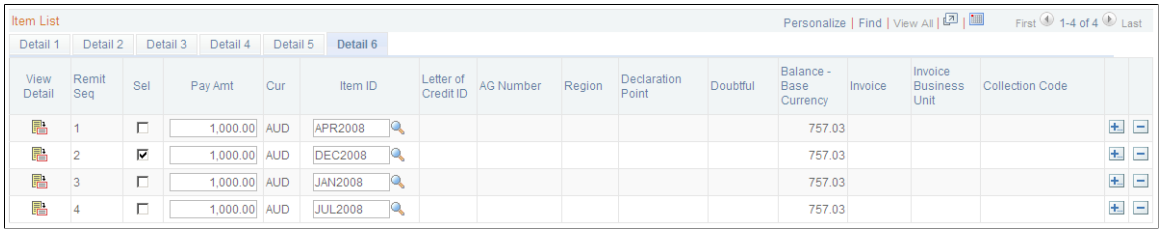
Field or Control	*Description*
Deduction Date	Displays the date based on the default setting in on the Receivables Options – Payment Options page. This date will either be the accounting date or the item date depending on your selection on the Payment Options page. This date You can override the default date in this field. **Note:** You can also override the Receivables Options deduction fields in the View Update/Item Details - Detail 1 page. ***Warning!*** If you mark an item as a deduction using the Deduction check box rather than creating a deduction (WS-08 item) using the payment worksheet, you do not generate any accounting entries or close the original item and create a new deduction item. Once you select this check box and save the page, you cannot deselect your selection. See Changing and Reviewing Item Information.
Dispute Reason	Displays a default value based on values that you set up in the Customer Relations group box on the Detail 1 page (Accounts Receivable, Customer Accounts, Item Information, View/ Update Item Details) for a selected customer. If security was set up for you to set up these values in the View/Update Item Details component, then you can add, update, and delete the default dispute reason, dates, and values that appear in the worksheet. When you apply a partial payment to an item based on a dispute in the payment worksheet and every item row appears once, you can enter dispute information for each item. If an item row appears more than once on the worksheet, then you must enter the same dispute information for each row. If you enter the dispute information for an item row, and then enter a partial payment row for the same item, the dispute information that you entered on the first row will also appear in the partial payment row. However, if you enter the partial payment row first and enter the dispute information in that row, you must also enter the dispute information for the original item row. See View/Update Item Details - Detail 1 Page. See Dispute Reason Page.
Dispute Date	Displays the default date that you entered on the View/Update Item Details – Detail 1 page. You can override this date on the worksheet. See View/Update Item Details - Detail 1 Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Dispute Amount	Displays the amount that you entered on the View/Update Item Details – Detail 1 page. You can override this date on the worksheet. See View/Update Item Details - Detail 1 Page.
Claim Number	Displays the debit memo number that the customer sent you for a deduction. This number is entered on the View/Update Item Details – Detail 1 page.
Claim Date	Displays the date on which the customer created the debit memo for a deduction. This number is entered on the View/ Update Item Details – Detail 1 page.
Reference Reason	Displays the reference reason which is associated with an item on the Reason Maintenance page (**Accounts Receivable** > **Customer Accounts** > **Item Information** > **Update Reference Reason** > **Reason Maintenance**). You can select Reference Criteria when you build a payment worksheet. See Applying Payments: Building a Payment Worksheet

Reviewing Item List Detail 6 Summary Information

This example illustrates the fields and controls on the Payment Worksheet Application page - Detail 6 tab.



Field or Control	*Description*
Letter of Credit ID	Displays an ID if a letter of credit is associated with this the payment of the item.
AG Number (acceptgiro reference number)	Displays the acceptgiro (AG) reference number assigned to the item or invoice when you ran the Statements process (AR_STMTS) or the AR Dunning process (AR_DUNNING) for business units enabled for acceptgiro processing. It also displays the acceptgiro reference number assigned to the invoice when you printed the invoice in PeopleSoft Billing. See Receivables Definition - Bank/Payment Options Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

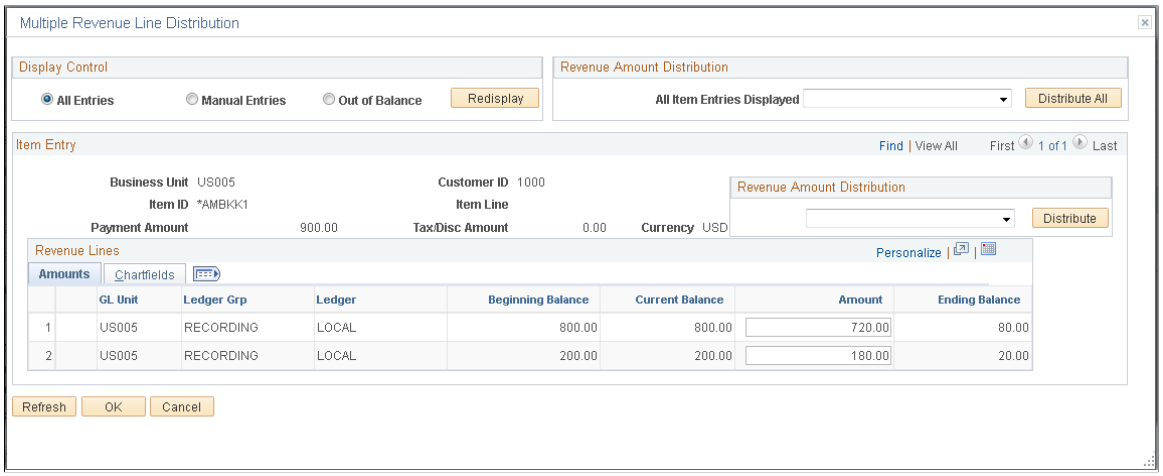
Field or Control	*Description*
Region	Displays the code for the team members that are assigned to the item. This code is selected when entering a pending item. See Populating Pending Item Table Fields.
Declaration Point	Displays the point at which you report VAT to the tax authorities—at the accounting date, at invoice time, at delivery, or at the time of payment. Values only appear in this field if VAT is enabled for this customer. See Invoice, Delivery, Accounting Date, or Payment Declaration Point.
Doubtful	Indicates that you transferred the item to a Doubtful Receivables account using the transfer worksheet.
Balance - Base Currency	Displays the open amount for the item in the entry currency and the base currency. The base amount appears only if the balance differs from the base currency for the business unit.
Invoice	Displays the number of the related invoice associated with the item. See View/Update Item Details - Detail 2 Page.
Invoice Business Unit	Displays the business unit associated with the invoice.
Collection Code	Displays a collection code indicating that one or more payments have not been made for this item or by this customer. See Understanding Exception Reasons and Collection Codes.

Distributing Amounts for Multiple Revenue Lines for Control Budgets

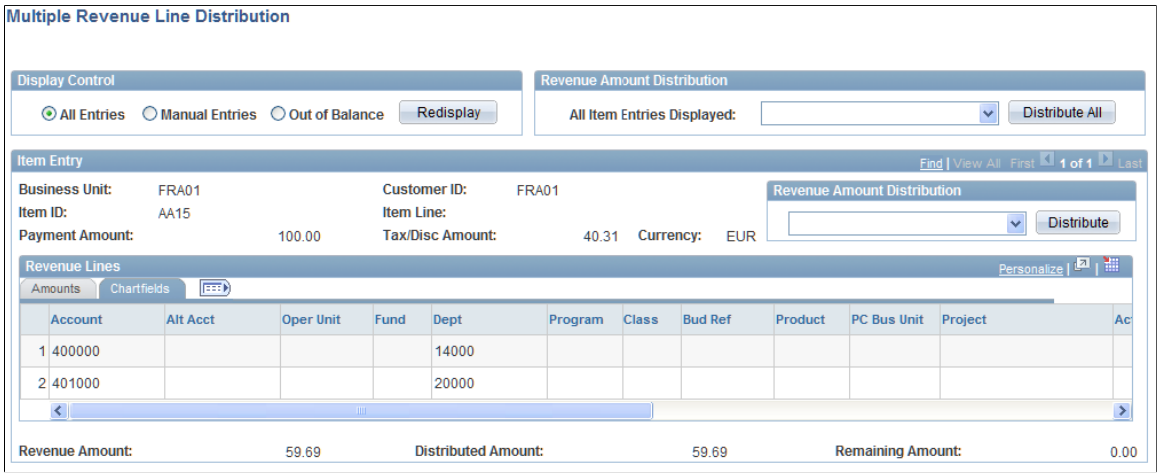
Use the Multiple Revenue Line Distribution page (click the **Revenue Distribution** link on the Worksheet Application page) to distribute amounts for multiple revenue lines for control budgets.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Multiple Revenue Line Distribution page - Amount tab.



This example illustrates the fields and controls on the Multiple Revenue Line Distribution page - Chartfields tab.



The only item entries that appear on the page are ones for which you are making a partial payment.

Field or Control	***Description***
Display Control	If you are viewing all item entries, select an option to limit the list of item entries and click **Redisplay.** Options are: *All Entries:* Displays all item entries. *Manual Entries:* Displays only item entries that the user is changing manually. *Out of Balance:* Displays only item entries that have a remaining amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Revenue Amount Distribution	Specify how to distribute the revenue. Enter the instruction for an individual item entry by completing the **Revenue Amount Distribution** field for the item entry and clicking **Distribute.** Enter the instruction for all items displayed in the scroll area by completing the **All Item Entries Displayed** field and clicking **Distribute All.** Options are: *System Distribution:* This is the default. The Revenue Estimate Application Engine process (AR_REV_EST) calculates the revenue distribution amount for each line by prorating the revenue balance for all lines. If you have selected a manual method, select this option to enable the process to calculate the amounts. *Reset to Zero:* Select to reset all the amounts to *0.* *Weighted Open Balance:* Select to have the system prorate the revenue amounts based on the revenue balance for each distribution line. Then readjust the amounts as needed. *Even Across Revenue Lines:* Select to distribute the revenue amount evenly across all lines for the item entry. Then readjust the amounts as needed.
Revenue Amount	Displays the total revenue amount for the item entry.
Distributed Amount	Displays the total of the revenue amount that has been entered for the revenue lines.
System Distribution	Select to have the Revenue Estimate process calculate the revenue distribution amounts.
Remaining Amount	Displays the difference between the total revenue amount for an item entry and the amount entered. The amount must be *0* to post the worksheet. Click the **Refresh** button to update the totals.

Related Links

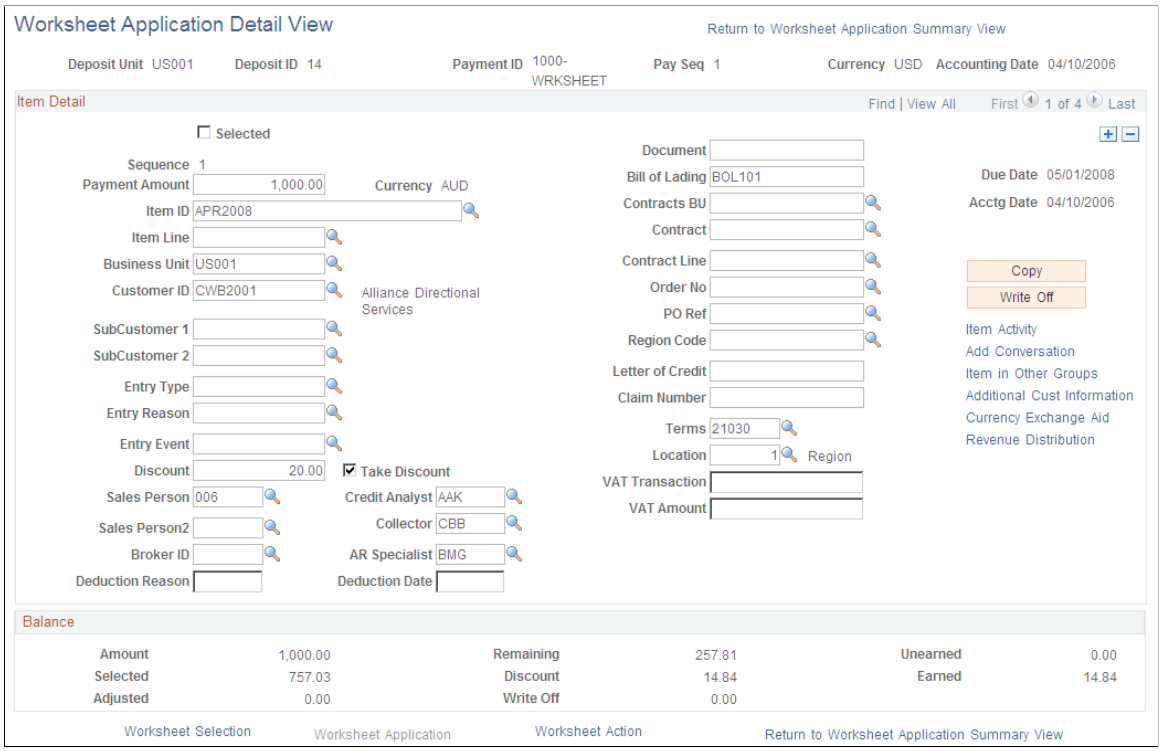
Understanding Revenue Estimate Processing

Viewing and Updating Item Details

Use the Worksheet Application Detail View page (click the **View Detail** button on the Worksheet Application page).

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Worksheet Application Detail View page. You can find definitions for the fields and controls later on this page.



View item details to identify an item or change the details as needed.

Field or Control	***Description***
Deduction Reason	If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.
AR Specialist (accounts receivable specialist)	The system populates the **AR Specialist** field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Document	If you enter a value that matches an existing item ID, the system automatically populates the **Bill of Lading, Order No** (order number), **PO Ref** (purchase order reference), **Contract #** (contract number), **Letter of Credit ID,** and **Due Date** fields with the values for the existing item when you save or refresh the page. If you receive different information for these fields with the payment, override those values. If you are applying the payment to a vendor rebate claim item or claimback item from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management to use to reconcile the claims on the claims management workbench. This field is available for entry for existing items only if you enter entry reasons on the AR Integration page.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the *Item Address* option for the correspondence customer on the Correspondence Options page.
Copy	Click to copy selected and unselected items on the payment worksheet to a new row to the worksheet. This enables you to create deductions and other adjustments to lines that have already been selected for payment. You must add the amount and entry type to the new row.
Write Off	For a new item, click this button to write off an overpayment or underpayment amount.
Dispute	Click to access the Dispute Status Tracking page and view dispute status information for an item. This link appears only when dispute tracking data exists for the item.

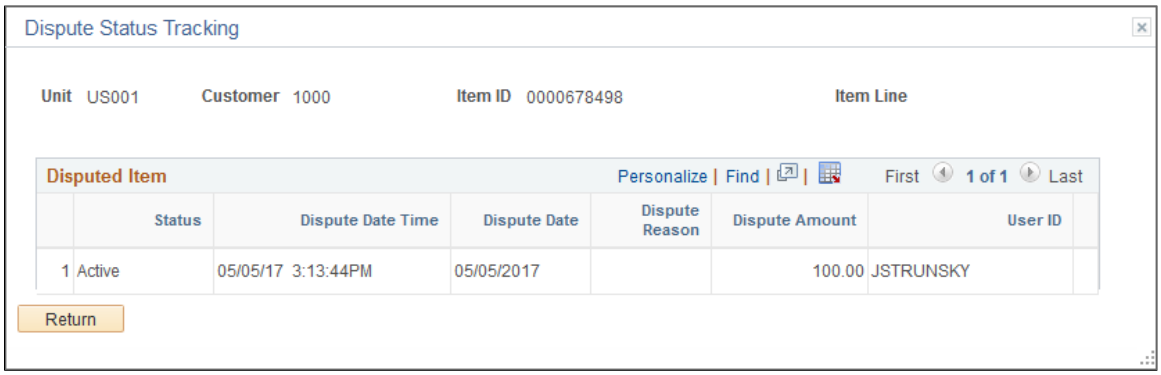
Note: To save your changes on this page, return to the Worksheet Application page.

Dispute Status Tracking Page

Use the Dispute Status Tracking page (ITEM_DISP_T) to view dispute status information for an item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Dispute Status Tracking page.



Converting the Payment Amount to a Different Currency

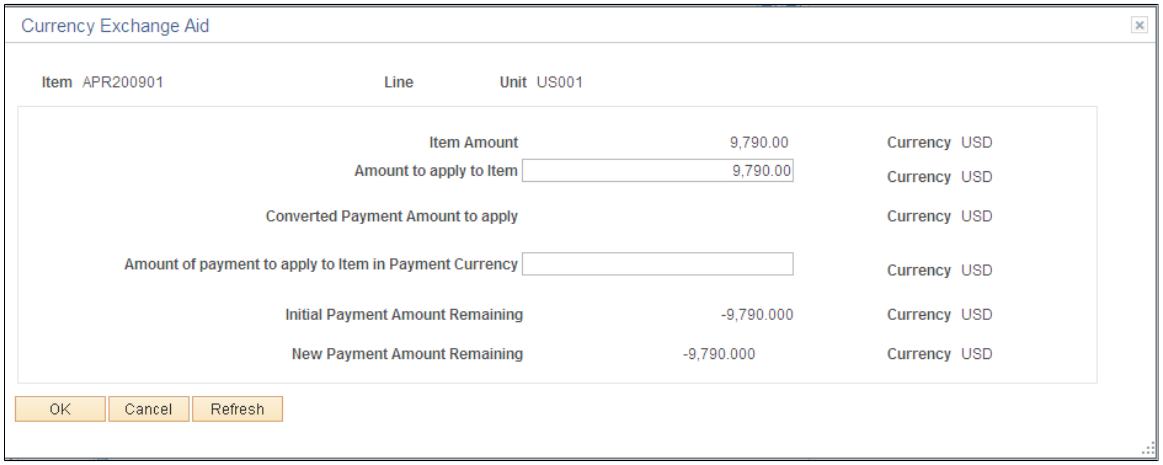
Use the Currency Exchange Aid page (CURR_EXCHG_AID_SEC) as an aid in converting the payment amount to the currency of a selected item making a partial payment.

The Currency Exchange Aid page can only be used with items that have been selected with an entry type of payment.

Navigation:

Click the **Currency Exchange Aid** link on the Worksheet Application Detail View page.

This example illustrates the fields and controls on the Currency Exchange Aid page.



The **Amount to apply to Item** field initially displays the amount from the Worksheet Application page in the entry currency. If you want to partially pay the item, you have two options:

- Change the amount to pay using the item currency in the **Amount to apply to Item** field.

  When you press the **Tab** key to exit the field, the system updates the **Amount of payment to apply to Item in Payment Currency** field with the amount of the payment that you will apply to the item in the payment currency.

- Enter the amount of the payment to apply to the item in the payment currency in the **Amount of payment to apply to Item in Payment Currency** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When you press the **Tab** key to exit the field, the system changes the item amount (the amount of the item you will pay) in the **Amount to apply to Item** field.

Each time that you change one of these amounts, the system updates the **New Payment Amount Remaining** field so that you can track how much of the initial payment remains.

Payment Worksheet Action Page

Use the Payment Worksheet Action page (PAYMENT_ACTION_IC) to initiate workflow after entering a write-off amount needing approval.

If your worksheet contains a write-off needing approval, you cannot set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the Submit to Workflow value in the Action field and click the **OK** button. The workflow notification is sent to the approver and the Post Action Status field on the Worksheet Action page is changed to Pending Approval.

Navigation:

- **Accounts Receivable** > **Payments** > **Apply Payments** > **Finalize Payment Worksheet** > **Payment Worksheet Action**
- Click the **Worksheet Action** link on the Worksheet Selection page or the Worksheet Application page.

Field or Control	*Description*
Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries created for the worksheet.
Delete Payment Group	Click to delete the accounting entries that you create but leave the worksheet intact.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select a posting action for the group and click **OK** to carry out the action. Values are: *Submit to Workflow:* Displays only if Approval Workflow is set up. Approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted *Pending Approval:* Displays only if Approval Workflow is set up and the Submit to Workflow action has been completed. Once any write-offs have been approved, then the approver and the worksheet user can set the worksheet to post. See Approving Write-Off Amounts Using Workflow. *Do Not Post:* Saves the changes to the group, but no posting occurs. Select this option to change the posting option for a group set to *Batch Standard* if the group has not been processed yet. *Post Now:* Runs the Receivables Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes. *Post Now to GL:* Runs the Receivables Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. *Batch Priority:* Runs the Receivables Update process the next time a priority scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs. *Batch Standard:* Runs the Receivables Update process the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs. **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when an immediate need exists to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. If the Payment Predictor process created the worksheet and an item is selected for a business unit to which you do not have security access, you cannot post the payment until you deselect the selection. See Setting Up Run Controls for Receivables Update.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Create/Review Entries	Click this button to create or review accounting entries. Use this option only if you need to review or modify the accounting entries. Otherwise, use one of the posting actions to create the accounting entries.

Note: If the worksheet does not have a zero balance, but you need to stop working with the worksheet, save the work, and select *Do Not Post* for the posting action.

Handling Returned Payments

You can handle returned payments in a variety of ways according to your organization's policies and the conditions surrounding the return.

Reversing the Original Payment

If you have already run the Receivables Update process to post a payment, you must unpost the payment group to reverse the payment.

To unpost a payment:

1. (Optional) View control information on the Payment Control page.
2. (Optional) Select an unpost reason on the Options page.
3. Select *Batch Priority* or *Batch Standard* in the **Action** field on the Action page and click **OK.**

Handling Uncollectible Payments

A variety of solutions exist for handling uncollectible payments. The solution that you select depends on:

- Whether the payment is permanently uncollectible and whether the totals should be included in the control tables.
- Whether the payment is temporarily uncollectible and whether the totals should be included in the control tables.

To handle permanently uncollectible payments when the amount is *not* included in the control totals:

1. Unpost the original payment.
2. Reapply the original payment as an on-account payment on the payment worksheet.
3. Write off the on-account payment on the maintenance worksheet.

To handle permanently uncollectible payments when the amount is included in the control totals:

1. Unpost the original payment.
2. Reapply the original payment as an on-account payment on the payment worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

3. Apply the returned check to the on-account item that you created for the payment.

To handle temporarily uncollectible payments when the amount is *not* included in the control totals:

1. Unpost the original payment to open the items and leave the payment unapplied.
2. When the check clears, reapply the payment using the original payment.

To handle temporarily uncollectible payments when the amount is included in the control totals:

1. Create a debit item to record the return.
2. When the check clears, create a new worksheet and apply the payment to the new debit item.

Approving Write-Off Amounts Using Workflow

Pages Used to Approve Write-Off Amounts Using Workflow

Page Name	***Definition Name***	***Usage***
Worksheet Application Page	PAYMENT_WS_IC	Record a write-off amount and save the page. In addition, the user with approval authority can use this page to review the write-off and select the approve or deny buttons. See the Payment Worksheet Application Page for more information.
Worksheet Action Page	PAYMENT_ACTION_IC	Use this page to initiate workflow after entering a write-off amount needing approval. If your worksheet contains a write-off needing approval, you cannot set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the *Submit to Workflow* value in the Action field and click the OK button. The workflow notification is sent to the approver and the Post Action Status field on the Worksheet Action page is changed to *Pending Approval.* See the Payment Worksheet Action Page for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Maintenance Worksheet Application Page	WS_WORKSHEET_IC	Record a write-off amount and save the page. In addition, the user with approval authority can use this page to review the write-off and select the approve or deny buttons. See the Maintenance Worksheet - Worksheet Application Page for more information.
Maintenance Worksheet Action Page	WS_ACTION_IC	Use this page to initiate workflow after entering a write-off amount needing approval. If your worksheet contains a write-off needing approval, you cannot set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the *Submit to Workflow* value in the Action field and click the OK button. The workflow notification is sent to the approver and the Post Action Status field on the Worksheet Action page is changed to *Pending Approval.* See the Maintenance Worksheet - Worksheet Action Page for more information.
Draft Worksheet Application Page	DRAFT_WORKSHEET_IC	Use this page to enter a write-off amount and submit it to workflow for approval. In addition, the approver uses this page to approve or deny the write-off amount and add any comments. See the Draft Worksheet Application Page for more information.
Worklist Page	WORKLIST	Displays approval and other workflow items that need the current user's attention based on user ID. See the “Worklist Page” (Events and Notifications Framework) for more information.
Push Notifications – Actions Tab	Push Notification Framework	Displays push notifications for approvals and other workflow items that need the current user’s attention based on user ID. Push notifications are available in the classic interface and PeopleSoft Fluid User Interface as of PeopleTools 8.54.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Writeoff Approver Stage Page	AR_APPR_MONITOR	Displays the current approval or denial of the write-off and any comments entered by the approver and reviewer. See Using the Approval Process for Approving Write-Off Amounts for more information.
Monitor Approvals Page	EOAW_ADM_MON_SRC	Displays approval and other workflow items. The approval monitor gives administrators a view into all approvals to which they have access, as well as the ability to take necessary actions on pending approvals. To view the write-off approvals, enter the value of *ARDraftWriteOff, ARMaintWriteOff,* or *ARPaymentWriteOff* in the Approval Process field. You must have set up the write-off approvals using the Approval Monitor Configuration page. See “Using the Approval Monitor” (Approval Framework) and the “Monitor Approvals Page” (Approval Framework) for more information.

Understanding Write-Off Amounts Using Workflow

Within PeopleSoft Receivables, you can restrict the users ability to write-off amounts on the payment worksheet, maintenance worksheet, credit card worksheet, or draft worksheet. There are two methods to restrict write-off amounts:

- Limit the amount that can be written off. Maximum write-off amounts can be defined for the business unit, bill-to customer, and individual user. If any of these limits are exceeded, the system does not allow the user to save the worksheet.
- Require approval of write-off amounts entered on the worksheet that are below the maximum write-off limits but above the approval-needed limit. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. The user is not able to set the worksheet to post until the write-off amount is approved. Both the approver and the worksheet user can set the worksheet to post after approval is granted.

For information on the setup of maximum write-off amounts and the approval workflow process for write-off amounts, see Setting Up Write-Off Approval Workflow.

Related Links

Approving Draft Write-Offs Using PeopleSoft Fluid User Interface
Approving Maintenance Write-Offs Using PeopleSoft Fluid User Interface
Approving Payment Write-Offs Using PeopleSoft Fluid User Interface

Copyright © 1988, 2025, Oracle and/or its affiliates.

Using the Approval Process for Approving Write-Off Amounts

The approval process includes the following steps:

1. The user enters a write-off amount using the Payment worksheet, Maintenance worksheet, Credit Card worksheet, or Draft worksheet. The user saves the Worksheet Application page, but the system does not save the page if the write-off amount is above the maximum write-off amount. If the write-off amount is below the maximum write-off limits but above the approval-needed limit, then the worksheet is saved.

   Clicking the Save button on the worksheet pages does not launch workflow. For the Draft worksheet, the Submit for Write-off Approval button displays when the worksheet is saved. Click this button to initiate approval workflow. For the Payment worksheet, Credit Card worksheet, and Maintenance worksheet, the user goes to the Worksheet Action page. For write-offs needing approval, the user is not able to set the worksheet to post. In the Posting Action group box, submit the write-off amount to workflow by selecting the Submit to Workflow value in the Action field and click the OK button.

   When the email approval option is enabled and approval is initiated, the requester can include a comment with the submission. The message Add comments to write-off approval submission? (6080,58) is displayed. Click **No** to route the approval request to the approver. Click **Yes** to show a requester comments section. For the Draft worksheet, this shows up on the main draft worksheet application page. For the Payment, Credit Card, and Maintenance worksheets, this shows up on the Worksheet Action page. Click Save and submit write-off for approval to route the approval request to the approver.

   The workflow notification is sent to the approver and the Post Action Status field is changed to Pending Approval.

   The user has the option to select which attachments must be made visible to the approver of the write-off. When the approver or reviewer opens the approval page, they are able to view only the attachments for which they have been granted visibility by the user.

   This example illustrates the requester view of the Attachments page.



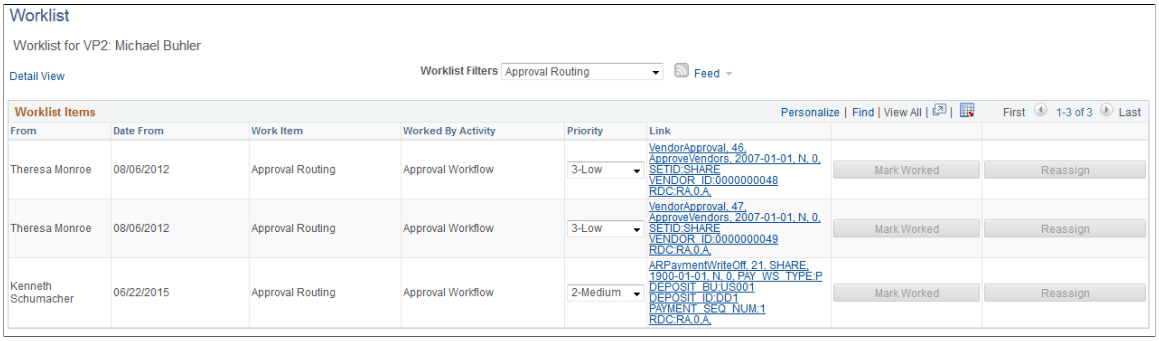
2. The approver receives a notification on the Worklist page or on the Actions tab in the PeopleSoft Fluid User Interface that a write-off amount requires approval. From the worklist, the approver can access the Worksheet Application page for the Payment worksheet, Maintenance worksheet, Credit Card worksheet, or Draft worksheet to view details of the write-off. From the Action tab, the notification link takes the user to the classic approval page; when conditional navigation is enabled, the link takes the user to the PeopleSoft Fluid User Interface approval page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Approvers also receive a generic email informing them of the approval request. The generic email contains a URL to the transaction that has to be approved. However, if email approval is enabled, approvers receive an email form instead of the generic email.

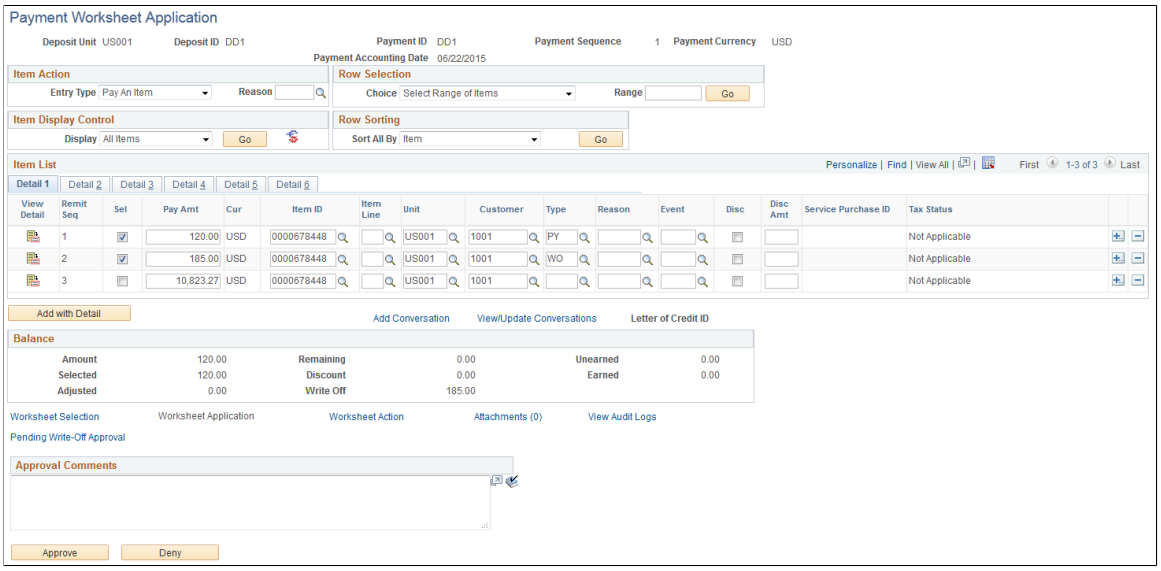
If an ad hoc reviewer was added and the reviewer has their own approval path, the reviewer receives a worklist and/or alert and generic email. If an ad hoc reviewer is on same path as the approver, notifications are sent out only once approval is met.

This example illustrates the fields and controls on the Worklist page, including notification for a pending payment write-off approval.



3. On the Worksheet Application page for the Payment worksheet, Maintenance worksheet, Credit Card worksheet, or Draft worksheet, the approver can review the write-off and choose to approve, deny, or push back. The bottom of the Worksheet Application page displays buttons to approve or deny the write-off amount and contains a section to enter comments. A reviewer can also add comments.

   This example illustrates the fields and controls on the Payment Worksheet Application page with Approve and Deny action buttons.



A write-off approval process can have a chain of approvers. The current approver can question the prior approver's approval by initiating a pushback. When a push back is initiated, approval control is transferred to the previous approver, and the previous approver is also notified of the pushback.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If email approval is enabled, the approver can approve or deny write-off directly on the email and bypass the need to sign in to the PeopleSoft Receivables system. Pushback cannot be initiated from email.

For both online and email approval, the approver needs to include comments when denying a write-off while comments are optional when approving.

4. Once the write-off amount is approved or denied, the Worksheet Application page displays a link to view approval details. For approvals, the Approved Write-Off link displays. For denials, the Denied Write-Off link displays. For Push Back, Pending Approval is displayed on the page.

5. Click the Approved Write-Off link or the Denied Write-Off link to access the Writeoff Approver Stage page (AR_APPR_MONITOR). This page enables you to view the approval steps and any comments entered when approving or denying the write-off on the Worksheet Application page.

If the write-off transaction is currently in the approval process and the write-off amount is increased on the worksheet, then the workflow process is restarted.

Creating and Updating Accounting Entries

Page Used to Create and Update Accounting Entries

Page Name	*Definition Name*	*Usage*
Accounting Entries Page	GROUP_ENTRY1_DSP	Review and correct errors for accounting entries in a payment group. See also Entering or Updating Pending Items and the Accounting Entries Page for more information.

Understanding Creating and Updating Accounting Entries

When you post payment groups, the Receivables Update process creates the group and accounting entries. To review the accounting entries before you post the group, you can create them online using the Worksheet Action page. The system edits for ChartField combination errors when you create the accounting entries in batch or online if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the accounting entries until you fix the error if you selected **Recycle** in the **ChartField Editing** group box.

Use the Accounting Entries page to review and update accounting entries that have already been created for payment groups. You can edit the AR (receivables) lines for these types of new items that do *not* reference existing items:

- Prepay an Item (WS-04)
- Place an Amount on Account (WS-05)
- Adjust Remaining Overpayment (WS-06)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Adjust Remaining Underpayment (WS-07)
- Create a Deduction (WS-08)
- Write-off an Overpayment (WS-10)
- Write-off an Underpayment (WS-11)

Note: You cannot edit the AR lines when the system generates two transactions for the same new item ID, because the AR line must match for both transactions. This applies when a Write-off an Overpayment (WS-10) item automatically creates an Adjust Remaining Overpayment (WS-06) item, or when a Write-off an Underpayment (WS-11) item automatically creates an Adjust Remaining Underpayment (WS-07) item.

You can edit the user-defined line for these type of transactions:

- Take Earned Discount (WS-02)
- Take Unearned Discount (WS-03)
- Write-off an Item (WS-09)
- Write-off an Overpayment (WS-10)
- Write-off an Underpayment (WS-11)

Note: You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

For errors in Pay an Item (WS-01) transactions:

1. Delete the entries using the error correction pages.
2. Modify the combination edit rules so that the combination is valid or modify the ChartField combination on the External Account page for the bank account if the error is on the Cash line.
3. Rerun the Receivables Update process.

Important! To keep the accounting entries balanced when you make changes, select the **IntraUnit Balancing Entries** check box on the **General Ledger** > **Ledgers** > **Ledger Groups** > **Balancing page.** This enables the system to create intraunit accounting entries across the from and to line.

If the original item that an item references has project ChartFields and you imported it from PeopleSoft Billing, and you want to use the same ChartField values, access the AR Billing Inquiry page for the item and click the **Bill Header - Project Info** link. This enables you to view the project ChartFields on the bill heading in PeopleSoft Billing.

Related Links

Correcting Posting Errors

Accounting Entries Page

Use the Accounting Entries page (GROUP_ENTRY1_DSP) to review and correct errors for accounting entries in a payment group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Receivables Update > Correct Posting Errors > Payment > Accounting Entries

Looking Up Information About Payments

This topic lists the pages used to look up information about payments.

Pages Used to Look Up Information About Payments

Page Name	*Definition Name*	*Navigation*	*Usage*
All Deposits	DEPOSIT_STATUS	**Accounts Receivable > Payments > Review Payments > All Deposits > All Deposits**	View details about a specific deposit ID (including control totals and status) or scan all deposits, one at a time.
All Payments	PAYMENT_STATUS	• **Accounts Receivable > Payments > Review Payments > All Payments > All Payments** • **Accounts Receivable > Payments > Review Payments > Payment Status > All Payments**	View the status of a specific payment.
Item Activity From A Payment	ITEM_PAYMENT	**Accounts Receivable > Receivables Update > Posting Results - Payments > Item Activity From Payment > Item Activity From A Payment**	Review all items paid by a single payment.
Cash Received by Unit	DEPOSIT_ACT_BU	**Accounts Receivable > Payments > Review Payments > By Unit > Cash Received by Unit**	View cash received by one business unit or scan all business units, one at a time.
Cash Received By Bank Account	DEPOSIT_ACT_BANK	**Accounts Receivable > Payments > Review Payments > By Bank Account > Cash Received By Bank Account**	Reconcile your database with information received from the bank.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Navigation*	*Usage*
Incomplete Deposits	DEPOSIT_INCOMPLETE	**Accounts Receivable** > **Payments** > **Review Payments** > **Incomplete Deposits** > **Incomplete Deposits**	View posted and unposted deposits that are not yet completely processed. View the payment amount in a deposit that is still in process, summarize out-of-balance deposits (only), or look at the list of incomplete deposits by user.
Incomplete Payments	PAYMENT_INCOMPLETE	**Accounts Receivable** > **Payments** > **Review Payments** > **Incomplete Payments** > **Incomplete Payments**	View payments that are not complete (not yet posted).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 22

Using PeopleSoft Mobile Approvals for Receivables

Understanding PeopleSoft Mobile Approvals for Receivables

This chapter discusses Fluid approval pages for Receivables, and describes how to set up and access these pages in the PeopleSoft Fluid User Interface.

The PeopleSoft Mobile Approvals feature provides an option to approve transactions using a mobile device using the PeopleSoft Fluid User Interface as opposed to using the Classic User Interface. Approvers can take Approval Workflow Engine (AWE) actions on select PeopleSoft transactions pending their approval using different form factors.

In order to use the Mobile Approval feature, applications must set up the Approval Framework. All transactions must be created in the database and adhere to the Approval Framework logic and configuration.

For Fluid approvals, PeopleSoft Receivables uses Enterprise Components - Fluid Approvals technology, which consists of Enterprise Objects Approval Workflow (EOAW), Application Workflow Engine (AWE), and Enterprise Objects Page Composer (EOPC). A minimum tools release of 8.54.07 is required for Fluid Approvals.

See Setting Up PeopleSoft Mobile Approvals for Receivables.

Working with Write-Off and Refund Approvals in Receivables

The PeopleSoft Fluid User Interface enables you to approve write-offs in payment and credit card worksheets, draft worksheets, and maintenance worksheets, and refunds in maintenance worksheets. After the request has been submitted, it goes through the approval process. Approvers can view a list of pending approvals for various types of transactions, and add comments on the centralized Pending Approvals page. An approver or multiple approvers review the worksheet details, including line details. Each approver in the workflow selects an appropriate action, such as approve, deny, or push back (only available for multiple approvers) within the approval pages.

See:

Approving Draft Write-Offs Using PeopleSoft Fluid User Interface.

Approving Maintenance Write-Offs Using PeopleSoft Fluid User Interface.

Approving Payment Write-Offs Using PeopleSoft Fluid User Interface.

Approving Maintenance Refunds Using PeopleSoft Fluid User Interface.

Related Links

“Understanding Fluid Approvals in FSCM” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receiving Approval Notifications

Push notifications are also supported for approvals; push notifications are a framework delivered in PeopleTools.

The Notifications button in the Oracle banner shows a counter for new push notifications. Note that the counter disappears once you view the notification list. Each notification link takes you directly to the Approval Header Detail page for items awaiting your approval. Push notifications are available in the classic interface and PeopleSoft Fluid User Interface as of PeopleTools 8.54.

Use the Notifications button to view push notifications for approvals and other workflow items that need the current user's attention, based on user ID.

Navigation:

Select the Notifications button in the Fluid banner at the top of the page to view actions and alerts.

This example illustrates the Notifications button as displayed on a desktop (LFF). The counter shows the number of new push notifications.



In the classic interface, a link on the Actions tab directly accesses the payment, credit card, maintenance, or draft worksheet page. When you select an action item link while in the PeopleSoft Fluid User Interface, the system opens the Pending Approvals page in PeopleSoft Fluid User Interface.

For more information about setting up push notifications, see Setting Up Write-Off Approval Workflow. For more information about the Push Notification Framework, see the product documentation for *PeopleTools: System and Server Administration*.

Setting Up PeopleSoft Mobile Approvals for Receivables

This topic discusses how to set up approvals in Receivables using the PeopleSoft Fluid User Interface.

Before you begin to set up approvals, establish write-off limits by SetID, customer, and requester.

Enable Write-Off Workflow for Approvals in Receivables

Enable the write-off workflow for approvals on the Receivables Options - Payment Options page (**Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Options** > **Payment Options**). Select the *Enable Write-Off Workflow* option.

Enable Refund Workflow for Approvals in Receivables

Enable the refund workflow for approvals on the Receivables Options - Payment Options page (**Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Options** > **Payment Options**). Select the *Enable Refund Workflow* option.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Set Up User Roles and Permissions

Define approval path steps by user role on the Setup Process Definitions page (**Enterprise Components** > **Approvals** > **Approvals** > **Approval Process** > **Setup Process Definitions**) for these process IDs:

Process ID	*Usage*
ARDraftWriteOff	Approve write-offs in draft worksheets.
ARMaintWriteOff	Approve write-offs in maintenance worksheets.
ARPaymentWriteOff	Approve write-offs in payment and credit card worksheets.
ARRefund	Approve maintenance refunds.

To set up role permissions, go to the User Profiles - Roles page (**PeopleTools** > **Security** > **User Profiles** > **User Profiles** > **Roles**).

Set Up Approval Framework

The system delivers the Receivables write-off process IDs on the following setup pages:

- Register Transactions page (**Enterprise Components** > **Approvals** > **Approvals** > **Transaction Registry** > **Register Transactions**).
- Configure Transactions page (**Enterprise Components** > **Approvals** > **Approvals** > **Transaction Configuration** > **Configure Transactions**).

Verify mobile approval options on the Transactions page (**Enterprise Components** > **Approvals** > **Approvals** > **Mobile Approval Options** > **Transactions**) for these transaction IDs:

Transaction ID	*Transaction Name*
ARDFWO	Draft Write-off
ARMTWO	Maintenance Write-off
ARMTRF	Maintenance refund
ARPYWO	Payment Write-off

The transaction IDs are predefined in the system:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- On the Handlers tab, the Root Package ID is used to locate the Application Class. The Root Package ID should be *AR_WORKSHEET* unless your company requires a customized implementation.
- On the Actions tab, select the actions that you want to enable on the mobile approval page: **Approve**, **Deny**, and **Pushback** are selected by default.
- On the Images tab, you can accept the default images that show up on the mobile approval page or choose your own.

Set Up Common Fluid Approval Framework

The system delivers the following configuration IDs for attachments shown in approvals:

- AR_DFWO_ATTCH
- AR_MTWO_ATTCH
- AR_PYWO_ATTCH

For configuration details, see the CAVF Configuration Setup page (**Enterprise Components** > **CA View Framework** > **CAVF Configuration Setup** > **CAVF Configuration Setup**).

Configure Pages in Page Composer

PeopleSoft Receivables uses Enterprise Components – Fluid Approvals technology to deliver payment write-off approval pages in the PeopleSoft Fluid User Interface. Approval pages are configured for extra-large and small form factors for the Fluid Approval Component.

Mobile approval pages may look different if a business has customized the page setup using Page Composer.

To access the Page Composer, go to the **Common Approvals Management Home Page** > **Page Composer Tile** > **Page Composer Search Page**.

Search for the *APPROVALS* definition to open the Fluid Approvals Component page, where you can select the desired composition ID.

Related Links

"Configuring Fluid Approvals" (Application Fundamentals)

Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface

This topic discusses the common elements including the tile and pages used for write-off approvals in PeopleSoft Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Tile and Pages Used for Write-Off Approvals Using PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Approvals Tile	HMAP_APPR_TILE_FL	Access the Pending Approvals page, which shows pending approval requests that are associated with the user who is logged in. See also general information about the “Approvals Tile” (Application Fundamentals).
Filters Page	EOAWMA_FLTR_SCF	Refine the results displayed in the Pending Approvals page. See also general information about the “Filters Page” (Application Fundamentals).
View Attachments Page	EOATT_VW_STD_FL	View supporting documentation for draft, maintenance, and payment write-off approvals.
Approval Chain Page	EOAWMA_APPC_SCF	View status and approver information, and add approvers to the approval chain. View approval comments. See also general information about the “Approval Chain Page” (Application Fundamentals).

Approvals Tile

Use the Approval tile to access the Pending Approvals page, which shows pending approval requests that are associated with the user who is logged in.

Navigation:

This tile can be located on any PeopleSoft Fluid Home page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the Approvals Tile as displayed on a desktop (LFF). The number shown on the tile indicates total pending approvals for all transaction types.



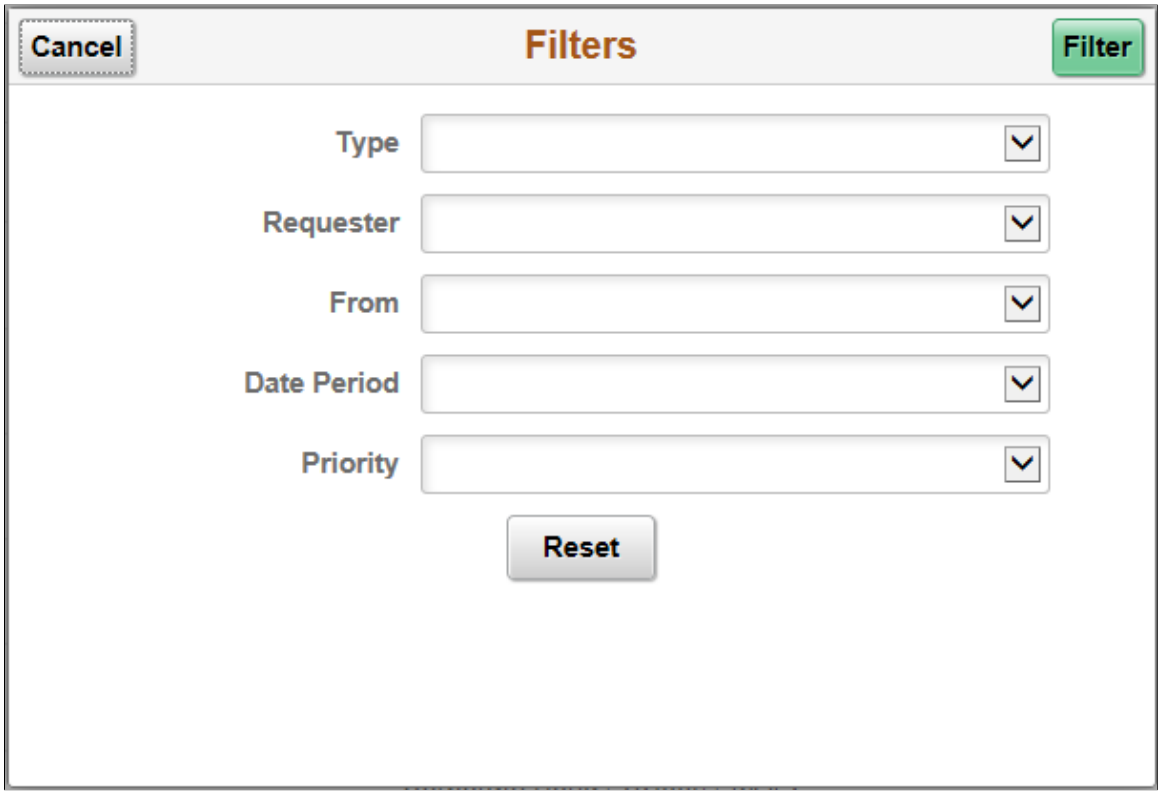
Filters Page

Use the Filters page (EOAWMA_FLTR_SCF) to refine the results displayed in the Pending Approvals page.

Navigation:

From the Pending Approvals page, select the Filter icon.

This example illustrates the fields and controls on the Filters page as displayed on a desktop (LFF).



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Cancel	Select to return to the Pending Approvals page.
Filter	Select to apply the filters and refine the approval request results on the Pending Approvals page. The Filter icon on the Pending Approvals page changes to green, indicating that there are filters in place.
Reset	Select to clear filter fields.
Type	Select the transaction type to view pending approvals for that type.
Requester	Select to see pending approvals from this requester.
From	Select to see pending approvals routed from this user.
Date Period	Select to see pending approvals for a system-defined period of time, such as *Older*.
Priority	Select to filter by the priority level, such as *Medium*.

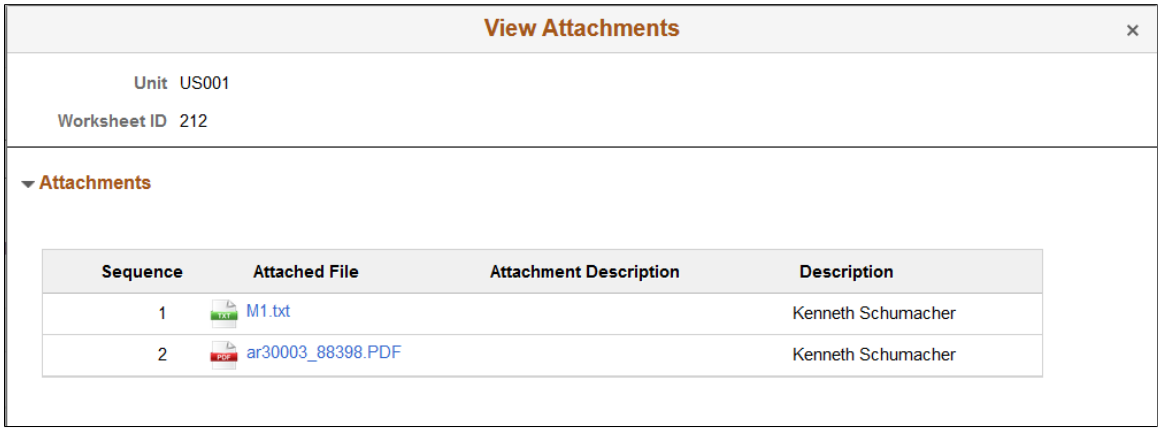
View Attachments Page

Use the View Attachments page (EOATT_VW_STD_FL) to view supporting documentation for draft, maintenance, and payment write-off approvals.

Navigation:

Select the **View Attachments** right arrow on the Approval Header Detail page. The number of attachments for the transaction appears on the button.

This example illustrates the fields and controls on the View Attachments page as displayed on a desktop (LFF).



Copyright © 1988, 2025, Oracle and/or its affiliates.

Approval Chain Page

Use the Approval Chain page (EOAWMA_APPC_SCF) to view status and approver information, and add approvers to the approval chain. View approval comments.

Navigation:

Select the **Approval Chain** right arrow on the Approval Header Detail page.

When viewing a write-off approval on a phone (SFF), you must scroll down to view the approver comments and approval chain.

Approving Draft Write-Offs Using PeopleSoft Fluid User Interface

This topic discusses approvals for write-offs on draft worksheets, using Enterprise Components - Fluid Approvals technology.

Understanding Draft Write-Off Approvals

Using draft write-off approvals, approvers can:

- Approve, deny, or push back the write-off.
- Perform approval actions for one or more write-offs.
- Add comments for approval actions.
- View line details.
- View attachments.
- Receive approval notifications.

Approvals for draft write-offs using the PeopleSoft Fluid User Interface supports small and large form factors.

For more information, see Understanding PeopleSoft Mobile Approvals for Receivables and Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface.

Oracle PeopleSoft delivers Notification Composer Framework to manage the setup and administration of notifications in one central location. Once you have adopted the Notification Composer feature, you must use it to create new notifications and manage your existing notifications.

For more information about Notification Composer Framework, see “Understanding Notification Composer” (Enterprise Components).

Delegating Draft Write-Off Approvals

You can use the Delegation Framework to delegate draft write-off approval authority to other users, who can then take action on specific transactions on your behalf.

For more information, on setting up and using Delegation Framework see:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

“Understanding Delegation” (Enterprise Components)

“Configuring Delegation Transactions” (Enterprise Components)

“Working with Self-Service Delegation” (Enterprise Components)

Pages Used to Approve Draft Write-Offs Using PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Draft Write-off – Pending Approvals Page	EOAWMA_MAIN_FL	View a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval. See also general information about the “Pending Approvals Page” (Application Fundamentals).
Draft Write-Off – Approval Header Detail Page	EOAWMA_TXNHDTL_FL	Review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers. See also general information about the “Approval Header Detail Page” (Application Fundamentals).
Line Details Page	ARDF_FL_APPR_LN	View item summary and line details for the write-off. See also general information about the “Approval Line Detail Page” (Application Fundamentals).

Draft Write-off – Pending Approvals Page

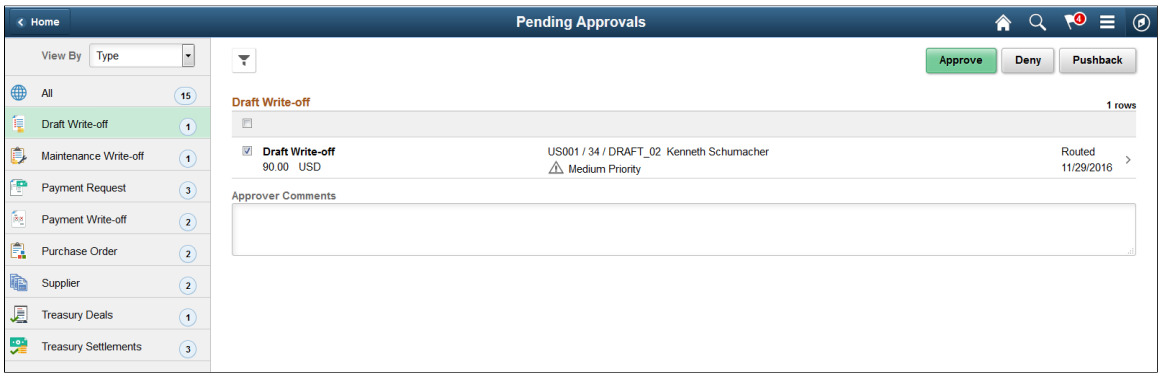
Use the Draft Write-off – Pending Approvals page (EOAWMA_MAIN_FL) to view a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval.

Navigation:

Select **Draft Write-off** in the approval transaction types panel.

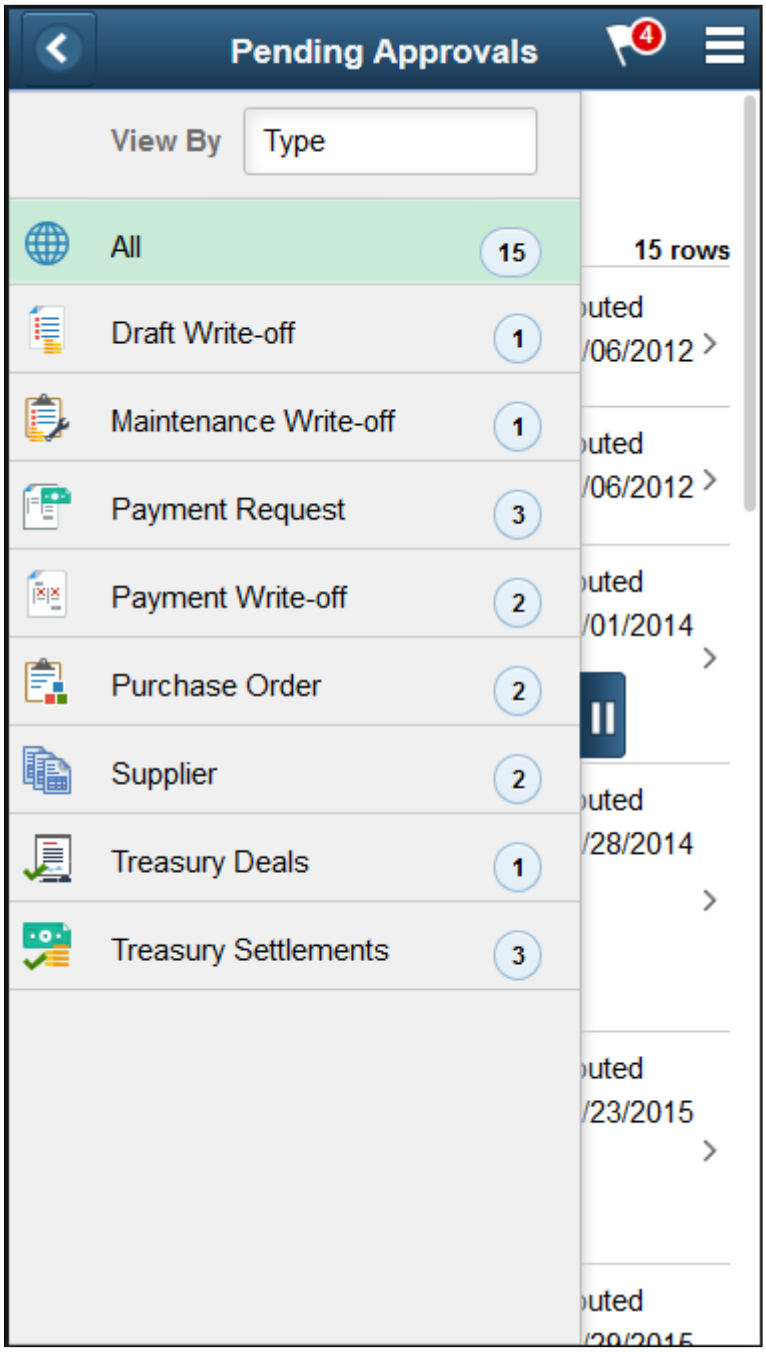
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Write-off – Pending Approvals list page as displayed on a desktop (LFF).



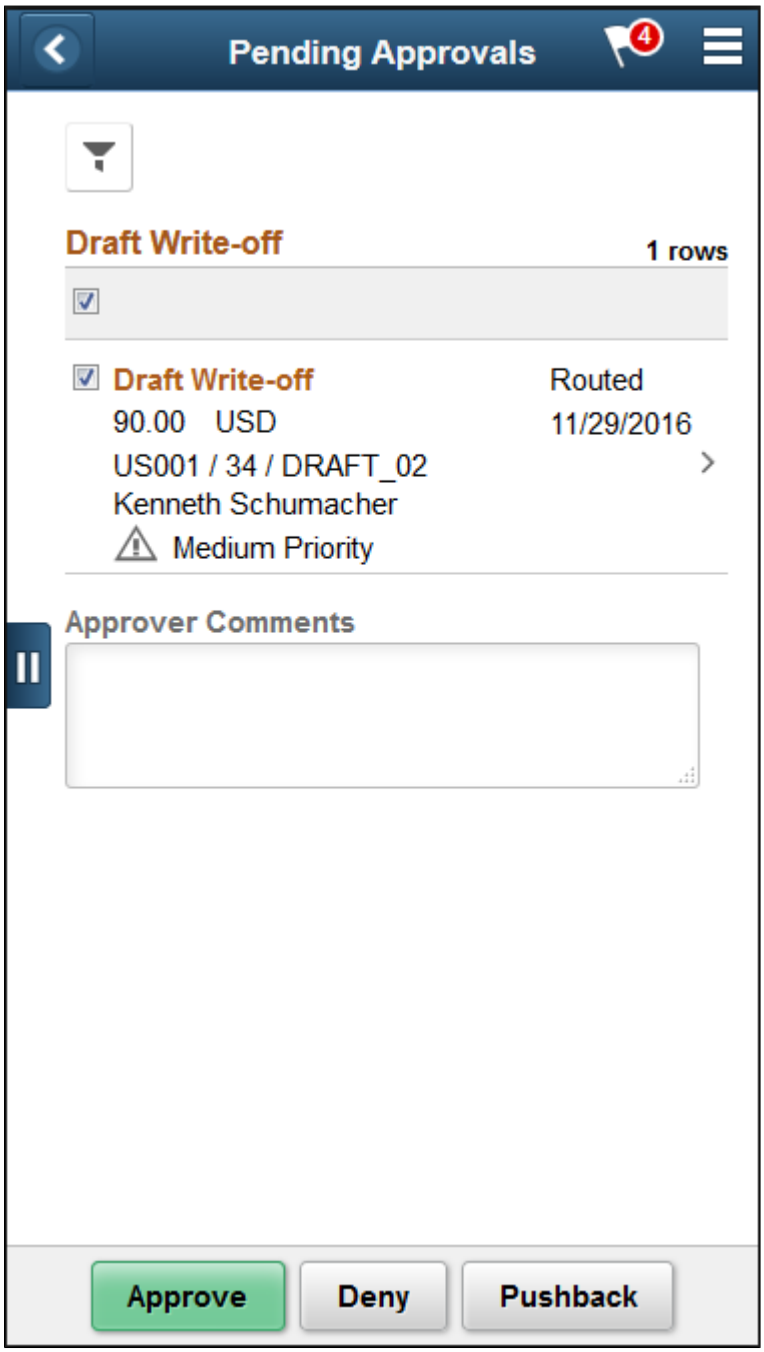
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Approvals - View By Transaction Type panel as displayed on a phone (SFF). Select **Draft Write-off** in the transaction type list to open the list of draft write-off pending approvals.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Write-off – Pending Approvals list page as displayed on a phone (SFF).



Field or Control	*Description*
	Select the filter button to open the Filters page. Use the filter to refine the results displayed in the list of pending approvals for draft write-offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	(SFF) Select the Master button on the phone to hide or unhide the panel that shows available transaction types with pending approvals. Select Draft Write-off transaction type to view the pending approvals for draft write-offs.

Select one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following approval action buttons:

Field or Control	*Description*
Approve button	Select to approve the selected transaction or transactions. The system prompts you to provide comments and submit the approval. This action routes the approval to the next approver in the chain.
Deny button	Select to deny the selected transaction or transactions. When you deny a transaction, that status changes to *Denied* and the transaction is removed from the approval queue.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple-approver workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

Draft Write-Off – Approval Header Detail Page

Use the Draft Write-Off – Approval Header Detail page (EOAWMA_TXNHDTL_FL) to review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers.

Access line item details for a specific line and attachments, if any.

Navigation:

Select a draft write-off transaction in the Pending Approvals list.

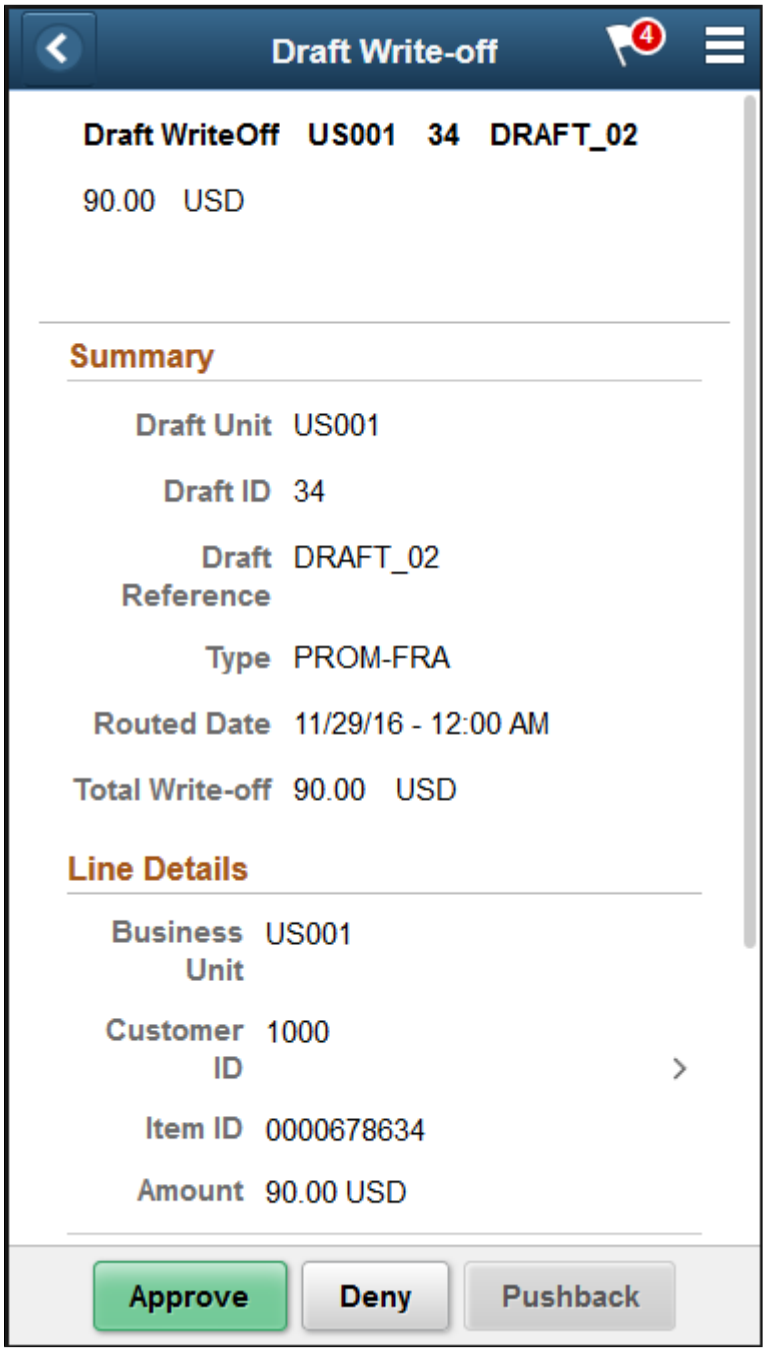
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Write-off – Approval Header Detail page as displayed on a desktop (LFF).



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Write-off - Approval Header Detail page as displayed on a phone (SFF). On a phone, you must scroll down to view the attachments, comments, and approval chain fields.



Field or Control	*Description*
Summary	View write-off item details.
Line Details	View line information and select the right arrow to access the line details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When viewing write-off header approval detail on a phone, you must scroll down to view the approver comments and approval chain.

Field or Control	*Description*
View Attachments	Select the right arrow to open the View Attachments page. The number of attachments for the transaction appears on the button. The **View Attachments** option appears only when the item has related attachments. For more information, see View Attachments Page.
Approver Comments	Enter comments in the text entry field. When viewing a write-off approval on a phone, you must scroll down to view the approver comments and approval chain.
Approval Chain	Select the right arrow to review approval chain information. You can expand or collapse approver information by selecting the glyph icon. You can also select the approver name to view approver details. The approval chain reflects approval status generated by the Approval Workflow Engine (AWE). For more information, see "Approval Chain Page" (Application Fundamentals).

Select the one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following action buttons:

Field or Control	*Description*
Approve button	Select to approve the transaction. The system prompts you to provide comments and submit the approval.
Deny button	Select to deny the transaction. The system prompts you to provide comments and submit the denial.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple approval workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

Copyright © 1988, 2025, Oracle and/or its affiliates.

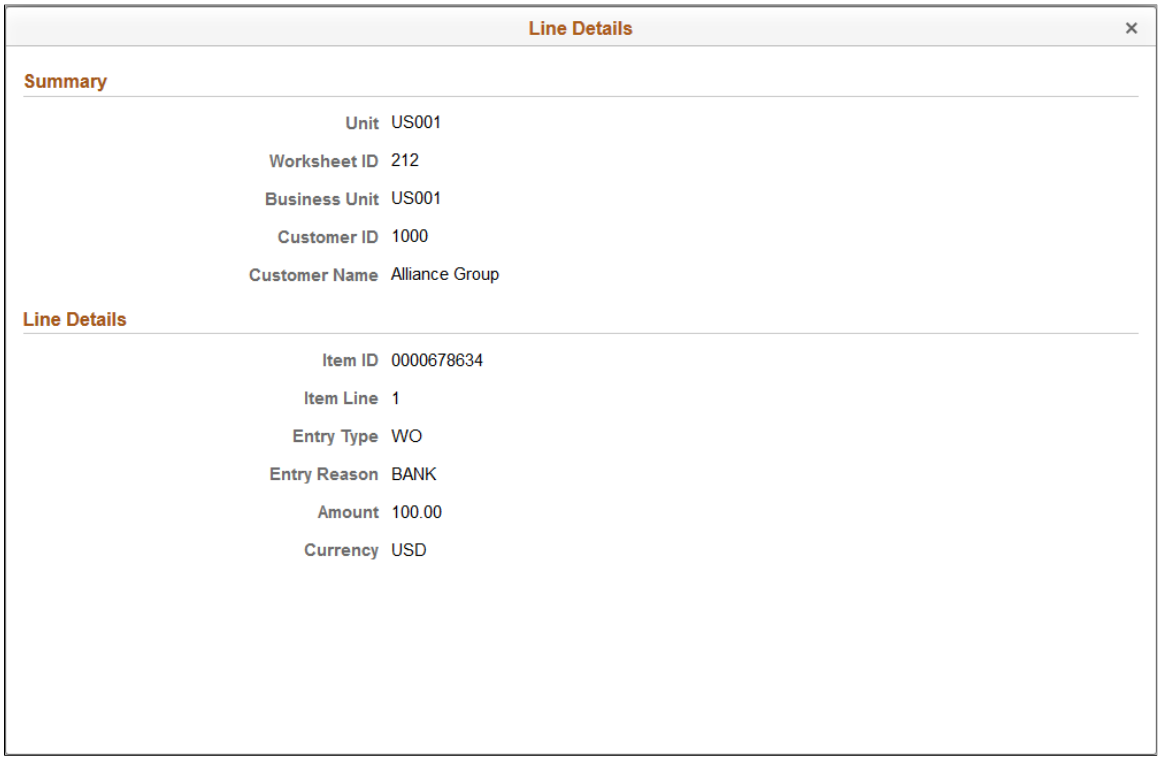
Line Details Page

Use the Line Details page (ARDF_FL_APPR_LN) to view item summary and line details for the write-off.

Navigation:

Select the right arrow for the line on the Draft Write-off – Approval Header Detail page.

This example illustrates the fields and controls on the Line Details page as displayed on a desktop (LFF).



Related Links

“Approving Pending Transactions in Fluid” (Application Fundamentals)

Approving Maintenance Write-Offs Using PeopleSoft Fluid User Interface

This topic discusses approvals for write-offs on maintenance worksheets, using Enterprise Components - Fluid Approvals technology.

Understanding Maintenance Write-Off Approvals

Using maintenance write-off approvals, approvers can:

- Approve, deny, or push back the write-off.
- Perform approval actions for one or more write-offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Add comments for approval actions.
- View line details.
- View attachments.
- Receive approval notifications.

Approvals for maintenance write-offs using the PeopleSoft Fluid User Interface supports small and large form factors.

For more information, see Understanding PeopleSoft Mobile Approvals for Receivables and Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface.

Oracle PeopleSoft delivers Notification Composer Framework to manage the setup and administration of notifications in one central location. Once you have adopted the Notification Composer feature, you must use it to create new notifications and manage your existing notifications.

For more information about Notification Composer Framework, see “Understanding Notification Composer” (Enterprise Components).

Delegating Maintenance Write-Off Approvals

You can use the Delegation Framework to delegate maintenance write-off approval authority to other users, who can then take action on specific transactions on your behalf.

For more information, on setting up and using Delegation Framework see:

“Understanding Delegation” (Enterprise Components)

“Configuring Delegation Transactions” (Enterprise Components)

“Working with Self-Service Delegation” (Enterprise Components)

Pages Used to Approve Maintenance Write-Offs Using PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Maintenance Write-off – Pending Approvals Page	EOAWMA_MAIN_FL	View a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval. See also general information about the “Pending Approvals Page” (Application Fundamentals).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Maintenance Write-off – Approval Header Detail Page	EOAWMA_TXNHDTL_FL	Review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers. See also general information about the “Approval Header Detail Page” (Application Fundamentals).
Line Details Page	ARMT_FL_APPR_LN	View item summary and line details for the write-off. See also general information about the “Approval Line Detail Page” (Application Fundamentals).

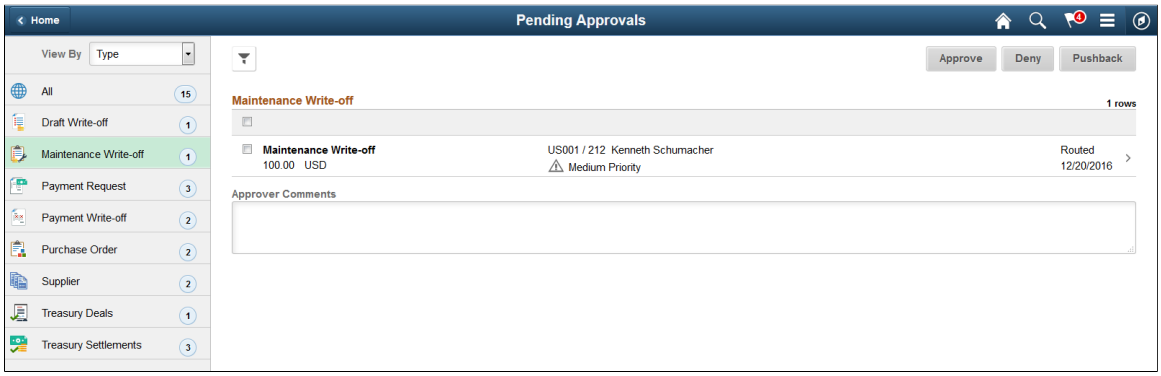
Maintenance Write-off – Pending Approvals Page

Use the Maintenance Write-off – Pending Approvals page (EOAWMA_MAIN_FL) to view a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval.

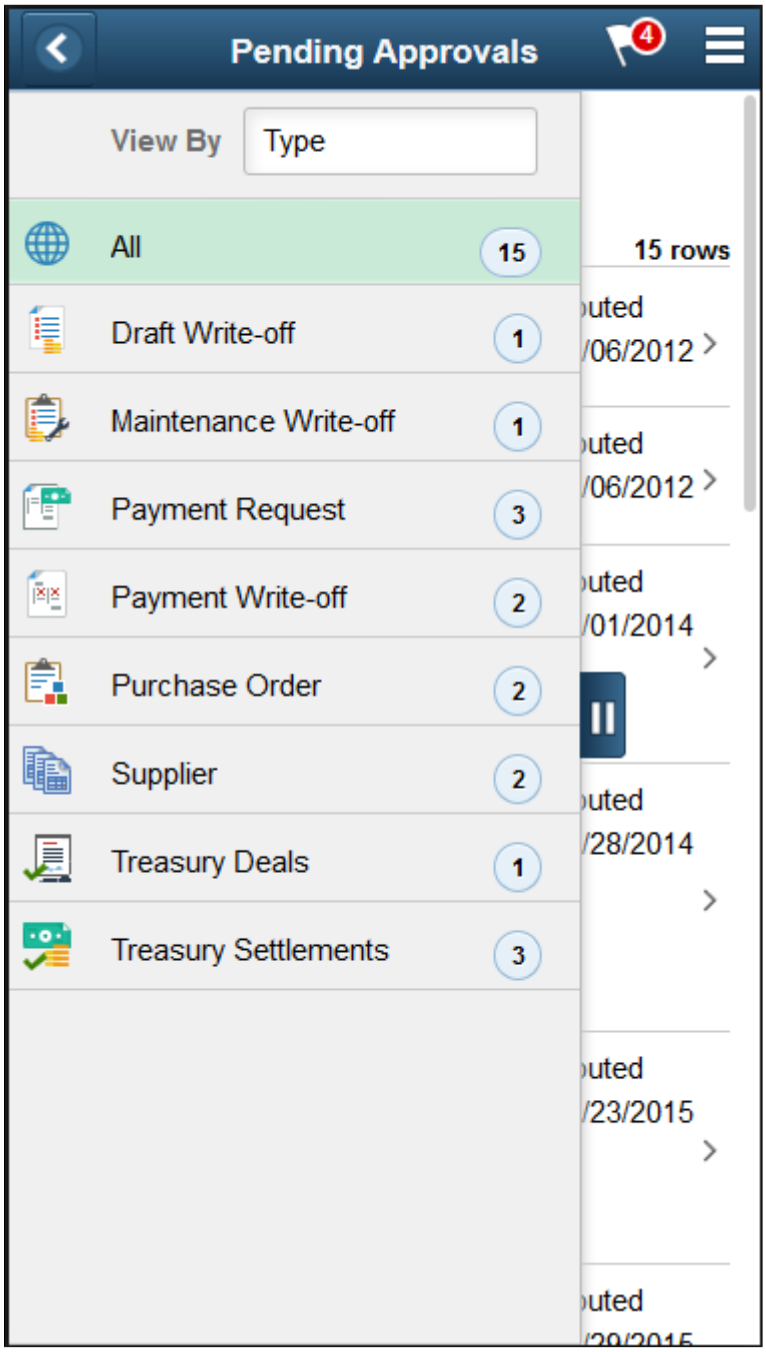
Navigation:

Select **Maintenance Write-off** in the approval transaction types panel.

This example illustrates the fields and controls on the Maintenance Write-off – Pending Approvals list page as displayed on a desktop (LFF).

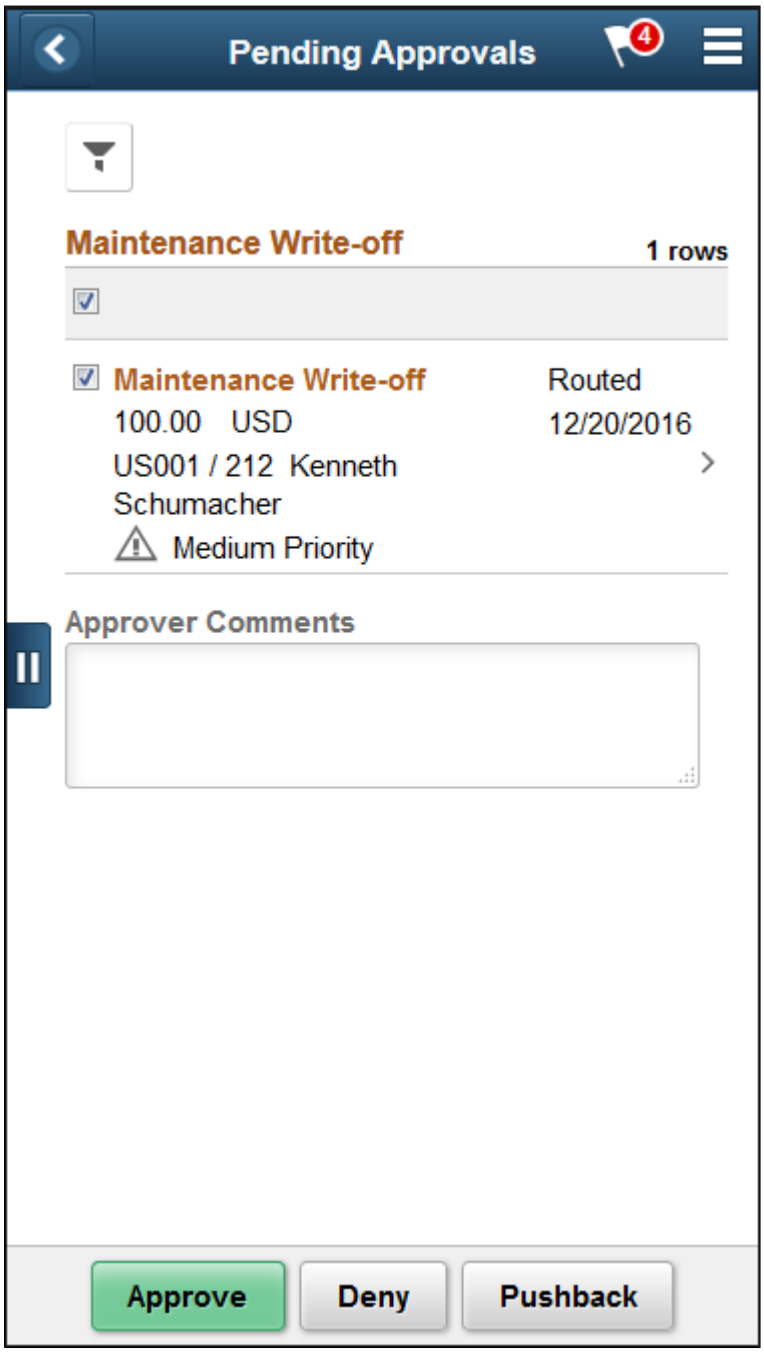


This example illustrates the fields and controls on the Pending Approvals - View By Transaction Type panel as displayed on a phone (SFF). Select **Maintenance Write-off** in the transaction type list to open the list of maintenance write-off pending approvals.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Write-off – Pending Approvals list page as displayed on a phone (SFF).



Field or Control	*Description*
	Select the filter button to open the Filters page. Use the filter to refine the results displayed in the list of pending approvals for maintenance write-offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	(SFF) Select the Master button on the phone to hide or unhide the panel that shows available transaction types with pending approvals. Select Maintenance Write-off transaction type to view the pending approvals for maintenance write-offs.

Select one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following approval action buttons:

Field or Control	*Description*
Approve button	Select to approve the selected transaction or transactions. The system prompts you to provide comments and submit the approval. This action routes the approval to the next approver in the chain.
Deny button	Select to deny the selected transaction or transactions. When you deny a transaction, that status changes to *Denied* and the transaction is removed from the approval queue.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple-approver workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

Maintenance Write-off – Approval Header Detail Page

Use the Maintenance Write-off – Approval Header Detail page (EOAWMA_TXNHDTL_FL) to review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers.

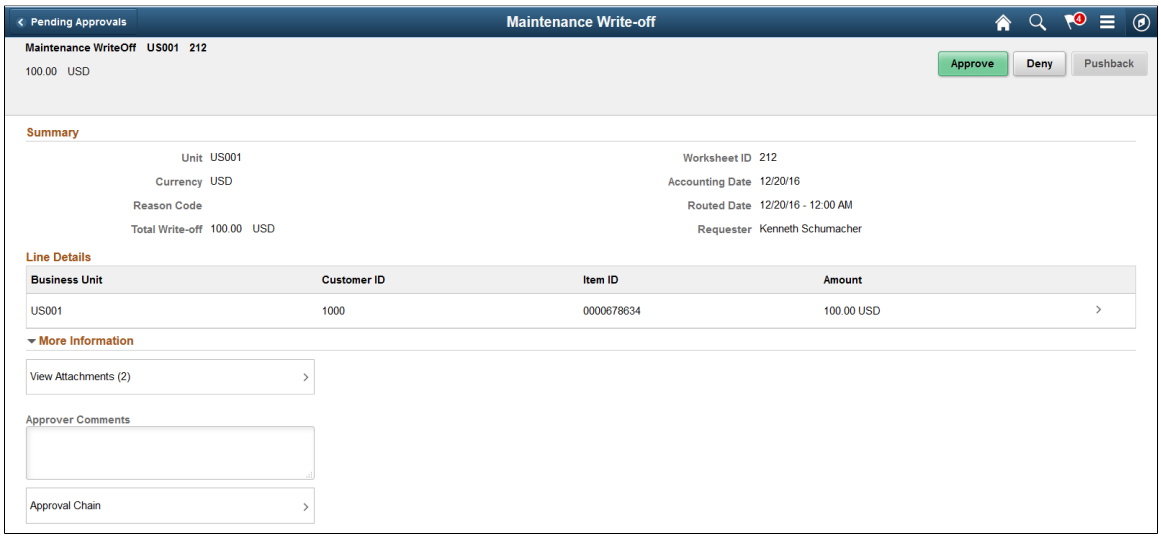
Access line item details for a specific line and attachments, if any.

Navigation:

Select a maintenance write-off transaction in the Pending Approvals list.

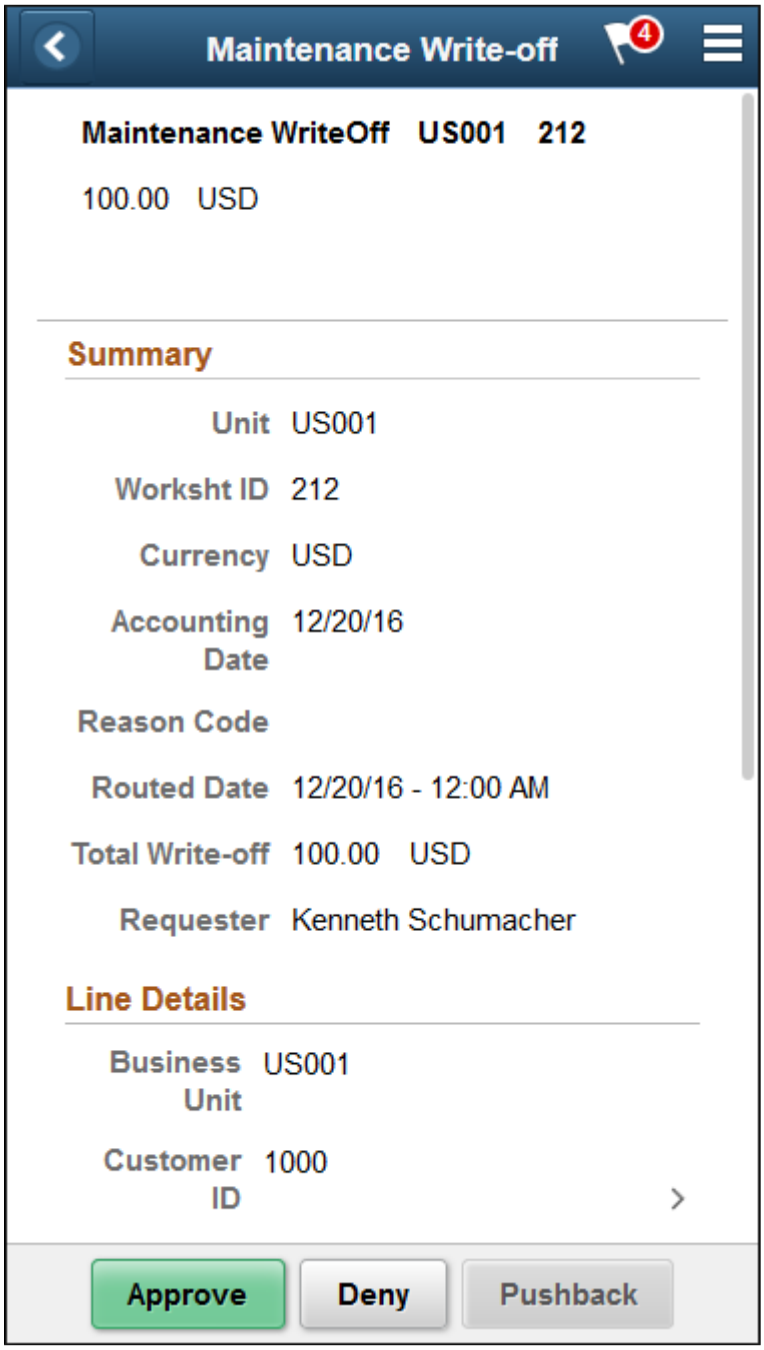
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Write-off – Approval Header Detail page as displayed on a desktop (LFF).



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Write-off - Approval Header Detail page as displayed on a phone (SFF). On a phone, you must scroll down to view the attachments, comments, and approval chain fields.



Field or Control	*Description*
Summary	View write-off item details.
Line Details	View line information and select the right arrow to access the line details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When viewing write-off header approval detail on a phone, you must scroll down to view the approver comments and approval chain.

Field or Control	*Description*
View Attachments	Select the right arrow to open the View Attachments page. The number of attachments for the transaction appears on the button. The **View Attachments** option appears only when the item has related attachments. For more information, see View Attachments Page.
Approver Comments	Enter comments in the text entry field. When viewing a write-off approval on a phone, you must scroll down to view the approver comments and approval chain.
Approval Chain	Select the right arrow to review approval chain information. You can expand or collapse approver information by selecting the glyph icon. You can also select the approver name to view approver details. The approval chain reflects approval status generated by the Approval Workflow Engine (AWE). For more information, see “Approval Chain Page” (Application Fundamentals).

Select the one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following action buttons:

Field or Control	*Description*
Approve button	Select to approve the transaction. The system prompts you to provide comments and submit the approval.
Deny button	Select to deny the transaction. The system prompts you to provide comments and submit the denial.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple approval workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

Copyright © 1988, 2025, Oracle and/or its affiliates.

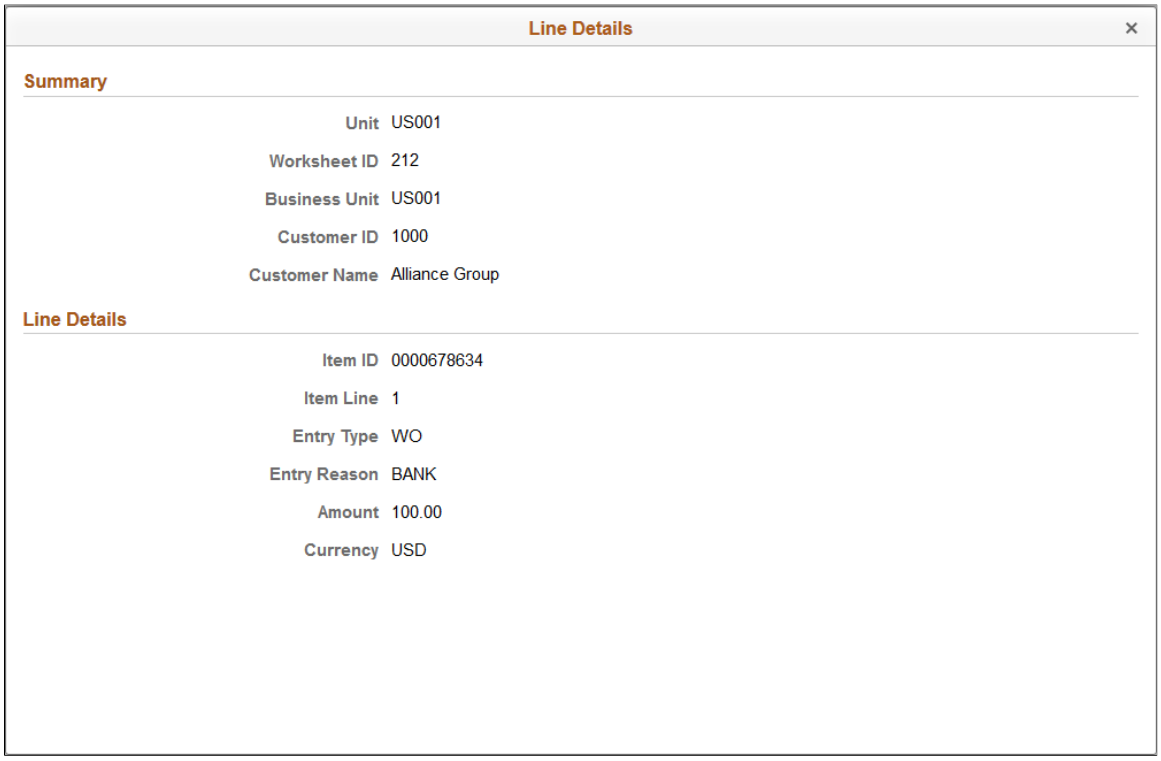
Line Details Page

Use the Line Details page (ARMT_FL_APPR_LN) to view item summary and line details for the write-off.

Navigation:

Select the line on the Maintenance Write-off – Approval Header Detail page.

This example illustrates the fields and controls on the Line Details page as displayed on a desktop (LFF).



Related Links

“Approving Pending Transactions in Fluid” (Application Fundamentals)

Approving Payment Write-Offs Using PeopleSoft Fluid User Interface

This topic discusses approvals for payment write-offs on payment and credit card worksheets, using Enterprise Components - Fluid Approvals technology.

Understanding Payment Write-Off Approvals

Using payment write-off approvals, approvers can:

- Approve, deny, or push back the write-off.
- Perform approval actions for one or more write-offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Add comments for approval actions.
- View line details.
- View attachments.
- Receive approval notifications.

Approvals for payment write-offs using the PeopleSoft Fluid User Interface supports small and large form factors.

For more information, see Understanding PeopleSoft Mobile Approvals for Receivables and Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface.

Oracle PeopleSoft delivers Notification Composer Framework to manage the setup and administration of notifications in one central location. Once you have adopted the Notification Composer feature, you must use it to create new notifications and manage your existing notifications.

For more information about Notification Composer Framework, see “Understanding Notification Composer” (Enterprise Components).

Delegating Payment Write-Off Approvals

You can use the Delegation Framework to delegate payment write-off approval authority to other users, who can then take action on specific transactions on your behalf.

For more information, on setting up and using Delegation Framework see:

“Understanding Delegation” (Enterprise Components)

“Configuring Delegation Transactions” (Enterprise Components)

“Working with Self-Service Delegation” (Enterprise Components)

Pages Used to Approve Write-Off Amounts Using PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Payment Write-Off – Pending Approvals Page	EOAWMA_MAIN_FL	View a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval. See also general information about the “Pending Approvals Page” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Payment Write-Off – Approval Header Detail Page	EOAWMA_TXNHDTL_FL	Review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers. See also general information about the “Approval Header Detail Page” (Application Fundamentals).
Line Details Page	ARPY_FL_APPR_LN	View item summary and line details for the write-off. See also general information about the “Approval Line Detail Page” (Application Fundamentals).

Payment Write-Off – Pending Approvals Page

Use the Payment Write-Off – Pending Approvals page (EOAWMA_MAIN_FL) to view a list of all transactions that apply to the selected transaction category and access the respective transactions that are pending your approval.

Navigation:

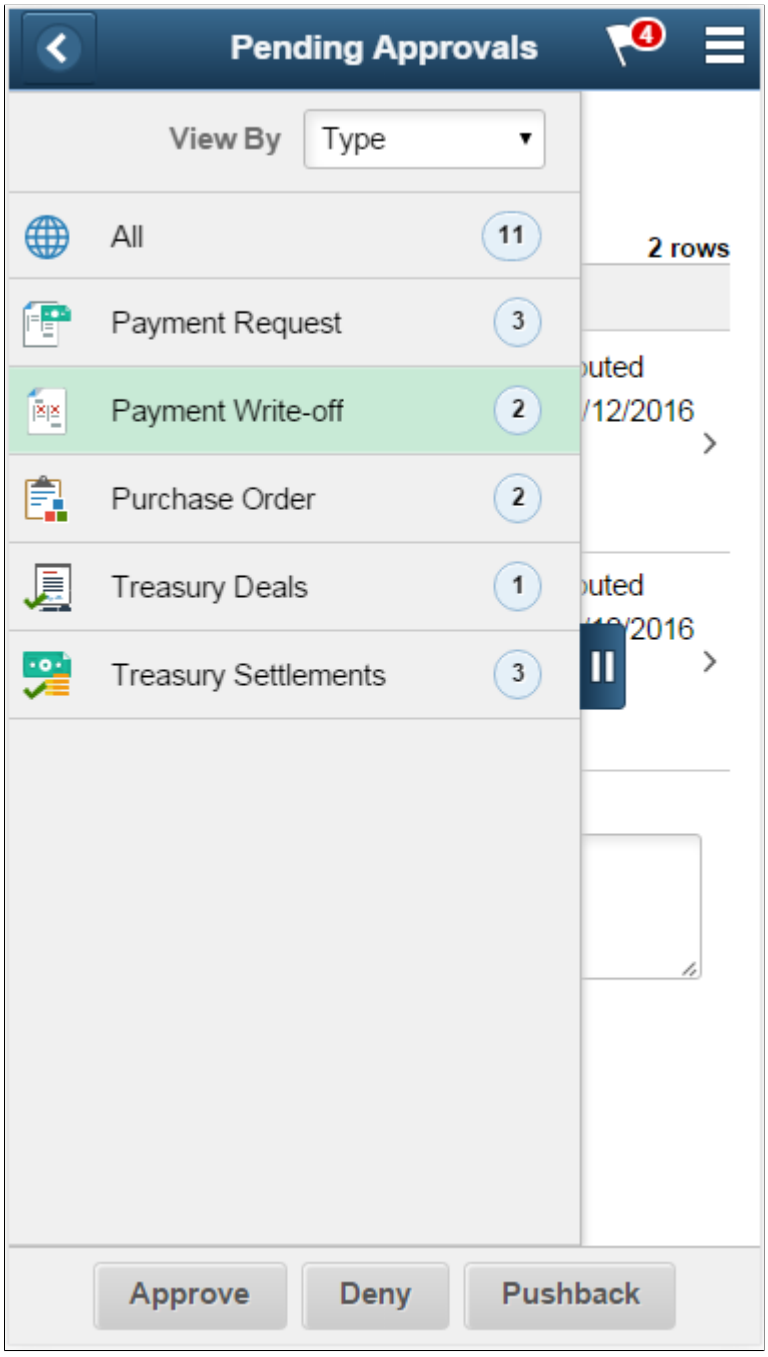
Select **Payment Write-off** in the approval transaction types panel.

This example illustrates the fields and controls on the Payment Write-Off – Pending Approvals list page as displayed on a desktop (LFF).



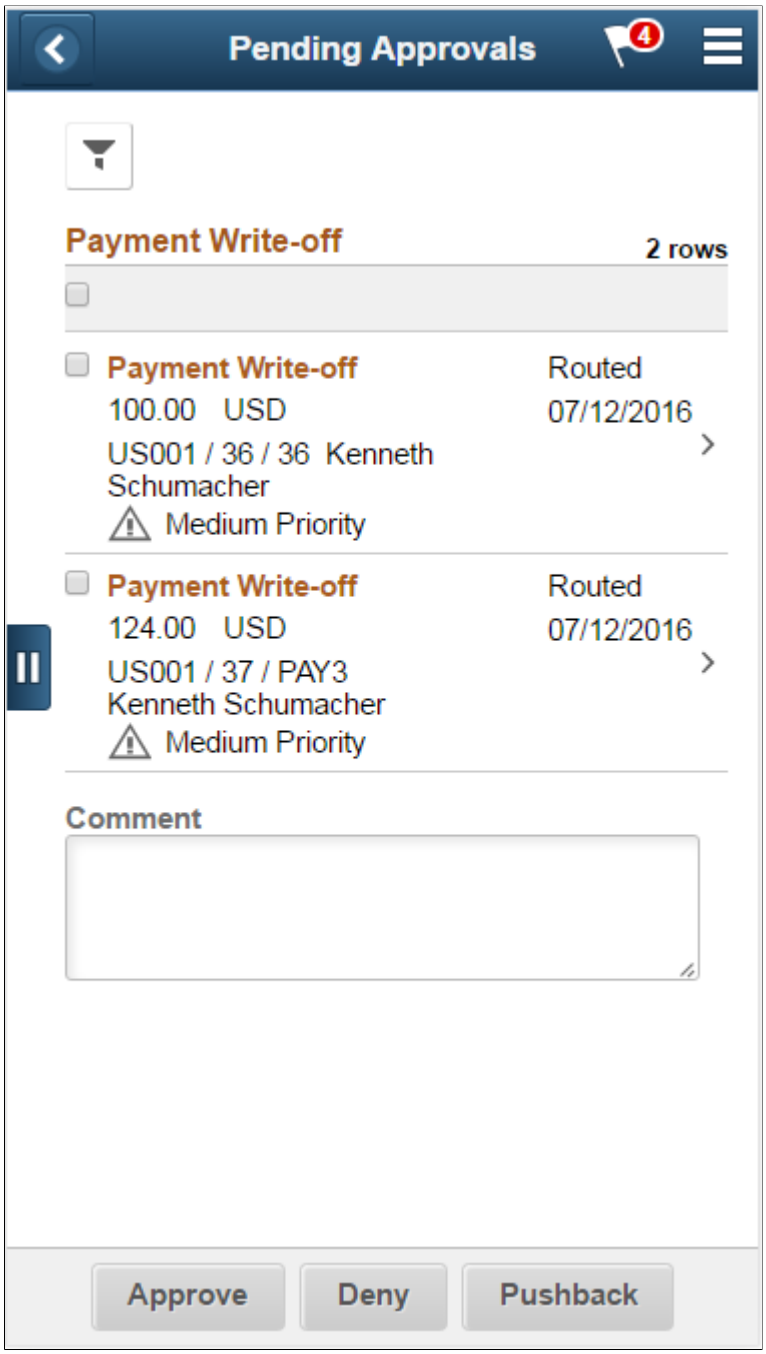
 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payment Write-Off – Pending Approvals transaction type page as displayed on a phone (SFF). Select **Payment Write-off** in the transaction type list to open the list of payment write-off pending approvals.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payment Write-Off – Pending Approvals list page as displayed on a phone (SFF).



Field or Control	*Description*
	Select the filter button to open the Filters page. Use the filter to refine the results displayed in the list of pending approvals for payment write-offs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	(SFF) Select the Master button on the phone to hide or unhide the panel that shows available transaction types with pending approvals. Select Payment Write-off transaction type to view the pending approvals for payment write-offs.

Select one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following approval action buttons:

Field or Control	*Description*
Approve button	Select to approve the selected transaction or transactions. The system prompts you to provide comments and submit the approval. This action routes the approval to the next approver in the chain.
Deny button	Select to deny the selected transaction or transactions. When you deny a transaction, that status changes to *Denied* and the transaction is removed from the approval queue.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple-approver workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

Payment Write-Off – Approval Header Detail Page

Use the Payment Write-Off – Approval Header Detail page (EOAWMA_TXNHDTL_FL) to review the summary for a single write-off, and approve, deny, or push back the write-off, depending on role criteria and number of reviewers.

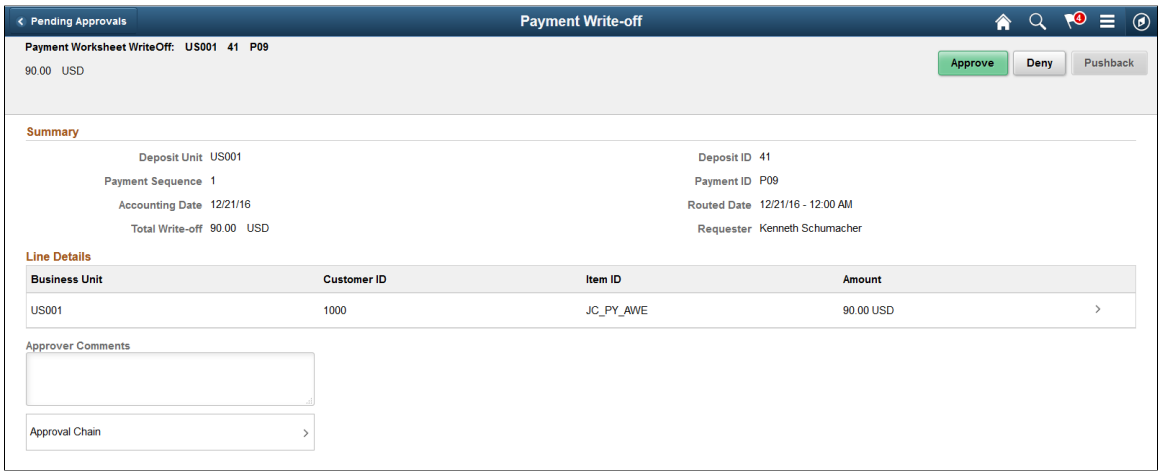
Access line item details for a specific line and attachments, if any.

Navigation:

Select a payment write-off transaction in the Pending Approvals list.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payment Write-Off – Approval Header Detail page as displayed on a desktop (LFF).



Field or Control	*Description*
Summary	View write-off item details.
Line Details	View line information and select the right arrow to access the line details.

When viewing write-off header approval detail on a phone, you must scroll down to view the approver comments and approval chain.

Field or Control	*Description*
View Attachments	Select the right arrow to open the View Attachments page. The number of attachments for the transaction appears on the button. The **View Attachments** option appears only when the item has related attachments.
Approver Comments	Enter comments in the text entry field. When viewing a write-off approval on a phone, you must scroll down to view the approver comments and approval chain.
Approval Chain	Select the right arrow to review approval chain information. You can expand or collapse approver information by selecting the glyph icon. You can also select the approver name to view approver details. The approval chain reflects approval status generated by the Approval Workflow Engine (AWE).

Select the one or more check boxes to take action on one or more transactions. Enter comments in the **Comment** field. Then select one of the following action buttons:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Approve button	Select to approve the transaction. The system prompts you to provide comments and submit the approval.
Deny button	Select to deny the transaction. The system prompts you to provide comments and submit the denial.
Pushback button	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple approval workflow path.

Upon selecting an action, you have the option to select **Submit** to continue the action or **Cancel** to back out of the action. When you submit the action, the system generates a message that the action is successful.

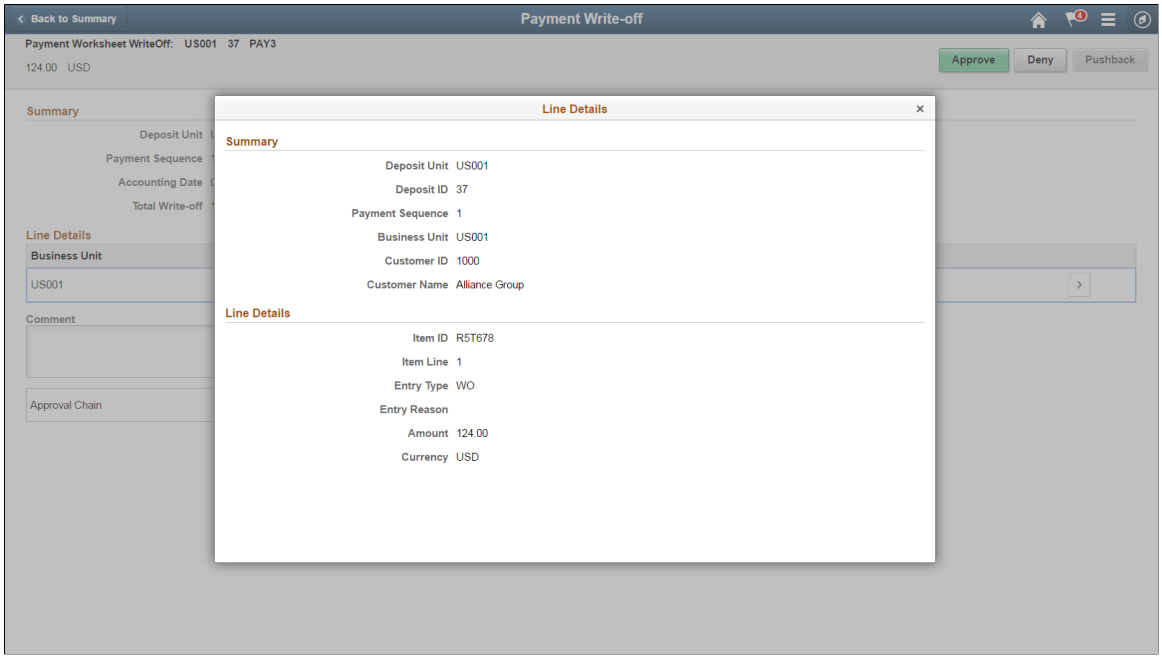
Line Details Page

Use the Line Details page (ARPY_FL_APPR_LN) to view item summary and line details for the write-off.

Navigation:

Select the right arrow for the line on the Payment Write-off – Approval Header Detail page.

This example illustrates the fields and controls on the Line Details page as displayed on a desktop (LFF). On the phone (SFF) the Line Details page appears on the full screen.



View Attachments Page

Use the View Attachments page (EOATT_VW_STD_FL) to view supporting documentation.

Navigation:

Select the **View Attachments** right arrow on the Payment Write-Off – Approval Header Detail page. The number of attachments for the transaction appears on the button.

Approving Maintenance Refunds Using PeopleSoft Fluid User Interface

This topic discusses approvals for refunds on maintenance worksheets using Enterprise Components - Fluid Approvals technology.

Understanding Maintenance Refund Approvals

Using maintenance refund approvals, approvers can:

- Approve, deny, or push back the refund.
- Perform approval actions for one or more refunds.
- Add comments for approval actions.
- View line details.
- View attachments.
- Receive approval notifications.

Approvals for maintenance refunds support small and large form factors.

For more information, see Understanding PeopleSoft Mobile Approvals for Receivables and Common Elements for Write-Off Approvals Using PeopleSoft Fluid User Interface.

Oracle PeopleSoft delivers Notification Composer Framework to manage the setup and administration of notifications in one central location. Once you have adopted the Notification Composer feature, you must use it to create new notifications and manage your existing notifications.

For more information about Notification Composer Framework, see “Understanding Notification Composer” (Enterprise Components).

Delegating Maintenance Refund Approvals

You can use the Delegation Framework to delegate maintenance refund approval authority to other users, who can then take action on specific transactions on your behalf.

For more information, on setting up and using Delegation Framework see:

“Understanding Delegation” (Enterprise Components)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

“Configuring Delegation Transactions” (Enterprise Components)

“Working with Self-Service Delegation” (Enterprise Components)

Pages Used to Approve Maintenance Refunds Using PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Pending Approvals - Maintenance Refund Page	EOAWMA_MAIN_FL	View a list of all maintenance refund transactions that are pending your approval.
Maintenance Refund - Approval Header Detail Page	EOAWMA_TXNHDTL_FL	View maintenance refund summary and line detail information, and approve, deny, or push back the refund.
Line Details - Maintenance Refund Page	EOAWMA_TXNHDTL_FL	View item summary and line details for the refund.

Pending Approvals - Maintenance Refund Page

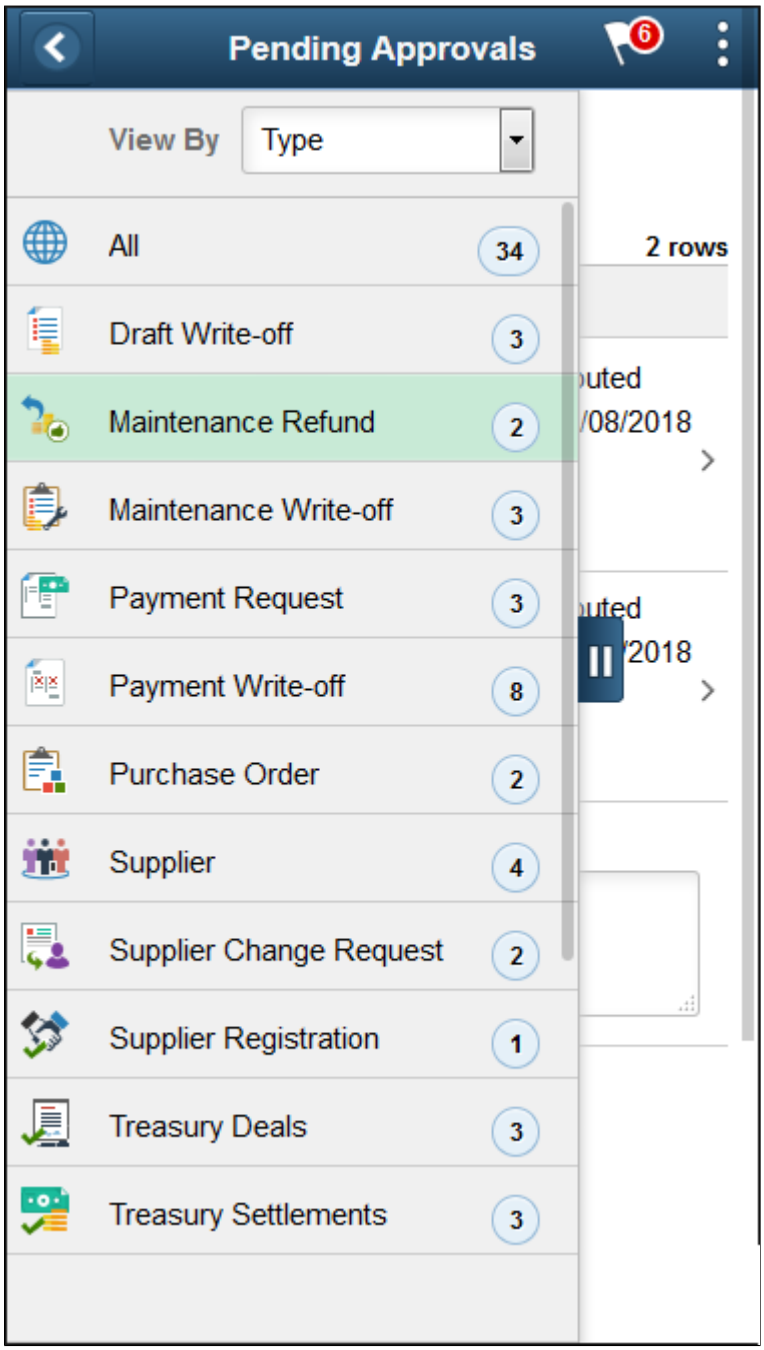
Use the Pending Approvals - Maintenance Refund page (EOAWMA_MAIN_FL) to view a list of all maintenance refund transactions that are pending your approval.

Navigation:

Approvals (tile) > Select Maintenance Refund in the approval transaction type panel.

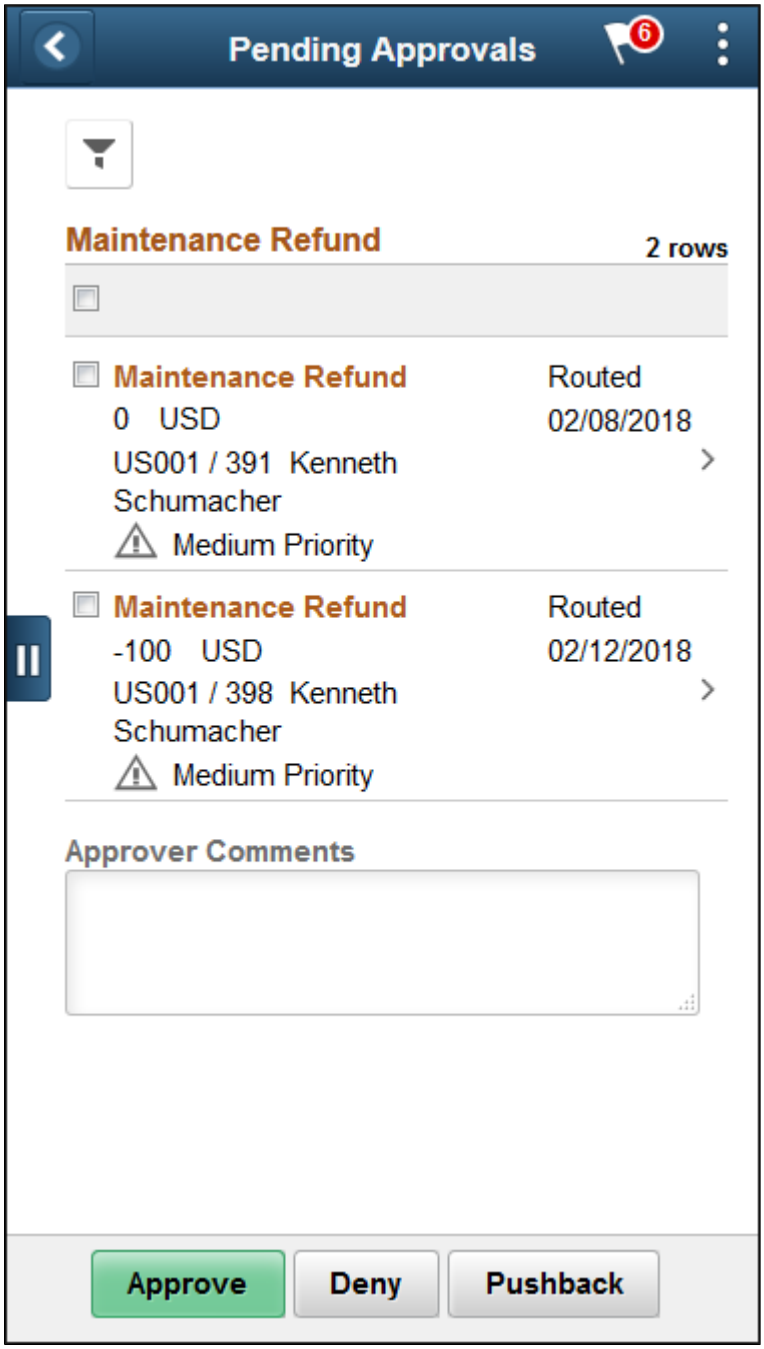
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Approvals - View By Transaction Type panel.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Approvals - Maintenance Refund page.



Field or Control	***Description***
	Select the Filter button to access the Filters page. Use the filter to refine the results displayed in the pending approvals for maintenance refunds.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	(SFF) Select the Master button on the phone to hide or unhide the panel that shows available transaction types with pending approvals. Select Maintenance Refund transaction type to view the pending approvals for maintenance write-offs.

Select one or more check boxes to take action on the Maintenance Refund transactions.

Select an individual refund row to access the Maintenance Refund - Approval Header Detail page and review refund details.

You can also approve, deny, or push back refunds from this page.

Enter comments in the **Comment** field.

Maintenance Refund - Approval Header Detail Page

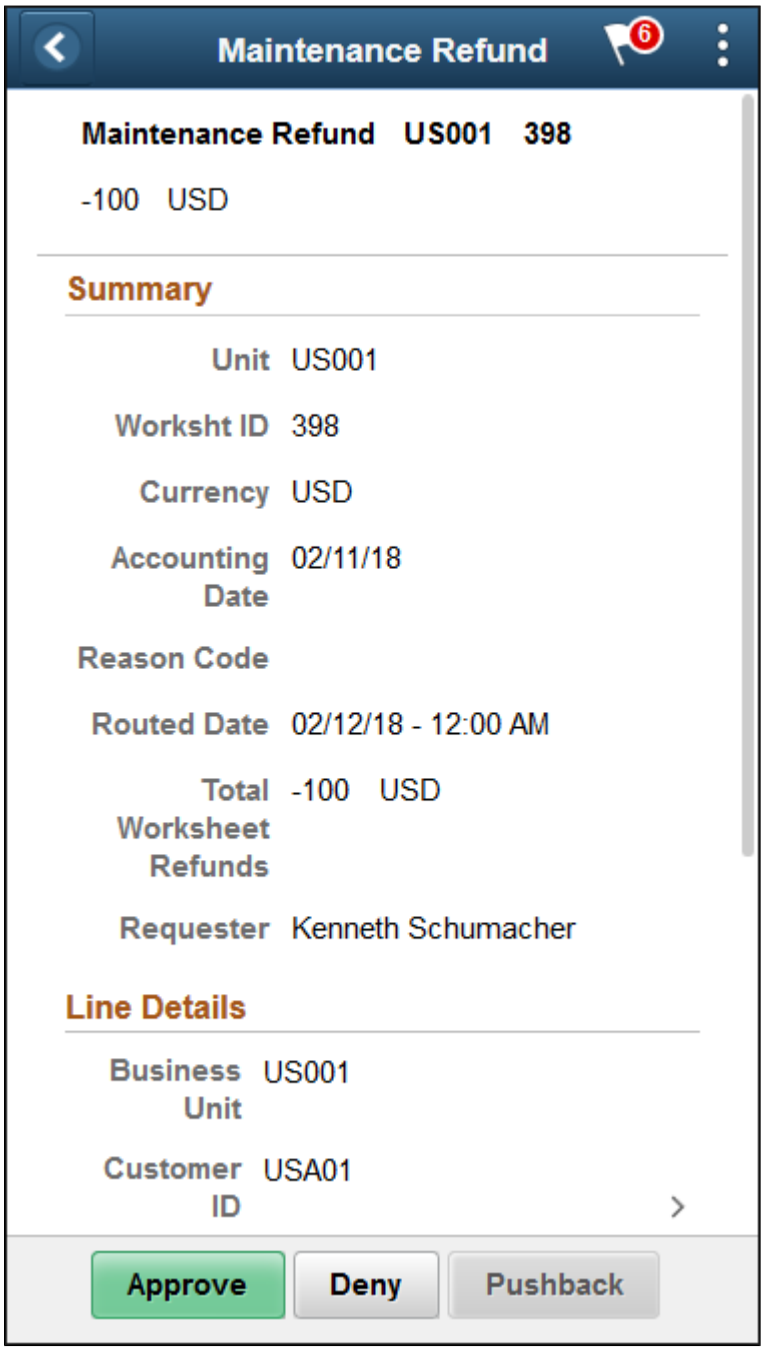
Use the Maintenance Refund - Approval Header Detail page (EOAWMA_TXNHDTL_FL) to view maintenance refund summary and line detail information, and approve, deny, or push back the refund.

Navigation:

Select an individual refund row from the Pending Approvals - Maintenance Refund page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Refund - Approval Header Detail page.



Use this page to review maintenance refund summary and line detail information. Select a row in the Line Details grid to access the Line Details - Maintenance Refund page and view refund line details.

Field or Control	***Description***
Approver Comments	Enter comments in the text entry field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Approval Chain	Select Approval Chain to access the Approval Chain pagelet and view the approval hierarchy.
Approve	Select to approve the transaction. The system prompts you to provide comments and submit the approval. This action routes the approval to the next approver in the chain.
Deny	Select to deny the transaction. The system prompts you to provide comments and submit the denial. When you deny a transaction, that status changes to Denied and the transaction is removed from the approval queue.
Pushback	Select to send the request back to the previous approver. This option is only available for second or subsequent approvers in a multiple-approver workflow path.

Line Details - Maintenance Refund Page

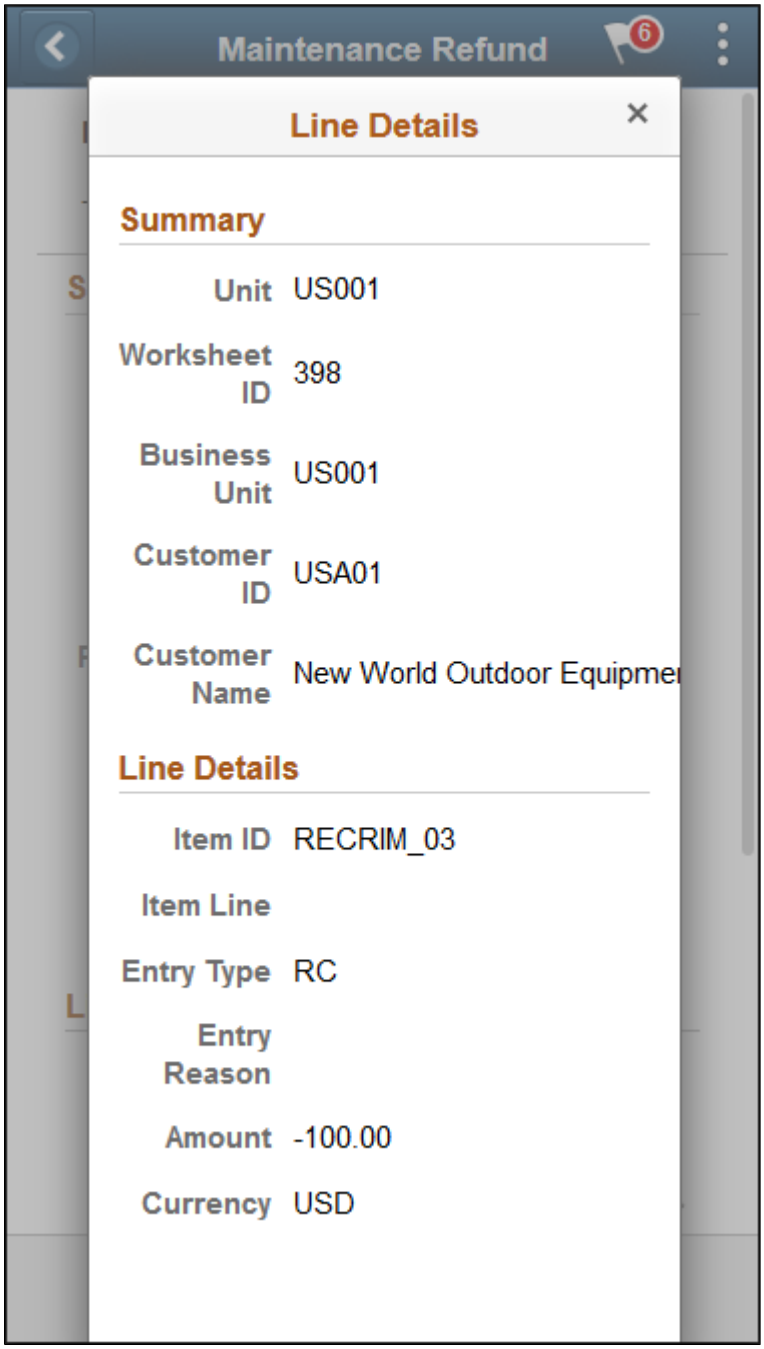
Use the Line Details - Maintenance Refund page (EOAWMA_TXNHDTL_FL) to view item summary and line details for the refund.

Navigation:

Select a row in the Line Details grid on the Maintenance Refund - Approval Header Detail page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Line Details - Maintenance Refund page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 23

Using PeopleSoft Search Framework in Receivables

Understanding PeopleSoft Search Framework

Some PeopleSoft applications provide the option of using the PeopleSoft Search Framework to perform advanced, text-based searches. PeopleSoft Receivables uses PeopleSoft Search Framework to assist in keyword searches for expense reports. You enable search content by creating or updating search indexes. The system creates these indexes by extracting current information and key values from the PeopleSoft database using the Search Definitions loaded using PeopleSoft Search Framework. The system then searches for expense reports using the Search Framework keyword search.

Note: PeopleSoft delivers predefined metadata (also known as search definitions) for setting up searches in PeopleSoft Receivables. The search definition is for viewing expense reports, and it contains field mappings, security considerations, and pre- and post-processing information for the indexes.
While you can further configure searches, this topic only describes tasks that you need to perform with predefined PeopleSoft Receivables search data. These tasks define specific fields stored in the search index and describe how to build the index.
For technical information about the PeopleSoft Search Framework, see the PeopleTools product documentation for *PeopleTools: Fluid User Interface Developer's Guide* and *PeopleTools: PeopleSoft Search Technology*, PeopleSoft Search Framework.

Related Links

"Understanding Financials and Supply Chain Search" (Application Fundamentals)

Understanding Search Framework in PeopleSoft Receivables

PeopleSoft Receivables allow keyword search when viewing items and payments. This section provides information related to PeopleSoft Receivables for:

- Components.
- Search definitions, search categories, and search keys.
- Faceted fields.
- Related actions.
- Queries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Components

These components use the PeopleSoft Search Framework:

- Item Maintenance (ITEM_MAINTAIN) (link to AR > Changing and Reviewing Item Information)
- Regular Deposit Entry (PAYMENT_ENTRY) (link to AR > Entering Regular Deposits)
- Payment Status (PYMT_QUERY_ALL) (link to AR > Looking up Information about Payments)

Search Definitions, Search Categories, and Search Keys

Search Definitions, Search Categories, and Search Keys are all part of the PeopleSoft Search Framework.

Search Definitions

Search definitions define the main structure of a search index. A search definition contains everything needed to create a search index, which includes facets, security, attachments, pre- and post-processing, and component mapping.

PeopleSoft Receivables has these search definitions:

- EP_AR_ITEMS
- EP_AR_PAYMENTS
- EP_AR_PMT_ENTRY

Search Categories

Search categories contain one or more search definitions. Search categories are secured by role within PeopleTools security and reduce the number of indexes searched, which can improve search performance.

PeopleTools uses Permission List Security when performing component searches, which is based on the search definition for the component. If you don’t have access (through your permission list) to that component, then the system doesn’t display results when searching against the indexes built for the search definition.

PeopleSoft Receivables has these search categories:

- EP_AR_ITEMS
- EP_AR_PAYMENTS
- EP_AR_PMT_ENTRY

Search Keys

Search keys are used to identify specific records in the table identified in the primary search query.

The primary search queries and search keys for PeopleSoft Receivables are:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Query	*Query Name*	*Search Key(s)*
Items	AR_SRCH_ITEM	BUSINESS_UNIT, CUST_ID, ITEM, ITEM_LINE
Payment Inquiry	AR_SRCH_PAYMENT	DEPOSIT_BU, DEPOSIT_ID, PAYMENT_SEQ_NUM
Payment Entry	AR_SRCH_PMT_ENTRY	DEPOSIT_BU, DEPOSIT_ID

These search keys affect the number of search results that appear when performing a traditional PeopleTools (real-time) search versus performing search. However, regardless of the number of results that appear for each type of search, when selecting a link in the Search Results section, the system takes you to the same page.

Faceted Fields

A facet is a field that is relevant to the search and that allows you to browse or refine search results.

These fields are predefined as faceted fields for Receivables:

- Business Unit/Deposit Unit,
- Customer Name,
- Item Status,
- Credit Analyst,
- AR Specialist,
- Collector,
- Salesperson,
- Accounting Date,
- Entry Type,
- Payment Method,
- Operator Id,
- Payment Status,
- Bank Code/Bank Account Number
- Payment Worksheet Type

For additional information about faceted fields, see Search Result Facets in Viewing PeopleSoft Search Results.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Queries

Queries are used with the Search Framework to extract data from the database for component and global searches. Queries must be assigned to an access group and a related security tree.

Query Tree Definition

The security information for the Receivables tree definition is:

Query Tree Name	*Access Group*	*Permission List*
SEARCH_TREE_AR	AR_ACCESS_GROUP	EPAR9500

Types of Queries

These types of queries are used for the PeopleSoft Search Framework:

- Primary Query
- Connected Query
- Related Query
- Delete Query

For additional information about queries as they relate to the PeopleSoft Search Framework, see *PeopleTools: PeopleSoft Search Technology*.

Predefined queries for PeopleSoft Receivables are:

Query Name	*Description*	*Additional Information*
AR_SRCH_ITEM	Item Search Main Query	This is a primary query and uses SEARCH_TREE_AR as its security tree.
AR_SRCH_ITEM_ACTIVITY	Item Activity search	This is a related query.
AR_SRCH_ITEM_DST	Item Distribution Search	This is a related query.
AR_SRCH_ITEM_ATTACH	Item Attachments Search	This is a related query.
AR_SRCH_ITEM_DELETE	Remove archived Item Details from Index	This is a delete query.
AR_SRCH_PAYMENT	AR Payment Search Main Query	This is a primary query and uses SEARCH_TREE_AR as its security tree.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Query Name	*Description*	*Additional Information*
AR_SRCH_PMT_ENTRY	AR Payment Entry Search	This is a primary query and uses SEARCH_TREE_AR as its security tree.
AR_SRCH_PAYMENT_ID_CUST	Payment ID Cust Search	This is a related query.
AR_SRCH_PMT_ATTACH	Payment Attachments Search	This is a related query.
AR_SRCH_PAYMENT_DELETE	Remove deleted Payment Details from Index	This is a delete query.
AR_SRCH_ITEM_CQ	AR Item Connected Query	This is a connected query. Its parent query name is AR_SRCH_ITEM
AR_SRCH_PAYMENT_CQ	AR Payment Connected Query	This is a connected query. Its parent query name is AR_SRCH_PAYMENT
AR_SRCH_PMT_ENTRY_CQ	AR Payment Entry Connected Query	This is a connected query. Its parent query name is AR_SRCH_PMT_ ENTRY

Real Time Indexing Switch

RTI Batch Switch allows you to set a threshold that is checked by a set of delivered batch programs. When a batch program is enabled and the threshold is exceeded, RTI is disabled until the next incremental build.

The threshold is checked at the beginning of the batch program (AR Posting) against a count of the total of all transactions being processed, such as items, payments, maintenance, and so forth.

Access the Configure Real Time Indexing page to see which batch programs are configured to use RTI Switch and delivered by Receivables.

See *PeopleTools: PeopleSoft Search Technology* documentation.

RTI Switch is enabled for these search definitions:

Search Definition	*Batch Programs*
EP_AR_ITEMS	AR_POST1 (AR_POSTING)
EP_AR_ITEM_ACT_COLL_KIB	AR_POST1 (AR_POSTING)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Search Definition	*Batch Programs*
EP_AR_PAYMENTS	AR_POST1 (AR_POSTING)
EP_AR_PMT_ENTRY	AR_POST1 (AR_POSTING)

Note: RTI Batch Switch is not enabled for On-demand processing for AR Posting.

Setting Up and Building Search Indexes for Receivables

Pages Used to Set Up and build Search Indexes for Expenses

Page Name	*Definition Name*	*Usage*
Search Definition Page	PTSF_SEARCH_DEF	Locate predefined search indexes or create new search indexes.
Build Search Index Page	PTSF_SCHEDULE_S	Schedule and build search indexes for Expenses.

Search Definition Page

Use the Search Definition page (PTSF_SEARCH_DEF) to locate predefined search indexes or create new search indexes.

Navigation:

PeopleTools > **Search Framework** > **Designer** > **Search Definition**

You can also use this page to define a new search index and a specific data object set for use with the index. You can define specific fields that the system will store in the search index. This search retrieves and processes data from a group of records that have multilevel parent and child relationships.

Note: For ChartField searches, if you have customized ChartFields you may need to customize PeopleSoft Search Framework setup information to include ChartField changes in the Search Framework collection so they can be searched on.

For additional information about the Search Definition page, see the *PeopleTools: PeopleSoft Search Technology* documentation.

Build Search Index Page

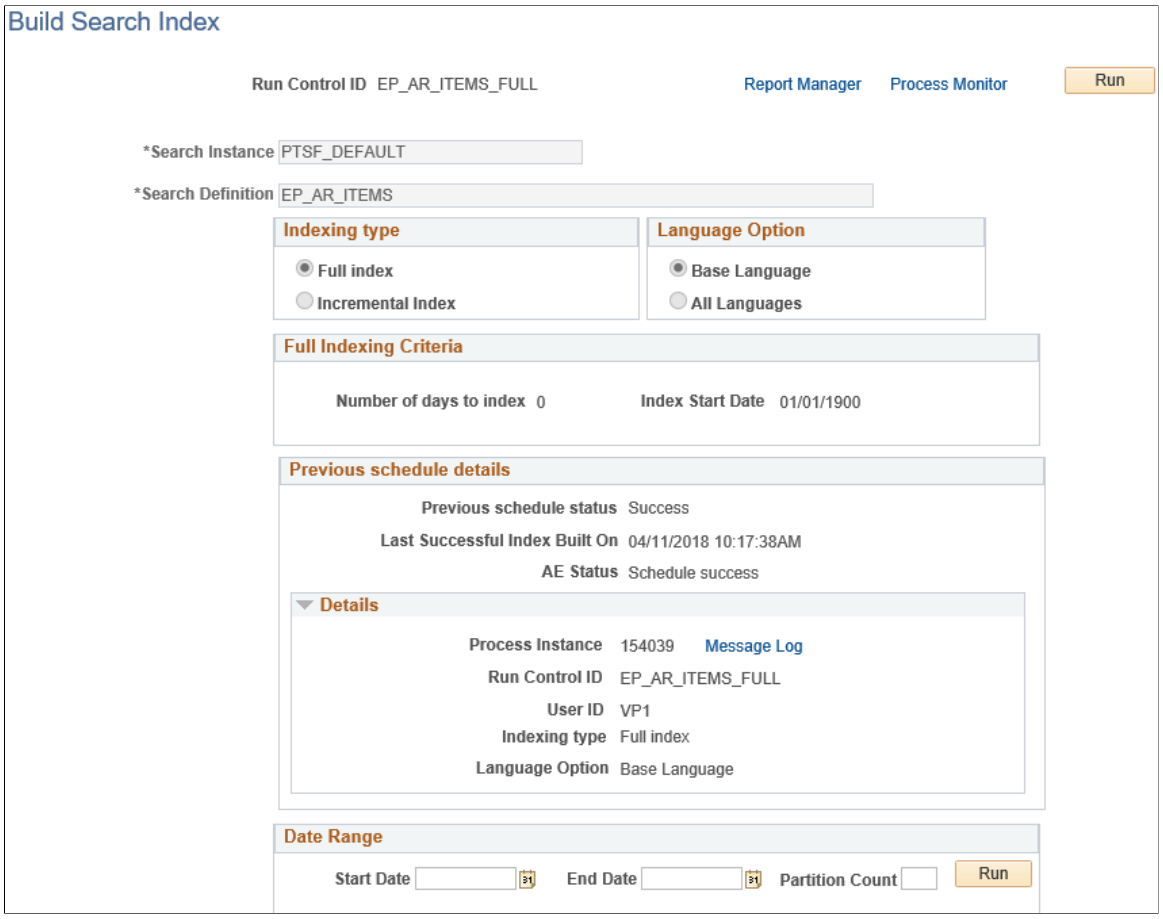
Use the Build Search Index page (PTSF_SCHEDULE_SI) to schedule and build search indexes.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleTools > Search Framework > Administration > Schedule Search Index

This example illustrates the fields and controls on the Build Search Index Page. You can find definitions for the fields and controls later on this page.



Use this page to create and update the Search Framework search engine indexes and collections to enable Receivable item searches. The system initializes the page with values based on the index name that you select. You must create run control IDs for each search definition to build a full index and another run control ID for each search definition to build incremental indexes. You should use the search definition name followed by *_FULL* or *_INCR* for each search definition.

After you initially build your search indexes using the *FULL* run control, keep them updated to reflect changes that are being made to Receivables items using the *INCR* run control. Set up the *INCR* process to run as frequently as needed, depending on how often changes are made to Receivables items.

For additional information about the Build Search Index page, see the *PeopleTools: PeopleSoft Search Technology* documentation.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Viewing Search Framework Search Results for Receivables

Pages Used to View Search Framework Search Results for Receivables

Page Name	*Definition Name*	*Usage*
View/Update Item Details – Search Page	NA	Search for items when you want to change discount, payment, and draft options.

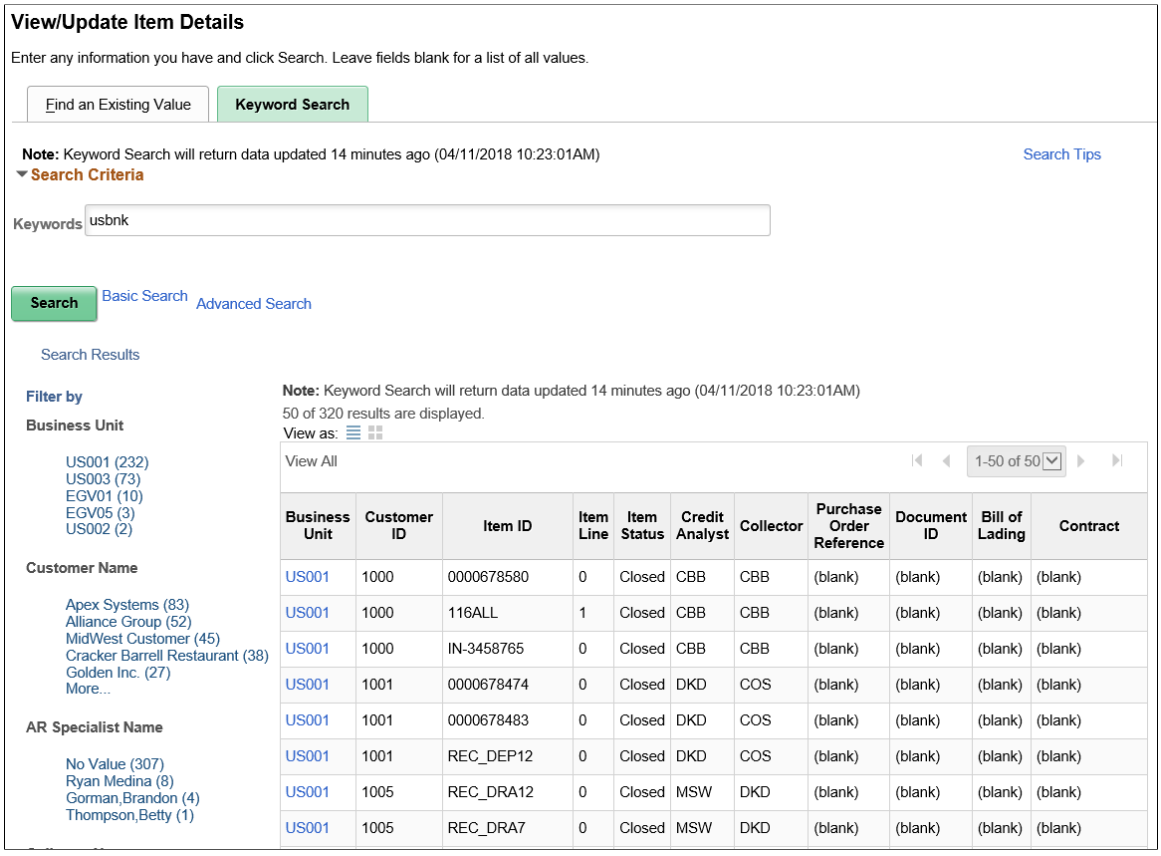
View/Update Item Details – Search Page

Use the View/Update Item Details - Search page to search for items when you want to change discount, payment, and draft options.

Navigation:

Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

This example illustrates the fields and controls on the View/Update Item Details – Search Page.



Keyword search allows you to execute a deeper, more free-form search, to access application data from the Item Maintenance component.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

See the product documentation for *PeopleTools: Search Technology*, Working with Search Pages, Working with Keyword Search modes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 24

Managing Credit Card Payments

Understanding Credit Card Processing

You can create credit card payments in several different ways:

- Click the **Pay by Credit Card** link on the following inquiry pages:
  - Account Overview - Balances page

    See Reviewing Customer Account Information.
  - Item List page

    See Reviewing Item Information.
  - View/Update Item Details - Detail 1 page

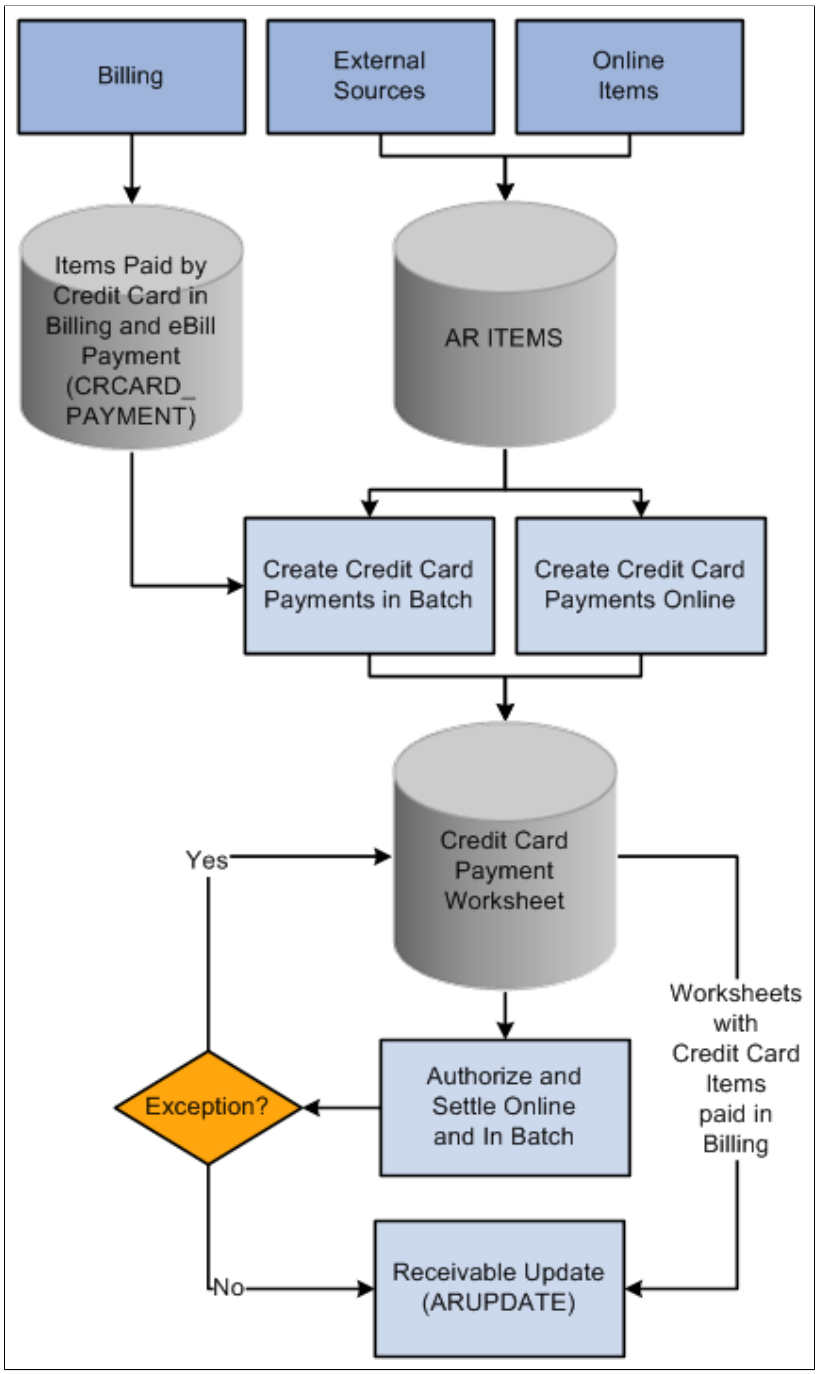
    See Changing and Reviewing Item Information.
- Use the Credit Card worksheet component.

  The Credit Card worksheet enables you to select existing items in the same way you use PeopleSoft Receivables Payment worksheets. You can also define other types of payment item, such as prepayments, on-account items, write-offs, and so on.
- Use the batch Credit Card processor.

This diagram illustrates how items charged on credit cards that originate from PeopleSoft Billing, external sources, or online item entries are processed in Receivables. Items that are paid for using a credit card in PeopleSoft Billing, external sources, and online entries are either paid or sent to the Receivables Credit Card Payment Worksheet workbench, where they can be managed before sending them for authorization or settlement. Worksheets with credit card items paid in PeopleSoft Billing are sent directly to Receivable Update for processing. Worksheets with credit card items that were not paid in Billing are authorized and settled online and in batch form, and then sent to Receivables Update for posting. If an exception to the authorization or settlement procedure occurs, then these items are sent back to the Credit Card Payment Worksheet workbench and corrected. Once corrected, the credit card transactions are resent for authorization or settlement, and then sent to Receivables Update for posting.

Copyright © 1988, 2025, Oracle and/or its affiliates.

How items charged on credit cards that originate from PeopleSoft Billing, external sources, or online item entries are processed in Receivables



The Credit Card Workbench enables you to manage credit card payments that have been created but not yet authorized or settled. You also can use this component to inquire on the transaction history for authorized and settled credit card payments. Do not use this component to create new credit card payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Credit card payments may also be authorized and billed within the PeopleSoft Billing and eBill Payment applications. Typically, when an invoice is submitted for credit card payment in eBill Payment for the current date, the invoice is authorized and billed. However, when the payment is scheduled for a future date, an authorization is requested from the credit card provider, but the credit card is not billed until the scheduled payment date.

Note: Once credit card numbers are entered into a system with a traditional credit card implementation, they are stored in an encrypted format. The encrypted credit card number does not appear on pages used to enter credit card information, but displays in masked form. For example, when you use the Quick Customer Create component to review a customer, once you enter information about the customer and click Search, the Customer Summary page appears and displays 12 Xs and the last four digits of the customer's credit card number, for example: XXXXXXXXXXXX4411.

PeopleSoft uses encryption technology to secure critical data. PeopleSoft Receivables uses this feature for credit card security by encrypting credit card information received into the PeopleSoft Receivables application.

Credit card encryption is delivered as enabled. However, to maximize the credit card encryption feature, you must establish a secret encryption key using the Algorithm Keyset page. The credit card data is masked when printed or displayed online, and only the last four numbers of the credit card number are visible. Credit card data contained in files received from suppliers is not encrypted using the PeopleSoft PeopleTools feature until the credit card data is loaded. Therefore, additional precautions should be taken to secure the files received from suppliers while that data exists on the file system.

See “Changing Credit Card Encryption” (Application Fundamentals).

Related Links

“Understanding Credit Card Processing” (PeopleSoft Order to Cash Common Information)

Prerequisites for Managing Credit Card Payments

Before you pay for an item by credit card, perform these tasks:

1. Create a bank account, using the External Accounts component (BANK_EXTERNAL), that has a collection method of Credit Card.
2. Assign the bank account to the business unit on the Receivables Definition - Bank/Payment Options page.
3. Set up the customer's credit card details on the Contact Additional Info (contact additional information) page.

   See “Adding General Customer Information” (PeopleSoft Order to Cash Common Information)

   Note: If you do not enter credit card information on the Contact Additional Info page, you will not be able to create credit card payments and receive authorization and settlement information in batch. You can, however, still enter manual authorizations on the Credit Card Details page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"External Accounts - Collection Methods Page" (PeopleSoft Banks Setup and Processing)

Creating Credit Card Payments Using Item Inquiries

Page Used to Enter and Transmit Credit Card Data

Page Name	*Definition Name*	*Usage*
Credit Card Details Page	AR_CRCARD_DETAILS	View or modify the customer's credit card details, and authorize and settle a credit card transaction.

Understanding Creating Credit Card Payments from Inquiries

You can create credit card payments on any of the following PeopleSoft Receivables inquiry pages:

- Account Overview - Balances page
- Item List page
- View/Update Item Details - Detail 1 page

Use any of these inquiry pages to access the Credit Card Details page. The system obtains the value in the **Deposit Unit** field on the Credit Card Details page from the business unit specified in the inquiry search criteria. If no business unit is entered, then the system obtains the value from the Define User Preferences - Overall Preferences page.

The system automatically builds a credit card worksheet that contains any items you selected on the inquiry page. The items you select are stored in the Payment ID Item table (PS_PAYMENT_ID_ITEM) so that the system correctly selects or creates the credit card worksheet.

When you choose to pay for items by credit card on the Account Overview - Balances page or the Item List page, the system populates the **Customer ID** and **Business Unit** fields in the **Customer Reference** region of the Credit Card Worksheet Selection page from the information you entered on the inquiry page. If you do not specify a customer on the Item List page, the system prompts you to enter bill-to customer information.

When you choose to pay for an item by credit card from the View/Update Item Details page, the system uses the customer ID on the selected item as the bill-to customer for the credit card worksheet. The currency of the item is the credit card currency.

Use the Credit Card Workbench to review credit card transaction history for a customer.

Related Links

View/Update Item Details - Detail 1 Page

Copyright © 1988, 2025, Oracle and/or its affiliates.

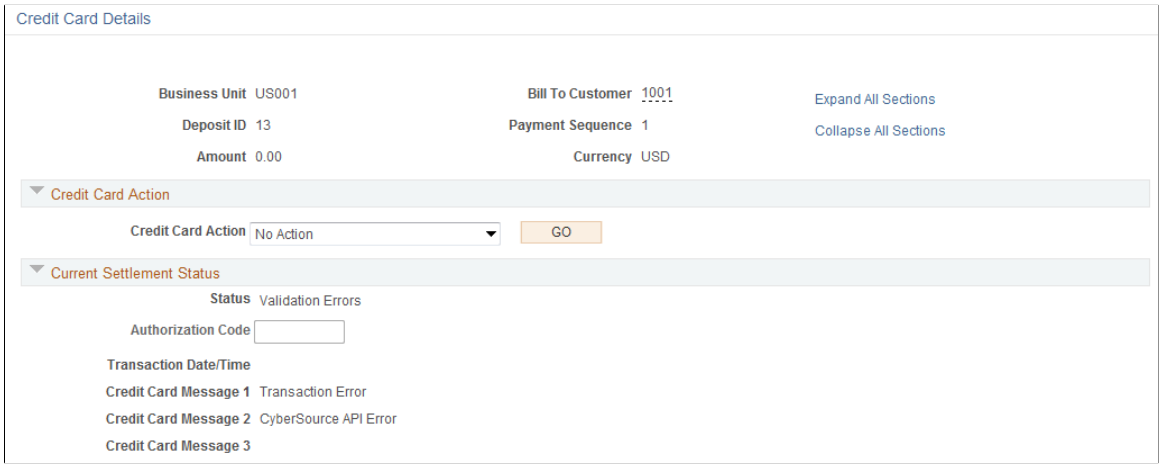
Credit Card Details Page

Use the Credit Card Details page (AR_CRCARD_DETAILS) to view or modify the customer's credit card details, and authorize and settle a credit card transaction.

Navigation:

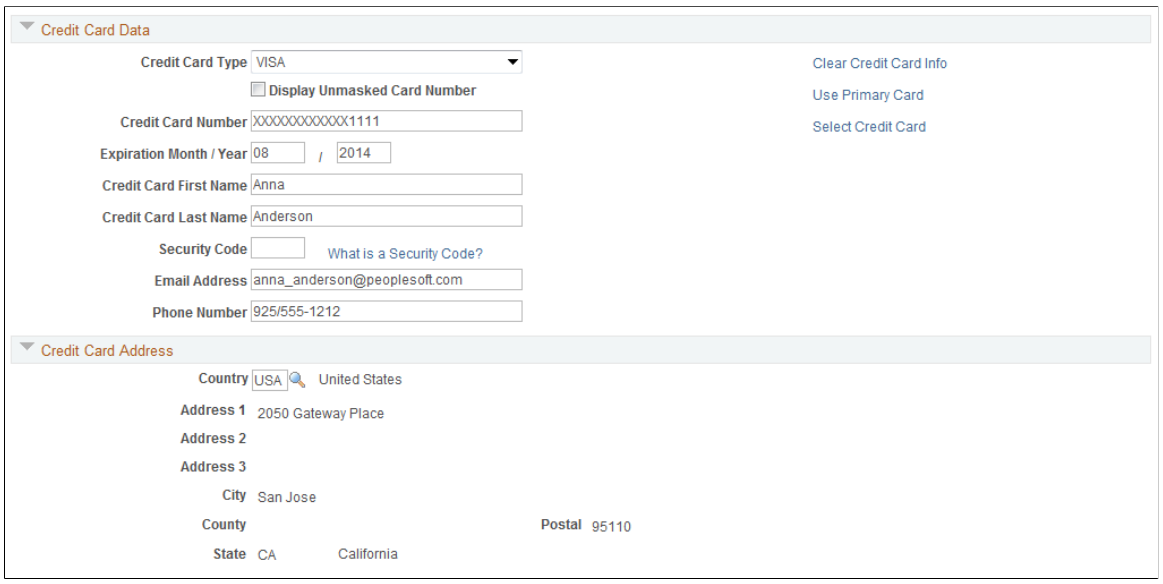
- Select Accounts Receivable, and click the **Pay Balance by Credit Card** link on the Account Overview - Balances page.
- Select *Pay by Credit Card* in the **Item Action** field on the Item List page and click the **Go** button.
- Click the **Pay By Credit Card** link on the View/Update Item Details - Detail 1 page.
- **Accounts Receivable** > **Credit Cards** > **Credit Cards Worksheet** > **Credit Card Worksheet Selection**, and then click the **Credit Card Details** link.
- **Accounts Receivable** > **Credit Cards** > **Update Credit Card Worksheet** > **Credit Card Worksheet Application**, and then click the **Credit Card Details** link.
- **Accounts Receivable** > **Credit Cards** > **Finalize Credit Card Worksheet** > **Credit Card Worksheet Action**, and then click the **Pay by Credit Card** link.
- **Accounts Receivable** > **Credit Cards** > **Credit Card Workbench** > **Credit Card Workbench**, and then click the **Credit Card Details** icon in the **Credit Card Payment List** grid.

This example illustrates the fields and controls on the Credit Card Details page (1 of 3).

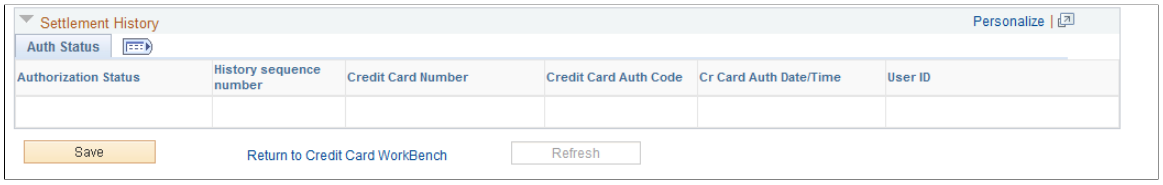


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Credit Card Details page (2 of 3).



This example illustrates the fields and controls on the Credit Card Details page (3 of 3).



You can maintain credit card information on the Credit Card Details page. From this page, you can settle the payment immediately or settle the payment in a batch process.

For the credit card data to be authorized and settled, you must enter data in all the fields required by the third-party authorizing authority.

If you access this page from a PeopleSoft Receivables inquiry page, the system displays a warning at the top of the page. If you want to leave the Credit Card Detail page without saving or processing the credit card transaction, you must click the indicated link to cancel the transaction. Leaving the page using another method, such as clicking the back button on your browser, creates a credit card worksheet based on the items you selected on the inquiry page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Credit Card Action

Field or Control	*Description*
Credit Card Action	Select the settlement action for this credit card transaction. The values are: *No Action:* The system does not perform any settlement action on this transaction. *Authorize and Settle Now:*The system obtains an approval for the credit card transaction from the third-party authorizing authority and charges the amount of this transaction to the specified credit card. *Authorize and Settle Later:* The system processes the credit card transaction the next time the Credit Card Processor multiprocess job (ARCRCARD) is run. *Manually Approved/Settled:* The credit card payment was processed outside of the PeopleSoft system. Optionally, you can enter the authorization code. This option is called a Manual Charge in PeopleSoft Billing. *Cancel Settlement Request:* The settlement request is canceled. The history is retained for this transaction, but the status of the transaction is set to No Action.

Current Settlement Status

The system populates all but the **Authorization Code**field in this region.

This information is also written to the Credit Card History table.

Field or Control	*Description*
Status	Displays the current status of the authorization and settlement request.
Authorization Code	Displays the authorization code for the transaction. You can enter an authorization code if the value in the **Credit Card Action** field is *Manually Approved and Settled.* If the transaction was settled through a third-party authorizing authority, the system populates the **Authorization Code** field.
Transaction Date/Time	Displays the date and time of a transaction request.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Credit Card Message 1, Credit Card Message 2, and **Credit Card Message 3**	Displays processing messages. A message with a prefix of ICS indicates that the message is from a third-party authorizing authority.

Credit Card Data

In this region, enter credit card information to pay for outstanding items. You must enter data in all the fields required by a third-party authorizing authority for the credit card data to be authorized and settled. 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 customer's primary contact. If the system does not find default credit card information, you must supply values for the required fields.

Field or Control	*Description*
Credit Card Type	Select the type of credit card. These values must first be set up on the Credit Card Type page.
Credit Card Number	Enter the credit card number. The system performs a number of validations that are specified by the parameters you set up on the Credit Card Type page. If you enter a value that does not match the parameters set up for the card type on the Credit Card Type page, an error message appears.
No Mask	Select this check box to display the complete credit card number without any mask. Values are: • If you do not select the **No Mask** check box, the value in the **Credit Card Number** field appears as *XXXXXXXXXXXX4523*. • If you select the **No Mask** check box, the value in the **Credit Card Number** field appears as *5433234456664523*. **Important!** The No Mask check box is only accessible to users with the role of SUPERVISOR.
Email ID and **Telephone**	Enter the e-mail address and telephone number for the person named on the credit card.
Clear Credit Card Data	Click to clear the credit card information on the page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Credit Card Address

Enter address information for the transaction.

Settlement History

Use this region to review the credit card payment history.

Field or Control	*Description*
Auth Status (authorization status)	Displays the authorization status of the authorization and settlement attempt.
History Sequence Number	Displays a unique sequence number for all historical transactions.
Credit Card Auth Code (credit card authorization code)	Displays the approval code that the third-party authorizing authority assigned to the transaction.
Cr Card Auth Date/Time (credit card authorization date and time)	Displays the date and time that the transaction was attempted.
User ID	Displays the user ID that was used to submit the transaction.

Creating Credit Card Payments Using the Credit Card Worksheet

Pages Used to Create Credit Card Payments Using Credit Card Worksheets

Page Name	*Definition Name*	*Usage*
Credit Card Worksheet Selection Page	PAYMENT_IDENT_IC	Create a new worksheet, modify an existing one, and select items to include in the worksheet.
Change Deposit Unit Page	AR_CHANGEBU_SEC	Change the deposit unit for the credit card worksheet. See the Credit Card Worksheet Selection Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Credit Card Details Page	AR_CRCARD_DETAILS	View or modify the customer's credit card details and settle a credit card transaction. See the Credit Card Worksheet Selection Page.
Exchange Rate Detail Page	AR_EXCH_RT_DTL	View or modify the exchange rate. See the Credit Card Worksheet Selection Page.
Document Sequence Page	AR_DOC_SEQ_SEC	Enter a document sequence number if the document type is set up for manual numbering. Also, change the document type for document sequencing. See the Credit Card Worksheet Selection Page.
Detail Reference Information Page	PAYMENT_REF_DET2	Create deductions, pay or write off all or part of an item, and create on-account or prepayments without first building the worksheet. See the Credit Card Worksheet Selection Page.
Items NOT open on ITEM table Page	PAYMENT_REF_DET3	Display items that are not open in the Item table (PS_ITEM). List items that are selected on the Detail Reference page but were already paid or do not exist in the Item table to determine whether to delete items on the Detail Reference Information page. See the Credit Card Worksheet Selection Page.
Filter Items Page	WS_ITEMSRCH_SEC	Enter advanced selection criteria for items to include in the worksheet. See the Credit Card Worksheet Selection Page.
Credit Card Worksheet Application Page	PAYMENT_WS_IC	Select items for payment by credit card.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Currency Conversion Page	EU_CUR_CNV_WS_SEC	Select the currency code, rate, and date of conversion for the display currency on the worksheet. The values you enter determine the currency and amount for the Conversion Amount - Currency field. See theCredit Card Worksheet Application Page.
Worksheet Application Detail View Page	PAYMENT_WS_IC_DTL	View or update details about a selected item on a worksheet or copy, write off, or edit items.
Currency Exchange Aid Page	CURR_EXCHG_AID_SEC	Use as an aid in converting the payment amount to the currency of a selected item making a partial payment. See the Worksheet Application Detail View Page.
VAT Header Page	PAYM_ITEM_VAT_HDR	View VAT header defaults, and manually override values, if applicable. See the Worksheet Application Detail View Page.
VAT Detail Page	PAYM_ITEM_VAT_LN	View VAT line defaults, including VAT amounts. Manually override values if applicable. If the VAT declaration is at the accounting date, then the user cannot modify it.
Item Activity Detail Page	ITEM_ACTIVITY_DRILL	View all activities for an item. See the Worksheet Application Detail View Page.
Item in Other Groups Page	ITEM_PGROUP_SEC	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item. See the Worksheet Application Detail View Page.
Additional Customer Information Page	CUST_INFO_SEC	View additional customer information. See the Worksheet Application Detail View Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Credit Card Worksheet Action Page	PAYMENT_ACTION_IC	Select posting options for the payment applied on the credit card worksheet, including entry events.

Understanding Credit Card Worksheet Creation and Modification

Credit card worksheets enable you to select existing PeopleSoft Receivables items and pay them by credit card. Credit card worksheets are created during credit card batch processing, when items are paid by credit card from inquiries and when they are built directly through the credit card worksheet pages.

Credit card worksheets populate the same tables as payment worksheets.

The credit card worksheet components behave differently depending on whether or not the credit card payment has been authorized and settled. Before settlement, use the credit card worksheet to select items that make up the amount to be authorized and settled. After the credit card payment has been settled, unposting the payment enables you to use the credit card worksheet to apply the payment to items in the same way you would use a payment worksheet.

Working with a credit card worksheet consists of these high-level steps:

1. Use the Credit Card Worksheet Selection page to select the items that you want to work with and build the worksheet.

   If you add items to an existing worksheet, the system adds the new items that you selected and does not delete any selected items that are already on the worksheet.

2. Use the Credit Card Worksheet Application page to select items to pay by credit card.

3. Use the Credit Card Worksheet Action page to select a posting action for the worksheet or to create accounting entries online.

   You can also delete the worksheet, that is, remove the items from the worksheet, or you can save your work and complete the worksheet later.

Enabled Write-Off Functionality on the Credit Card Worksheet

- If you enable Write Off (WO) in the system and the credit card worksheet contains line amounts with a Payment Type of *PY* (payment) and one with *WO* (write off) and the write off requires approval, then this enables the **Submit to Workflow** link on the Action page and disables the **Pay by Credit Card** link. Once the write off is approved, this enables the **Pay by Credit Card** link on the Action page and disables the Posting Action field. After the credit card is settled, this enables the Posting Action field.

- If you enable Write Off (WO) in the system and the credit card worksheet contains a line amount with the Payment Type of *PY* and no write off amount, this enables the **Pay by Credit Card Link** field on the Action page and disables the **Posting Action** field. Once the credit card is settled, this enables the **Posting Action** field.

This documentation discusses how to:

- Build a credit card worksheet.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Use the credit card worksheet to select items to pay by credit card.
- View and update item details.
- Select a credit card worksheet action.

Related Links

Understanding Posting and Unposting
Applying Payments Using Payment Worksheets

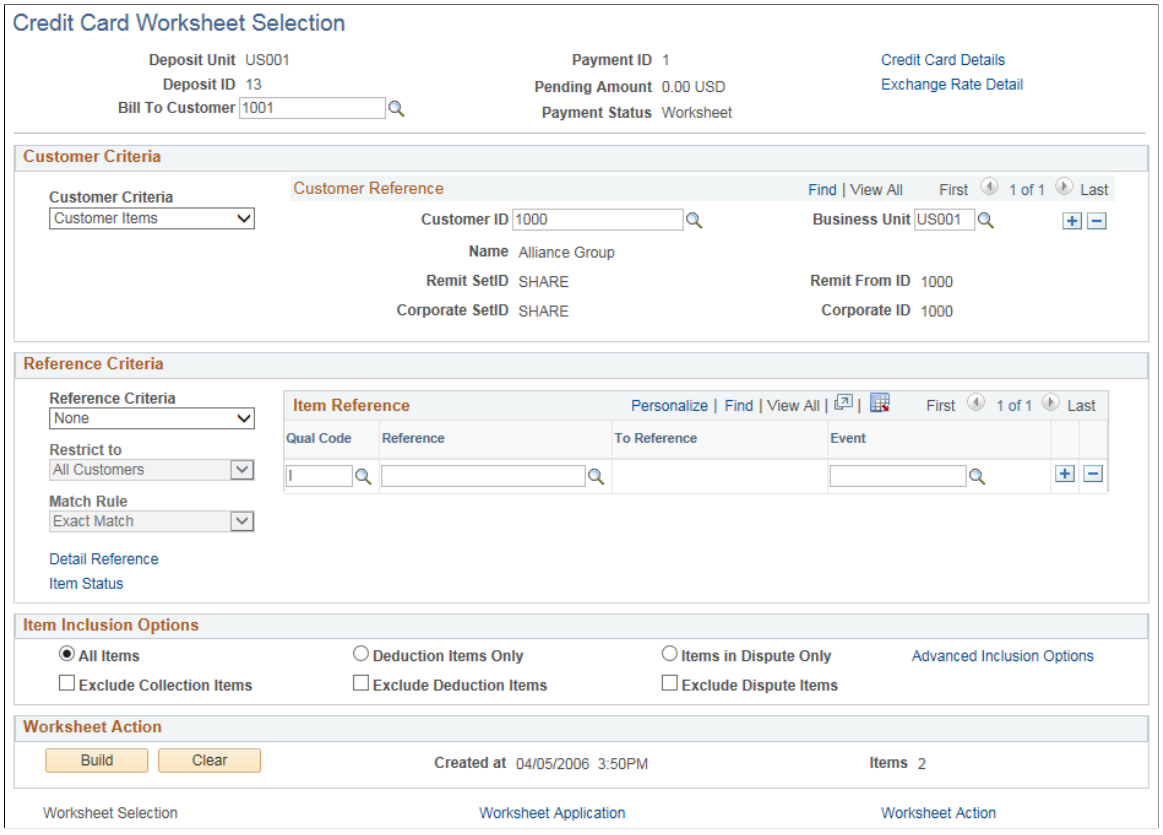
Credit Card Worksheet Selection Page

Use the Credit Card Worksheet Selection page (PAYMENT_IDENT_IC) to create a new worksheet, modify an existing one, and select items to include in the worksheet.

Navigation:

Accounts Receivable > Credit Cards > Credit Cards Worksheet > Credit Card Worksheet Selection

This example illustrates the fields and controls on the Credit Card Worksheet Selection page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Change Unit	Click to change the deposit unit. This button is only visible if no payment items exist.
Credit Card Details	Click to access the Credit Card Details page.
Exchange Rate Detail	Click to access the Exchange Rate Detail page. You can change this information if no payment items exist and the currencies are different.

Customer Criteria and Reference Criteria

The information that you enter about customers and items determines the information that appears on the worksheet. The more information you provide, the more focused your worksheet will be. For example:

- If you enter only customer information, the worksheet will list all open items for the customer.
- If you enter only item information, the worksheet will list all open items that match your item criteria for all customers.
- If you enter both customer and item information, the worksheet will list all the open items that match the customer and item criteria that you select.

Note: If you enter no customer or item information, the system will create a blank worksheet.

Customer Criteria

Field or Control	*Description*
Customer Criteria	Select the type of customer that you want to include in the worksheet from these values: *Corporate Items, Customer Items,* or *Remit From Items*. If you select *None,* the system creates a worksheet based on other selection criteria, and it does not limit items to specific customers. You can also select *None* and enter a customer ID and business unit. In this case, the system uses the customer reference criteria in conjunction with the item reference criteria to select only items that match both criteria.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer ID and **Business Unit**	Enter the customer ID and business unit. **Note:** If you select *Corporate Items* or *Remit From Items* in the **Customer Criteria** field, you must enter a business unit. The system needs a business unit to determine the SetID of corporate customers and remit-from customers. The resulting worksheet displays all open items with the specified corporate or remit-from customer across *all* business units, not just the business unit that you select.

Reference Criteria

Field or Control	*Description*
Reference Criteria	Specify whether you will use a *Specific Value, None,* or a *Range of References.* If you select either *Range of References* or *Specific Value,* you enter information in the **Item Reference** fields. If you click the **Detail Reference** link to enter reference information, the **Reference Criteria** field displays *Detailed References.*
Restrict to	Select to qualify items by customer. Values are *All Customers, Corporate Cust Only, Customer Only,* and *Remit Cust Only.*
Match Rule	If you select *Specific Value* in the **Reference Criteria** field, specify whether the item information is an *Exact Match* or a *Like Match.* A *Like Match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order number of *24%* and select *Like Match,* the worksheet will contain all items with purchase order numbers beginning with 24xx, but it will not include a purchase order number of x24x. **Note:** *Like Match* is not available for reference qualifiers that equate to numeric fields, such as statement IDs, and accept giro numbers.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reference and **To Reference**	Enter one of the following: • If you selected *Specific Value* in the **Reference Criteria** field, enter the specific item reference. • If you selected *Range of References,* enter the starting and ending values for the range of references. The values that you enter are case-sensitive.
Qual Code (qualifier code)	Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page.
Detail Reference	Click to access the Detail Reference Information page, where you enter a list of items to which you are applying the credit card payment. This page works like a worksheet, enabling you to enter items quickly and specify the payment amount and enter some of the available entry types for processing the items.

Item Inclusion Options

Field or Control	*Description*
All Items , **Deduction Items Only**, or **Items in Dispute Only**	Select one of these options to indicate the type of items to include in the worksheet.
Exclude Deduction Items, **Exclude Collection Items** , and **Exclude Dispute Items**	If you select *All Items*, you can also select one or more of the check boxes to exclude collection, deduction, and dispute items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Advanced Inclusion Options	Click this link to access the Filter Items secondary page (WS _ITEMSRCH_SEC), where you can create, edit, and save selection criteria for items to include in the worksheet. You can filter items using values in the following categories: • Item Selection Criteria - Enter the owner value by type, such as AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person. • Reference Data - Enter order-to-cash reference values, such as Item ID, Item Entry Type, Entry Reason, Invoice, Order Number, Document ID, Proof of Delivery, Bill of Lading, Purchase Order, PO Line, Claim Number, Contract, Promotion Code, Service Purchase ID, Sold To Customer, and Ship To Customer. • Item Type - Enter values including Collection Code, Deduction Reason and Date, and Dispute Reason and Date. • Balances - Select the Balance Currency. • Dates - Select items for the worksheet based on Accounting or Due Dates.

Worksheet Action

Field or Control	*Description*
Build	Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

Credit Card Worksheet Application Page

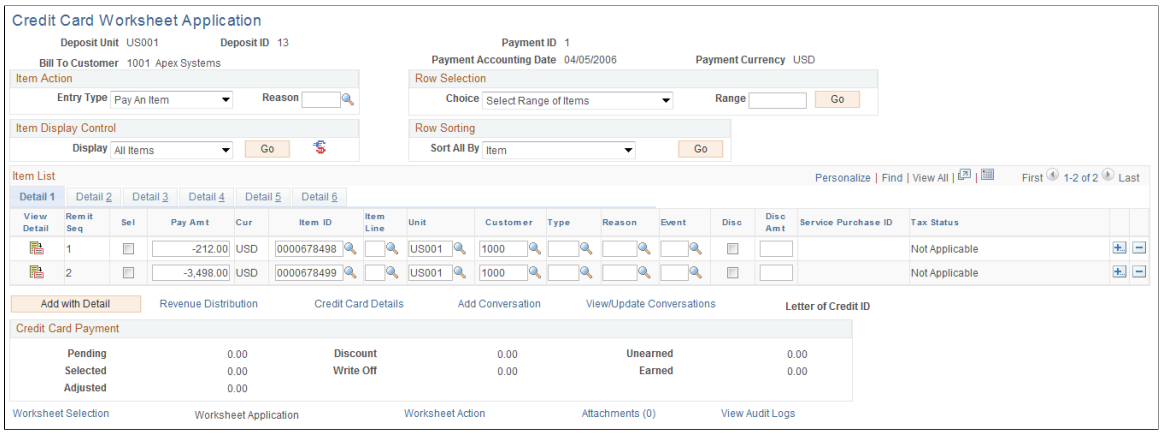
Use the Credit Card Worksheet Application page (PAYMENT_WS_IC) to select items for payment by credit card.

Navigation:

Accounts Receivable > **Credit Cards** > **Update Credit Card Worksheet** > **Credit Card Worksheet Application**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Credit Card Worksheet Application page. You can find definitions for the fields and controls later on this page.



To use the credit card worksheet, follow these high-level steps:

1. Use the item display or sort controls to adjust the view.
2. Select the items to pay.
3. Manage underpayments and discounts.

   Overpayments are not allowed on credit card worksheets that have not been authorized and settled.
4. Check the information in the **Credit Card Payment**group box to verify the amount of the credit card payment based on the selected items.

Field or Control	***Description***
Payment Accounting Date	Displays the accounting date for the payment activity.

Item Action

The **Item Action** group box enables you to select a specific entry type and entry reason to apply to the items that appear in the **Item List** grid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type and **Reason**	Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the **Reason** field if you specified that entry reasons are required when you set up the entry type that you entered in the **Entry Type** field. **Note:** If you select an item that is in use, you get an error message. To see where the item is used, select **Items in Other Groups** on the Worksheet Application Detail View page for the item.

Row Selection

Use the **Row Selection** group box fields to determine whether the **Sel** (select) check box is selected or not selected in the **Item Display** grid based on a selected **Choice.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Choice	Select one of these values to select or deselect the **Sel** (select) check box for the rows that appear in the **Item List** grid. • *De-Select All Discounts* Select this value to clear the **Sel** (select) check box for all rows with discounts in the **Item List** grid. • *De-Select All Items* Select this value to clear the **Sel** (select) check box for all item rows in the **Item List** grid. • *De-Select Range of Discounts* Select this value to clear the **Sel** (select) check box for a range of discount rows in the **Item List** grid that you enter in the **Range** field. • *De-Select Range of Items* Select this value to clear the **Sel** (select) check box for a range of item rows in the **Item List** grid that you enter in the **Range** field. • *Select All Discounts* Select this value to add a check mark in the **Sel** (select) check box for all rows with discounts in the **Item List** grid. • *Select All Items* Select this value to add a check mark in the **Sel** (select) check box for all item rows in the **Item List** grid. • *Select Range of Discounts* Select this value to add a check mark in the **Sel** (select) check box for a range of discount rows in the **Item List** grid that you enter in the **Range** field. • *Select Range of Items* Select this value to add a check mark in the **Sel** (select) check box for a range of item rows in the **Item List** grid that you enter in the **Range** field.
Go	Click this button to apply your selection to the **Item List** grid and to update worksheet balances.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Item Display Control

Use the fields in the **Item Display Control** group box to adjust the view and contents of the **Item List** grid.

Field or Control	*Description*
Display	Select one of these values to display all of the items in the **Item List** grid or to modify the appearance of items in the **Item List** grid: • *All Items* Displays all items in the **Item List** grid. • *Blank* Displays a blank row in the **Item List** grid. • *New Items* Displays only new items in the **Item List** grid. • *Other* Displays items that are not new in the **Item List** grid. • *Selected* Displays items for which the **Sel** check box is selected in the **Item List** grid. • *Unselected* Displays items for which the **Sel** check box is not selected.
Go	Click to refresh the list of items in the grid.
	Click the **Display Currency Conversion Worksheet** icon to access the Currency Conversion page, where you select a display currency for the Conversion Amount - Currency column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine the exchange rate to use.

Row Sorting

Use the **Row Sorting** group box to sort the rows that appear in the **Item List** grid based on the value that you specify. This feature sorts *all* items in the worksheet, not just the items that appear in the scroll area.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Sort All By	Click the drop-down arrow to select one of these sort values: • *Clear Highlights* Select this value and click the **Go** button. The system removes the red highlights from the rows. The display order that you saw when the **Highlight Duplicate** option was selected does not change when you clear the highlighting. • *Due Date* Select this value and click the **Go** button. All items in the payment worksheet are sorted based on their due date. • *Highlight Duplicate* Select this value and click the **Go** button. The system checks for any changes that occurred to the worksheet since the last time it was saved. If changes were made, the system issues an error message, which requests the user to save the worksheet. If the system locates duplicate items, the system highlights the duplicate items in red. The system also considers the option that you selected in the **Item Display Control** group box. For example, you select *Selected* from the **Display** drop-down list, select *Highlight Duplicate* from the **Sort By** drop-down list, and click the **Go** button. The system checks for duplicates on the worksheet based on the selected item, highlights the duplicate rows in red, and ignores the unselected items. Before highlighting the duplicate rows, the system compares these fields on the worksheet: • **Pay Amt** (payment amount) • **Cur** (currency) • **Item ID** • **Item Line** • **Unit** • **Customer** • **Type**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	• **Reason** • **Event** • **Disc Amt** (discount amount) • *Item* Select this value and click the **Go** button. The system sorts all of the items on the payment worksheet based on the order that you enter the items on the Payment Worksheet page.

Item Summary Information

Use the **Customize** link to sort by column and to reorder, hide, and freeze columns. This functionality enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.

The Item List summary information detail tabs are identical to the Item List grid summary information detail tabs described in the topics about applying payments.

See Reviewing Item List Detail 1 Summary Information.

Field or Control	*Description*
	Click the **View Detail** icon to view or update details for a selected item on a worksheet and to copy or write off the item.
Add with Detail	Click to add an item to handle underpayments and write-offs. If a new item was created in error, clear the item by clearing the **Sel** (select) column or delete the item.
Revenue Distribution	Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled input of multiple revenue lines for the business unit.
Credit Card Details	Click this link to access the Credit Card Details page. See Credit Card Details Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Add Conversation	Click this link to access **Accounts Receivable** > **Conversations** > **View/Update Conversations** and add a new conversation or update a conversation to associate with this payment. See Reviewing Conversations and Promises.
View/Update Conversations	Click this link to view or update an existing conversation.

Reviewing Credit Card Payment or Balance Information

As you select open items, you need to check the information in the **Credit Card Payment** group box. The system updates the amounts whenever you click the **Refresh** button.

The **Credit Card Payment** group box is renamed to **Balance** after you authorize and settle the credit card transaction. The region then behaves in the same manner as the **Balance** region of the Payment worksheet.

Handling Exact Payments

Select items that you want to pay for by credit card. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To create an underpayment, do one of the following:

- Treat the entire amount as a partial payment against an item, and then change the amount for the item to the amount of the credit card payment.
- Pay off the item and create an adjustment or a deduction item for the difference between the item amount and the payment amount by creating a new item and entering a positive amount for the difference.

  For deductions, enter the item ID of the paid item as the document ID for the new deduction on the Worksheet Application Detail View page. This action ties the purchase order number, bill of lading, and document information for the referenced item to the new deduction. Regular deductions create new items in the system. The **Deduction Due Date** field on the Receivables Options - Payment Options page, enables you to determine whether the due date of the new item is the payment accounting date or the due date of an existing item. If you specify that the due date is from an existing item, you must enter the item ID of the existing item as the document ID on the Worksheet Application Detail View page. After the Receivables Update process runs, the new deduction appears in the system.
- Place the entire amount on account (without referencing any items) by creating a new item and entering a negative amount for the amount of the payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Do not use the same item ID for the on account item as an existing item. If you want the on account item to be associated with an existing item, either add a prefix or suffix to the ID, or use the same item ID with a different line number.

- Partially pay for an item and write off the remaining item balance by selecting the split item and changing the entry type to *WO*.

Important! If the item is a rebate claim that originated in PeopleSoft Purchasing or a claimback that originated in PeopleSoft Order Management, do *not* write off the remaining balance. Use the Claims Management Workbench in PeopleSoft Purchasing or PeopleSoft Order Management to handle write-offs so that the system can determine whether the write-offs meet the write-off tolerances for claim processing.

See “Understanding Vendor Rebates” (PeopleSoft Purchasing).

See “Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management).

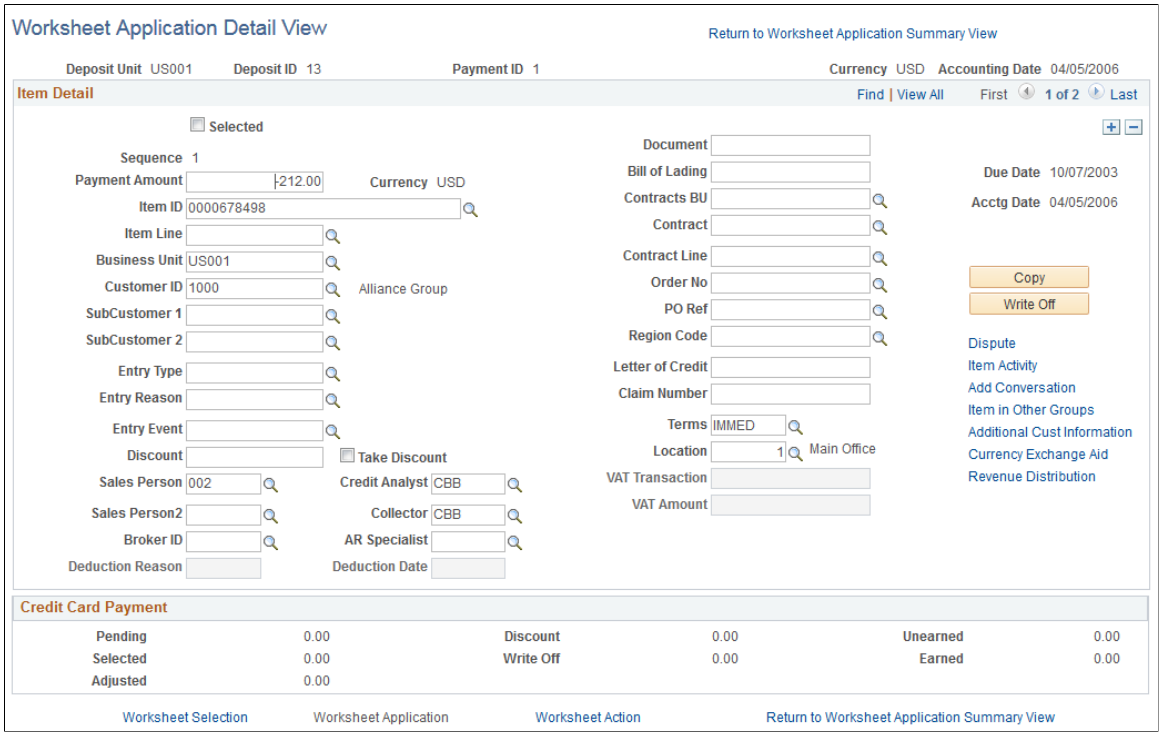
Worksheet Application Detail View Page

Use the Worksheet Application Detail View page (PAYMENT_WS_IC_DTL) to view or update details about a selected item on a worksheet or copy, write off, or edit items.

Navigation:

Click the **View Detail** button on the Credit Card Worksheet Application page.

This example illustrates the fields and controls on the Worksheet Application Detail View page. You can find definitions for the fields and controls later on this page.



View item details to identify an item or change the details.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Deduction Reason	If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.
AR Specialist (accounts receivable specialist)	The system populates the **AR Specialist** field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.
Document	If you enter a value that matches an existing item ID, the system automatically populates the **Bill of Lading, Order No** (order number), **PO Ref** (purchase order reference), **Contract #** (contract number), **Letter of Credit ID,** and **Due Date** fields with the value for the existing item when you save or refresh the page. If you receive different information for these fields with the payment, override those values. If you are creating a payment for a vendor rebate claim item or claimback item that you interfaced from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management for use in reconciling the claims on the claims management workbench. This field is available for entering existing items only if you enter entry reasons on the AR Integration page.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the *Item Address* option for the correspondence customer on the Correspondence Options page.
Copy	Click to copy the item and add a new row to the worksheet. You must add the amount and entry type to the new row.
Write Off	For a new item, click to write off an underpayment amount.
Dispute	Click to access the Dispute Status Tracking page and view dispute status information for an item. This link appears only when dispute tracking data exists for the item.

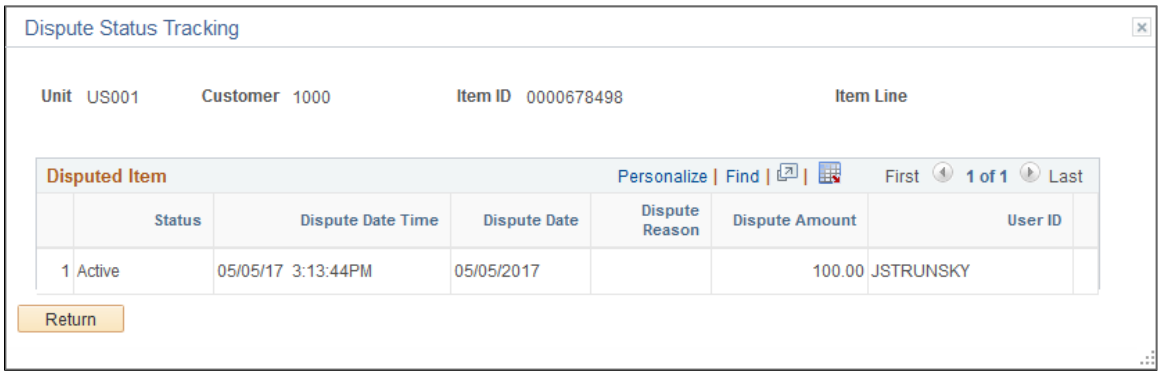
Note: To save your changes on this page, return to the Worksheet Application page.

Dispute Status Tracking Page

Use the Dispute Status Tracking page (ITEM_DISP_T) to view dispute status information for an item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Dispute Status Tracking page.



Credit Card Worksheet Action Page

Use the Credit Card Worksheet Action page (PAYMENT_ACTION_IC) to select posting options for the payment applied on the credit card worksheet, including entry events.

Navigation:

Accounts Receivable > Credit Cards > Finalize Credit Card Worksheet > Credit Card Worksheet Action

Click the Worksheet Action link on the Credit Card Worksheet Selection page or the Worksheet Application page.

Field or Control	*Description*
Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries created for the worksheet. If the associated credit card transaction has not been settled, the entire payment is deleted, releasing any items selected on the worksheet. If the associated credit card transaction has been settled, the payment is not deleted, but items selected on the worksheet are released. The settled payment must be unposted before the **Delete Worksheet** button becomes available.
Delete Payment Group	Click to delete the accounting entries that you create but leave the worksheet intact.
Pay by Credit Card	Click to access the Credit Card Details page to begin credit card processing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select a posting action for the group and click **OK** to execute the action. **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when the transaction must be posted immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. See Receivables Update Processing Options. See "Understanding Credit Card Processing" (PeopleSoft Order to Cash Common Information).
Create/Review Entries	Click to create or review accounting entries. Use this option only if you need to review or modify the accounting entries. Otherwise, use one of the posting actions to create the accounting entries.

Note: If the worksheet does not have a zero balance but you need to stop working with the worksheet, save your work and select *Do Not Post* for the posting action.

Creating Credit Card Payments in Batch

Page Used to Create Credit Card Payments in Batch

Page Name	*Definition Name*	*Usage*
Credit Card Scheduler Page	AR_CRCARD_RQST	Create credit card worksheets and settle credit card transactions automatically.

Understanding the Credit Card Processor

The Credit Card Processor multiprocess job (ARCRCARD) enables you to create credit card worksheets and settle credit card transactions automatically. The worksheet creation phase selects open items that are due with a payment method of credit card and builds credit card worksheets. A credit card profile is applied to limit the selection of open items and to apply rules for building and approving the worksheets. The authorization and settlement phase of the Credit Card Processor selects credit card worksheets that are ready for settlement.

Related Links

Setting Up Credit Card Profiles

Copyright © 1988, 2025, Oracle and/or its affiliates.

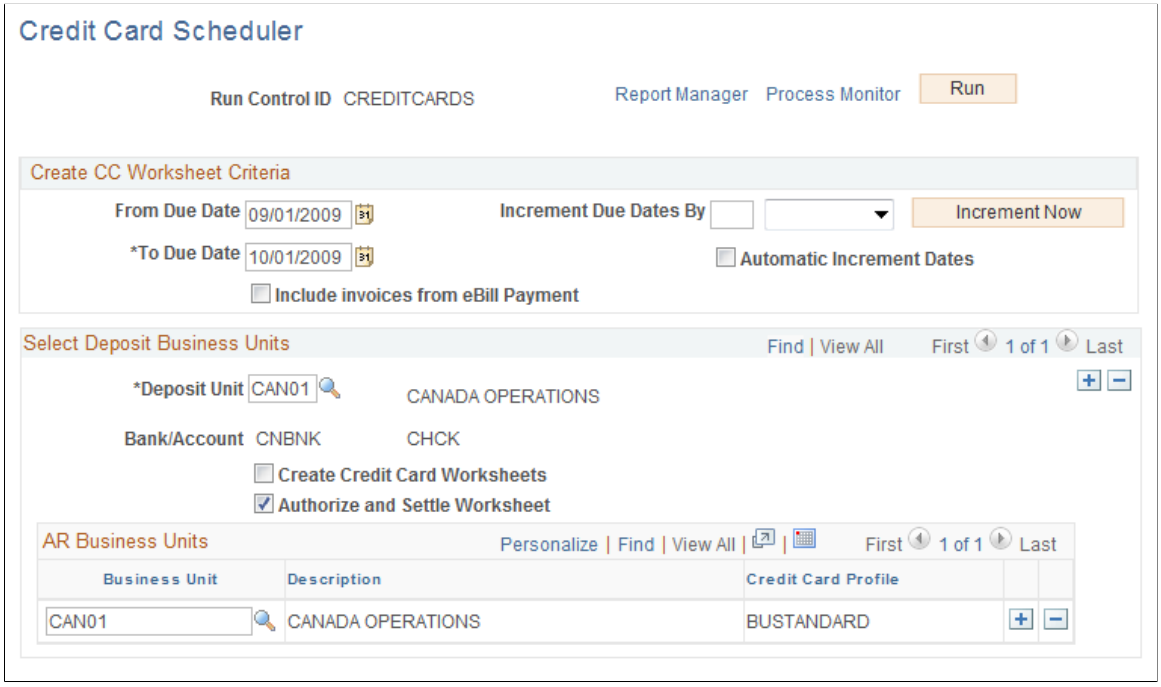
Credit Card Scheduler Page

Use the Credit Card Scheduler page (AR_CRCARD_RQST) to create credit card worksheets and settle credit card transactions automatically.

Navigation:

Accounts Receivable > Credit Cards > Process Credit Cards

This example illustrates the fields and controls on the Credit Card Scheduler page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
From Due Date	Specify the beginning due date to use when the Credit Card Processor selects items.
Increment Due Dates By	Enter the amount of time to increment the **From Due Date** and the **To Due Date** fields. Enter the numerical value and the time scale in days, weeks, or months that you want the due dates to change. These values are used when you click the **Increment Now** button or select the **Automatic Increment Dates** check box.
Increment Now	Click to increment the **From Due Date** and **To Due Date** based on the **Increment Due Dates By** fields.
To Due Date	Specify the last due date to use when the Credit Card Processor selects items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Automatic Increment Dates	Select this check box so that the **From Due Date** and **To Due Date** fields automatically increment each time you run the Credit Card Processor. This option enables you to reuse a run control without having to change the dates.
Include Items from eBill Payment	Select to include items from PeopleSoft eBill Payment in this process run. eBill payment items will be selected based on the Payment Date that was set in eBill Payment. The process includes eBill Payment lines when the item is using the payment method *CC*. Even when the item was originally created with another payment method, eBill Payment changes it to *CC*when the external user selects this payment method in the Payment Cart, so that Credit Card Processor can select this item.
Deposit Unit	Enter the deposit business unit. This value controls the bank account from which the credit card payment is made. The system processes each specified deposit unit separately.
Create Credit Card Worksheets	Select this check box to create credit card worksheets for the selected deposit business unit. Credit card worksheets are created from items that have a credit card payment method and a due date that falls within the specified range of due dates. The process selects all items in the selected business units that have the payment method set to credit card, as well as any items in the business unit that originated in PeopleSoft Billing and have been paid by credit card.
Authorize and Settle Worksheet	Select this check box to enable credit card authorization and settlement for the specified deposit business unit. All credit card worksheets in the defined deposit business unit that have a credit card authorization status of *Unprocessed/Retry* are selected.

Resolving Credit Card Payment Exceptions

Page Used to Resolve Credit Card Payment Exceptions

Page Name	*Definition Name*	*Usage*
Credit Card Workbench Page	AR_CRCARD_WORKBNCH	Select credit card payments and perform mass actions on credit card payments.

Handling Disputed Credit Card Charges

This section describes how to unpost credit card payments and offers examples of handling disputed credit card charges under the following conditions:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- The customer disputes a charge with their credit card company.
- The customer claims the wrong credit card was charged.
- The customer questions application of the payment.
- The credit card payment is denied.
- The customer disputes the amount of the charge.

  For example, the customer was billed in error or overcharged, or a problem with the order resulted, such as the goods were damaged or not received.

As credit card worksheets are authorized and settled, the system generates payment groups from the worksheets. To unpost a credit card payment, use the PeopleSoft Receivables payment unpost components. Once a worksheet is unposted, use the credit card worksheet to reapply items.

Example 1: Customer Disputes a Charge with Their Credit Card Company

In this example, the transaction is completely processed, which means that cash was received by your bank and accounting entries were made in PeopleSoft Receivables. The customer's credit card company credits the customer's account and debits your bank. Perform the following steps:

1. Unpost the payment group with the credit card payment and then run the Receivables Update process.
2. Delete the deposit containing the payment.

Example 2: Customer Claims the Wrong Credit Card Was Charged

In this example, the transaction is completely processed. Perform the following steps:

1. Unpost the payment group that contains the credit card payment.
2. Run the Receivables Update process.
3. Use the credit card worksheet to issue a credit to the original credit card by creating an on-account item for the credit card payment.
4. Complete the authorization and settlement process.
5. Run the Receivables Update process again.
6. Debit the correct credit card by creating a new credit card payment using the correct credit card account.
7. Complete the authorization and settlement process on the new credit card payment.
8. Run the Receivables Update process.

Example 3: Customer Questions Application of the Payment

In this example, the customer wants the credit card payment reapplied. No credit is issued. Perform the following steps:

1. Unpost the credit card payment group that contains the credit card payment.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Run the Receivables Update process.

3. Reapply the credit card payment using the credit card worksheet. Authorization and settlement is not required, however, a separate transaction is required to pay for additional items.

Example 4: Credit Card Payment Is Denied

In this example, the credit card transaction is denied by the third-party authorizing authority. Use the Credit Card Workbench page to take further action. You can take three different actions in this scenario:

- Resubmit the transaction. Perform the following steps:

    1. Correct any incorrect information based on the code return from the payment processor.

    2. Resubmit the transaction for authorization and settlement.

- Change the payment method for the item if the customer does not want to pay by credit card. You must delete the credit card worksheet data.

- Call for manual authorization and enter the approval code online.

Example 5: Customer Disputes the Amount of the Charge

You can take three different actions in this scenario:

- Issue a credit memo from PeopleSoft Billing.

- If the credit is settled in PeopleSoft Billing, create a credit item and payment from PeopleSoft Receivables and then close them.

- If credit is not settled in PeopleSoft Billing, that is, the credit card item was created in PeopleSoft Receivables, perform the following steps:

    1. Credit the customer's credit card.

    2. Leave as a credit memo to be picked up in next automated credit card run.

    3. Match with debits on the maintenance worksheet.

    4. Refund the disputed amount through PeopleSoft Payables.

Credit Card Workbench Page

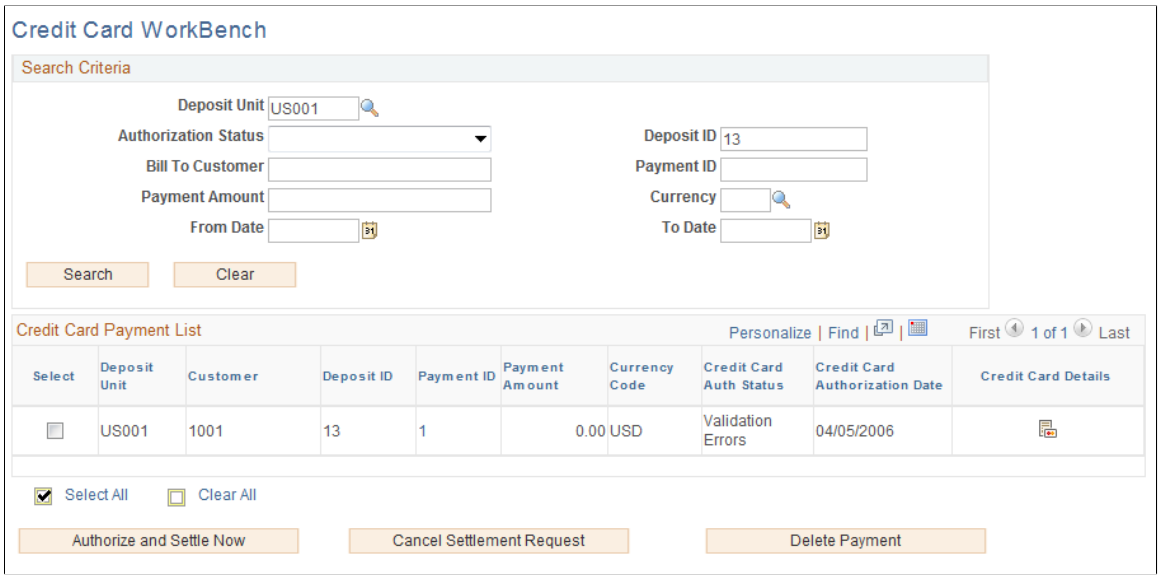
Use the Credit Card Workbench page (AR_CRCARD_WORKBNCH) to select credit card payments and perform mass actions on credit card payments.

Navigation:

Accounts Receivable > **Credit Cards** > **Credit Card Workbench**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Credit Card Workbench page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Authorization Status	Select the authorization status of the credit card payments that will appear in the Credit Card Payment List area. Values are: *Authorized and Billed* *Deleted after Settlement* *Denied* *Manually Approved/Settled* *No Action* *Pending Approval* *Processing* *Unprocessed/Retry* *Validation Errors* *Zero Payment for maintenance* See “Processing Credit Cards in PeopleSoft Receivables” (PeopleSoft Order to Cash Common Information).
From Date and **To Date**	Enter the date range that identifies when the credit card payments were created.
Search	Click to populate the **Credit Card Payment List** area with data based on the information entered in the **Search Criteria** region.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Clear	Click to clear the information in the **Search Criteria** region.
Payment ID	Displays the remit sequence for the item on the Credit Card Worksheet Application page. Click the link to access the Credit Card Worksheet Application page.
Credit Card Auth Status (credit card authorization status)	Displays the authorization status of the credit card payment.
Credit Card Authorization Date	Displays the date the authorization was received from the third party authorizing authority.
Authorize and Settle Now	Click to submit all selected credit card worksheets for authorization and settlement. Until the authorization and settlement process completes, the credit card worksheets are not available for selection, and they have a credit card authorization status of *Processing.*
Cancel Settlement Request	Click to cancel the settlement request for the selected credit card worksheets that have not been authorized and settled. This button sets the **Credit Card Authorization Status** to *No Action.* The canceled credit card worksheets are not selected by the Credit Card Processor, however, you can update a canceled credit card worksheet.
Delete Payment	Click to delete all selected credit card payments. The selected items in the worksheet are available for selection in other credit card worksheets. This option is only available for • Credit card payments that have not been settled. • Credit card payments that have been manually approved and settled or authorized and billed provided the deposit has been unposted. Once previously settled credit card transactions are deleted, they will have a Credit Card Authorization Status of *Deleted after Settlement* and the Select check box will be disabled. You can now search for the transaction in the Credit Card Workbench by selecting the *Deleted after Settlement* authorization status search parameter. If the deposit does not contain any other payments, the system also deletes the deposit. If another payment exists in the deposit, the system subtracts the deleted payment amount from the deposit total.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 25

Managing ePayments

Understanding ePayment Worksheets in Receivables

Working with an ePayment worksheet consists of these high-level steps:

1. Use the ePayment Worksheet Application page to view the electronic check and PayPal items entered by customers in eBill Payment.
2. Use the ePayment Worksheet Action page to change the posting action for the worksheet.

Because electronic check and PayPal payments are considered real-time transactions, you cannot delete ePayment worksheets.

You can review the status of electronic payments in the Receivables WorkCenter, on the Payments By Status pagelet in the Receivables Dashboard, and in the Payment tab on the Collections Workbench. You can also perform a payment inquiry on the All Payments page (PAYMENT_STATUS) accessed through the menu navigation.

Prerequisites

You must set up your Receivables system to support electronic payments through the self-service component, eBill Payment.

Related Links

"Setting Up Electronic Payment Options" (Application Fundamentals)
Setting Up ePayment Profiles

Processing ePayments in Receivables

This topic provides information about processing ePayments, such as electronic check and PayPal payments, in Receivables.

Pages Used to Process ePayments in PeopleSoft Receivables

Page Name	*Definition Name*	*Usage*
ePayment Worksheet Application Page	PAYMENT_WS_EP	View the electronic check and PayPal payments entered by customers in eBill Payment. These payments appear in the worksheet after you run Process ePayments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	Definition Name	Usage
ePayment Worksheet Action Page	PAYMENT_ACTION_EP	Select posting options for the payment applied on the ePayment worksheet

ePayment Worksheet Application Page

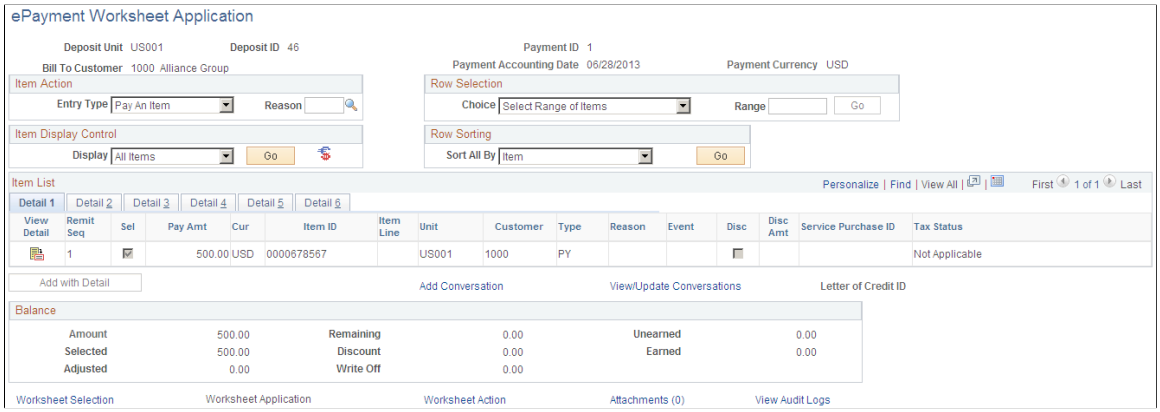
Use the ePayment Worksheet Application page (PAYMENT_WS_EP) to view the electronic check and PayPal payments entered by customers in eBill Payment.

These payments appear in the worksheet after you run the Electronic Payment Scheduler Application Engine process (AR_EPY_PRCS). See the Electronic Payment Scheduler Page for more information.

Navigation:

Accounts Receivable > Payments > Electronic Payments > Apply Electronic Payments > Update ePayment Worksheet > ePayment Worksheet Application

This example illustrates the fields and controls on the ePayment Worksheet Application page.



ePayment Worksheet Action Page

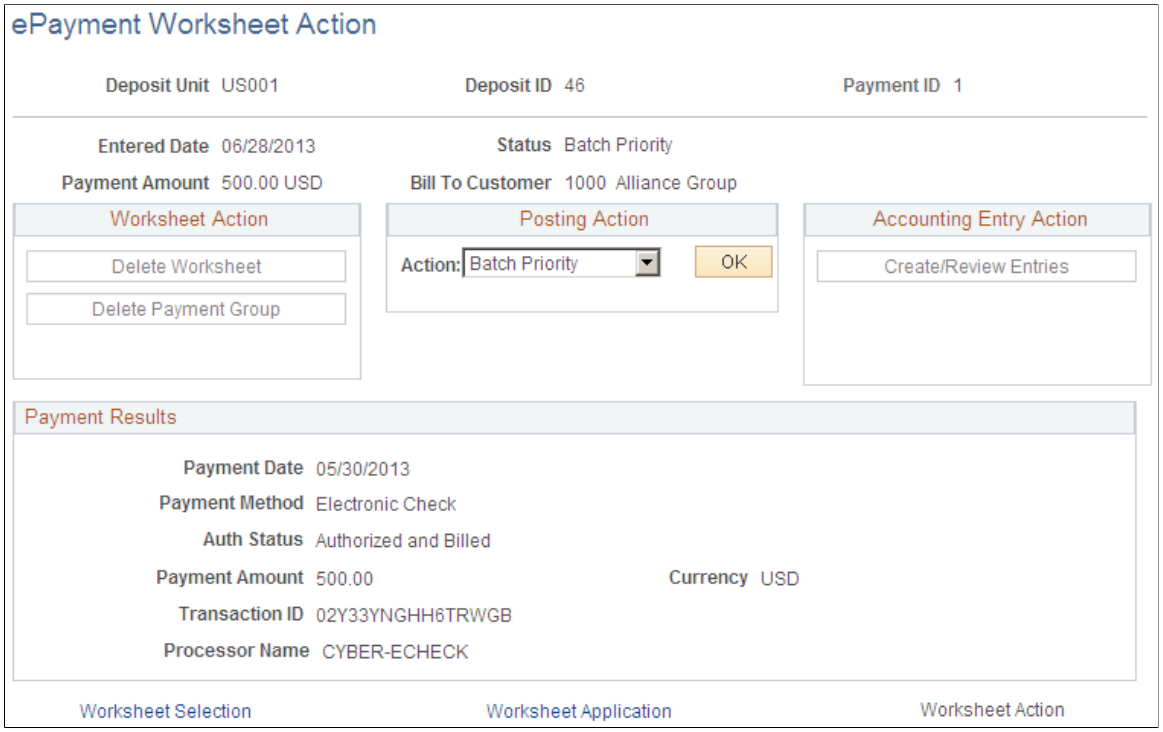
Use the ePayment Worksheet Action page (PAYMENT_ACTION_EP) to select the posting action for the payment applied on the ePayment Worksheet.

Navigation:

Accounts Receivable > Payments > Electronic Payments > Apply Electronic Payments > Finalize ePayment Worksheet > ePayment Worksheet Action

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the ePayment Worksheet Action page.



Worksheet Action and Accounting Entry Action fields cannot be edited.

Field or Control	*Description*
Posting Action	Defaults to the *Batch Priority* action so that the user does not need to set the Posting Action for each payment individually. After you run ePayment processing (AR_EPAY_RQST), all electronic check and PayPal payments post the next time that Receivables Update runs.

Payment Results

Field or Control	*Description*
Payment Date	Displays the date when the ePayment transactions were entered and paid.
Payment Method	Displays the payment method. The only possible ePayment methods in this component are *Electronic Check* and *PayPal*. To enable the PayPal and Electronic Check payment methods, you must set up electronic payment options. See “Setting Up Electronic Payment Options” (Application Fundamentals) for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Auth Status	Displays the *Authorized and Billed* status for ePayments.
Payment Amount and **Currency**	Displays the item amount and USD currency.
Transaction ID	Displays an identification number for the transaction.
Processor Name	Displays the payment processor name as set up in the system. See “Setting Up Credit Card Interface Elements” (Integration Interfaces) and “Setting Up Electronic Payment Options” (Application Fundamentals).

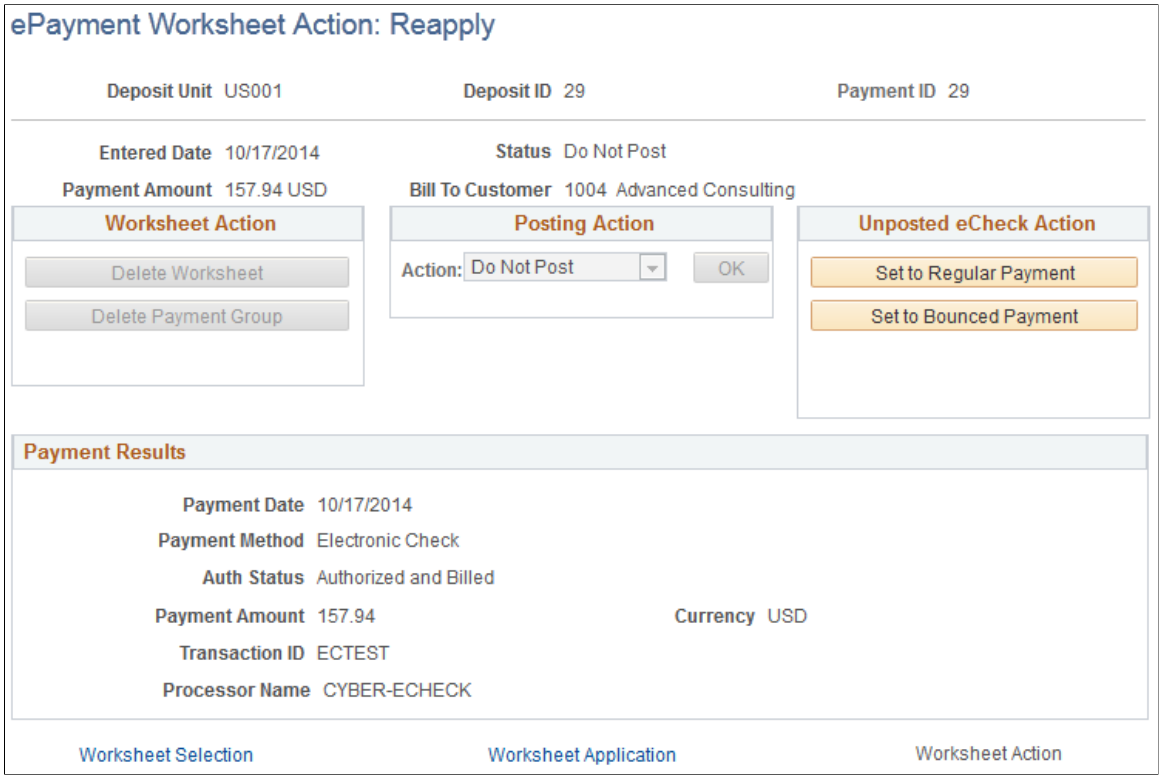
Unposting Electronic Payments

You can unpost electronic payments in case the payment was applied to the wrong item, or it was applied to an item but for some reason the funds were not deposited in the bank account. In these situations, upon selecting an unposted PayPal or Electronic Check payment in the Update ePayment Worksheet, the component offers these Accounting Entry Actions to complete accounting processing:

- Set to Regular Payment
- Set to Bounced Payment

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the ePayment Worksheet Action: Reapply page.



Converting an Electronic Check to a Regular Payment

If the electronic payment has been applied to the wrong item, but the funds have been deposited to the Receivables bank account, you can convert the electronic check to a regular payment. Upon clicking the **Set to Regular Payment** button, the electronic check payment becomes a regular payment, allowing the user to do the following:

- Apply the payment to another item.
- Post the payment on-account, and refund the on-account in a maintenance worksheet to refund the funds.
- Direct journal the payment.
- Make the payment amount available to Payment Predictor for automatic application against items.

Stopping Payment for Bounced Electronic Checks

If the electronic check payment has been applied to an item, but for some reason the funds haven't been deposited in the bank account, you can unpost the payment and make the payment unavailable for further processing. Upon clicking the **Set to Bounced Payment** button, the electronic check payment won't be available anymore. Users won't be able to apply, direct journal, or create on-account for it. No further accounting entries will be created, because the balance of the cash account in Receivables and the Bank Account balance are in sync.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Creating ePayments in Batch

Page Used to Create ePayments in Batch

Page Name	*Definition Name*	*Usage*
Electronic Payment Scheduler Page	AR_EPAY_RQST	Create ePayment worksheets and automatically settle electronic check and PayPal transactions from eBill Payment.

Understanding ePayment Processing

The Electronic Payment Scheduler Application Engine process (AR_EPY_PRCS) creates ePayment Worksheets to settle electronic payments submitted in eBill Payment using a third-party host.

The eBill Payment system uses ePayment Profiles to control the creation of electronic payments. The ePayment processing system supports only USD payments and real-time transactions.

You can view the ePayment Worksheets created by this process in the Update ePayment Worksheet component. But the system does not require you to update anything; instead the Receivables Update process posts the worksheets the next time it runs, without any user intervention.

In addition to the ePayment Worksheets produced by the AR_EPY_PRCS process, the Update ePayment Worksheet component shows you unposted PayPal and eCheck payments. From here, you can evaluate the reason the payments were unposted and take the most appropriate action.

Electronic Payment Scheduler Page

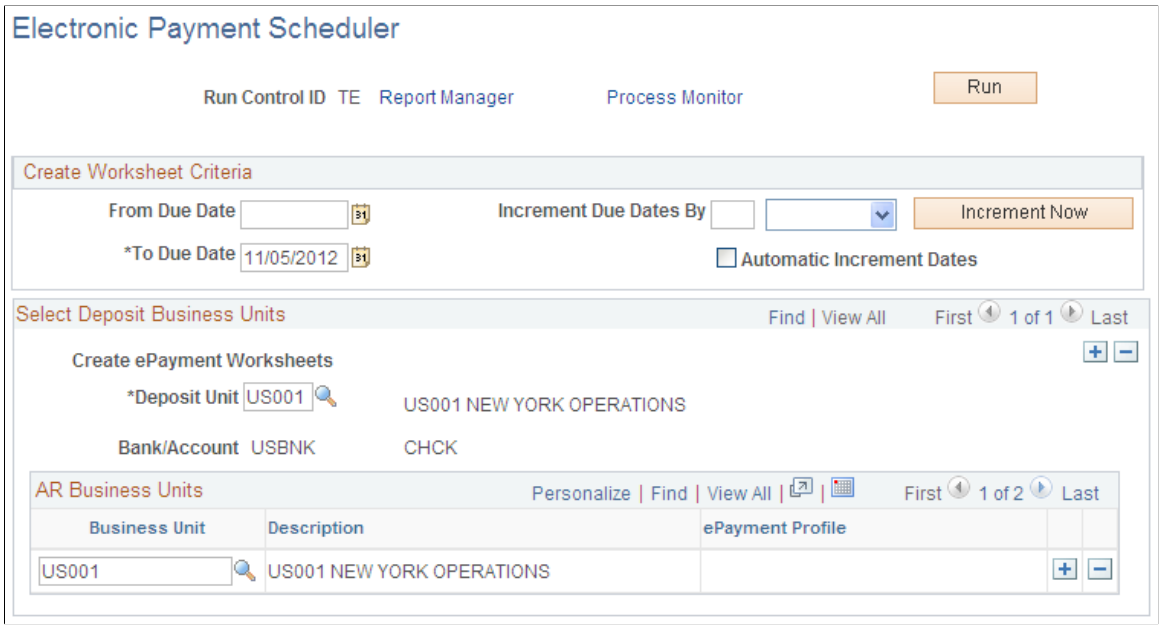
Use the Electronic Payment Scheduler page (AR_EPAY_RQST) to create ePayment worksheets and automatically settle electronic check and PayPal transactions from eBill Payment.

Navigation:

Accounts Receivable > **Payments** > **Electronic Payments** > **Apply Electronic Payments** > **Process ePayments** > **Electronic Payment Scheduler**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Electronic Payment Scheduler page. You can find definitions for the fields and controls later on this page.



Field or Control	***Description***
From Due Date	Specify the beginning due date to use when the ePayment processor selects items.
Increment Due Dates By	Enter the amount of time to increment the **From Due Date** and the **To Due Date** fields. Enter the numerical value and the time scale in days, weeks, or months that you want the due dates to change. These values are used when you click the Increment Now button or select the **Automatic Increment Dates** check box.
Increment Now	Click this button to increment the From Due Date and To Due Date based on the **Increment Due Dates By** fields.
To Due Date	Specify the last due date to use when the ePayment processor selects items.
Automatic Increment Dates	Select this check box so that the **From Due Date** and **To Due Date** fields automatically increment each time you run the ePayment processor. This option enables you to reuse a run control without having to change the dates.
Deposit Unit	Enter the deposit business unit. This value controls the bank account from which the credit card payment is made. The system processes each specified deposit unit separately.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
AR Business Units	Enter AR business units to enable electronic check and PayPal settlements for the specified deposit business unit. All ePayment worksheets in the defined deposit business unit that have an ePayment status of Unprocessed are selected.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 26

Maintaining and Reviewing Item Information

Changing and Reviewing Item Information

Pages Used to Change and Review Item Information

Page Name	*Definition Name*	*Usage*
View/Update Item Details - Detail 1 Page	ITEM_MAINTAIN	Change discount, payment, and draft options for an item. Put an item in dispute or collections, mark an item as a deduction, and assign item owners. Set the revaluation flag and make an item available for AR/AP netting.
View/Update Item Details - Detail 2 Page	ITEM_MAINTAIN_2	Update item references and contact, shipping, and product information. Update information for the Treasury Report on Receivables (TROR). View and change the memo status for the U.S. government.
AR Billing Inquiry Page	AR_BI_INQUIRY_B	Review details for an invoice in PeopleSoft Billing. The amounts are in the base currency. This page contains data only if you use PeopleSoft Billing. Use the **Go To** field to access a page in the Bill Inquiry component (BI_INQUIRY) in PeopleSoft Billing. See the View/Update Item Details - Detail 1 Page or the View/Update Item Details - Detail 2 Page. See also Understanding Pending Item Entry.
AR BI Inq (EURO) (receivables billing inquiry)	AR_BI_INQUIRY_E	Review details for an invoice in PeopleSoft Billing. The amounts are in the euro currency. This page contains data only if you use PeopleSoft Billing. Use the **Go To** field to access a page in the Bill Inquiry component in PeopleSoft Billing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Bill Header - Note Page	AR_BI_HDR_NOTE_INQ	View notes attached to the bill header for an invoice by clicking the **Bill Header Notes** link on the AR Billing Inquiry page or the AR BI Inq (EURO) page.
Bill Header - Bill To Address	AR_BI_HDR_ADDR_INQ	View address information for the customer and information about how the invoice was sent by clicking the **Bill To Address** link on the AR Billing Inquiry page or the AR BI Inq (EURO) page.
Bill Header - Projects Information	AR_BI_HDR_PC_INQ	View the PeopleSoft Project Costing transaction information on the bill header associated with the item line, including the source PeopleSoft Contracts information, the purchase order reference information, reimbursable agreement ID for contracts, and the start and end dates for the project activity, by clicking the **Bill Header - Project Info** link on the AR Billing Inquiry page or the AR BI Inq (EURO) page.
View/Update Item Details - Detail 3 Page	ITEM_MAINTAIN_3	Update user-defined fields.
Item Activity Page	ITEM_DATA2	Review all activity records for an item.
Item Activity From a Match Group Page	ITEM_SUB_GROUP	View all matched items in a match group from the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) as well as the amounts matched.
Item VAT Entries Page	ITEM_DATA_VAT	Review the VAT lines for an item. This page is available only if the item has VAT lines.
Item Accounting Entries Page	ITEM_DATA3	View the accounting entries for each item activity.
Item Audit History Page	ITEM_AUDIT	View maintenance changes to items.
GST Details Page (India)	ITM_GST_MNT_SEC	Review item goods and sales tax details. (India)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Item Maintenance

In PeopleSoft Receivables, maintenance items can be credit or debit memos, invoices, deductions, adjustments (generated when you process payments), on-account payments, or prepayments. After setting up component security, you can you set up and update the dispute check box, dispute reason code, dispute amount and dispute date for a selected customer. The PeopleSoft Receivables item maintenance feature enables you to change open or closed items once they have been posted and does not create a group of pending items or change the customer's balance. The changes take effect immediately. You do not need to run the Receivables Update Application Engine process (ARUPDATE).

The View/Update Item Details component (ITEM_MAINTAIN) provides a central point to change details for individual items and to review all activities, all accounting entries, and all VAT lines for an item. You can also view and assign actions to an item.

This documentation discusses how to:

- Change discount, payment, and draft options and customer relationship information.
- Update reference, contact, and shipping information.
- Update user-defined information.
- Review item activity.
- Review item activity for a match group.
- Review value-added tax (VAT) entries.
- Review item accounting entries.
- Review audit history for an item.

Related Links

Working with Actions on the Item Action List

Prerequisites

If you want to track and review changes to fields on items on the Item Audit History page, select the fields on the Audit Control page.

Related Links

Setting Up Item Audit Options

Copyright © 1988, 2025, Oracle and/or its affiliates.

Common Elements Used to Change and Review Item Information

Field or Control	*Description*
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The reference fields are populated based on the selected item. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
Customer	Click the customer ID to access the General Info page for the customer.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.
Item Attachments	Click this link to access the Item Attachments page, where you can view and delete existing item attachments. Attachments are added when an item is created on the Pending Item 1 page.

View/Update Item Details - Detail 1 Page

Use the View/Update Item Details - Detail 1 page (ITEM_MAINTAIN) to change discount, payment, and draft options for an item.

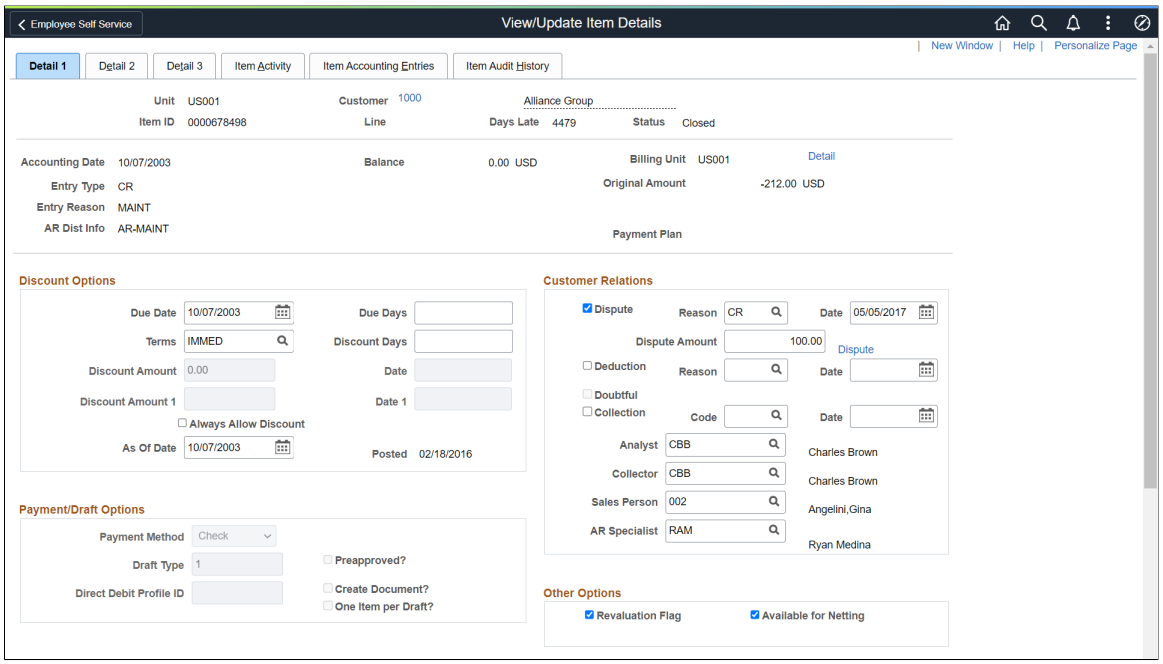
Put an item in dispute or collections, mark an item as a deduction, and assign item owners. Set the revaluation flag and make an item available for AR/AP netting.

Navigation:

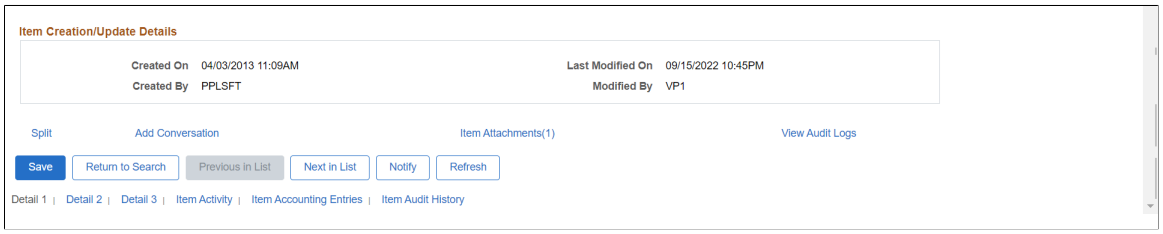
- **Accounts Receivable** > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Detail 1**
- You also access this page from several pages by clicking a button or link for an item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the View/Update Item Details - Detail 1 page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the View/Update Item Details - Detail 1 page (2 of 2). You can find definitions for the fields and controls later on this page.



You can change only field values that do not change the customer balance. The fields at the top of the page display information to identify the type of item and the item balance. If the item was entered in a currency that differs from the business unit base currency, the system displays the base currency amount and the rate type and exchange rate used for conversion.

Field or Control	***Description***
Balance and **Base**	Displays the open amount for the item in the entry currency and the base currency. The base amount appears only if the balance differs from the base currency for the business unit.
Detail	Click to access the AR Billing Inquiry page, where you view the original invoice information. This link is available only if there is a valid PeopleSoft Billing business unit for the item which is associated with a valid invoice in PeopleSoft Billing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Exchange Rate Detail	Click to view the information used in converting the item amount.
Original Amount	Displays the original amount of the item. The Original Amount field for an item signifies the actual (initial) amount of the item in the entry currency. This is the amount of the item before any payments, adjustments, splits, or other transactions are applied to the item. However, when a new item has multiple sequences in the same pending item group and all of the sequences have the same entry type, all amounts of the various sequences are summed up to determine the Original Amount. If the new item with multiple sequences in the same pending item group have different entry types, the amount corresponding to the first sequence is assigned to the Original Amount, as the subsequent sequences are considered adjustments. Also, if multiple sequences are part of different pending item groups, although posted together with the first group, the subsequent sequences are considered adjustments.
Item Attachments	Click the Item Attachments link to add, view, or delete attachments for the item. Similarly, click **Pending Item Attachments** link to view or delete pending attachments for the item. **Note:** If **Authorize Delete Attachments** check box is selected, on the "Installation Options - Receivables Page" (Application Fundamentals), only users with the selected roles will be allowed to delete attachments along with the user who has originally attached the file.

Discount Options

Field or Control	*Description*
Due Date	Enter the date on which the item is due.
Terms	Select a payment term that defines the due date, discount days, and discount amount. If this field is blank, you can manually define the terms by entering values in the due and discount fields. If the item has payment terms, the Discount Amount and Date fields are unavailable.
Due Days	Enter the number of days beyond the due date during which the payment is still considered on time.
Discount Days (discount days)	Enter the number of days beyond the discount date during which the customer is still eligible to receive a discount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Discount Amount, Date, Discount Amount 1, and **Date 1**	Enter user-defined amounts for discounts and dates from which to start counting the discount due date. The customer must pay by the discount due date to take an earned discount.
Always Allow Discount	Select to allow the discount on this item to be earned regardless of when the item is paid.
As of Date	Enter the date used to age the item.

Payment/Draft Options

Field or Control	*Description*
Payment Method	Select a payment method from these values: • *Check* • *Credit Crd* (credit card) • *DD* (direct debit) • *Draft* (draft) • *EFT* (electronic funds transfer) • *Giro-EFT* If you select draft, the draft fields become available. If you select direct debit, the **Profile ID** field becomes available. If the payment method is direct debit, you cannot change the payment method if the item is selected on a direct debit worksheet, unless you do the following: 1. Remit the direct debit. 2. Run the Receivables Update process. 3. Cancel the direct debit. 4. Run the Receivables Update process. These payment methods identify a pending payment in PeopleSoft eBill Payment, and are not available for selection: • *PayPal* • *eCheck* (electronic check)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Pay by Credit Card	Click to access the Credit Card Details page to begin credit card processing. See Understanding Credit Card Processing.
Draft Type	Select one of the draft types that you defined on the Draft Types page, which determines the draft processing options and what accounting entries to generate for the draft item.
Preapproved?	Select if the customer's drafts do not need to be sent to the customer for individual approval.
Create Document?	Select to include the item in the draft document prepared for the customer.
One Item Per Draft?	Select to have a separate draft for the item.
Direct Debit Profile ID	Enter the direct debit profile ID used to determine the direct debit processing rules for the item. The default value comes from the entry type for the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Relations

Field or Control	*Description*
Dispute (check box), **Reason, Date, Dispute Amount,** and **Dispute** (link)	To put an item into dispute, select the **Dispute** check box and enter a dispute reason code, the date on which you put it in dispute, and the disputed amount. The default dispute date is the current date and the default amount is the item amount. Click the **Dispute** link to open the Dispute Status Tracking page (ITEM_DISP_T), where you can review the dispute status for the item (*Active* or *Closed*), timestamp for dispute status changes, and user ID. If the option to **Resolve Dispute When Closed** is selected on the Receivables Options – Payment Options page for the business unit SetID, the system automatically resolves the dispute when the item is closed. The dispute status change is recorded on the Dispute Status Tracking page and the dispute fields here (on the View/Update Item Details - Detail 1 page) are cleared. **Note:** To enable users to add, update, and delete dispute information on the payment worksheet, you must define component-level security in PeopleSoft Security for the View/Update Item Maintenance component. A user who can access the Item Maintenance Page can update dispute fields in the payment worksheet. The dispute fields are display-only for users without access to the View/Update Item Maintenance component. See Dispute Reason Page. See Dispute Processing. See Reviewing Item List Detail 5 Summary Information.
Deduction, Reason, and **Date**	To mark an item as a deduction, select the **Deduction** check box and enter the deduction reason and the date that you marked it as a deduction. If you created a deduction, using the payment or draft worksheet, the **Deduction** check box is unavailable. ***Warning!*** If you mark an item as a deduction using the **Deduction** check box rather than creating a deduction (WS-08 item) using the payment worksheet, you do not generate any accounting entries or close the original item and create a new deduction item. Once you select this check box and save the page, you cannot deselect your selection.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Doubtful	This check box is selected if you transferred the item to a Doubtful Receivables account using the transfer worksheet.
(USF) DMS Information (Debt Management Services information)	Click to access the Debt Management Services Information page, where you enter information for the debt management system. See (USF) Referring Delinquent Items to the DMS.
Collection, Code, and **Date**	To put an item into collection, select the **Collection** check box and enter a collection code and the date you put it in collection. To put the entire customer into collection, use the Credit Profile page for the customer.
Analyst	Select the credit analyst who you want to manage this item. If you set up conditions for collection and exception processing to assign items to the credit analyst, this person is notified of actions that he or she must perform.
Collector	Select the collector who you want to manage this item. If you set up conditions for collection and exception processing to assign items to the collector, this person is notified of actions that he or she must perform.
Sales Person	Select the primary salesperson for the item. Salespeople are support team members whose support team type is *Sales*.
AR Specialist (receivables specialist)	Select the individual responsible for managing deductions and items in dispute. If you select the **Dispute** or **Deduction** check box, the system automatically populates this value with the specialist assigned to either the customer, deduction or dispute reason, or business unit.

Other Options

Field or Control	*Description*
Revaluation Flag	Select to enable the Revaluation Application Engine process (AR_REVAL) to revalue the item. Deselect the check box if you do not want the item to be revalued.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Available for Netting	By default, all items are available for netting—a process that offsets open items and vouchers, if you have PeopleSoft Payables and PeopleSoft Cash Management on your system. You must set up a participant agreement between the suppliers and customers to net their items and vouchers. If you do not want an item to be selected in the netting process, deselect the check box.
Transfer to IPAC Transactions	Click to access the Receivable IPAC Transactions Page, where you enter information for the IPAC interface.
Inbound IPAC	Select this check box if you want to be able to select an item for Inbound IPAC processing after the item has been posted. This field is displayed only if the IPAC check box is selected in the AR installation options and the customer is identified as a federal customer. When you select this check box, you must also click the **Transfer to IPAC Transactions** link to delete the existing outbound transactions on the Receivable IPAC Transactions Page using the delete icon.
Item Action	Click this link at the bottom of the page to access the Item Action page, where you view or add all actions associated with the item, assign action owners, and drill down to perform the action. **Note:** The **Item Action** link does not appear for inactive customers. See Working with Actions on the Item Action List.
GST Details (India)	Click this link to access the GST Details Page (India) and review item goods and sales tax details.

View/Update Item Details - Detail 2 Page

Use the View/Update Item Details - Detail 2 page (ITEM_MAINTAIN_2) to update item references and contact, shipping, and product information.

Update information for the Treasury Report on Receivables (TROR).

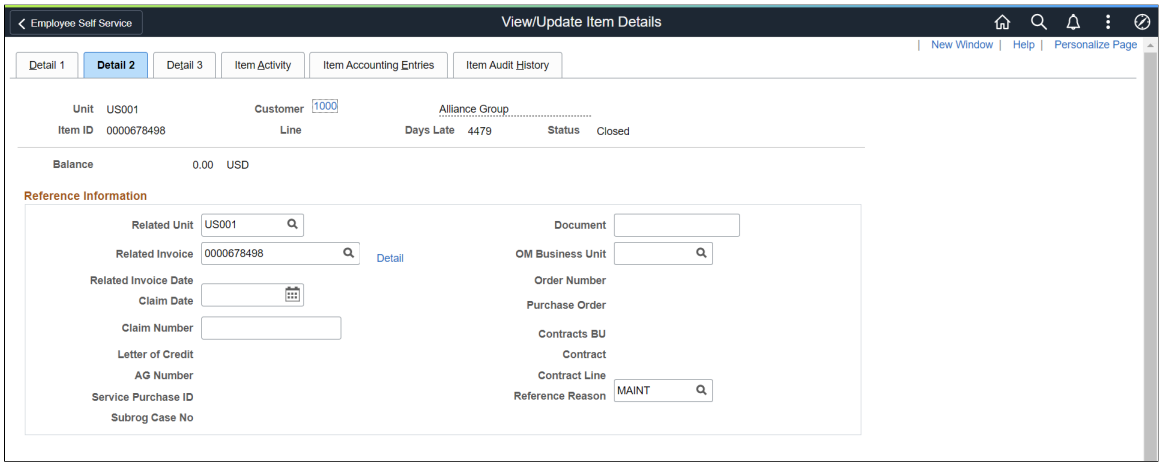
View and change the memo status for the U.S. government.

Navigation:

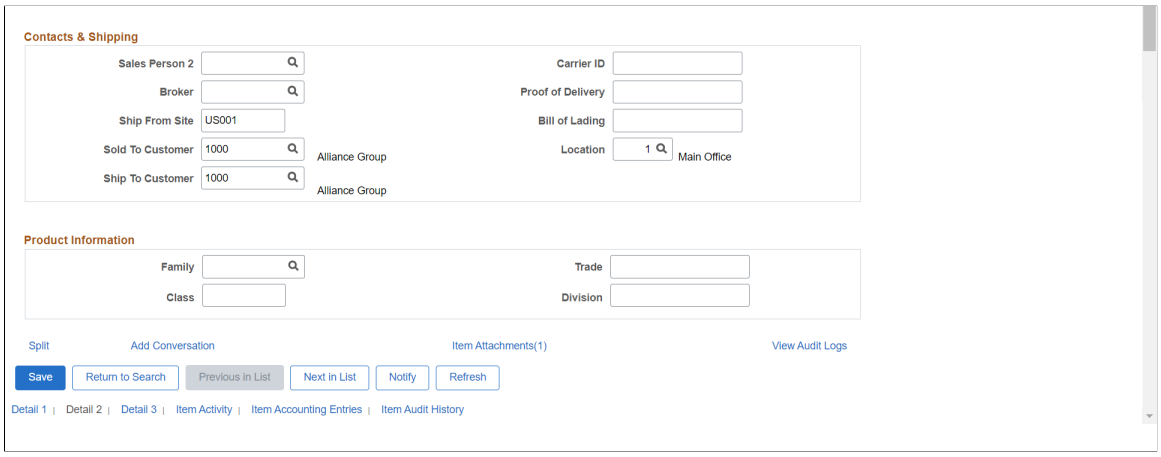
Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Detail 2

This example illustrates the fields and controls on the View/Update Item Details - Detail 2 page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the View/Update Item Details - Detail 2 page (2 of 2). You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Reference Information

Field or Control	*Description*
Related Unit, Related Invoice, and **Related Invoice Date**	Enter the number of the related invoice associated with the item and the business unit associated with the invoice. Click **Detail** to access the AR Billing Inquiry page, where you view details about the invoice and PeopleSoft Project Costing Information. This link is available only if there is an invoice number in the Related Invoice field and the business unit and invoice number are a valid business unit and invoice in PeopleSoft Billing. If you enter a value that matches an existing item ID, the system automatically populates the following fields with values associated with the item when you save the page: **Bill of Lading, Order Number, Purchase Order, Contract Number, Claim Number, Sold To, Ship To,** and **User.** **Note:** The **Related Invoice** field for a deduction created on the payment or draft worksheet is blank if the value in the **Document** field does not match the item ID for another item in PeopleSoft Receivables. If it does match, it contains the item ID for the original item.
Document	Displays the document ID that you entered when you created the item. Override the value if needed. **Note:** If this is a deduction created using the payment or draft worksheet, it is the item ID of the original invoice for which the customer took the deduction.
OM Business Unit and **Order Number**	Enter the number of the sales order associated with the item and the business unit associated with the order. Click **Detail** to access the Order Summary page, where you view details about the order. This link is available only if there is an order number in the **Order Number** field and a business unit in the **OM Unit** field, and if you have installed PeopleSoft Order Management.
Claim Date and **Claim Number**	Enter the debit memo number that the customer sent you for a deduction and the date on which the customer created it.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Purchase Order, Contracts BU, (contracts business unit) Contract, and **Contract Line**	Enter the purchase order number, contracts business unit, contract number, and contract line that is associated with the original invoice. Click the **Detail** link for a contract to access the Contract Summary page, where you see summarized details for a contract and drill down to contract details. This link is available only if there is a valid contract number and you have installed PeopleSoft Contracts on your system. **Note:** If this is a deduction created on the payment or draft worksheet, it is the purchase order and contract number associated with the original invoice for which the customer took the deduction. You can change only the order number, purchase order number, and contract number for debit and credit (IT-01 and IT-02) items, if you enabled entry on the Receivables Options - General 2 page.
Letter of Credit (letter of credit ID)	Displays the letter of credit ID for the item.
Reference Reason	Enter an additional entry reason assigned for the item. The reason is used for custom reports and inquiries. It does not generate accounting entries.
(USF) **Receivable Type** and **Entity Code**	Select the information required for the Treasury Report on Receivables (TROR). See Setting Up the Treasury Report on Receivables and Treasury Report on Receivables (TROR) and Debt Collection Activities.
(NLD) AG Number (acceptgiro reference number)	Displays the acceptgiro reference number assigned to the item or invoice when you ran the Statements process (AR_STMTS) or the AR Dunning process (AR_DUNNING) for business units enabled for acceptgiro processing. It also displays the acceptgiro reference number assigned to the invoice when you printed the invoice in PeopleSoft Billing. **Note:** Each time that you run the Statements process or the AR Dunning process, the system overwrites the reference number if the item is included on a new statement or dunning letter. So, it is possible that the bank could pay for the item using a different reference number.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Contacts and Shipping Information

Field or Control	*Description*
Sales Person 2	Enter the code for the secondary sales person associated with the item.
Broker	Enter the code for the customer broker to whom you assigned the broker role on the General Info page.
Ship From Site	Enter the original business unit for the sales order. If you have PeopleSoft Inventory, enter an inventory business unit. The business unit should represent a warehouse.
Sold To Customer and **Ship To Customer**	Enter the ship to and sold to customer IDs.
Carrier ID	Enter the unique identifier for the shipping carrier. Enter one of the values that you defined on the Carrier ID page.
Proof of Delivery	Enter a proof of delivery slip number.
Bill of Lading	Enter the bill of lading number for the shipment.
(USF) Memo Status Code	Click the **Detail** link to enter the current memo status or view historical status changes on the Memo Status Changes page. This option is available only if you enabled it on the Installation Options - Receivables page.

Product Information

Field or Control	*Description*
Family	Select an identifier that defines inventory items at a high level. Examples include computer items and office furniture.
Class	Enter a code for a group of customers in a trade, such as grocers or mass merchandisers.
Trade	Enter the type of industry market, such as groceries, hardware, or appliances.
Division	Enter a geographic area within an organization.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

(USF) Tracking Memo Status Changes

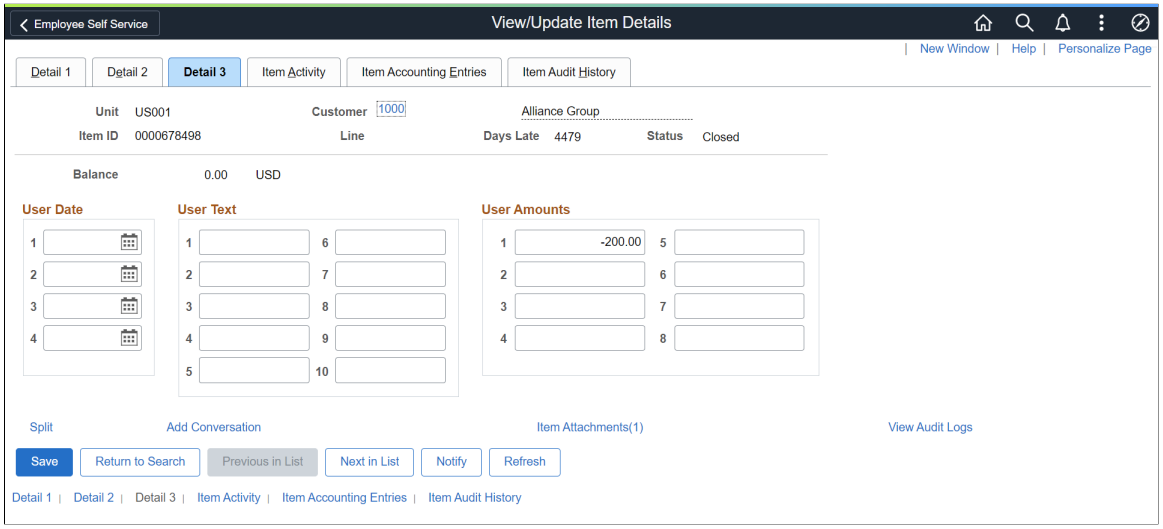
View/Update Item Details - Detail 3 Page

Use the View/Update Item Details - Detail 3 page (ITEM_MAINTAIN_3) to update user-defined fields.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Detail 3**

This example illustrates the fields and controls on the View/Update Item Details - Detail 3 page. You can find definitions for the fields and controls later on this page.



PeopleSoft Receivables provides 22 fields in the Item table (PS_ITEM) that you can use to track company- or industry-specific information that is not predefined in the Item table, such as shipment date. You define the value to use for each of the fields, and you can specify what to use for the field label.

Item Activity Page

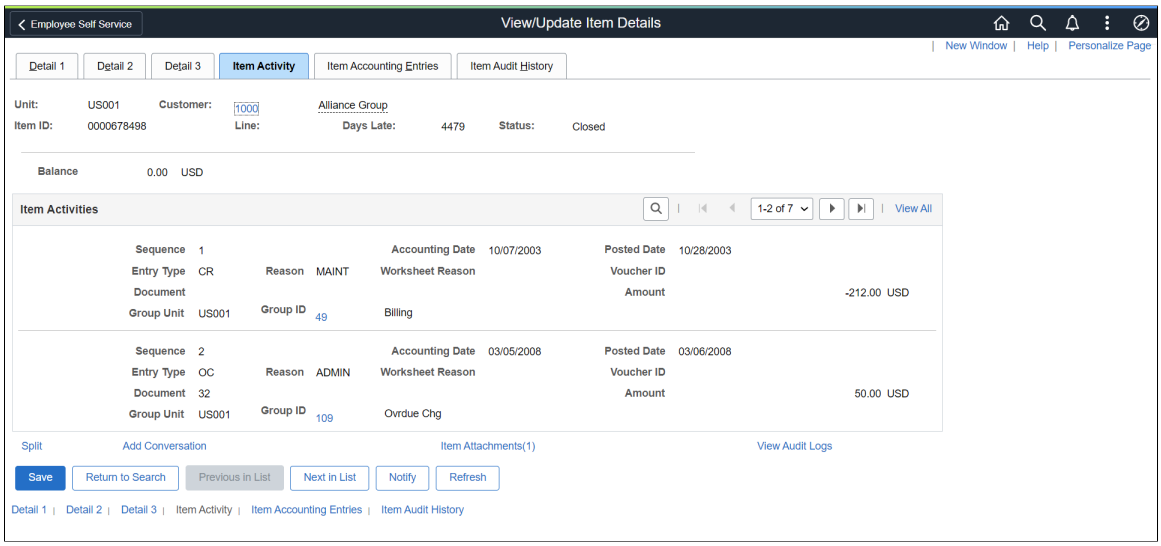
Use the Item Activity page (ITEM_DATA2) to review all activity records for an item.

Navigation:

- **Accounts Receivable** > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Item Activity**
- You can also access this page by clicking a link on several pages.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Each time that you perform an action to an item, such as transferring it to another customer, applying a payment, or unposting it, the Receivables Update process updates the Item Activity table (PS_ITEM_ACTIVITY). The **Item Activities** scroll area displays each activity record in the table.

Field or Control	***Description***
Refund Detail	Click to access the Refund Status page, where you view information for a refund voucher that was created by PeopleSoft Payables. This field is not available if you have not refunded the item and created a voucher in PeopleSoft Payables.
Entry Type and Reason	Displays the type of activity. The system uses the entry type and reason to generate accounting entries.
Worksheet Reason	Displays an additional reason assigned to all items in a maintenance group to further identify the reason for the activity. This reason does not generate accounting entries. You define maintenance reasons on the Worksheet Reason page.
Unpost Reason	Displays the reason code that you specified for unposting the item's group. You define unpost reason codes on the Unpost Reason page.
Group Unit and Group ID	Displays the business unit for the group, the group ID, and the type of group—billing, payment, maintenance, transfer, overdue charge, unpost, direct debit, draft, vendor rebate, or claimback. Click the link for the group to open the Item Activity From A Group page, where you view the activities for all items in the group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Match Group ID	Displays the identifier for a match group on the maintenance worksheet or that the Automatic Maintenance process assigned. A match group is a group of items that you are matching where the total of the debits equals the total of the credits. Click the link for the match group to open the Item Activity for a Match Group page, where you view all of the items in the match group associated with the item activity record.
Deposit Unit, Deposit ID, and Payment ID	Displays the identifier for a deposit and payment and the deposit business unit for a payment activity. Click the link for the payment to open the Item Activity for a Payment page, where you view items that were paid by a single payment after the payment was processed by the Receivables Update process.
Payment Method	Indicates the manner in which a payment was made, such as credit card, check, direct debit, and so forth.
Draft Unit and Draft ID	Displays the identifier for a draft and the draft business unit for a draft activity.
Direct Debit Business Unit and Direct Debit ID	Displays the identifier for a direct debit and the business unit for a direct debit activity.

Item Activity From a Match Group Page

Use the Item Activity From a Match Group page (ITEM_SUB_GROUP) to view all matched items in a match group from the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) as well as the amounts matched.

Navigation:

- Click the link for the match group ID on the Item Activity page.
- **Accounts Receivable** > **Customer Accounts** > **Item Information** > **Match Group Activities** > **Item Activity From a Match Group**

The **Item Activities** grid displays all of the items in the match group for a specific maintenance activity.

Field or Control	*Description*
Display Amount Switch	Specify whether you want to view amounts in the entry currency or the base currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Created by Auto Maintenance	Indicates whether the maintenance worksheet or maintenance group is created by auto-maintenance.
Automatic Maintenance Method	Displays the method used to create maintenance worksheet/ group. This field is available only if the maintenance worksheet/group is created by auto maintenance.
Item ID	Click the link to access the View/Update Item Details component, where you view detailed information about the item.
Entry Type and **Entry Reason**	Identifies the type of activity and reason associated with each item. These determine the accounting entries that were generated. The entry types are always *MT* (maintenance), *MD* (new debit), *MC* (new credit), *WO* (write-off debit), or *WOC* (write-off credit).
Entry Amount and **Entry Currency**	Displays the amount and currency of the item that was matched.
Algorithm Group ID	Displays the Algorithm Group ID. The following values will be displayed: • *MATCHREF*: If step option is Match Reference. • *WRITEOFF*: If step option is No Match Write off. • Specific algorithm group if step option is Execute Algorithm. This field is available only if the maintenance worksheet/group is created by auto maintenance. **Note:** In AR_AUTOMNT program, in DEBITS and CREDTS steps of your customer algorithm section, you need to populate ALGORITHM_GROUP field of record MT_ITEM_TAO with %BIND(ALGORITHM_GROUP) if you are using a custom algorithm group. Refer #SAMPLE1 section DEBITS step and CREDITS step for example. See Defining Automatic Maintenance Algorithm Groups.

Item VAT Entries Page

Use the Item VAT Entries page (ITEM_DATA_VAT) to review the VAT lines for an item.

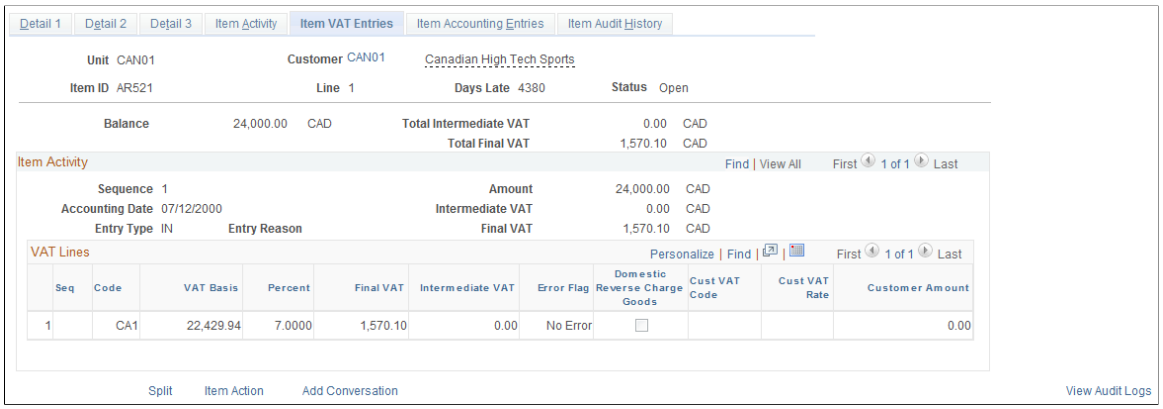
This page is available only if the item has VAT lines.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Item VAT Entries

This example illustrates the fields and controls on the Item VAT Entries page. You can find definitions for the fields and controls later on this page.



The **Item Activity** scroll area displays the VAT information for the item for each activity. The **Entry Type** field identifies the type of activity. The **VAT Lines** grid displays the VAT information for each item line.

Field or Control	*Description*
Intermediate VAT	Displays the VAT amounts for a future declaration point. These amounts are not reported to the government.
Final VAT	Displays the VAT amounts ready to be reported to the government.
VAT Basis	Displays the amount of the item on which the VAT is calculated.
Error Flag	Appears if the discrepancy between the invoice and the amount the system calculates exceeds the tolerance level defined by the **Percent** and VAT amount.
Domestic Reverse Charge Goods	This check box is selected if the country requires the use of the domestic reverse charge provision.
Customer VAT Code	Displays the customer VAT code used to calculate a domestic reverse charge VAT amount. When the Domestic Reverse Charge Goods check box has been selected, the regular VAT code is replaced by a zero-rate VAT code and the customer VAT code is used instead.
Customer VAT Rate	Displays the rate from the customer VAT code.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer Amount	Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.

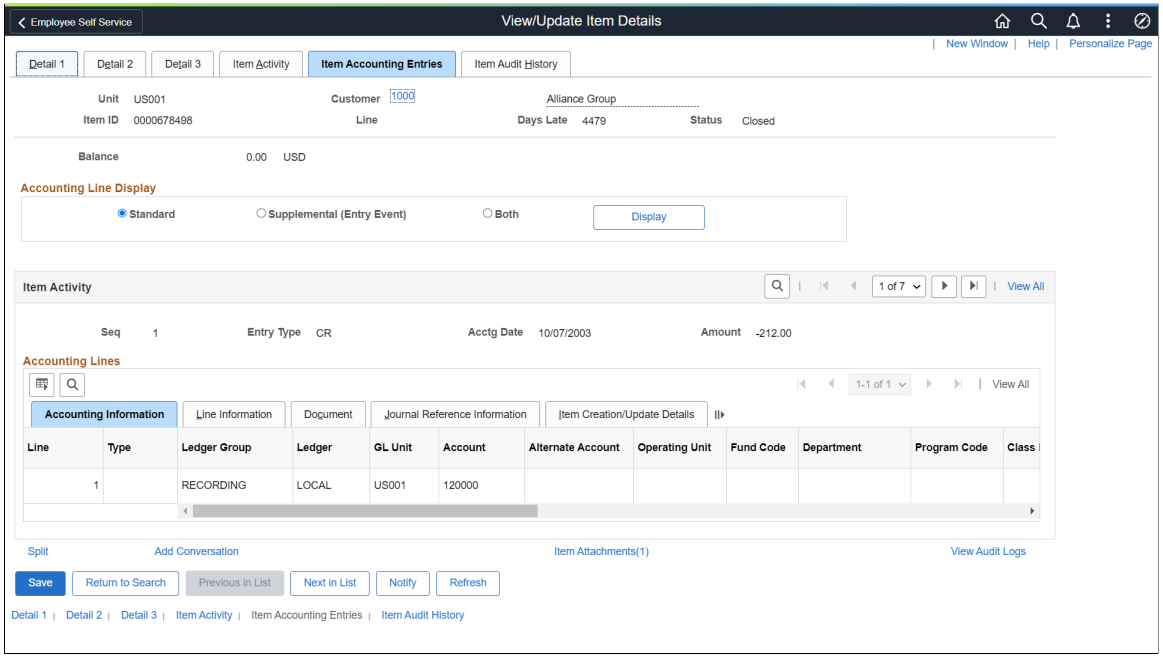
Item Accounting Entries Page

Use the Item Accounting Entries page (ITEM_DATA3) to view the accounting entries for each item activity.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Item Accounting Entries**

This example illustrates the fields and controls on the Item Accounting Entries page. You can find definitions for the fields and controls later on this page.



The **Item Activity** scroll area displays all of the accounting entries for each activity for the item. The **Entry Type** field identifies the type of activity. The **Accounting Lines** grid displays the ChartField values for each line.

The number of accounting lines loaded each time is defined by the *Max Number of Rows in Scroll* on the Receivables Installation Options page. For more information, see Increasing the Number of Rows in a Grid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
Accounting Line Display	Specify which accounting entries to display, and then click **Display.** Values are: *Standard, Supplemental* (Entry Event), or *Both.* Supplemental accounting entries are available only if you entered an entry event code for the pending item, payment item, or maintenance item. These options are available only if you enable the entry event feature for PeopleSoft Receivables on the Installation Options - Entry Event page.
Debit Amount and **Credit Amount**	The item amount appears unless you enabled the **Display Separate Debit/Credit in Subsystem** option on the User Preferences - Overall page. Otherwise, the debit and credit amount and currency appear for each accounting line.

Related Links

Accounting Entries Page

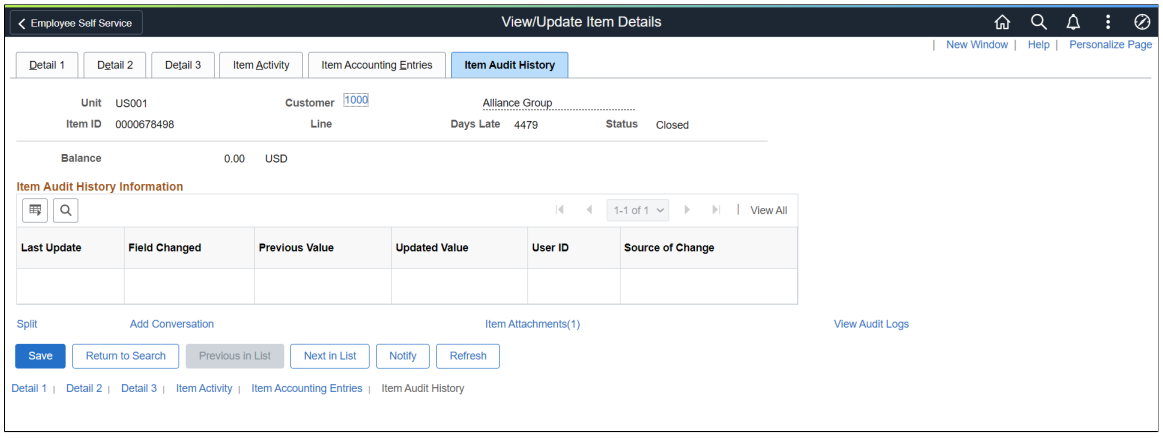
Item Audit History Page

Use the Item Audit History page (ITEM_AUDIT) to view maintenance changes to items.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Item Audit History**

This example illustrates the fields and controls on the Item Audit History page. You can find definitions for the fields and controls later on this page.



The page displays one row for each change to the item.

Field or Control	Description
Field Changed, Previous Value, and **Updated Value**	Displays the name of the field, the original value, and the new value after the change.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
User ID	Displays the individual who made the change. If the Mass Change Application Engine process (AR_MASS_CHANGE) made the change, the field displays the user ID of the person who created the run control request.
Source of Change	Displays the source of the change. Values are: *Item Maintenance:* A change entered using the View/Update Item Details component. *Multi-item Update:* A change entered online using the Multi-item Update option on the Item List page. *Batch Mass Change:* A change generated by the Mass Change process.

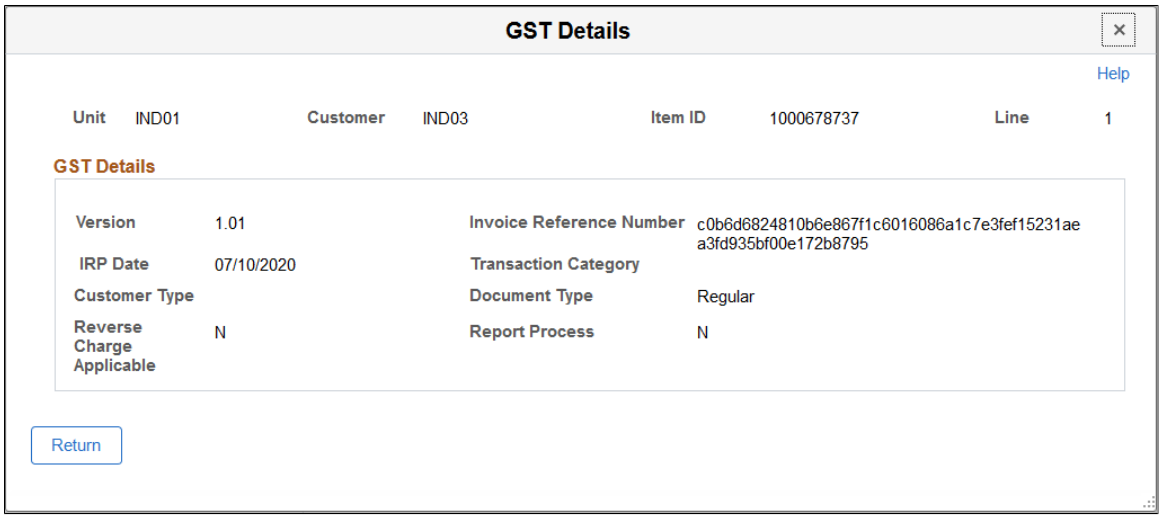
GST Details Page (India)

Use the GST Details page (ITM_GST_MNT_SEC) to review item GST details.

Navigation:

Click the GST Details link on the View/Update Item Details - Detail 1 page.

This example illustrates the fields and controls on the GST Details page.



Splitting Exception Items

Pages Used to Split Items

Page Name	*Definition Name*	*Usage*
Item Split Page	ITEM_SPLIT	Split an exception item into multiple lines.
Items in Other Groups Page	ITEM_MGROUP_SEC	View other worksheet groups that have the item selected or any pending item groups that are not posted that include the item. See the Item Split Page.

Understanding Item Splitting

You can split a deduction item or a disputed item into multiple items. This function is useful when a customer is disputing only part of an invoice, or when a customer has taken a deduction for multiple reasons and you want to track the reasons separately.

When you split an item, the system creates a new item using either the Create a Debit (MT-04) or Create a Credit (MT-05) automatic entry type for the split item in the Pending Item table (PS_PENDING_ITEM). The new item uses the original item ID and the next available line number. The system creates a maintenance group, containing the original item and the new split item, that is set to post. You must run the Receivables Update process to create the new line for split items and reduce the balance for the original line item. You can choose to run the process immediately from the Item Split page or in a scheduled job.

Note: Oracle suggests that you create a unique entry reason for the Create a Debit and Create a Credit entry types to easily identify split items.

Item Split Page

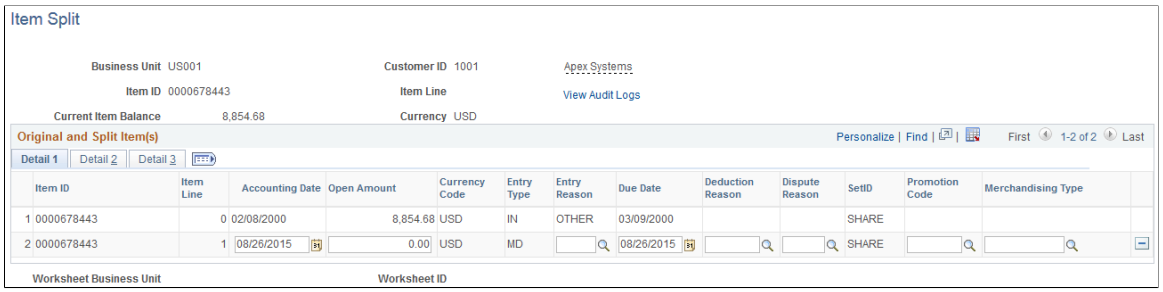
Use the Item Split page (ITEM_SPLIT) to split an exception item into multiple lines.

Navigation:

- **Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item Split** > **Item Split**
- Click the **Split** link of the Detail 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Current Item Balance	Displays the open amount of the item before you split it.

The **Original and Split Item(s)** grid displays all of the lines for the item, including the original line item.

Field or Control	*Description*
Add	Click to add a new row for a split item and enter the amount of the split item.
Item ID	Displays the original item ID.
Item Line	Displays the next available line number on the new row for the split item, after you click the **Add** button. The system also populates the other fields with the values for the previous item in the list. You can change all of these values except the currency.
Accounting Date	Defaults to the current date for the split item. You can modify the date, but it must fall within the open accounting period.
Open Amount	Enter the amount that you want to split. The system adjusts the open amount of the original line each time that you add a new line. For example, if you are splitting a 1,000.00 deduction and the new deduction will be 200.00, the open amount of the original deduction line changes to 800.00.
Entry Reason	Enter a new value, if you want a different entry reason on the split item for reporting purposes or to generate different accounting entries.
Due Date	Enter the date on which the split item becomes past due.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Deduction Reason	For a deduction, enter the reason for the split item.
Dispute Reason	For an item in dispute, enter the reason that the item is in dispute.
AR Specialist	Enter a new value, if you want a different AR specialist to manage and track the item.
Action	Select a posting action for the split items, and then click **OK.** *Do Not Post:* Saves the changes to the group, but no posting occurs. Select this option to change the posting option for a group set to *Batch Standard,* if the group has not been processed yet. *Post Now:* Runs the Receivables Update process immediately, updates the item balances, and creates the accounting entries. *Batch Standard:* Runs the Receivables Update process the next time that a standard scheduled batch jobs runs. **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* option only for small groups or when there is an immediate need to post the transaction. The system issues a message, if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. If you run the processes immediately and have enabled the notification feature for the user, the system displays a message when the process completes.
Worksheet Business Unit and **Worksheet ID**	Displays the business unit for the maintenance group and the maintenance worksheet ID that the system assigns to the group. These values appear after you select an action and click **OK.**
Items in Other Groups	Click this link to open the Items in Other Groups page (ITEM_MGROUP_SEC), where you view worksheet groups that contain the item or any pending item groups that contain the item that are not posted. This link is available only if the item is selected in a worksheet or is in a pending item group. To split an item in another group, you must clear the item selection in the worksheet.

Updating Multiple Items

This topic discusses how to change field values for selected items and run the Mass Change process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Update Multiple Items

Page Name	*Definition Name*	*Usage*
Item List Page	ITEM_LIST	Select the items whose field values you want to change.
Multi-Item Update Page	AR_MASS_CHNG_SEC	Select the fields whose values you want to change, and enter the new values.
Mass Change Page	MASS_CHANGE_RUN	Enter run parameters for the Mass Change process, select the fields whose values you want to change, enter new values, and select the tables to update from PeopleSoft Receivables, PeopleSoft Billing, and customer tables.

Understanding the Multiple-Item Update Options

PeopleSoft Receivables provides two methods for changing field values on multiple items simultaneously:

- Manually, for selected items on the Item List page.
- Automatically, using the Mass Change process (AR_MASSCHG).

This feature is useful, for example, when an AR specialist leaves the organization or moves to a new position within the organization and you need to reassign all of the AR specialist's deductions and disputed items to another person.

You can change field values for the following fields for selected items on the Item List page, or you can change these field values in the Pending Item table (PS_PENDING_ITEM) or Item table (PS_ITEM) when you run the Mass Change process. When you run the Mass Change process, you limit the items whose field values you are changing to a specific business unit, customer group, or customer:

- Credit Analyst
- Collector
- Sales Person
- AR Specialist
- Broker
- Deduction Reason
- Dispute Reason
- Collection Reason (code)
- Due Date

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Payment Method
- Payment Terms

When you run the Mass Change process, you can also:

- Change these fields in the Billing Header table (PS_BI_HDR) in PeopleSoft Billing:
  - Sales Person
  - Credit Analyst
  - Collector
  - Due Date
  - Payment Method
  - Payment Terms
- Change these fields in the Customer Options table (PS_CUST_OPTION):
  - Credit Analyst
  - Collector
  - AR Specialist
  - Payment Method
  - Payment Terms

You can change field values only for open items (items with an open balance). If you have enabled audit history for these fields, the system updates the Audit History table (PS_ITEM_AUDIT).

See Understanding Management of Action Owner Assignments.

Item List Page

Use the Item List page (ITEM_LIST) to select the items whose field values you want to change.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item List** > **Item List**

To change field values for action owners, collection reasons (codes), exception reasons, due date, payment method, and payment terms for selected items:

1. Enter search criteria to populate the item list.
2. Select the items whose field values you want to change.
3. Select *Multi-item Update* in the **Item Action** group box and click **Go** to access the Multi-item Update page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

4. Select the fields whose values you want to change for the selected items.
5. Enter the new value for each selected field in the **To** field.

Multi-Item Update Page

Use the Multi-item Update page (AR_MASS_CHNG_SEC) to select the fields whose values you want to change, and enter the new values.

Navigation:

Select *Multi-Item Update* in the **Item Action** group box on the Item List page, and then click **Go.**

Related Links

Reviewing Item Information

Mass Change Page

Use the Mass Change page (MASS_CHANGE_RUN) to enter run parameters for the AR Mass Change Application Engine process (AR_MASSCHG), select the fields whose values you want to change, enter new values, and select the tables to update from PeopleSoft Receivables, PeopleSoft Billing, and customer tables.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Mass Change Process** > **Mass Change**

Run Request Parameters

Specify whether you want to limit fields to items associated with a specific business unit, customer group, and customer ID.

Fields to Update

Select the fields whose values you want to change.

Field or Control	*Description*
From	Enter the current field value.
To	Enter the new field value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Data To Update

Field or Control	*Description*
Open AR Posted Items	Select to update the fields for open items in the Item table.
Unposted AR Items	Select to update the fields for items in the Pending Item table, if the Posted Flag field is *N* or if the Posted Flag is *Y* and the item status in the Item table is *Open*.
Bill To Customer Options	Select to update records in the Customer Options table.
PeopleSoft Billing	Select to update records in the Billing Header table, if the bill status is not *INV, FNL,* or *CAN*.
Count Only	Select to run the process without updating any records. A count of the number of records to be updated appears in the message log.

Adding a Reference Reason to a Posted Item

If you want to associate additional reference reasons with an item for reporting or inquiry purposes, you can add additional codes after you post the item. This topic discusses how to add a reference reason to an item.

Page Used to Add a Reference Reason to a Posted Item

Page Name	*Definition Name*	*Usage*
Reason Maintenance Page	REF_REASON_CHNG	Assign an additional reference reason to posted items, including items that the system creates for on-account payments, adjustments, and deductions on payment worksheets.

Reason Maintenance Page

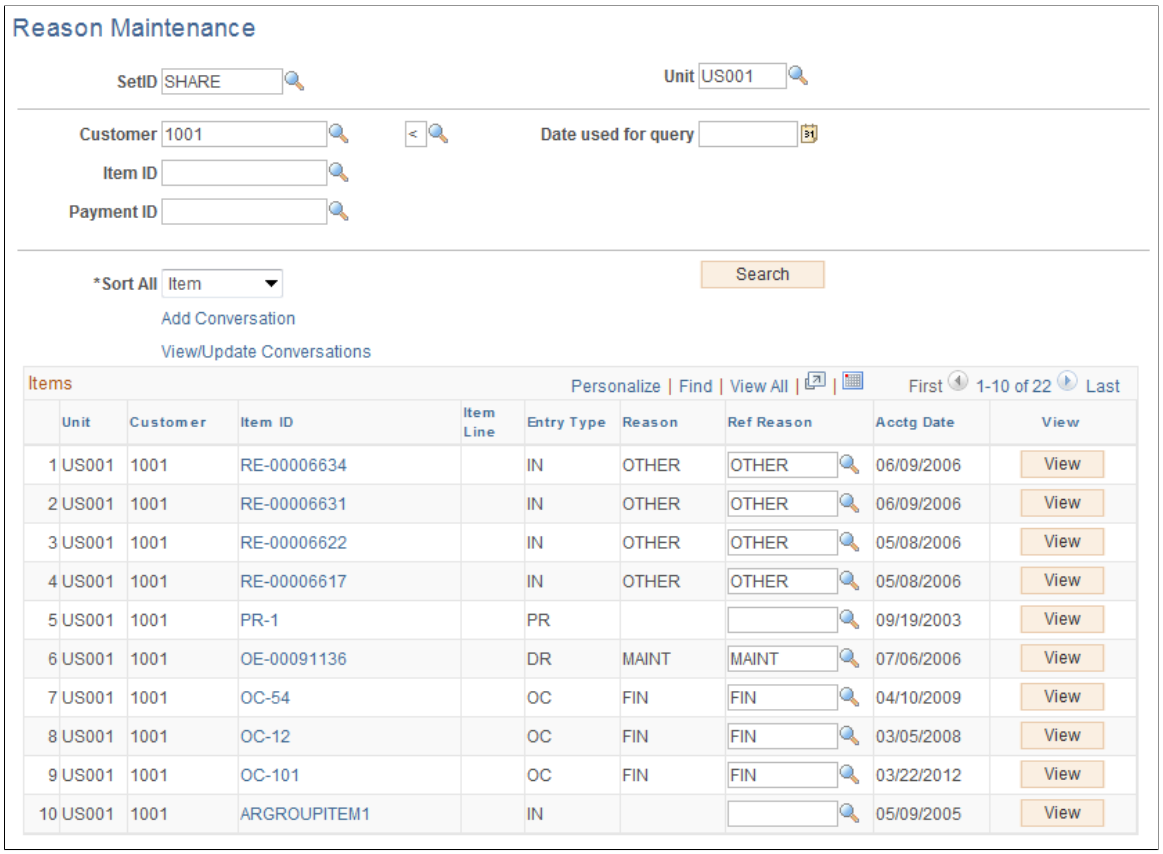
Use the Reason Maintenance page (REF_REASON_CHNG) to assign an additional reference reason to posted items, including items that the system creates for on-account payments, adjustments, and deductions on payment worksheets.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Update Reference Reason** > **Reason Maintenance**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Enter search criteria for the items that you want to display on the page, and enter your sort criteria.

Field or Control	*Description*
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page. This link appears when at least one conversation exists for the selected customer.
Search	Click to display items matching your search criteria and to sort the item list.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Ref Reason (reference reason)	Enter the additional reference reason for each item.
View	Click to access the Item Activity page and view activity for the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 27

Maintaining Customer Account Balances

Understanding Customer Account Maintenance

PeopleSoft Receivables provides two options to maintain customer account balances. Each option offsets debit items with credit items and writes off items that meet the write-off tolerances:

- The Automatic Maintenance Application Engine process (AR_AUTOMNT) automatically matches debits and credits and writes off remaining balances that meet the write-off tolerances.

  The process places them in match groups based on the methods that you set up.

- The maintenance worksheet provides a method that enables you to offset debit and credit items manually or to write off items and remaining balances.

  The maintenance worksheet enables you to offset all items in the worksheet or to enter match criteria that generates match groups.

This section discusses:

- Write-off tolerances
- Write-off approvals
- Process flow

Related Links

Maintaining Customer Accounts Using Worksheets
Setting Up Automatic Maintenance Methods

Write-Off Tolerances

The system uses the write-off tolerances that you defined for the customer, business unit, and entry reason assigned to the write-off item to determine whether the item is eligible to be written off automatically or on the maintenance worksheet. The system also uses the write-off tolerances for the user using the worksheet to determine whether items on a worksheet can be written off. The system uses the most restrictive write-off tolerance values. For example, if the maximum write-off amount is 100.00 for a business unit, 20.00 for a customer, 50.00 for a deduction reason, and 30.00 for the user, the maintenance worksheet uses the 20.00 maximum write-off requirement for the customer because it is the most restrictive.

Note: If you enable a user to override write-off tolerances on the maintenance worksheet, the write-off must still meet the write-off tolerances for the user.

The tolerances determine the maximum amount that the system can write off and the minimum age of an item before the system can write it off. To determine whether to write off an item, the system checks:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Whether the write-off amount is less than or equal to the tolerance amount over the life of the item.
- Whether the write-off amount of the item is less than or equal to the tolerance percentage of the open amount of the item on the maintenance worksheet over the life of the item.

  The Automatic Maintenance process compares the tolerance percentage to the percentage that the remaining balance for a match group is of the total amount of the debit or credits (whichever is higher).

  Note: If you select **No Match Write-Off** for a step in an automatic maintenance method, the Automatic Maintenance process does not check the percentage tolerance because the percentage will always be 100.

- Whether the number of days that the item has been open exceeds the specified tolerance days until write-off.

  The system determines the number of days that the item has been open by subtracting the item's accounting date from the system date.

Write-Off Approvals

The write-off approval workflow is designed to require approval for write-off amounts entered on the maintenance worksheet that are below the write-off tolerances but above the approval-needed limit. This approval workflow is controlled by the Approval Framework feature in PeopleSoft Enterprise Components. You must set up the write-off approval workflow before using this feature.

Note: The write-off approval workflow is designed to require approval for write-off amounts entered on the payment worksheet, maintenance worksheet, or draft worksheet only. The workflow does not pick up write-off transactions from processes such as the Automatic Maintenance process.

Related Links

Setting Up Write-Off Approval Workflow
Approving Write-Off Amounts Using Workflow

Process Flow

To maintain customer account balances:

1. (Optional) Run the Automatic Maintenance process.
2. Enter item selection criteria and matching criteria, and build maintenance worksheets.
3. Use the worksheet to match debits and credits and create write-off, refund, and adjustment items.

   Note: If you specify in the automatic maintenance method that you want to generate a worksheet for specific conditions, the Automatic Maintenance process automatically builds the worksheet. Use the worksheet to review the maintenance groups before posting.

4. Set the maintenance worksheet to post.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Each maintenance worksheet creates one maintenance group. The next time that the Receivables Update Application Engine process (ARUPDATE) runs, the system updates the customer balances and item activity for the selected items and generates the appropriate accounting entries.

Note: The Automatic Maintenance process also creates maintenance groups and automatically sets them to post, unless the automatic maintenance method indicates that the process should generate a worksheet.

Prerequisites for Maintaining Customer Account Balances

Before you can maintain items, you must:

- Create automatic entry types for maintenance groups, using the Automatic Entry Type component.
- Create control distribution codes for the maintenance worksheet and the Automatic Maintenance process.
- Assign a default control distribution code to each business unit.
- Define write-off tolerances for:
  - Each business unit on the Receivables Options - General 1 page.
  - (Optional) Individual customers on the Write-Off Info page.

    The system default for customers is no limit.
  - Individual entry reasons for automatic entry type for the MT-02, MT-03, MT-06, and MT-07 system functions on the Automatic Entry Type - Selection page.

    The system default is zero, which means that nothing can be written off. If you want to enable write-offs, you must enter the tolerance values.
  - Users who will use the maintenance worksheet on the Define User Preferences - Receivables Data Entry 2 page.

    The system default is zero. If you want to enable a user to write off items, you must enter values.
- (Optional) Setup approval workflow for write-off amounts.
- Define reference qualifier codes for the maintenance worksheet.
- (Optional) Define automatic maintenance methods.
- (Optional) Assign an automatic maintenance method to each business unit.
- (Optional) Define worksheet reasons.

Related Links

Understanding PeopleSoft Receivables Processing Options
Understanding PeopleSoft Receivables Business Units

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the Automatic Maintenance Process
"General Information - Bill To Options Page" (PeopleSoft Order to Cash Common Information)
"User Preferences - Receivables Data Entry 2 Page" (Application Fundamentals)
Setting Up Write-Off Approval Workflow

Maintaining Customer Accounts Using the Automatic Maintenance Process (AR_AUTOMNT)

Pages Used to Maintain Accounts Using the Automatic Maintenance Process

Page Name	*Definition Name*	*Usage*
Automatic Maintenance Page	AUTOMNT_REQUEST	Run the Automatic Maintenance process (AR_AUTOMNT).
Actual Matches Report Page	RUN_AR11004	Running the Actual Matches report (AR11004). See also PeopleSoft Receivables Reports: A to Z.
Potential Matches Report Page	RUN_AR11005	Running the Potential Matches report (AR11005). See also PeopleSoft Receivables Reports: A to Z.

Understanding Automatic Maintenance

The Automatic Maintenance process automatically matches debit and credit items based on criteria in automatic maintenance methods. It places the matching items in match groups and either creates write-off items to balance the group or creates an adjustment item to resolve the remaining balance for a group. The Automatic Maintenance process uses the anchor business unit to write off any remaining balances. Depending on the instructions in the automatic maintenance method, it either sets the match group to post or puts the match group on a maintenance worksheet. Use the worksheet to review the match groups and to set the maintenance group to post. It places all match groups for a corporate customer on the same worksheet.

Note: The process assigns items to the appropriate customer on the worksheet based on the customer level that you select for the automatic maintenance method step. For example, if you select *Corporate* for the customer level, the items are assigned to the corporate customer.

After you run the process, you can run these reports:

- Actual Matches report, which lists new pending items that the Automatic Maintenance process created and set to post.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The report indicates the maintenance group and match group to which each item belongs.

- Potential Matches report, which lists new worksheet items that the Automatic Maintenance process put on maintenance worksheets.

  The report provides the worksheet ID and match group ID for each item.

You can run the Potential Matches report and Actual Matches report for a single process instance of the Automatic Maintenance process by running the Automatic Maintenance and Reports multiprocess job (ARAUTOMT).

Common Elements Used to Maintain Accounts Using the Automatic Maintenance Process

Field or Control	*Description*
Process Instance	Enter the number of a process instance for the Automatic Maintenance process to include only items from a specific run of the process.
Separate DR/CR Amount Fields (separate debit/credit amount fields)	Select to display the entered amount for each item in either the **Debit Total** or **Credit Total** column depending on whether it is a debit or credit item. Otherwise, the report displays all item amounts in the **Entered Amount** column.

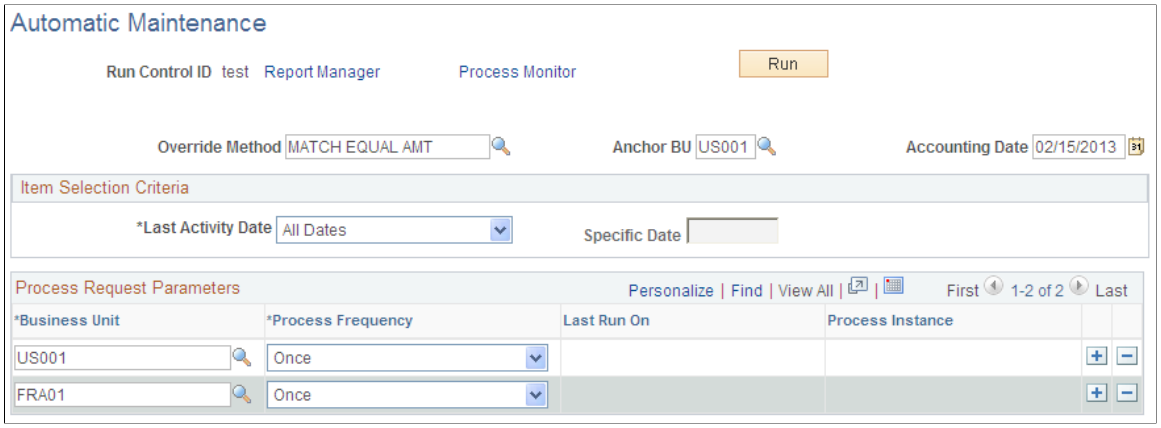
Automatic Maintenance Page

Use the Automatic Maintenance page (AUTOMNT_REQUEST) to run the PS/AR Automatic Maintenance Application Engine process (AR_AUTOMNT) and/or reports.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Automatic Maintenance** > **Request Automatic Maintenance** > **Automatic Maintenance**

This example illustrates the fields and controls on the Automatic Maintenance page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Override Method	Select an automatic maintenance method if you want to use the same method for all items instead of the method assigned to the business unit. Select one of these methods: • *MATCH EQUAL AMT* (match equal amount) Select to match debits and credits for items exactly by their open amounts. • *NO MATCH WO* (no match write-off) Select to write off debit or credit items that were not matched by the previous steps that have an amount that is less than the tolerances that you defined. • *OLDEST* Select to match using the #OLDEST algorithm, which matches items by due date. • *REFERENCE MATCH* Select to match by reference information. • *RETAIN BALANCE* Select to keep items with remaining balances open. See Setting Up Automatic Maintenance Methods.
Anchor Business Unit	Select the business unit to use for transactions that cross business units for interunit accounting entries. Leave blank to use the business unit of the first item in each group as the anchor business unit for the maintenance group. If you enter an anchor business unit, the system uses the format currency for the business unit to convert transaction amounts to a common currency. Otherwise, it uses the format currency for the lowest-value business unit that you enter in the **Process Request Parameters** grid. The process assigns the same anchor currency to each Maintenance worksheet that it creates. The system displays the worksheet totals in the anchor currency. **Note:** The system uses the anchor business unit to perform an automatic write-off of a remaining amount.
Accounting Date	Enter the accounting date for the process to use as the accounting date for any new items that it creates. If you leave the field blank, the process uses the date at the time of the run as the accounting date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Last Activity Date and **Specific Date**	Select one of the following values for the last activity date: • <= *Specific Date* - Selects items with a last activity date that is less than or equal to a date the user selects in the **Specific Date** field. • <= *Today* - Selects items with a last activity date that is less than or equal to the current date at the time the process is run. • *All Dates* - Selects all items regardless of the last activity date.
Business Unit	Enter the ID of all business units for which you want to match items. If you do not want to create match groups that include items across all business units, enter only one business unit.

Actual Matches Report Page

Use the Actual Matches Report page (RUN_AR11004) to run the Actual Matches Report (AR11004).

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Automatic Maintenance** > **Actual Matches Report** > **Actual Matches Report**

Field or Control	*Description*
From Date and **To Date**	Enter the date range that identifies when the Automatic Maintenance process created the pending items.

Potential Matches Report Page

Use the Potential Matches Report page (RUN_AR11005) to run the Potential Matches Report (AR11005).

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Automatic Maintenance** > **Potential Matches Report** > **Potential Matches Report**

Field or Control	*Description*
From Date and **To Date**	Enter the date range that identifies when the Automatic Maintenance process created the worksheets.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Maintaining Customer Accounts Using Worksheets

Pages Used to Maintain Customer Accounts Using Worksheets

Page Name	*Definition Name*	*Usage*
Maintenance Worksheet - Worksheet Selection Page	WS_IDENTIFY_IC	Create a new worksheet, or add and change items on an existing maintenance worksheet. Build the worksheet.
Filter Items Page	WS_ITEMSRCH_SEC	Enter advanced selection criteria for items to include in the worksheet. See the Maintenance Worksheet - Worksheet Selection Page for more information.
Maintenance Worksheet - Worksheet Matches Page	WS_WORKSHEET_MTCHS	Specify matching criteria to create match groups in the worksheet and build the worksheet.
Maintenance Worksheet - Worksheet Application Page	WS_WORKSHEET_IC	Offset individual debits and credits, write off items, create new items, or refund items.
Maintenance Worksheet - Worksheet Group View Page	WS_WORKSHEET_IC2	Balance match groups, create write-offs and new items, or refund items as needed.
Move Item Page	WS_MOVE_ITEM	Move an item to a different match group. See the Maintenance Worksheet - Worksheet Group View Page.
Anchor Information Page	AR_WS_ANCHOR_SEC	Specify the anchor currency for multicurrency processing and the anchor business unit and distribution code for the maintenance control distribution lines. See the Maintenance Worksheet - Worksheet Selection Page or the Maintenance Worksheet - Worksheet Group View Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Currency Conversion Page	EU_CUR_CNV_WS_SEC	Select the currency code, rate, and date of conversion for the display currency on the worksheet. The values that you enter determine the currency and amount for the **Conversion Amount - Currency** field. See the Maintenance Worksheet - Worksheet Selection Page or the Maintenance Worksheet - Worksheet Group View Page.
Maintenance Worksheet - Worksheet Application Detail View Page	WS_WORKSHT_IC_DTL	View or change details about a selected item on a worksheet. Write off a remaining balance for the worksheet.
Item Activity Detail Page	ITEM_ACTIVTY_DRILL	View all activities for an item. See the Maintenance Worksheet - Worksheet Application Detail View Page.
Conversations Page	CONVER_DATA1_SS	Add or view conversation entries for the item. See the Maintenance Worksheet - Worksheet Application Detail View Page.
Item in Other Groups Page	ITEM_MGROUP_SEC	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item. See the Maintenance Worksheet - Worksheet Application Detail View Page.
Additional Customer Information Page	CUST_INFO_SEC	View additional customer information. See the Maintenance Worksheet - Worksheet Application Detail View Page.
Multiple Revenue Line Distribution Page	AR_MRL_SEC	Determine how to distribute revenue to control budgets for partial payments when an item has multiple revenue lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
AR Billing Inquiry Page	AR_BI_INQUIRY_B	Review details for an invoice in PeopleSoft Billing. The amounts are in the base currency. This page contains data only if you use PeopleSoft Billing. Use the **Go To** field to access a page in the Bill Inquiry component (BI_INQUIRY) in PeopleSoft Billing. See the Maintenance Worksheet - Worksheet Application Detail View Page.
Maintenance Worksheet - Worksheet Action Page	WS_ACTION_IC	Select a posting action, create or review accounting entries, delete a worksheet, create accounting entries online for the worksheet, or delete accounting entries.

Understanding How to Use the Maintenance Worksheet

This documentation discusses how to:

- Build a maintenance worksheet.
- (Optional) Specify matching criteria.
- Use the worksheet to maintain items individually.
- Maintain items in match groups.
- View and update item details.
- Distribute multiple revenue lines.
- Choose a worksheet action.

This section provides an overview of the maintenance worksheet and discusses:

- Process flow
- Match groups

A maintenance worksheet is a workspace for offsetting, writing off, or adjusting posted items. You can also use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

Note: If you make changes to an auto maintenance created worksheet, the *Created by Auto Maintenance* field value will not change and the worksheet will continue to be considered as created by auto maintenance.

You can use two different views to work with the worksheet:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Use the normal view to work with items individually.

  Select the items that you want to maintain individually; however, the worksheet must have a zero balance at the end before you can post a worksheet. The amount of the debits that you selected and the amount of the credits that you selected, plus the amount of adjustments must equal zero.

- Use the group view to work with items in match groups.

  Specify matching criteria to work with items in match groups. The total of the debit and credit items in each match group must equal zero before you can post the worksheet. You can change the amount of an item that you are matching, add and remove items in each match group, or create a write-off item for the remaining balance for a group. The system uses the anchor business unit to perform an automatic write-off of a remaining amount. This method is useful when you want to resolve deductions by matching them to offsetting credit memos.

  Note: The Item Activity by Match Group page displays all the items in each match group for an item maintenance activity. This enables you to see all the offsetting items used to close an item.

  See Item Activity From a Match Group Page.

Because you frequently do not resolve the remaining balance for an item at one time, you can partially match a debit to a credit item or partially write off an item by changing the amount for the item on the worksheet. The system updates only the amount of the item that you specify.

Process Flow

To use a maintenance worksheet:

1. Enter information that determines which items appear in the worksheet.
2. (Optional) Enter criteria to match items in match groups.
3. Use the Worksheet Application or Worksheet Group View page to select items to match, to create write-off and adjustment items, or to create refund items.
4. Set the worksheet to post.

Match Groups

If you work with the worksheet in group mode, the system places debits and credits in match groups based on your matching criteria. The match group can contain items that belong to different business units and customers. Each group contains at least one credit and a least one debit. You can move items from one group to another as needed.

Delegating Approvals

If approval framework is activated for the worksheet, you can use the Delegation Framework to delegate approval authority to other users. Those users can then take action on specific transactions on your behalf.

For more information, on setting up and using Delegation Framework see:

“Understanding Delegation” (Enterprise Components)

“Configuring Delegation Transactions” (Enterprise Components)

Copyright © 1988, 2025, Oracle and/or its affiliates.

"Working with Self-Service Delegation" (Enterprise Components)

Common Element Used to Build a Maintenance Worksheet

Field or Control	*Description*
Reason Code	(Optional) Select a reason code to apply to all items selected on the worksheet. This reason code appears with the item activity for these items.

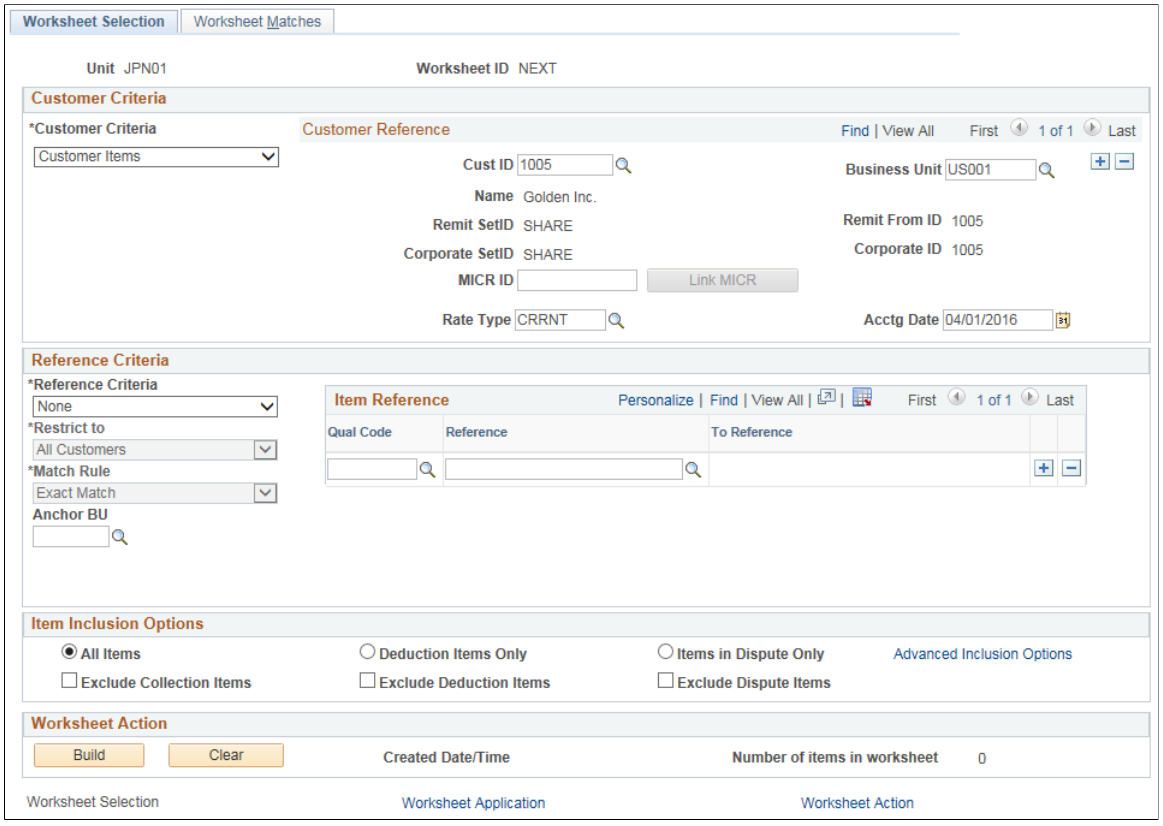
Maintenance Worksheet - Worksheet Selection Page

Use the Maintenance Worksheet - Worksheet Selection page (WS_IDENTIFY_IC) to create a new worksheet, or add and change items on an existing maintenance worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Create Maintenance Worksheet** > **Worksheet Selection**

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Selection page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Criteria

The Customer Reference fields and the Item Reference fields work together depending on how you choose the criteria. In the Customer Reference group box, you can select items based on Customer, and selection on the worksheet will be restricted to the specified Customer ID.

If you choose Customer Criteria = *None*, no items for the customer will be on the worksheet.

If you choose Customer Criteria = *Customer Items*, you only need to enter a Customer ID to build the worksheet with all items for the specified customer, regardless of business unit. If you enter a business unit, the selection is restricted to items with the Customer ID and Business Unit combination.

If you choose Customer Criteria = *Corporate Items* or *Remit from Items*, you must include a Business Unit as well as a Customer ID. The business unit will determine the SetID used in the Corporate or Remit customer part of the search. First, the selection will return all open items for the Customer ID and Business Unit specified. Second, the selection will also return any open items for *all* customers that are Corporate or Remit customers of the specified Customer ID and SetID combination (remember, SetID is determined by the specified Business Unit).

Note: None of the items built onto the Worksheet from Customer Reference criteria will be automatically *selected* on the worksheet.

For example scenarios using multiple selection criteria, see Working with Multiple Selection Criteria on the Worksheet.

Field or Control	***Description***
Customer Criteria	Select the type of customer that you want to include in the worksheet. Values are: *Corporate Items, Customer Items, Remit From Items,* and *None.* If you select *None,* the system creates a worksheet based on your other selection criteria and does not limit items to specific customers. In addition, if you select *None,* the **Customer Reference** fields are not available.
Cust ID (customer ID) and **Business Unit**	Enter a customer ID and business unit. **Note:** If you select *Corporate Items* or *Remit From Items* in **Customer Criteria,** you must enter a business unit. The system needs a business unit to determine the SetID of corporate and remit from customers. The resulting worksheet displays all open items that have the specified corporate or remit from customer for the selected business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rate Type	Required if you are working with multiple currencies. The default value for the rate type comes from the value that you defined for the business unit on the Receivables Options - Payment Options page. ***Warning!*** If you do not enter a rate type and you select multicurrency items, the system returns you to the Worksheet Selection page, and you must start from the beginning. None of your work on the worksheet will be saved. To avoid accidentally losing your work, enter a rate type on the Receivables Options - Payment Options page so that you always have a default value on the Worksheet Application page.
MICR ID (magnetic ink character recognition ID)	(Optional) Enter the customer's MICR ID.
Link MICR	Link the customer's MICR ID to other customers who have the same MICR ID.
Accounting Date	For new worksheets, select the accounting date that you want to apply to all items that you select on the worksheet. For existing worksheets, you can change the accounting date only if no items have been selected on the worksheet. If you have selected items, click the **Clear** button to clear the selections. Then change the accounting date.

Reference Criteria

The Customer Reference fields and the Item Reference fields work together depending on how you choose the criteria.

The Item Reference grid is used to *add* and *select* items not found by the Customer Reference criteria onto the worksheet. Or, if the item is already found using the Customer Reference criteria, it will be automatically *selected* on the worksheet.

If you choose Reference Criteria = *Specific Value* or *Range of References*, the **Restrict to** field becomes active. You can restrict the Item search to the following selections:

- *Customer Only* – Selects items matching the Item Reference values for only the customer(s) specified in the Customer Reference fields.
- *All Customers* – Ignores any specified customer(s). The worksheet is built from items matching the Item Reference values, for all customers regardless of customers listed in the Customer Reference fields.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- *Corporate Cust Only* - Selects items matching the Item Reference values for *only* the Customers listed in the Customer Reference fields *and* all Corporate Customers associated with those Customers by business unit.
- *Remit Cust Only* - Selects items matching the Item Reference values for *only* the Customers listed in the Customer Reference fields *and* all Remit Customers associated with those Customers by business unit.

Note: The only instance in which you can use reference criteria independently of customer criteria is when the **Restrict to** field is *All Customers*

For example scenarios using multiple selection criteria, see Working with Multiple Selection Criteria on the Worksheet.

Field or Control	***Description***
Reference Criteria	Select a value that indicates how you will identify the items for the worksheet. Values are *Specific Value, None,* and a *Range of References.* If you select either *Range of References* or *Specific Value,* you work with the other two **Item Reference** fields.
Restrict To	Select a value to qualify items by customer. Values are *All Customers, Corporate Cust Only, Customer Only,* and *Remit Cust Only.*
Match Rule	If you selected *Specific Value* in the **Reference Criteria** field, specify whether the item information is an exact match or a like match. A *like match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a purchase order (PO) number of *24%* and select *Like Match,* the worksheet will contain all items having PO numbers beginning with 24xx, but will not catch a PO number of x24x.
Anchor Business Unit	Select a business unit. The system uses the currency for the business unit as the anchor currency for conversion when items on the worksheet are in different currencies. The system also uses the maintenance control code (AR distribution code) that you assigned to this business unit to create offsetting accounting entries. The system uses this business unit when you perform an automatic write-off of a remaining balance. If items are selected on the worksheet, you cannot change an anchor business unit. To change an anchor business unit, click the **Clear** button to clear the selections.
Currency	Enter the control currency for the worksheet. This field appears only if you enter reference values.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reference and **To Reference**	If you selected *Specific Value* in the **Reference Criteria** field, enter the specific item reference. If you selected *Range of References,* enter the starting and ending values for the range of references.
Reference Qualifier Code	Select the type of reference, such as document, item, purchase order, or any other criteria that you set up on the Reference Qualifier page. **Note:** You must enter a qualifier code before you enter a reference number if you do not have a default value assigned to the business unit.

Item Inclusion Options

Field or Control	*Description*
All Items, Deduction Items Only, or **Items in Dispute Only**	Select one of these options to indicate the type of items to include in the worksheet.
Exclude Deduction Items, **Exclude Collection Items**, and **Exclude Dispute Items**	If you select *All Items*, you can also select one or more of the check boxes to exclude collection, deduction, and dispute items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Advanced Inclusion Options	Click this link to access the Filter Items secondary page (WS _ITEMSRCH_SEC), where you can create, edit, and save selection criteria for items to include in the worksheet. You can filter items using values in the following categories: • Item Selection Criteria - Enter the owner value by type, such as AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person. • Reference Data - Enter order-to-cash reference values, such as Item ID, Item Entry Type, Entry Reason, Invoice, Order Number, Document ID, Proof of Delivery, Bill of Lading, Purchase Order, PO Line, Claim Number, Contract, Promotion Code, Service Purchase ID, Sold To Customer, and Ship To Customer. • Item Type - Enter values including Collection Code, Deduction Reason and Date, and Dispute Reason and Date. • Balances - Select the Balance Currency. • Dates - Select items for the worksheet based on Accounting or Due Dates.

Worksheet Action

Field or Control	*Description*
Build	Click to create a new worksheet or to add items that meet your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

Maintenance Worksheet - Worksheet Matches Page

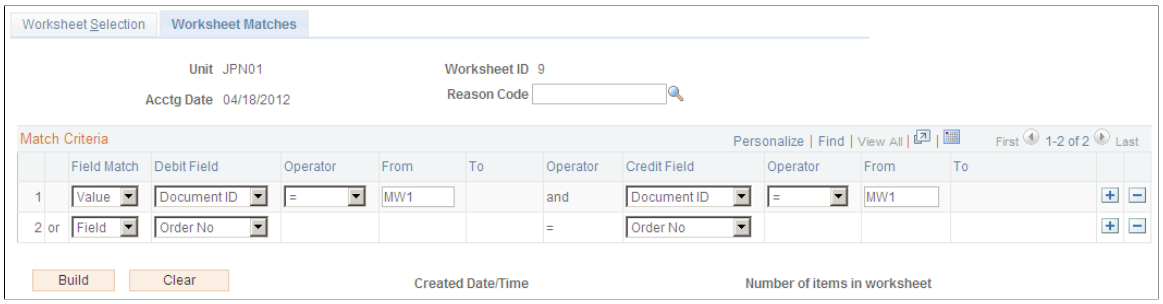
Use the Maintenance Worksheet - Worksheet Matches page (WS_WORKSHEET_MTCHS) to specify matching criteria to create match groups in the worksheet and build the worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Create Worksheet** > **Worksheet Matches**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Matches page. You can find definitions for the fields and controls later on this page.



You specify the criteria for matching debit items to credit items in the **Match Criteria** group box. When you build the worksheet, the system displays groups of matching debit and credit items on the Worksheet Group View page.

Field or Control	***Description***
Field Match	Select an option for matching the field values. Options are: *Field:* Select to match any value in a specific debit item field to the exact same value in a specific credit item field. When you select this option, only the **Debit Field** and **Credit Field** are available. *Value:* Select to match a specific or partial value in a specific debit field to a specific or partial value in a specific credit field.
Debit Field and **Credit Field**	Select the matching criteria for debits in the debit fields and the matching criteria for credit items in the credit fields. For each line, select the field on the Item table (PS_ITEM) that you want to match. Values are *Bill of Lading, Broker ID, Carrier ID, Claim Number, Class of Trade, Contract, Division, Document ID, Entry Reason, Family, Invoice, Item ID, Major Classification, Order No, Proof of Delivery, Purchase Order Ref, Sales Person,* and *Sales Person 2.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Operator	Select the operator for each field match: = (equal): Matches the exact value that you enter in the **From** field. *BTW* (in between): Matches a range of values that you enter in the **From** and **To** fields. For example, if you enter *C* to *DZ,* it matches all values that begin with C to DZ. *LIKE* (like comparison): Includes references that begin or end with the same characters or numbers by entering a partial value and the percent *(%)* wildcard in the **From** field. For example, if you enter a PO number of *24%,* it matches items that have PO numbers beginning with 24xx, but won't match a PO number of x24x. **Note:** The **To** field is available only if you selected *BTW* for the operator. If you selected *LIKE,* you must enter a percent wildcard in the **From** field.

The system creates one match group that contains all of the items that meet your matching criteria for each line. For example, enter the following matching criteria:

Field or Control	*Description*
Debit Field	*ITEM*
Operator	=
From	*DE134*
Credit Field	*ITEM*
Operator	*LIKE*
From	*CR123%*

If you have the debit item DE1234 and the CR1234, CR1236, and CR1239 credit items in the system, the system creates one match group containing these items:

- DE1234
- CR1234
- CR1236
- CR1239

Copyright © 1988, 2025, Oracle and/or its affiliates.

Worksheet Action

Field or Control	*Description*
Build	Click to create a new worksheet or to add items that meet your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

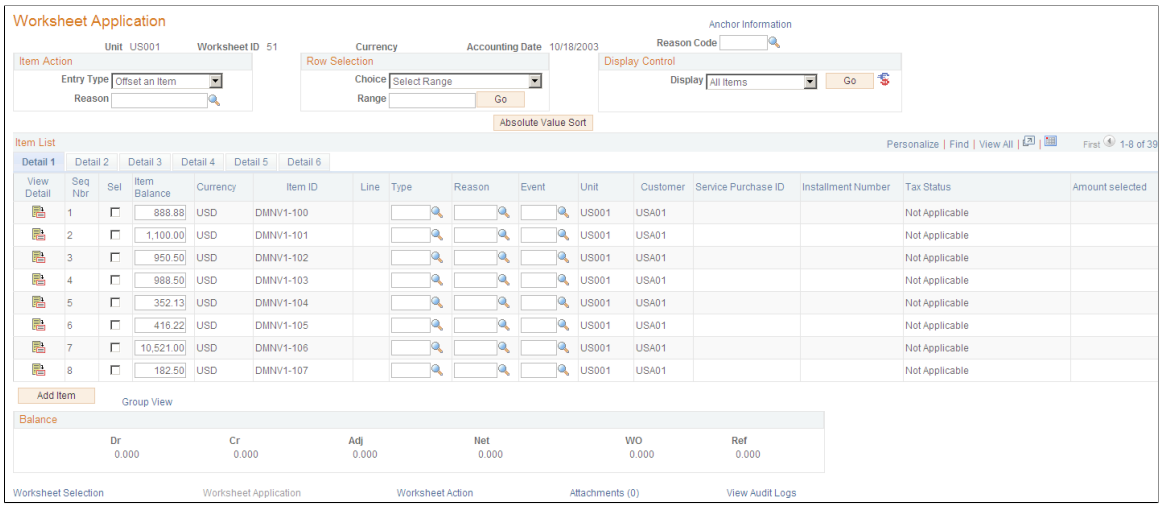
Maintenance Worksheet - Worksheet Application Page

Use the Maintenance Worksheet - Worksheet Application page (WS_WORKSHEET_IC) to offset individual debits and credits, write off items, create new items, or refund items.

Navigation:

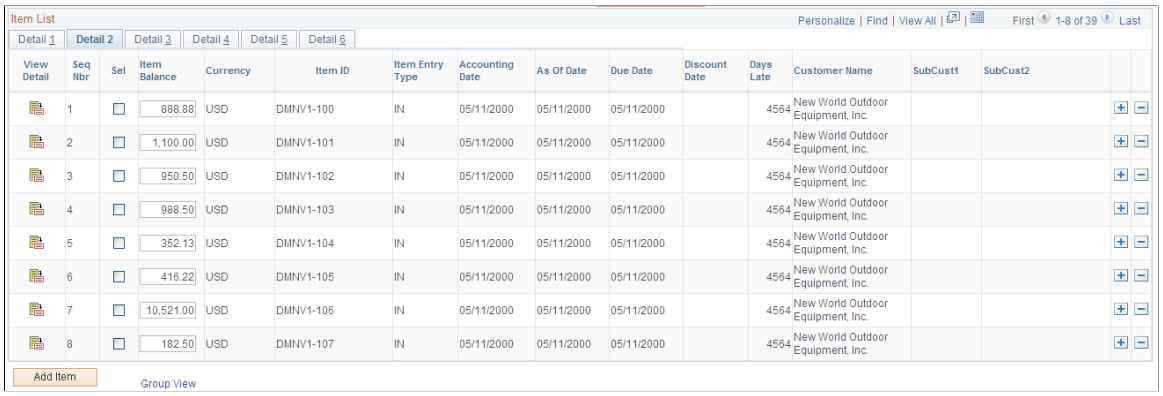
- **Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Maintenance Worksheet** > **Worksheet Application**
- Click the **Normal View** link on the Worksheet Group View page.

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 1 tab).

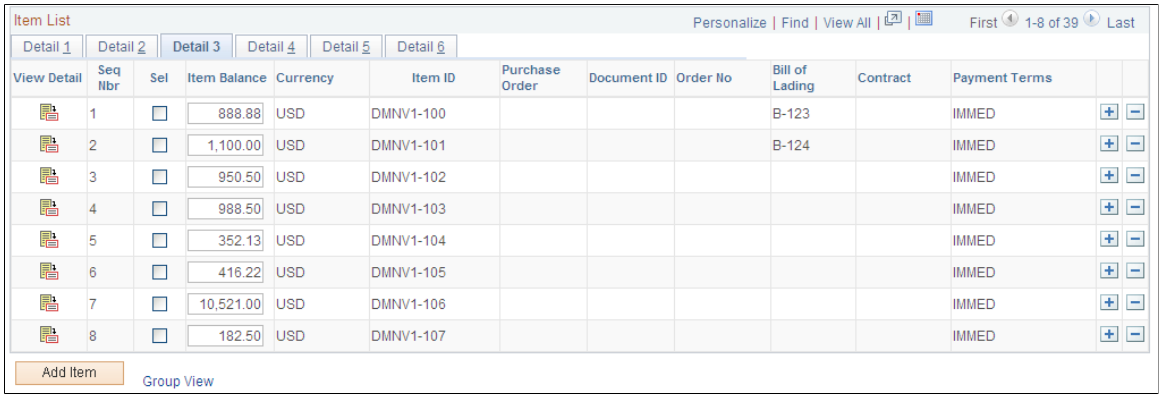


Copyright © 1988, 2025, Oracle and/or its affiliates.

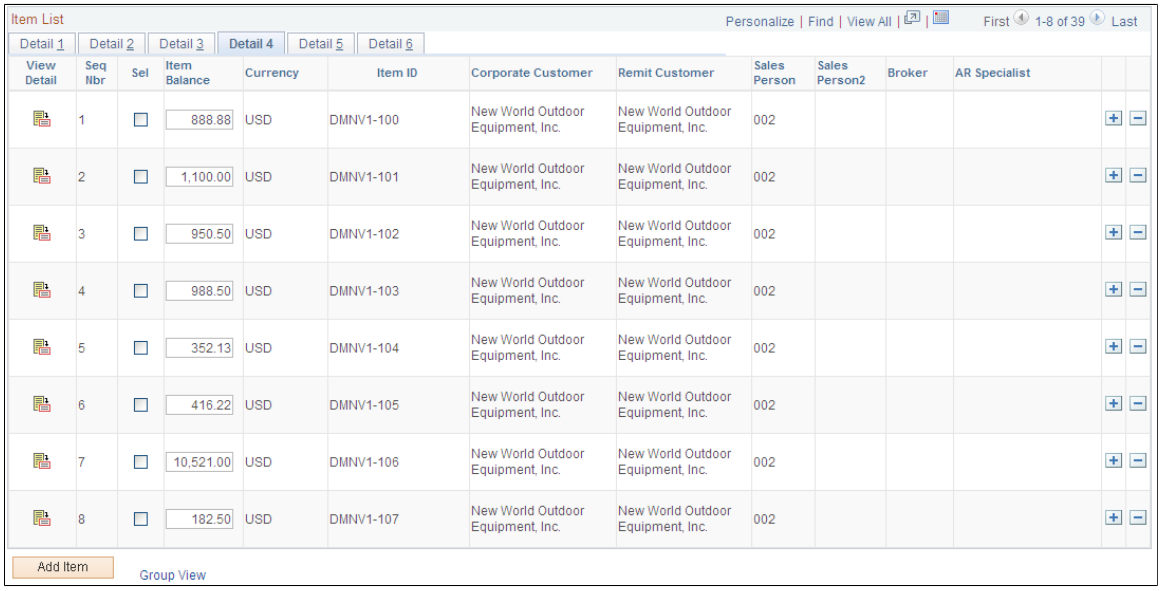
This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 2 tab).



This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 3 tab).

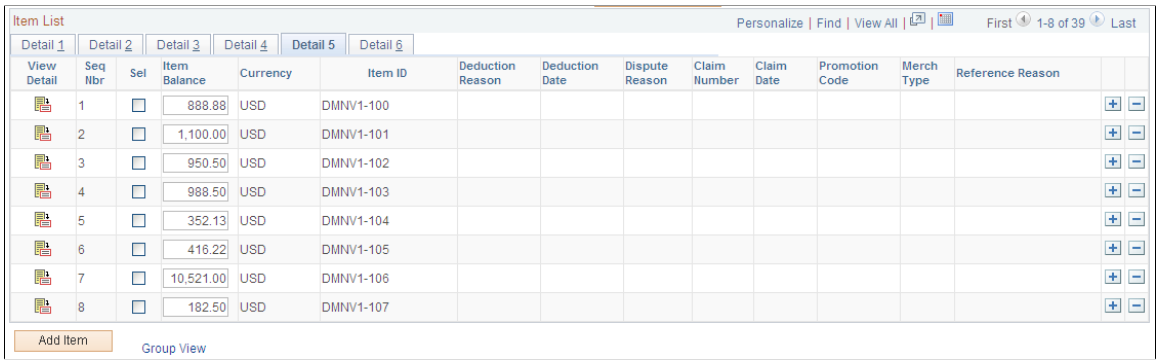


This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 4 tab).

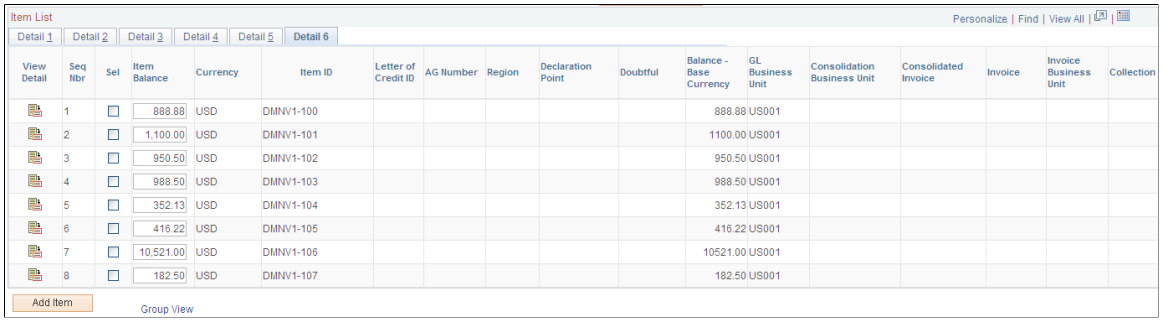


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 5 tab).



This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application page (Detail 6 tab).



The page appears in normal view if you did not enter any matching criteria on the Worksheet Matches page or if the matching criteria did not generate any match groups.

Field or Control	***Description***
Anchor Information	Click this link to access the Anchor Information page (AR_WS_ANCHOR_SEC), where you select an anchor business unit and anchor currency for multicurrency processing. Select a control distribution code for accounting entries. If an item is selected on the worksheet, then you are unable to change or select any of these fields.
Absolute Value Sort	Click to sort the worksheet by the absolute value of the item balance, in descending order. The default order displayed in the worksheet is by Item ID. To resort by Item ID after sorting by absolute value, you must rebuild the worksheet. **Note:** The system will sort by absolute value of the item balance only on grids that have not been personalized.

Working with Item Selection Controls

The item selection controls enable you to work with all items in the worksheet at once or a specified range of items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type and **Reason**	Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the **Reason** field if you selected the **Require Reason** check box for the entry type on either the Item Entry Type - Selection page or the Automatic Entry Type - Selection page. Valid entry types are: *Offset an Item:* Select to offset all of the selected items. *Refund a Credit:* Select to refund selected credit items. If you also have debit items selected, the system ignores them. *Write off a Debit:* Select to write off selected debit items. If you also have credit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit. *Write off a Credit:* Select to write off selected credit items. If you also have debit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit. **Note:** If you select an item that is selected in another worksheet, and you selected the **No Mult Pending Item Selection** field on the Installation Options - Receivables page, the system does not select the item in the grid. To determine whether the item is selected in another group, click the **Items in Other Groups** link on the Detail View page for the item. The system also does not automatically select an item that you added to the worksheet by clicking the **Add Item** button if that item is selected in another worksheet. **Important!** The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT (value added tax) only if VAT applicability is set to *Exempt* or *Out of Scope.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Choice and **Range**	Select an option to select or deselect multiple items at a time. Values are *Select All, De-Select All, Select Range, De-Select Range.* If you select *Select Range* or *De-Select Range,* enter the range in the **Range** field. For example, enter *4-7.*
Go	Click to apply your selections to the items in the grid and to update the worksheet balances. If you have a remaining balance, you can write off the remaining balance or create a new debit or credit item for the difference.

Using Item Display Controls

Field or Control	*Description*
Display	Specify which items to display in the grid, such as *All Items, Unselected Items,* or *Selected Items.*
Go	Click to refresh the item list and balances.
	Click the **Currency Conversion Panel** icon to access the Currency Conversion page (EU_CUR_CNV_WS_SEC), where you select a display currency for the **Conversion Amount - Currency** column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Sort All	Use the **Sort All** field to sort *all* items in the worksheet, not just the items that are displayed in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Select *Match* to place matching credits and debits together. The worksheet matches the items by comparing the item ID and line number with the document and document line number. Select *Items* to sort the worksheet in the order that you entered the items on the Worksheet Selection page. Then click **Go** to resort all items in the worksheet. The page displays the selected rows that currently appear in the list. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle recommends a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily. These fields and buttons are not available if the number of rows does not exceed the maximum chunk size.

Working with Item Summary Information

Use the Customize link to sort by column and reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort your data.

See the section on using grid and scroll area controls in the the product documentation for *PeopleTools: Applications User's Guide*.

Field or Control	*Description*
	Click the **View Detail** icon to access the Worksheet Application Detail View page, where you view and update details for an item. **Note:** If you selected the option to view all items in the grid, the Detail View page displays information about all items in the grid and the page takes longer to open.
Seq Nbr (sequence number)	This number relates to the order in which the items were entered on the Worksheet Selection page. Initially the items appear in this order. If you sort the worksheet based on the value in another column or by using the **Sort All** field, the number stays with the item, but the grid order changes. Use this column to resort the worksheet in the original order.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Item Balance	Displays the amount of the item on which you are taking action. Change the amount if you do not want to take action on the full amount of the item. For new items that you create, add the amount for the item.
Item ID and **Line**	If you added a new item to the worksheet to balance the worksheet, enter the item ID and line number. If you need to add additional information for the item, use the Worksheet Application Detail View page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Type and **Reason**	Select the entry type and reason for the activity. If you are working with an existing item, select one of these entry types: *MT (Offset an Item):* Select to match the item. **Note:** If you are offsetting a vendor rebate claim or claimback item derived from PeopleSoft Purchasing or PeopleSoft Order Management and the item's business unit is associated with a VAT entity, you create two items, one with the base amount of the item in the **Item Balance** field and one with the VAT amount for the item in the **Item Balance** field. Use the MT (Offset an Item) entry type for each item. Use the CRBSE entry reason for the row with the base amount and CRVAT entry reason for the row with the VAT amount. You also must enter the reference number for the claim item in the **Document** field on the Worksheet Application Detail View page. *RC (Refund a Credit):* Select to refund a credit item. *WO (Write-off a Debit):* Select to write off a debit item. *WOC (Write-off a Credit):* Select to write off a credit item. If you are working with a new item in the worksheet that you created by adding a new row to the worksheet, select one of these entry types: *MC (Create New Credit):* Select to create a new credit memo and add the amount to the adjustment total. The amount in the balance field must be negative. *MD (Create New Debit):* Select to create a new debit memo and add the amount to the adjustment total. The amount in the balance field must be positive. *RRC (Refund Remaining Credit):* Select to refund the remaining balance for the worksheet in the **Net** field. *WRC (Write-off Remaining Credit):* Select to write off the remaining credit balance for the worksheet in the **Net** field. The system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total. *WRD (Write-off Remaining Debit):* Select to write off the remaining debit balance for the worksheet in the Net field. The system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Note: If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit. **Important!** The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope.*
Add Item	Click to add an existing item that is not already in the worksheet. When you add an item, enter the business unit, customer ID, and item ID. The system selects the item and assigns an MT offset entry type. If you are using line items, all line items for the item are selected. If you attempt to add an invalid item ID or any open item that does not meet the current editing criteria, it will not be added to the worksheet. **Note:** To add all of another customer's open items as opposed to a single item, access the Worksheet Selection page, where you can add a customer ID and rebuild the worksheet.
Group View	Click to access the Worksheet Group View page, where you match items in match groups.
Write Off Remaining Amount	Click to write off the remaining balance for the worksheet. The link is available only if a balance is in the **Net** field. The system creates two new pending items—the new debit or credit and the write-off—and assigns an item ID to each item. Override the item ID if you want to assign your own number. If the net amount is greater than zero, the system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total. If the net is less than zero, the system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Revenue Distribution	Click to distribute revenue amounts for control budgets when an item has multiple revenue lines and you are only partially taking action on it. This link is available only if you enabled commitment control processing and if you enabled the entry of multiple revenue lines for the business unit.
Item Entry Type	Displays the original entry type of the item when the worksheet is built.

Balance

The system updates the balance information when you click **Go** or **Refresh,** or you save the worksheet. You must have a zero balance before you can post the worksheet.

Field or Control	*Description*
Dr (debit)	Displays the total of positive amounts.
Cr (credit)	Displays the total of negative amounts.
Adj (adjustment)	Displays the amount of new debit and credit pending items that you created.
Net	Displays the remaining or unmatched amount for selected items (debits – credits + adjustments).
WO (write-off)	Displays the total of both item and remainder write-offs.
Ref (refund)	Displays the total of refunded items.

Maintenance Worksheet - Worksheet Group View Page

Use the Maintenance Worksheet - Worksheet Group View page (WS_WORKSHEET_IC2) to balance match groups, create write-offs and new items, or refund items as needed.

Navigation:

- **Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Worksheet Match Groups** > **Worksheet Group View**
- Click the **Group View** link on the Worksheet Application page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The page opens in group view if you entered matching criteria on the Worksheet Matches page and your criteria generated match groups.

Each match group contains the items that matched based on your matching criteria. Match group number 99999 contains all items that did not match any other items. The group balance for each match group must be zero before you can post the worksheet. Also, the net amount for the worksheet must be zero.

To balance a match group, you can:

- Select the items to offset.
- Write off an item or write off the remaining balance for an item.
- Change the balance for an item to partially match it.
- Move items to another group.
- Add a new item to the group.
- Delete items from the group.

Use the **Match Group** scroll area to scroll through the match groups. Use the **Item List** grid to scroll through items within a match group.

Field or Control	*Description*
Anchor Information	Click to access the Anchor Information page, where you select an anchor business unit and anchor currency for multicurrency processing. Select a control distribution code for accounting entries. If an item is selected, then you will not be able to change or select any of these fields.
	Click the **Currency Conversion Panel** icon to access the Currency Conversion page, where you select a display currency for the **Conversion Amount - Currency** column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.
Normal View	Click to access the Worksheet Application page, where you match individual items instead of matching items in groups.
Revenue Distribution	Click to distribute revenue amounts for control budgets when an item has multiple revenue lines and you are only partially taking action on it. This link is available only if you enabled commitment control processing and if you enabled the entry of multiple revenue lines for the business unit.

Using the Item Controls to Balance Groups

The item selection controls enable you to work with all items in a single match group at once or a specified range of items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type and **Reason**	Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the **Reason** field if you selected the **Require Reason** field for the selected entry type on either the Item Entry Type - Selection page or the Automatic Entry Type - Selection page. Valid entry types are: *MT (Offset an Item):* Select to offset all of the selected items. *RC (Refund a Credit):* Select to refund selected credit items. If you also have debit items selected, the system ignores them. *WO (Write off a Debit):* Select to write off selected debit items. If you also have credit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit. *WOC (Write off a Credit):* Select to write off selected credit items. If you also have debit items selected, the system ignores them. The system issues a message if you try to write off more than the write-off tolerances permit. If you receive a warning message that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit. **Note:** If you select an item that is selected in another worksheet, and if you selected the **No Mult Pending Item Selection** option on the Installation Options - Receivables page, the system does not select the item in the grid. To determine whether the item is selected in another group, click the **Items in Other Groups** link on the Detail View page for the item. **Important!** The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope.*
Match Group	Select the number of the match group with which you want to work.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Choice and **Range**	Select an option to select or deselect multiple items in the group at once. Values are *Select All, De-Select All, Select Range, De-Select Range,* and *none.* If you select *Select Range* or *De-Select Range,* enter the range in the **Range** field. For example, enter *4-7.*
Go	Click to apply your selections to the items in the match group and to update the group balance and worksheet balances. If you have a remaining balance for a match group, you can write off the remaining balance or create a new debit or credit item for the difference. To write off the remaining balance, add a new row for a write-off item to the match group and enter the remaining amount in the **Item Balance** field. Select either the WRD or WRC entry type to write off the remaining debit or credit.

Working with Individual Items to Balance Match Groups

Use the **Customization** link to sort by column and reorder, hide, and freeze columns. This will enable you to put the key fields that you want to review on the Detail 1 tab and sort your data.

See the section on using grid and scroll area controls in the *PeopleTools: PeopleSoft Applications User's Guide.*

Field or Control	*Description*
	Click the **View Detail** icon to access the Worksheet Application Detail View page, where you can view and update details for an item. **Note:** You can review only one item in the Detail page when clicking the **View Detail** icon on the Worksheet Group View page.
Item Balance	Displays the amount of the item on which you are taking action. Change the amount if you do not want to take action on the full amount of the item. For new items that you create, add the amount for the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Seq (sequence)	This number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items in each match appear in this order. If you sort the match group based on the value in another column, the number stays with the item, but the grid sequence number for the item in the left column changes. Use this column to resort the worksheet in the original order.
Item ID and **Line**	If you added a new item to the match group to balance the group, enter the item ID and line number. Add additional information for the item on the Detail View page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Type and **Reason**	Select the entry type and reason for the activity. If you are working with existing items, select one of these entry types: *MT (Offset an Item):* Select to match the item. **Note:** If you are offsetting a vendor rebate claim or claimback item derived from PeopleSoft Purchasing or PeopleSoft Order Management and the item's business unit is associated with a VAT entity, you create two items, one with the base amount of the item in the **Item Balance** field and one with the VAT amount for the item in the **Item Balance** field. Use the MT (Offset an Item) entry type for each item. Use the CRBSE entry reason for the row with the base amount and CRVAT entry reason for the row with the VAT amount. You also must enter the reference number for the claim item in the **Document** field on the Worksheet Application Detail View page. *RC (Refund a Credit):* Select to refund a credit item. *WO (Write off a Debit):* Select to write off a debit item. *WOC (Write off a Credit):* Select to write off a credit item. If you are working with a new item in the match group that you created by adding a new row, select one of these entry types: *MC (Create New Credit):* Select to create a new credit memo and add the amount to the adjustment total. The amount in the balance field must be negative. *MD (Create New Debit):* Select to create a new debit memo and add the amount to the adjustment total. The amount in the balance field must be positive. *RRC (Refund Remaining Credit):* Select to refund the remaining balance for the match group in the **Group Balance** field. *WRC (Write-off Remaining Credit):* Select to write off the remaining credit balance for the match group in the **Group Balance** field. The system creates a credit (MT-05) and adds the amount to the adjustment total. It also creates a credit write-off (MT-06) and adds that amount to the write-off total. *WRD (Write-off Remaining Debit):* Select to write off the remaining debit balance for the match group in the **Group Balance** field. The system creates a debit memo (MT-04) and adds the amount to the adjustment total. It also creates a debit write-off (MT-07) and adds that amount to the write-off total.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Note: If you receive a warning that the write-off exceeds the tolerances, you can bypass the message, as long as you are enabled to override tolerances in user preferences and the write-off meets your tolerance requirements. If approval framework is activated, then the system requires the approval of write-off amounts entered and saved on the worksheet that are above the approval-needed limit. **Important!** The system allows you to select *Write off a Debit* or *Write off a Credit* if the business unit for both items being matched requires VAT only if VAT applicability is set to *Exempt* or *Out of Scope*.
Move	Click this button to access the Move Item page (WS_MOVE_ITEM). Select the **Move Item** check box and enter the number for the new match group in the **To Match Group ID** field. Click **Save** to move the item.

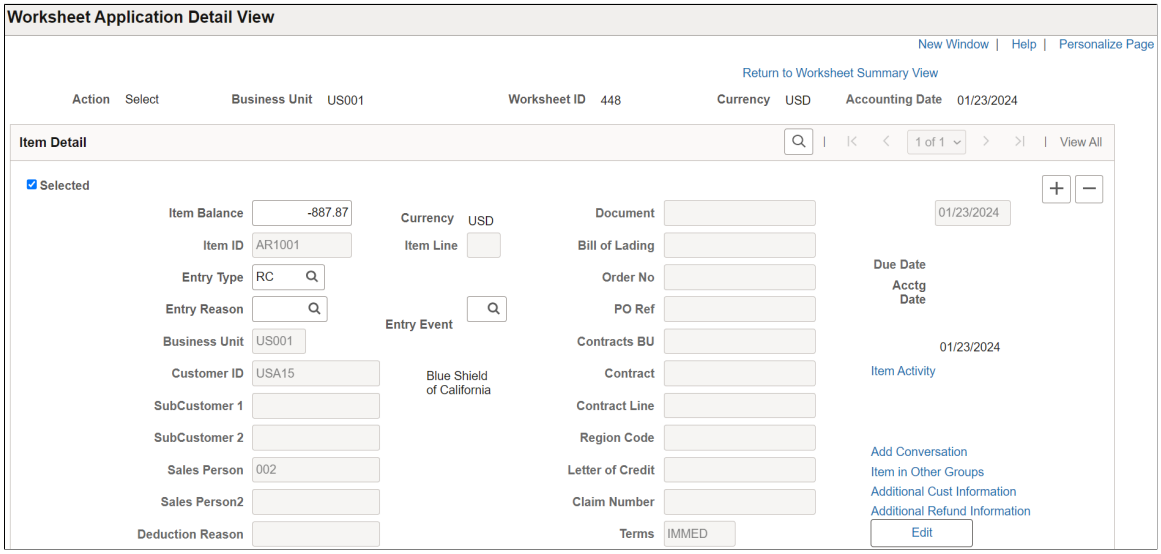
Maintenance Worksheet - Worksheet Application Detail View Page

Use the Worksheet Application Detail View page (WS_WORKSHT_IC_DTL) to view or change details about a selected item on a worksheet. Write off a remaining balance for the worksheet.

Navigation:

Click the **View Detail** icon on the Worksheet Application page or the Worksheet Group View page.

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application Detail View page (1 of 2). You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Worksheet - Worksheet Application Detail View page (2 of 2). You can find definitions for the fields and controls later on this page.



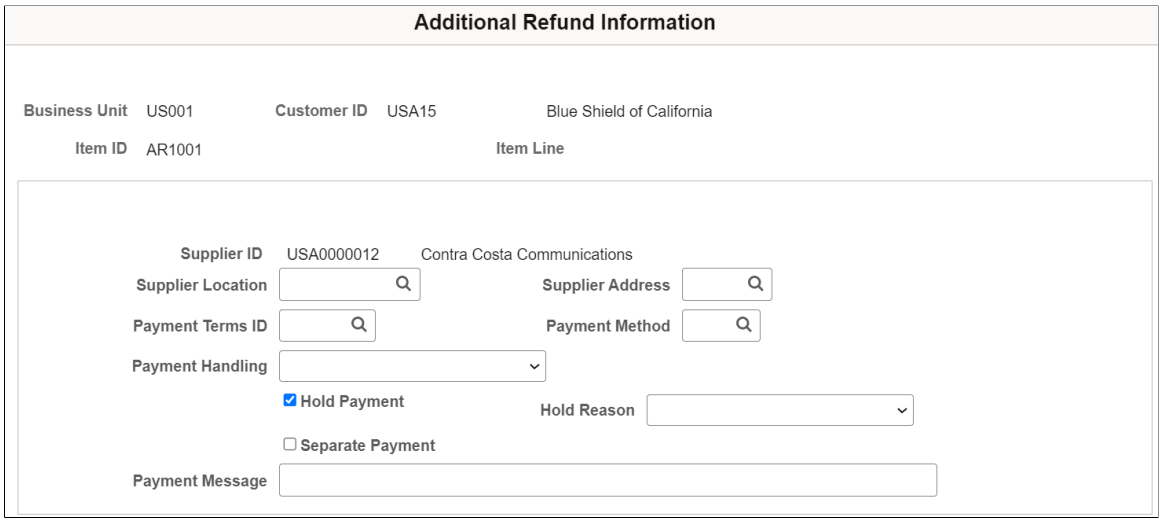
Field or Control	*Description*
Item Balance	To partially take action on an item, change the amount and click **Edit** to update the worksheet balance information.
Entry Type and **Entry Reason**	Select the entry type and reason for the activity.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the **Item Address** option for the correspondence customer on the Correspondence Options page.
Supplier Address Sequence	Displays the default remit to address from the supplier location in Payables. You can accept or override the default value. A prompt view provides a list of valid values for the supplier, from which you can choose. The valid address sequence numbers are specific to each supplier ID. The Supplier Address Sequence field is available when you use one of these actions: Refund a Credit (MT-09) or Refund Remaining Credit (MT-08). The selected Supplier Address Sequence is added to the item details and the refund process passes the value to Payables.
Document	If you are applying the payment to a vendor rebate claim item or claimback item that is derived from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, it sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management to use to reconcile the claims on the claims management workbench. This field is available for existing items only if you enter entry reasons on the AR Integration page.

Additional Refund Information Page

Click *Additional Refund Information* link to update additional refund information. *Additional Refund Information* link is available only if Entry Type is *RC* (Refund a Credit) or *RRC* (Refund Remaining Credit). Similarly, the link is not available for single payment suppliers.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Fields or controls and descriptions for Additional Refund Information page.



Hold Payment check box is not available if Payment Method is *Manual* (Manual Check). An error message is displayed if any of these payment methods *EFT*, *ACH*, *BEF* or *GE* are selected, and a bank account is not set up for the supplier.

To view the additional refund information after the Maintenance group is posted, you can use the Posting Results components. The *Additional Refund Information* link is available on the Pending Item 1 tab for Maintenance groups with refund transactions only. For additional information, see Reviewing Posting Results.

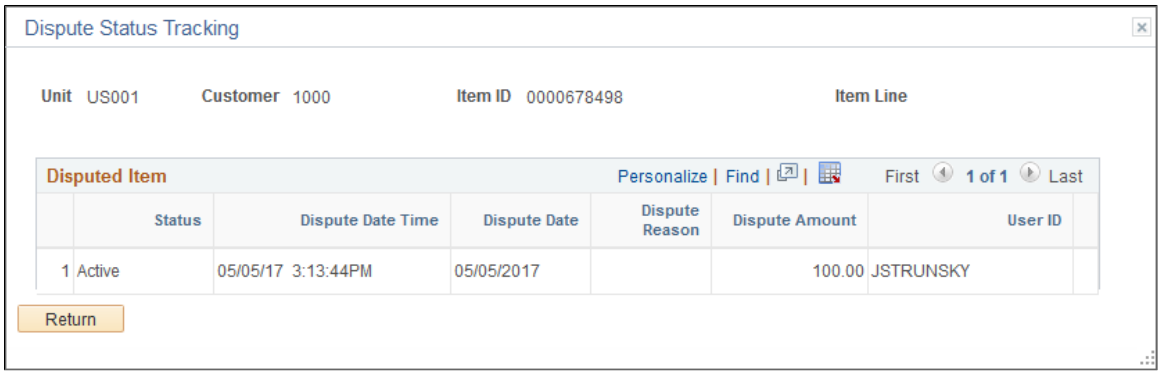
Dispute Status Tracking Page

Use the Dispute Status Tracking page (ITEM_DISP_T) to view dispute status information for an item.

Click *Dispute* to access the Dispute Status Tracking page and view dispute status information for an item.

This link appears only when dispute tracking data exists for the item.

This example illustrates the fields and controls on the Dispute Status Tracking page.



Note: To save your changes, return to the Worksheet Application or Worksheet Group View page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Multiple Revenue Line Distribution Page

Use the Multiple Revenue Line Distribution page (AR_MRL_SEC) to determine how to distribute revenue to control budgets for partial payments when an item has multiple revenue lines.

Navigation:

Click the **Revenue Distribution** link on the Worksheet Application Detail View page, the Worksheet Application page, or the Worksheet Group View page.

See Distributing Amounts for Multiple Revenue Lines for Control Budgets.

Maintenance Worksheet - Worksheet Action Page

Use the Maintenance Worksheet - Worksheet Action page (WS_ACTION_IC) to select a posting action, create or review accounting entries, delete a worksheet, create accounting entries online for the worksheet, or delete accounting entries.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Finalize Maintenance Worksheet** > **Worksheet Action**

Field or Control	*Description*
Delete Worksheet	Click to delete the entire worksheet and any accounting entries that you created for the worksheet.
Delete Maintenance Group	Click to delete the accounting entries that you created, but leave the worksheet intact.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	If approval workflow is enabled, any write-offs must be approved before you can proceed with any of the posting actions. You must select Submit to Workflow action. The approver can access the worksheet and change this action to Pending Approval. Once the write-off is approved, the system enables the approver to perform a posting action. Select a posting action for the group and click **OK** to carry out the action. Values are: *Do Not Post:* Saves the changes to the group, but no posting occurs. Use this option to change the posting option for a group set to *Batch Standard* if the group has not been processed yet. *Post Now:* Runs the Receivables Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes. *Post Now to GL:* Runs the Receivables Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. *Batch Priority:* Runs the Receivables Update process the next time that a priority scheduled job runs or the next time that a standard scheduled job runs, if that occurs first. This option is not intended for large jobs. *Batch Standard:* Runs the next time that a standard scheduled batch jobs runs. This may occur once a day, depending on how often the organization schedules standard jobs. --- **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when an immediate need exists to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. If approval workflow is enabled, the write-off has to be approved before a posting action can be selected. --- See Setting Up Run Controls for Receivables Update.
Create/Review Accounting Entries	Click to create accounting entries online. Normally you do not use this option in a production environment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Accounting Entries and Correcting Errors

Pages Used to Review Accounting Entries and Correct Errors

Page Name	*Definition Name*	*Usage*
Worksheet Control Page	GROUP_ENTRY1_DSP	Review the control totals for a maintenance group.
Accounting Entries Page	GROUP_ENTRY3_DSP	Review and correct errors for accounting entries in a maintenance group.

Related Links

Correcting Posting Errors
"Understanding ChartField Combination Editing" (Application Fundamentals)

Understanding Reviewing Accounting Entries and Correcting Errors

When you post maintenance groups, the Receivables Update process and the Pending Group Generator process (AR_PGG_SERV) work together to create the group, pending items, and accounting entries. To review the accounting entries before background processing occurs, you can create them online by clicking the **Create/Review Entries** button on the Worksheet Action page. The process edits for ChartField combination errors if you enabled this option for the business unit on the Receivables Options - General 2 page. A single error message appears if at least one distribution line has a ChartField combo edit error. This message instructs the user to refer to the ChartField Combo Error tab for further details about the error. The ChartField Combo Error tab appears in the **Distribution Lines** grid. This tab identifies the specific fields and combination group that was used to compare against the distribution line with the error. If no errors occurred, this tab does not appear. You cannot post the accounting entries until you fix the errors if you selected **Recycle** in the **ChartField Editing** group box for the business unit.

Use the Accounting Entries page to review or edit accounting entries that have already been created for maintenance group items and correct them if needed. You can edit both the receivables (AR) line and the user-defined lines for these types of new items that do *not* reference existing items:

- Create a New Debit (MT-04)
- Create a New Credit (MT-05)
- Write-off Remaining Credit (MT-06)
- Write-off Remaining Debit (MT-07)
- Refund Remaining Credit (MT-08)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: You cannot edit the AR lines when the system generates two transactions for the same new item ID because the AR line must match for both transactions. This applies when a Write-off Remaining Debit (MT-07) item automatically creates a Create a New Debit (MT-04) item, or when a Write-off Remaining Credit (MT-06) or Refund Remaining Credit (MT-08) item automatically creates a Create a New Credit (MT-05) item.

For write-off items (MT-02) and MT-03), you can edit only the user-defined lines. To keep these accounting entries balanced when you make changes, enable the **ChartField Balancing** option on the Ledger Group - Balancing page. This enables the system to create intraunit accounting entries across the from and to line.

Note: You can select the *Always Inherit* or *Inherit within BU* inheritance option, and still override inherited ChartFields on write-off transactions on the payment and maintenance worksheets. To enable users to override inherited ChartFields, select the Enable Write-Off Override check box on the Receivables Options – Payment Options page.

If ChartField combination errors occur on Offset an Item (MT-01) and Refund a Credit (MT-09) transactions:

1. Delete the accounting entries on the error correction pages.
2. Modify the ChartField combinations for either the combination edit rules or for the distribution codes.
3. Rerun the Receivables Update process to regenerate the accounting entries.

If your automatic entry type accounting templates contain multiple user-defined lines, and you create entries online, you can manually allocate the amount of the item across the accounting lines. If you create entries during background processing, the accounting lines will not be balanced and you must use the error correction pages to manually allocate the amount across the accounting lines.

If the original item that an item references has project ChartFields and you want to use the same ChartField values, access the AR Billing Inquiry page (AR_BI_INQUIRY_B) for the item and click the **Bill Header - Project Info** link. This enables you to view the project ChartFields on the bill header in PeopleSoft Billing. Otherwise, the system uses the ChartField values that you defined on the Auto Entry Type - Accounting Template for the entry type and reason.

Worksheet Control Page

Use the Worksheet Control page (GROUP_ENTRY1_DSP) to review the control totals for a maintenance group.

Navigation:

- **Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Accounting Entries** > **Worksheet Control**
- **Accounts Receivable** > **Receivables Update** > **Correct Posting Errors** > **Worksheet** > **Worksheet Control**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entries Page

Use the Accounting Entries page (GROUP_ENTRY3_DSP) to review and correct errors for accounting entries in a maintenance group.

Navigation:

- **Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Accounting Entries** > **Accounting Entries**
- **Accounts Receivable** > **Receivables Update** > **Correct Posting Errors** > **Worksheet** > **Accounting Entries**

Related Links

Reviewing and Updating Accounting Entries
Creating and Updating Accounting Entries
Entering or Updating Pending Items
Correcting Posting Errors

Processing Refunds

Pages Used to Process Refunds

Page Name	*Definition Name*	*Usage*
Maintenance Worksheet - Worksheet Selection Page	WS_IDENTIFY_IC	Build the maintenance worksheet. See Creating Refunds. See also the Maintenance Worksheet - Worksheet Selection Page.
Maintenance Worksheet - Worksheet Application Page	WS_WORKSHEET_IC	Select the items to refund. See Creating Refunds. See also the Maintenance Worksheet - Worksheet Application Page.
Maintenance Worksheet - Worksheet Group View Page	WS_WORKSHEET_IC2	Select the items to refund. See Creating Refunds. See also the Maintenance Worksheet - Worksheet Group View Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Maintenance Worksheet - Worksheet Action Page	WS_ACTION_IC	Select a posting action. See Creating Refunds. See also the Maintenance Worksheet - Worksheet Application Detail View Page.
Receivable Update Request Page	POSTING_REQUEST	Post the worksheet refund items. See Posting Refunds. See also the Receivable Update Request Page.
Refunds Page	RUN_AR36001	Run the Receivables Refunds process.
Refund Status Page	REFUND_INQUIRY	View information for a refund voucher that was created by PeopleSoft Payables.

Understanding Refund Processing

This documentation discusses how to:

1. Create refunds using the maintenance worksheet.
2. Post the refunds using the Receivables Update process.
3. Run the Receivables Refund process to update the Voucher Stage tables.

The Receivables Refund Application Engine process (AR_REFUND) adds rows to the PS_VCHR_HDR_STG, PS_VCHR_LINE_STG, and PS_VCHR_DIST_STG tables for PeopleSoft Receivables. The PeopleSoft Payables Voucher Build Application Engine process (AP_VCHRBLD) creates voucher record sets. The Receivables Refund process does not add unposted vouchers to the voucher tables in your Accounts Payable system.

If PeopleSoft Payables is not installed, the Receivables Refund process adds rows to the PS_AR_REFUND_TMP table instead.

Note: If you do not have PeopleSoft Payables installed on your system, disable Payables on the Installed Products page so that the option to load the rows to the PeopleSoft Payables staging tables is not available on the Refund Parameters page.

Process Flow

Perform these steps to process refunds:

1. Create refunds using the maintenance worksheet.
2. Post the refunds using the Receivable Update process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

3. Run the Receivables Refund process to update the Voucher Stage tables.

After you perform the three tasks, run the Voucher Build process in PeopleSoft Payables, and continue with normal voucher processing in PeopleSoft Payables.

Accounting for Refund Processing

The system debits accounts receivable and credits the Refund Control ChartField combination when you run the Receivables Update process or create accounting entries online for the refunds that you create on a maintenance worksheet.

The Receivables Refund process creates an offsetting debit to the Refund control account. The system determines the corresponding credit by using your PeopleSoft Payables account entry templates associated with the Payables business unit.

Related Links

"Running the Voucher Posting Process" (PeopleSoft Payables)
Understanding Realized Gain and Loss Processing

Prerequisites

You must set up your system to process refunds correctly. Perform these tasks before you create a refund:

- Link each customer to a supplier by entering a customer ID for the supplier on the Supplier Information page.

  PeopleSoft Payables uses the supplier ID that you assign to the customer on the voucher.

- Link the supplier to the customer on the Miscellaneous General Info page.

  In the Supplier ID fields, enter a SetID and a supplier ID.

- Link the receivables business unit to the Payables business unit and specify the Accounts Payable (AP) origin ID on the Receivables Definition - Accounting Options 2 page.

Related Links

Receivables Definition - Accounting Options 2 Page
"Viewing Supplier Information" (PeopleSoft Order to Cash Common Information)
"Miscellaneous General Info Page" (PeopleSoft Order to Cash Common Information)

Creating Refunds

Use the Maintenance Worksheet - Worksheet Selection page (WS_IDENTIFY_IC) to build the maintenance worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Create Maintenance Worksheet** > **Worksheet Selection**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Use the Maintenance Worksheet - Worksheet Application page (WS_WORKSHEET_IC) to select the items to refund.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Maintenance Worksheet** > **Worksheet Application**

Use the Maintenance Worksheet - Worksheet Group View page (WS_WORKSHEET_IC2) to select the items to refund.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Worksheet Match Groups** > **Worksheet Group View**

Use the Maintenance Worksheet - Worksheet Action page (WS_ACTION_IC) to select a posting action.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Maintenance Worksheet** > **Finalize Maintenance Worksheet** > **Worksheet Action**

To create refunds:

1. Build the maintenance worksheet on the Worksheet Selection page.
2. Select the credit items that you want to refund on the Worksheet Application page or the Worksheet Group View page, and select the Refund a Credit entry type.

   Alternatively, create a new row on a worksheet with a net credit balance and select the Refund Remaining Credit entry type.
3. Select a posting action on the Worksheet Action page.

Related Links

Maintaining Customer Accounts Using Worksheets

Posting Refunds

Use the Receivable Update Request page (POSTING_REQUEST) to post the worksheet refund items.

Navigation:

Accounts Receivable > **Receivables Update** > **Request Receivables Update** > **Receivable Update Request**

Related Links

Running Receivables Update

Copyright © 1988, 2025, Oracle and/or its affiliates.

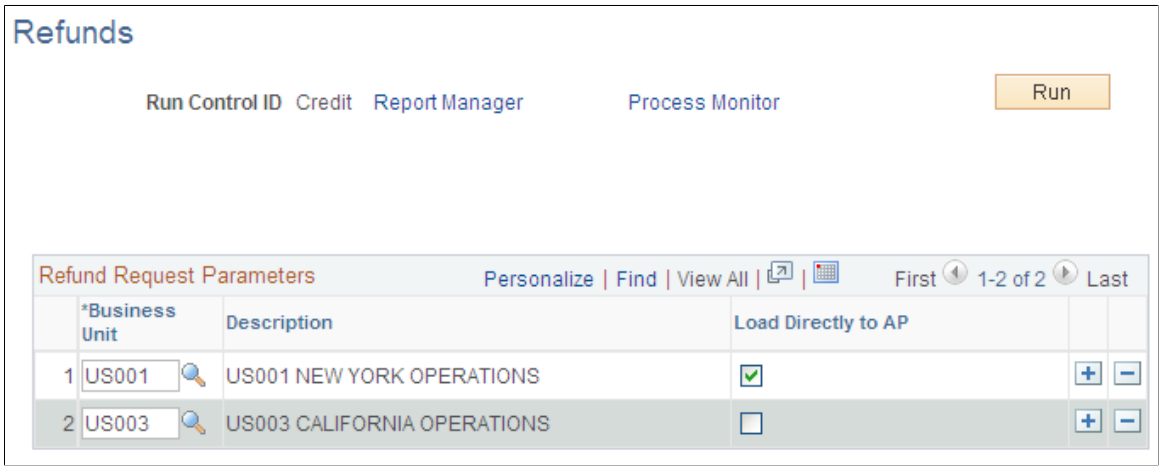
Refunds Page

Use the Refunds page (RUN_AR36001) to run the Receivables Refunds Application Engine process (AR_REFUND).

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Refunds** > **Request Refund Item** > **Refunds**

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



Field or Control	*Description*
Business Unit	Specify one or more business units for each run of the Receivables Refund Application Engine process. You can add new rows for each business unit you want to include in the refund process.
Load Directly to AP (load directly to accounts payable)	Select to load the processed refunds into the PeopleSoft Payables voucher staging tables. Deselect to enable the system to write refund information to the PS_AR_REFUND_TMP table. If you do not select this check box, you must write a custom process to read information from the PS_AR_REFUND_TMP table and update the appropriate PeopleSoft Payables tables or third-party payables system. This check box is available only if PeopleSoft Payables is installed on your system.

Refund Status Page

Use the Refund Status page (REFUND_INQUIRY) to view information for a refund voucher that was created by PeopleSoft Payables.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Refunds** > **Refund Status** > **Refund Status**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

Changing and Reviewing Item Information

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 28

Transferring Receivables

Prerequisites for Transferring Receivables

Before you can use a transfer worksheet to transfer items, you must:

- Create automatic entry types for these transfer system function IDs:
  - TR-01 (transfer item from customer).
  - TR-02 (transfer item to customer).
  - TR-03 (transfer item to the Doubtful Receivables account).
- Create a distribution code for the doubtful receivables account using the doubtful distribution type.
- Assign a default doubtful distribution code to the business unit.
- Create control distribution codes for transfer worksheets and assign a default control distribution code to the business unit.

  Note: When you are transferring an item from one business unit to another, the GL account and ChartFields assigned to the Transfer Control Distribution Code (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definition, Accounting Options 2 page) must exist in both the *transfer from* business unit and the *transfer to* business unit.
- Set up reference qualifiers to identify the types of references to use when building the worksheet.

You also must enter the items into the system and run the Receivables Update Application Engine process (ARUPDATE) to post the items.

Related Links

Understanding PeopleSoft Receivables Processing Options
Defining Business Unit Defaults for Individual Business Units
Understanding Reference Qualifiers

Common Elements Used to Transfer Receivables

Field or Control	*Description*
	Click the **Document Sequencing** icon to select the sequencing value for documents that you create online.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	If working with multiple currencies, click the **Disp Curr Conversion Worksheet** (display currency conversion worksheet) icon to change the display currency and specify whether to use today's date, the accounting date, or the date that you specify to determine which exchange rate to use.
	Click the **View Related Links** icon to view additional links.

Related Links

Changing Document Types and Document Sequence Numbers

Transferring Items to Another Customer or Business Unit

Pages Used to Transfer Items to Another Customer or Business Unit

Page Name	*Definition Name*	*Usage*
Transfer Selection Page	TRN_IDENTIFY	Build a customer business unit or transfer worksheet.
Filter Items Page	WS_ITEMSRCH_SEC	Enter advanced selection criteria for items to include in the worksheet. See the Transfer Selection Page for more information.
Transfer Worksheet - Worksheet1 Page	TRN_WORKSHEET1	Indicate the *to* customer or business unit that receives the items.
Currency Conversion Page	EU_CUR_CNV_WS_SEC	Select the currency code, rate, and date of conversion for the display currency on the worksheet. See the Transfer Worksheet - Worksheet1 Page.
Control Distribution ID Page	AR_TRN_DST_CTL_SEC	Override the control distribution code that defines the control accounts receivable (AR) account. See the Transfer Worksheet - Worksheet1 Page.
Transfer Worksheet - Worksheet2 Page	TRN_WORKSHEET2	Review or modify information about the items that you are transferring.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Additional Item Information Page	TRN_WRKSHT_EXT	Display additional information for an item. See the Transfer Worksheet - Worksheet2 Page.
Item Activity Detail Page	ITEM_ACTIVTY_DRILL	View item activities. See the Transfer Worksheet - Worksheet2 Page.
Items in Other Groups Page	ITEM_MGROUP_SEC	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item.
Conversations Page	CONVER_DATA1_SS	Update or add conversation entries for the item. See the Transfer Worksheet - Worksheet1 Page or the Transfer Worksheet - Worksheet2 Page.
Additional Customer Information Page	CUST_INFO_SEC	Display customer information for an item. See the Transfer Worksheet - Worksheet1 Page or the Transfer Worksheet - Worksheet2 Page.
Finalize Transfer Worksheet Page	TRN_ACTION	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries.

Understanding Customer and Business Unit Transfers

This documentation discusses how to:

- Build a customer or business unit transfer worksheet.
- Select the to customer, business unit, and items.
- Modify item information.
- Select a transfer worksheet action.

Use the transfer worksheet to transfer items to another customer or business unit. The customers can be in the same business unit or different business units, or they can be assigned to different subcustomer levels within a single customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When you transfer an item from one business unit to another, the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in both the business unit *from* which you are transferring the item and the business unit *to* which you are transferring the item.

You can transfer items with value-added tax (VAT) as long as all the From customers' and To customers' receivables business units point to the same VAT entity. You can transfer payments that are put on account between two PeopleSoft Receivables business units.

Note: You cannot transfer multiple items that have the same item and item line number to another customer. For example, suppose that you have three customers that have items with the same item and item line numbers. In this case, you can combine the three items into one item on the maintenance worksheet using the target customer's number.

After you complete the transfer worksheet and select a posting action, you must run the Receivables Update process (AR_UPDATE) to transfer the items, create accounting entries, and post the results.

Related Links

Interunit and Intraunit Accounting

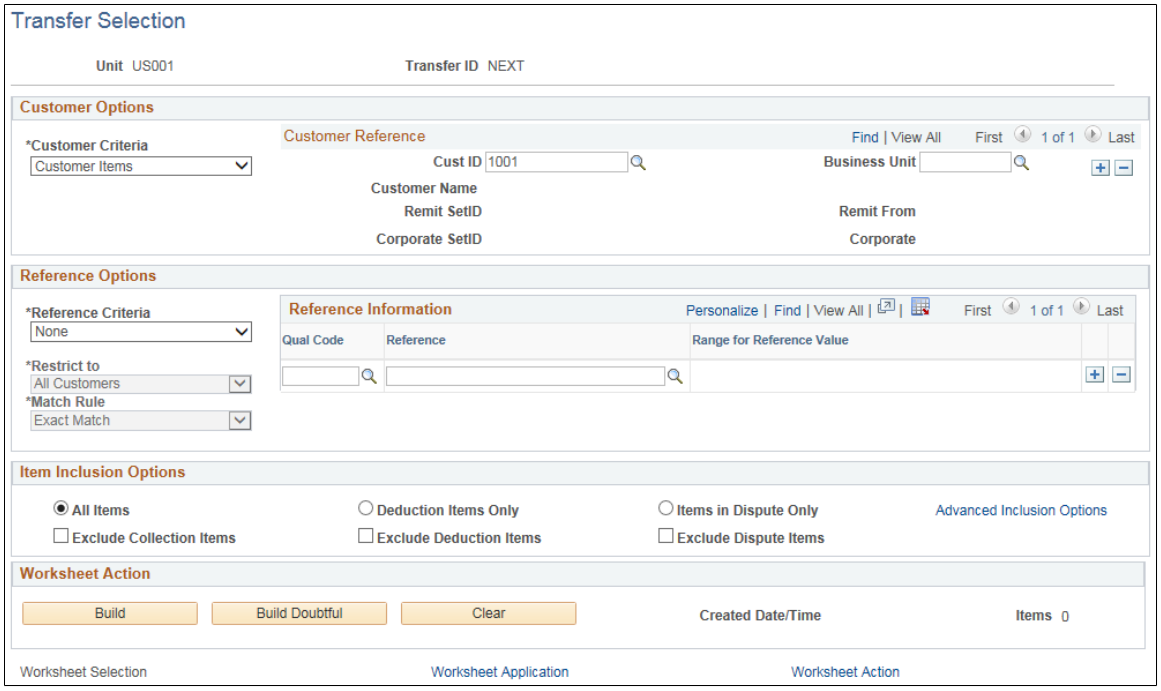
Transfer Selection Page

Use the Transfer Selection page (TRN_IDENTIFY) to build a customer business unit or transfer worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Transfer Worksheet** > **Transfer Selection**

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



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Options

Field or Control	*Description*
Customer Criteria	Select the type of customer items that you want to display on the worksheet. Values are: *Corporate Items:* Displays corporate items only. *Customer Items:* Displays all customer items only. *Remit From Items:* Displays remit from items only. *None:* The system creates a blank worksheet.
Cust ID (customer ID), **Business Unit**, **SubCustomer 1,** and **SubCustomer 2**	Enter the customer's ID and the business unit to construct a worksheet for a specific customer. If the customer has subcustomers that were set up on the SubCustomer Qualifier 1 and SubCustomer Qualifier 2 pages, enter the qualifiers to narrow the worksheet display even further. **Note:** Remember that the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in this from business unit.

Reference Options

Field or Control	*Description*
Reference Criteria	Select an option to restrict reference criteria to search for only a *Range of References, Specific Values,* or no values *(None)*. If you decide to enter only reference options, the worksheet contains items matching the references.
Restrict to	Select *All Customers, Corporate Cust Only, Customer Only,* or *Remit Cust Only.*
Match Rule	If you selected *Specific Value* or *Range of References* in the **Reference Criteria** field, specify the match type for the item information. Values are *Exact Match* and *Like Match.* A like match enables you to use a specific reference and range for reference values to identify the reference, as long as you provide the beginning letters or numbers, not characters from the middle. For example, if you enter a purchase order (PO) number of 24%, and select *Like Match,* the worksheet contains all items with PO numbers beginning with 24, but does not catch a PO number of x24x.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reference and **Range for Reference Value**	If you selected *Specific Value* in the **Reference Criteria** field, enter the reference value in the **Reference** field. If you selected *Range of References* in the **Reference Criteria** field, enter from and to values, with the to value always greater than the from value. The values that you enter are case-sensitive.
Qual Code (qualifier code)	Select from the reference criteria that were set up on the Reference Qualifier page. Items can be identified by any reference such as PO, item ID, or document number.

Item Inclusion Options

Field or Control	*Description*
All Items, **Deduction Items Only**, or **Items in Dispute Only**	Select one of these options to indicate the type of items to include in the worksheet.
Exclude Collection Items, **Exclude Deduction Items**, and **Exclude Dispute Items**	If you select *All Items*, you can also select one or more of the check boxes to exclude collection, deduction, and dispute items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Advanced Inclusion Options	Click this link to access the Filter Items secondary page (WS _ITEMSRCH_SEC), where you can create, edit, and save selection criteria for items to include in the worksheet. You can filter items using values in the following categories: • Item Selection Criteria - Enter the owner value by type, such as AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person. • Reference Data - Enter order-to-cash reference values, such as Item ID, Item Entry Type, Entry Reason, Invoice, Order Number, Document ID, Proof of Delivery, Bill of Lading, Purchase Order, PO Line, Claim Number, Contract, Promotion Code, Service Purchase ID, Sold To Customer, and Ship To Customer. • Item Type - Enter values including Collection Code, Deduction Reason and Date, and Dispute Reason and Date. • Balances - Select the Balance Currency. • Dates - Select items for the worksheet based on Accounting or Due Dates.

Worksheet Action

Field or Control	*Description*
Build	Click to build a worksheet that transfers items to another customer or business unit.
Clear	Click to clear all items from the existing worksheet.

Transfer Worksheet - Worksheet1 Page

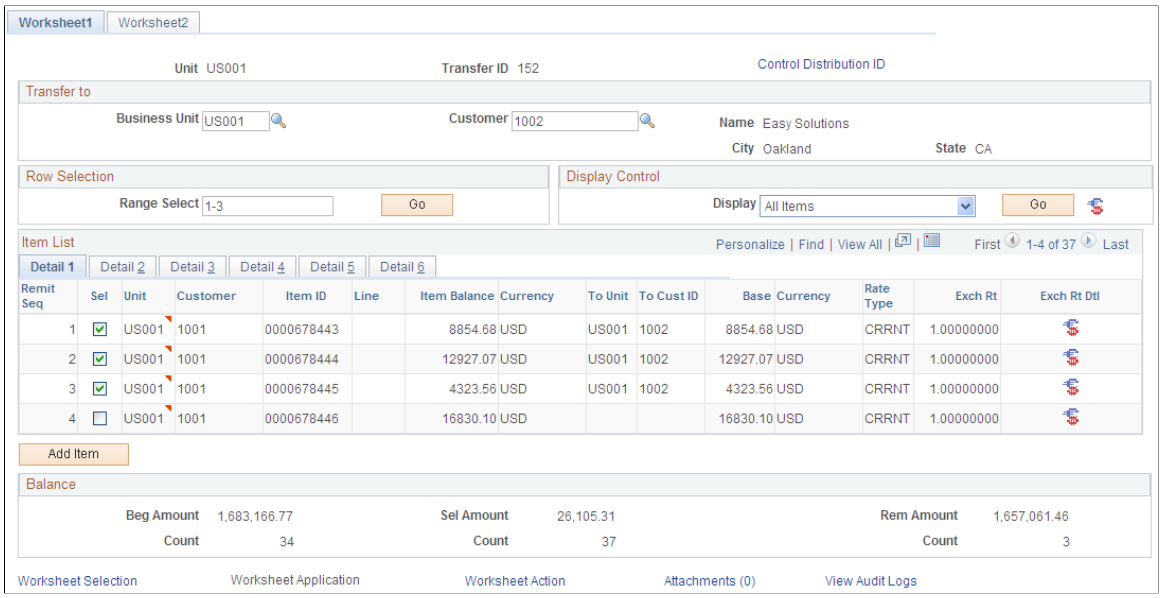
Use the Transfer Worksheet - Worksheet1 page (TRN_WORKSHEET1) to indicate the to customer or business unit that receives the items.

Navigation:

- **Accounts Receivable** > **Receivables Maintenance** > **Transfer Worksheet** > **Update Transfer Worksheet** > **Worksheet1**
- Click the **Build** button on the Transfer Selection page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Transfer Worksheet - Worksheet1 page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Control Distribution ID	Click to access the Control Distribution ID page. Use the Control Distribution ID page (AR_TRN_DST_CTL_SEC) to override the control distribution code that defines the control AR account the Receivables Definition - Accounting Options 2 page. The distribution code determines the offsetting AR accounting entries.

Selecting a Transfer To Customer

Field or Control	*Description*
Business Unit and **Customer**	Enter the business unit and customer ID of the transfer to customer. If the customer has subcustomers, the system displays information about subcustomer 1 and subcustomer 2 in the remaining two fields. If you selected the **Subcustomer Qualifier** option for the system and have set them up for the customer, you can perform intracustomer transfers by changing the subcustomer 1 and subcustomer 2 qualifiers. **Note:** Remember that the GL account and ChartFields assigned to the Transfer Control Distribution code must exist in this transfer from business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Selecting Rows and Controlling the Display

Field or Control	*Description*
Range Select	Enter a range of items, such as items 4 to 7, to select multiple rows, and click **Go.** **Note:** If you select an item that is in use, you may receive an error message. A field on the Installation Options - Receivables page, **No Mult Pending Item Selection,** determines whether the system checks groups to verify that an unposted pending item exists for the item that you selected or that the item has been selected in another group. To verify where the item is in use, select **Items in Other Groups** using the Related Actions icon for the item.
Display	Select a value to limit the display of items in the list, such as *All Items, Selected,* or *Unselected,* and click **Go.**
	Click the **Currency Conversion Panel** icon to access the Currency Conversion page, where you select a display currency for the **Conversion Amount - Currency** column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.
Sort All	Select an option to sort all the items in the worksheet, not just the items that appear in the scroll area. Sort items by due date or item ID. The page displays the selected rows that currently appear in the list. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. You should use a maximum chunk size of 100 rows, although larger chunks might perform satisfactorily. These fields and buttons are not available if the number of rows does not exceed the maximum chunk size.

Note: Click the **Customize** link to sort by column, reorder columns, hide columns, and freeze columns. This enables you to place the key fields that you want to review on the Detail 1 tab and sort your data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Selecting Items

Field or Control	*Description*
Remit Seq (remit sequence)	This number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, the number stays with the item, but the grid order changes. Use this column to sort the worksheet in the original order.
Sel (select)	Select the items to transfer.
Add Item	Click to add a new item to the worksheet and specify the business unit, customer ID, and item ID. **Note:** To add all of another customers' open items to the scroll, as opposed to a single item, click the **Worksheet Selection** link to add a customer ID to the customer reference and rebuild the worksheet.
Beg Amount (beginning amount), **Beg Count** (beginning count), **Rem Amount** (remaining amount), **Rem Count** (remaining count), **Sel Amount** (selected amount), and **Sel Count** (selected count)	Displays balance information, which is updated whenever you select an item and save or refresh the worksheet.

Transfer Worksheet - Worksheet2 Page

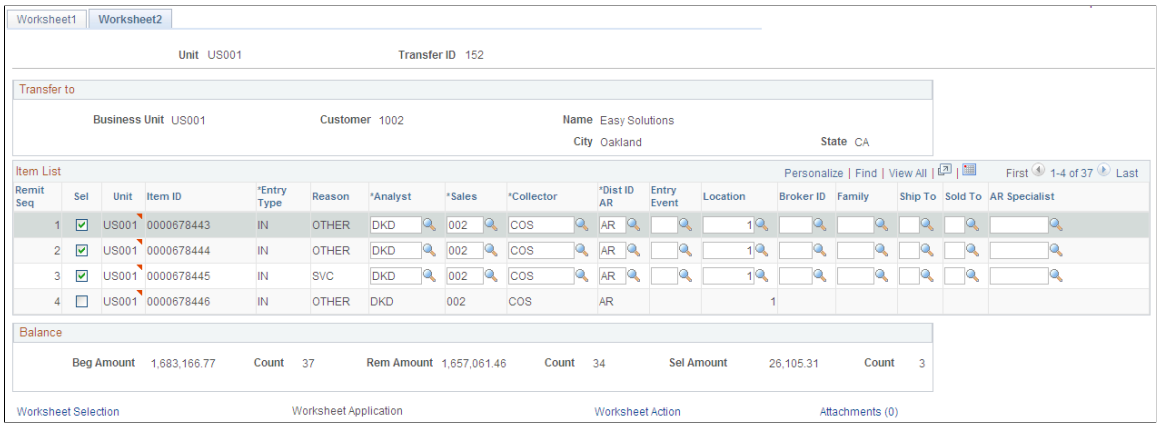
Use the Transfer Worksheet - Worksheet2 page (TRN_WORKSHEET2) to review or modify information about the items that you are transferring.

Navigation:

- Click the **Build** button on the Transfer Selection page.
- **Accounts Receivable** > **Receivables Maintenance** > **Transfer Worksheet** > **Update Transfer Worksheet** > **Worksheet2**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Transfer Worksheet - Worksheet2 page. You can find definitions for the fields and controls later on this page.



If you access this page to view details about a selected item, none of the fields appear highlighted. You can change the value of any of these fields for selected items if the transfer item requires different values.

If the system automatically opens this page, the worksheet has errors. The system automatically highlights the fields that you need to change. You must change the value of any highlighted field to a value for the To customer.

Field or Control	***Description***
Analyst, Sales, Collector, and **AR Specialist**	If the To customer has different support personnel assigned, enter the code for the credit analyst, sales person, collector, or AR specialist.
Dist ID AR (distribution ID receivables)	Displays the receivables distribution ID. For non-doubtful transfers only, the AR distribution code is defaulted on the To Item as follows: • When the **Retain Original Item Dist Code** check box is selected on the Receivables Definition - Accounting Options 2 page, the distribution ID defaults from the original item. • When the **Retain Original Item Dist Code** check box is deselected on the Receivables Definition - Accounting Options 2 page, the distribution ID defaults from the value entered in the **AR Distribution Code** field on the Receivables Definition - Accounting Option 1 page. You can override the value if necessary.
Family	If the To customer is assigned to a different family of inventory items, enter the new family.
Broker ID, Ship To, Sold To, or **Location**	If the bill to customer for the from customer is associated with a different broker, ship to customer, location, or sold to customer from the to customer, enter the correct values for the to customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Finalize Transfer Worksheet Page

Use the Finalize Transfer Worksheet page (TRN_ACTION) to select a posting action for a worksheet.

Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Finalize Transfer Worksheet** > **Finalize Transfer Worksheet**

Field or Control	*Description*
Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries that were created for the worksheet.
Delete Transfer Group	Click to delete the accounting entries that you created, but leave the worksheet intact.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select a posting action for the group, and click **OK** to perform the action. Values are: *Do Not Post:* Saves the changes to the group, but no posting takes place. Use this option to change the posting option for a group set to *Batch Priority or Batch Standard* if the group has not been processed yet. **Note:** When you select *Do Not Post,* the **Business Unit** and the **Customer** fields become available for entry on the **Transfer Worksheet** > **Worksheet 1 page.** *Post Now:* Runs the Receivables Update process immediately. If the user enabled the notification feature, the system displays a message when the process finishes. *Post Now to GL:* Runs the Receivables Update process immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the process finishes. *Batch Priority:* Runs the Receivables Update process the next time a priority scheduled job runs or the next time a standard scheduled job runs if that occurs first. This option is not intended for large jobs. *Batch Standard:* Runs the next time a standard scheduled batch job runs. This may occur once a day depending on how often the organization schedules standard jobs. **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when you have an immediate need to post the transaction. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. **Important!** When you select the *Post Now, Post Now to GL, Batch Priority,* and *Batch Standard* values in the **Action** field, the **Business Unit** and **Customer** fields on the **Transfer Worksheet** > **Worksheet 1** page are no longer available for entry. When you select the *Do Not Post* value, the **Business Unit** and **Customer** fields become available for entry on the Worksheet 1 page. See Receivables Update Processing Options.
OK	Click if you selected *Post Now* or *Post Now to GL* to run the batch processes.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Create/Review Entries	Click to create or review accounting entries. Use this option only if you need to review the accounting entries before posting.

Transferring Doubtful Receivables

Pages Used to Transfer Doubtful Receivables

Page Name	*Definition Name*	*Usage*
Transfer Selection Page	TRN_IDENTIFY	Create a new worksheet or add items to a transfer worksheet. See the Transfer Selection Page
Transfer Worksheet - Worksheet1 Page	TRN_WORKSHEET1	Select the items to transfer. See the Transfer Worksheet - Worksheet1 Page.
Control Distribution ID Page	AR_TRN_DST_CTL_SEC	Override the control distribution code that defines the control AR account. See the Transfer Worksheet - Worksheet1 Page.
Transfer Worksheet - Worksheet2 Page	TRN_WORKSHEET2	Override the default doubtful receivable distribution code. See the Transfer Worksheet - Worksheet2 Page.
Transfer Worksheet - Finalize Worksheet Page	TRN_ACTION	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries. See the Finalize Transfer Worksheet Page.

Understanding Doubtful Receivables Transfers

This documentation discusses how to:

- Build a transfer worksheet for doubtful receivables.
- Transfer items to a Doubtful Receivables account.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Modify the distribution code.
- Choose an action for a doubtful receivables worksheet.

You can use transfer worksheets to transfer expected bad debt to a Doubtful Receivables account. The transferred item remains open, but does not appear in your normal receivables (AR) account on your balance sheet. At a later date, you can either apply a payment to the item or write it off. If you write off a doubtful item with VAT, you can recover the associated VAT. You can also assign a hold status to the customer who is responsible for the doubtful receivable. If you use PeopleSoft Order Management, this hold status inhibits new order entries for the customer.

When you run the Receivables Update process or create the accounting entries online, the system credits the current AR account for the item and debits the Doubtful Receivables account.

After you complete a doubtful receivables transfer worksheet, you must run the Receivables Update process to transfer the items, create accounting entries, and post the results.

Building a Transfer Worksheet for Doubtful Receivables

Use the Transfer Selection page (TRN_IDENTIFY) to create a new worksheet or add items to a transfer worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Transfer Worksheet** > **Transfer Selection**

Enter your customer and reference selection criteria.

Field or Control	*Description*
Build Doubtful	Click this button to build a worksheet that transfers a doubtful item to a Doubtful Receivables account.

Related Links

Transfer Selection Page

Transferring Items to a Doubtful Receivables Account

Use the Worksheet1 page (TRN_WORKSHEET1) to select the items to transfer.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Update Transfer Worksheet** > **Worksheet1**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Sel (select)	Select the items to transfer to a doubtful account within the same customer ID and business unit.
	Click the **Customer Hold** icon to place a customer on hold. When you click this icon, you automatically access the Customer Messages page, where you can create a message using a hold code.

Modifying the Distribution Code

Use the Worksheet2 page (TRN_WORKSHEET2) to override the default doubtful receivable distribution code.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Update Transfer Worksheet** > **Worksheet2**

Field or Control	*Description*
Dist ID AR (receivables distribution code)	Override the default distribution code for doubtful receivables that was assigned to the business unit, if necessary. Otherwise, the system uses the same ChartField values as the original transaction.

Related Links

Transfer Worksheet - Worksheet2 Page

Choosing an Action for a Doubtful Receivables Worksheet

Use the Finalize Transfer Worksheet page (TRN_ACTION) to select a posting action for a worksheet.

Also use this page to delete a worksheet, create accounting entries online for the worksheets, or delete accounting entries.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Transfer Worksheet** > **Finalize Transfer Worksheet** > **Finalize Transfer Worksheet**

Related Links

Finalize Transfer Worksheet Page

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing and Updating Accounting Entries

Pages Used to Review and Update Accounting Entries

Page Name	*Definition Name*	*Usage*
Transfer Control Page	GROUP_ENTRY1_DSP	Review control totals for a transfer group.
Accounting Entries Page	GROUP_ENTRY3_DSP	Review and correct errors for accounting entries in a maintenance group. See Reviewing Accounting Entries and Correcting Errors.

Understanding Accounting Entry Updates for Transfers

When you post transfer groups, the Receivables Update process creates the group and accounting entries. To review the accounting entries before you post the group, you can create them online using the Transfer Action page. The system edits for ChartField combination errors when you create the accounting entries in batch or online if you enabled ChartField combination editing on the Receivables Options - General 2 page. You cannot post the accounting entries until you fix the error if you selected **Recycle** in the **ChartField Editing** group box on the Receivables Options - General 2 page for the business unit.

Use the Accounting Entries page to review and update accounting entries that have already been created for transfer groups. You can edit the AR (receivables) lines for these transactions:

- Transfer Item To (TR-02)
- Transfer to Doubtful (TR-03)

You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

If an error occurred for the Transfer Item From Customer (TR-01) transaction, perform these tasks:

- Delete the accounting entries on the error correction pages.
- Modify the ChartField combinations for either the combination edit rules or for the distribution codes.
- Rerun the Receivables Update process to regenerate the accounting entries.

Important! To keep the accounting entries balanced when you make changes, enable the **ChartField Balancing** option on the Ledger Group - Balancing page. This enables the system to create intraunit accounting entries across the from and to line.

Related Links

Correcting Posting Errors

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transfer Control Page

Use the Transfer Control page (GROUP_ENTRY1_DSP) to review control totals for a transfer group.

Navigation:

- **Accounts Receivable** > **Receivables Maintenance** > **Transfer Worksheet** > **Update Worksheet Acctg Entries** > **Transfer Control**
- **Accounts Receivable** > **Receivables Update** > **Correct Posting Errors** > **Transfer** > **Transfer Control**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 29

Managing Drafts

Understanding Draft Processing

You perform several tasks for a draft during the draft life cycle. The tasks that you perform depend on if you are using supplier-initiated drafts, customer-initiated drafts, or customer electronic funds transfer (EFT) drafts.

This section discuses:

- Supplier-initiated draft process flow.
- Customer-initiated process flow.
- EFT draft process flow.

Related Links

Dishonoring Drafts
Voiding Drafts
Understanding the Draft Life Cycle

Supplier-Initiated Draft Process Flow

You perform the following tasks for supplier-initiated drafts:

1. Run the Create Drafts Application Engine process (AR_DRAFTS) to create the supplier draft and a draft worksheet.

   The status of a draft that you create is either *Identified* or *Pending Acceptance.*

2. Send the draft to the customer for approval unless the draft is preapproved, and print the Draft Document BI Publisher report (ARX32101) to provide the customer a list of items on the draft.

   If the draft is preapproved, the system automatically approves the draft when you create it, and you skip the next step. The status of an approved draft is *Accepted.*

3. Make any necessary modifications to the draft data on the draft worksheet and approve the draft.

   If the customer did not approve the draft, use the draft worksheet to reject the draft. The items will be available for selection on another draft worksheet.

Note: To approve multiple drafts without changing item information, use the draft approval worksheet. Also, use draft approval worksheets if the person in your organization who approves drafts is not the same as the individuals who apply drafts to items on the draft worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

4. Run the Receivables Update process to post the group, update the draft status, and update draft activity.
5. (Optional) Identify drafts that are being used as collateral and endorse drafts to another party as required.

   Once a draft is no longer being used as collateral or is endorsed, you can remit the drafts to the bank.
6. Select the drafts that you want to submit to the bank, specify remittance details for each draft, and mark the drafts complete using the draft remittance worksheet.

   The status of a remitted draft is *Remitted.*
7. Run the Receivables Update process to post the remittance group, update the draft status, update draft activity, and change the draft remittance status to *Complete.*

   The monies will either be collected at the due date or at the discount date after you run the Receivables Update process.
8. (Optional) Cancel a remittance.

   This changes the draft status to *Accepted* after you run the Receivables Update process.
9. Run the Format EFT Files SQR process (FIN2025) to create the file that you send to the bank.
10. (Optional) Create an EFT file cover sheet.
11. (Optional) Run the AR_DRAFT_BNK Application Engine process to receive the bank EFT file that indicates whether the payments were collected.
12. (Optional) Correct payment records from a bank EFT file that did not match drafts on the system to enable them to match existing drafts.
13. (Optional) Run the EFT Draft Inbound Exception report to obtain a list of drafts in the bank EFT file that failed collection due to incorrect bank details.

    You can only run this report if you received a bank EFT file.

    You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the draft again.
14. (Optional) Cancel the EFT file if you need to reformat the remittance or if you lost the original.
15. Reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank when you receive a bank statement.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer-Initiated Process Flow

You perform the following tasks for customer-initiated drafts:

1. Enter the information from the customer's draft document into PeopleSoft Receivables.

   Because you must enter a customer ID, the draft status is *Identified.*

2. Build a draft worksheet, and select the items to include in the draft payment.

   When you save the worksheet, the draft status changes to *Pending Acceptance.* When the value in the **Difference** field on the worksheet is zero, the user can mark the draft approved. When this occurs, the draft status becomes *Accepted.*

   Note: To approve multiple drafts simultaneously after selecting the items, use the draft approval worksheet.

   ---

3. Run Receivables Update to post the group and update draft activity.

   The draft status remains *Accepted.* However, the posted date and group ID on the Draft Control inquiry page for the Draft Approval line is now populated.

4. (Optional) Identify drafts that are being used as collateral and endorse drafts to another party as required.

   Once a draft is no longer being used as collateral or is endorsed, you can remit the drafts to the bank.

5. Select the drafts you want to submit to the bank, specify remittance details for each draft, and mark the drafts complete using the draft remittance worksheet.

   The status of a remitted draft is *Remitted.*

6. Run the Receivables Update process to post the remittance group and update draft activity.

   The draft status remains *Remitted.* However, the posted date and group ID on the Draft Control inquiry page for the Draft Remitted line is now populated.

   The monies will either be collected at the due date or at the discount date after you run the Receivables Update process again. At this point, the draft status becomes *Complete,* and, if you open the Draft Control inquiry page, the posted date and group ID for the Draft at Due Date line is now populated.

7. (Optional) Cancel a remittance.

   This step changes the draft status to *Accepted* after you run the Receivables Update process.

8. Run the Format EFT Files process (FIN2025) to create the file that you send to the bank.

9. (Optional) Create an EFT file cover sheet.

10. (Optional) Run the AR_DRAFT_BNK process to receive the bank EFT file that indicates whether the payments were collected.

11. (Optional) Correct payment records from a bank EFT file that did not match drafts on the system to enable them to match existing drafts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

12. (Optional) Run the EFT Draft Inbound Exception report to obtain a list of drafts in the bank EFT file that failed collection due to incorrect bank details.

    You can run this report only if you received a bank EFT file.

    You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the draft again.

13. (Optional) Cancel the EFT file if you need to reformat the remittance or if you lost the original.

14. Reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank when you receive a bank statement.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

EFT Draft Process Flow

In some countries, drafts are sent electronically from a customer using an EFT file. The bank already holds the drafts so there is no need to remit the drafts to the bank.

You perform the following tasks for EFT drafts:

1. Run the AR_DRAFT_EFT process to load the EFT file into the draft tables on the database.

   Draft payments (known as kijitsu in Japan) are extracted from the file if the creation date is not equal to the accounting date (that is, the due date). The extracted data is loaded into the AR Draft Staging table (PS_DR_STAGE_EFT). If the customer name and bank account cannot be resolved to a customer ID and bank code, the record is marked as an error. If the review option on the run control record is set to errors only, the system converts staged drafts that are not in error into real drafts (DRAFT_CONTROL). The system also creates a customer reference record (DRAFT_ID_CUST).

   The AR_DRAFT_EFT process uses the Kijitsu file layout. Two Zengin data record formats are available for the file layout: Zengin Format A and Format B. You must use Zengin Format B. Format B allows for payment amounts of up to 13 digits. Do not use Zengin Format A.

   Note: Regular payments are extracted from the file if the creation date equals the accounting date (or due date). The extracted data is loaded into the AR Payment staging table (AR_PAYMENT_EC). These payments can then be converted to regular deposits using the Payment Loader Application Engine process (AR_PAYLOAD).

   See Using Electronic Banking to Process Payments.

2. Correct errors in the drafts on the Draft Staging table and create draft control records.

3. Make any necessary modifications to the draft data on the draft worksheet and approve the draft.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: To approve multiple drafts without changing item information, use the draft approval worksheet. Also, use draft approval worksheets if the person in your organization who approves drafts is not same as the individuals who apply drafts to items on the draft worksheet.

4. Run the Receivables Update process to post the group, update the draft status, and update draft activity.
5. When you receive a bank statement, you reconcile the draft by matching the amount of the draft received with the amount that was submitted to the bank.

You can also choose to perform the following tasks at various points in the draft life cycle.

- Void a draft.
- Dishonor a draft.

The section that describes each of these tasks indicates when you can perform these tasks.

Note: You should not endorse, cancel, or unpost an EFT draft, because the draft has already been remitted.

Prerequisites for Managing Drafts

Before you can process drafts, you must perform the following tasks:

- Review business events and subevents.
- Define distribution codes and assign them to a business unit.
- Create entry types, entry reasons, and automatic entry types.
- Define draft transaction types for customized reports.
- Define draft types that determine how drafts are processed.
- Designate where draft documents are stored.
- Define document types.
- Assign account ChartFields to a bank account for the Cash and Cash Control accounts for both discounted and nondiscounted drafts.
- Define draft collection methods for a bank account.
- Link the customer's bank account to a remit from customer if you plan to remit drafts using an EFT file on the Customer Bank page.
- Select the draft payment method and processing rules for bill to customers.
- Assign customers to draft groups.
- Create reason codes for rejecting drafts using the *Reject Draft* reason type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Set up automatic numbering.
- Set up item reference qualifiers.
- Set up draft reference qualifiers.
- Set up EFT reason codes and EFT file layouts.
- Associate the customer IDs with the customer names in the EFT files on the Customer EFT Name page for EFT drafts.
- (Optional) Setup approval workflow for write-off amounts.

Related Links

Understanding Draft Processing
Setting Up Reference Qualifiers
“Document Type Template Page” (PeopleSoft Global Options and Reports)
“Defining External Account Information” (PeopleSoft Banks Setup and Processing)
“Defining MICR IDs” (PeopleSoft Order to Cash Common Information)
“General Information - Customer Group Info Page” (PeopleSoft Order to Cash Common Information)
“General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information)
“Auto Numbering Page” (Application Fundamentals)
Selecting EFT Layouts
“Associating EFT Payment File Names With Customer IDs” (PeopleSoft Order to Cash Common Information)
Setting Up Write-Off Approval Workflow

Common Elements Used to Manage Drafts

Field or Control	*Description*
Draft Ref (draft reference)	Draft reference number supplied by the customer.
Draft Type	Determines how the draft is processed and how accounting entries are created.
Entry Event or **Event**	If you use the Entry Event feature, enter the entry event code used to create supplemental accounting entries for the activity.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entering Drafts into PeopleSoft Receivables

Pages Used to Enter Drafts

Page Name	*Definition Name*	*Usage*
Supplier Drafts Page	DRAFT_REQUEST	Runs the Create Drafts process.
Draft Documents Page	RUN_AR32101	For supplier-initiated drafts, define the run parameters for the Draft Document Print report (ARX32101). Customers can use this report to decide if the draft should be accepted or rejected. See PeopleSoft Receivables Reports: A to Z for more information.
Customer Drafts Page	DRAFT_ENTRY	Enter a single customer-initiated draft, indicating the items that the draft will pay.
Draft Mass Entry Page	DRAFT_MASS_ENTRY	Enter multiple customer-initiated drafts.
Draft Details Page	DR_MASS_ENTRY_SEC	Enter detail reference information for draft selection. See the Draft Mass Entry Page
Load EFT Payments Page	DR_EFT_REQUEST	Use to load draft payments from an EFT file.
Draft EFT Load and Review Page	DR_EFT_STAGE	Correct errors in drafts that you receive in EFT files.

Understanding the Create Drafts Process

To enter drafts into PeopleSoft Receivables:

- Create supplier-initiated drafts.
- Enter one or multiple customer-initiated draft.
- Load drafts using an EFT file.
- Correct errors in EFT drafts.

The Create Drafts Application Engine process (AR_DRAFTS) creates supplier-initiated drafts and creates a draft worksheet. The process looks for open items that match the supplier draft payment method that you selected and does the following:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Marks each draft as *Identified.*
- If the draft is preapproved, approves the draft.
- Creates a draft worksheet.
- Places all items with the same letter of credit number in a single draft.
- Places all items with the same approval method, entry currency, due date, and document printing instructions in a single supplier-initiated draft.

  If you selected the **One Item per Draft?** check box when entering pending items, the process places only one item in a draft.
- If the draft type has automatic numbering enabled, assigns the next available draft reference number to the draft.

  If the draft type does not have automatic numbering enabled, the system uses the draft ID number for the draft reference number.

Note: If the settlement date falls on a holiday, the process uses the bank holiday rules assigned to the customer to adjust the estimated settlement date.

The process also does the following for credit items that have the draft payment method:

- Adds credit items to the draft worksheet if the due date and amount of the credit item is the same as or less than the due date or amount of the debit items.

  The process continues to add credit items to the draft worksheet whose due dates are the same as or less than the due dates of the debit items in the draft worksheet until the amount of the credit items becomes larger than the total of the debit item. The process never allows the draft amount to become a negative amount.

  If credit memos that meet the due date criteria but exceed the total amount of the draft still remain, these items are available for inclusion in a draft worksheet the next time you run the process.
- Changes the draft due date for the credit items to the same date as the debit items.
- Clears the **One Item per Draft?** check box for the credit items if it is selected.
- Creates a message in the message log that lists the credit items that were not processed in the current draft run because they have a due date or amount that is greater than the debit items.

Common Elements Used to Enter Drafts

Field or Control	*Description*
Link MICR (link magnetic ink character recognition)	Select to open a page where you can associate a new MICR ID with a customer.
MICR ID (magnetic ink character recognition ID)	Enter the MICR ID of the customer's bank account used for drawing the draft.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Qual Code (qualifier code)	Enter the type of reference values that you are entering, such as item ID or document number. The default qualifier code is the reference qualifier code of the remit-from customer for the customer you selected on this page. If the customer does not have a qualifier code, the system uses the code assigned to the business unit.

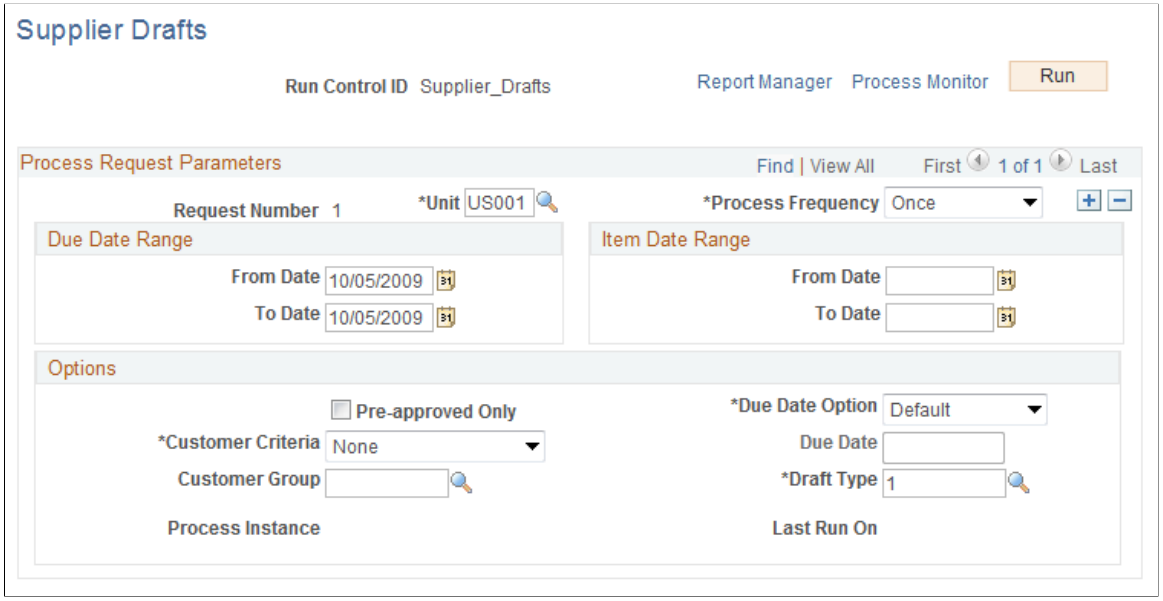
Supplier Drafts Page

Use the Supplier Drafts page (DRAFT_REQUEST) to run the Create Drafts Application Engine process (AR_DRAFTS).

Navigation:

Accounts Receivable > Drafts > Create Drafts > Supplier Drafts

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



Due Date Range

Field or Control	*Description*
From Date and **To Date**	Enter a range for the due dates of items to include. To include items due on a specific day, enter the same date in both fields.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Item Date Range

Field or Control	*Description*
From Date and **To Date**	Enter the date range for item creation. To include items created on a specific day, enter the same date in both fields.

Options

Field or Control	*Description*
Pre-Approved Only	Select to process only items that are preapproved on the draft and that do not require customer approval.
Customer Criteria and **Customer Group**	These fields work together to limit the customers for whom you will create drafts. If you decide to select items based on customer criteria, select one of these options: *Customer, Corporate,* or *Remit From.* Then, select the customer group assigned to the customers. For example, suppose you select a customer group containing customers FRA01 and FRA04 and you select *Remit From.* The customers in the remit-from customer group for customer FRA01 are FRA01 and FRA03. Customer FRA04 is the only customer in the remit-from customer group for customer FRA04. In this case, the system selects items for customers FRA01, FRA03, and FRA04. If you had selected *Customer* as the customer criteria, the system would select items for only customers FRA01 and FRA04.
Due Date Option	Select a value that determines the due date for the items in the draft. Options are: *Default:* Use the item due date. If you use item due dates, the process creates a separate draft for items with different due dates. *Specified:* Use the date that you entered in the **Due Date** field for the items.
Draft Type	Select a draft type. (The draft types are defined on the Draft Type - Receivables page.)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

Defining Draft Types

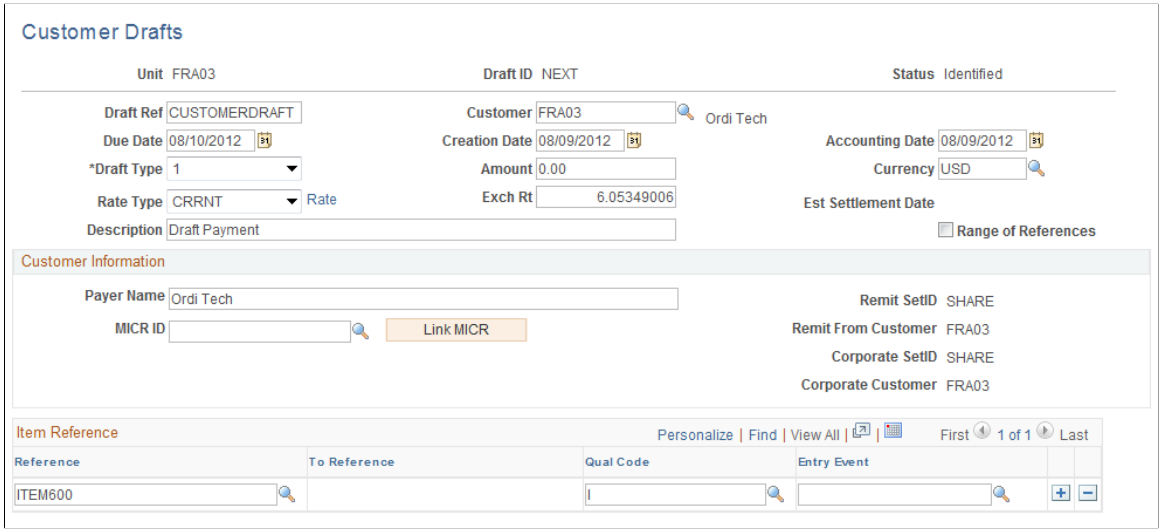
Customer Drafts Page

Use the Customer Drafts page (DRAFT_ENTRY) to enter a single customer-initiated draft, indicating the items that the draft will pay.

Navigation:

Accounts Receivable > Drafts > Create Drafts > Customer Drafts

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



Field or Control	*Description*
Due Date	Enter the due date for the draft.
Creation Date	Override this date if necessary. The default date is the current system date.
Accounting Date	Override this date if necessary. The default date is the current system date.
Amount	Enter the total amount of the draft.
Est Settlement Date (estimated settlement date)	The system populates this value when you save. It uses the bank holiday rules defined for the bank account that you assigned to the customer for the draft if it falls on a holiday.
Range of References	Select to enter a range of items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Information

Field or Control	*Description*
Payer Name	Displays the customer's name on the draft by default. You can change the payer name as needed.

Item Reference

(Optional) Use to indicate the item or range of items that are applied to the draft. You can also enter this information when you build a draft worksheet.

Field or Control	*Description*
Reference and **To Reference**	Enter one reference number unless you selected **Range of References.** Then, you must enter a beginning and ending reference number.

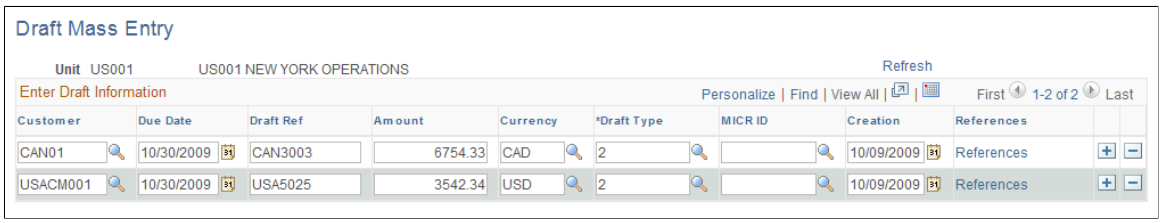
Draft Mass Entry Page

Use the Draft Mass Entry page (DRAFT_MASS_ENTRY) to enter multiple customer-initiated drafts.

Navigation:

Accounts Receivable > **Drafts** > **Create Drafts** > **Multiple Customer Drafts**

This example illustrates the fields and controls on the Draft Mass Entry page. You can find definitions for the fields and controls later on this page.



To enter several customer-initiated drafts:

1. Enter information about the drafts.

Field or Control	*Description*
Due Date	Enter the due date for the draft.
Amount	Enter the total amount for the draft.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
Creation	Override the draft creation date as needed. The default is the current date.

When you save the page, the system updates the estimated settlement date using the bank holiday rules assigned to the customer.

2. (Optional) Click the **References** link to access the Draft Details page, where you specify the items to apply to the draft.

Note: You can also enter this information when you build a draft worksheet.

Field or Control	Description
References	Click this link to access the Draft Details page (DR_MASS_ENTRY_SEC), where you can enter detail reference information for draft selection.

Related Links

Defining Draft Types

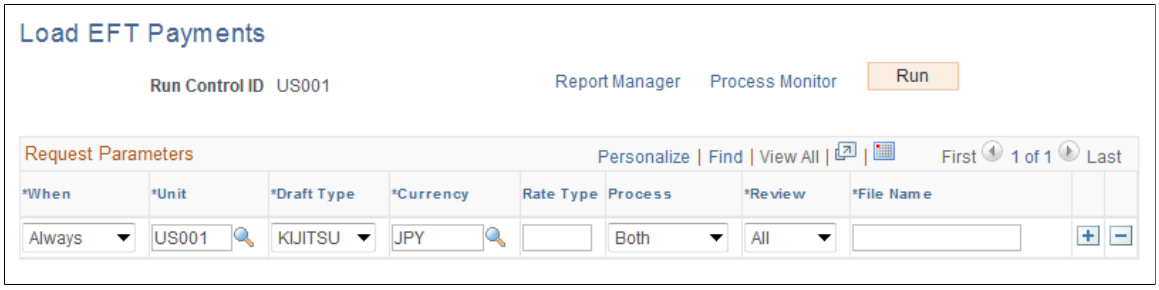
Load EFT Payments Page

Use the Load EFT Payments page (DR_EFT_REQUEST) to load draft payments from an EFT file.

Navigation:

Accounts Receivable > **Drafts** > **Create Drafts** > **Receive Draft Payments**

This example illustrates the fields and controls on the Load EFT Payments page. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Process	Indicate whether to process *Drafts,* regular *Payments,* or *Both* in the EFT file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Review	Select a review option. Options are: *All:* Creates draft control records for all records in the EFT file even if they do not have a matching customer or bank account in the system. *Errors:* Select if you want to review and correct errors for drafts before the system updates the Draft Control table. This option is available only if you are processing drafts.
File Name	Enter a name for the EFT file. The name of the EFT file must be unique. The file must be loaded into the directory on the application server defined by %PS_SERVDIR%\FILES, where %PS_SERVDIR% is the directory where the application server domain is defined. If you process the EFT file using Process Scheduler, then you need to load the file into %PS_CFG_HOME%\appserv\prcs\ <database name>\files. After the system processes the file, it updates a table (DR_FILE_NAME) on the database with the name of the flat file that was loaded. Using a unique file name prevents drafts or payments from being entered into the system twice. Only the file name is stored, not the path.

Draft EFT Load and Review Page

Use the Draft EFT Load and Review page (DR_EFT_STAGE) to correct errors in drafts that you receive in EFT files.

Navigation:

Accounts Receivable > **Drafts** > **Create Drafts** > **Electronic Drafts** > **Draft EFT Load and Review**

The **Select Drafts** grid displays the drafts in the EFT files that meet your search criteria.

Field or Control	*Description*
IBAN	Displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the “IBAN Formats Page” (PeopleSoft Banks Setup and Processing).

To correct the errors and create drafts:

1. Select the drafts for which you want to create a Draft Control record (DRAFT_CONTROL).
2. Change the values for the business unit, customer ID, or MICR ID so that they match values on the system.
3. Change the accounting date, if needed.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

4. Save the page to create the drafts and Draft Control record.

Using Worksheets to Approve or Reject Drafts

Pages Used to Approve or Reject Drafts

Page Name	*Definition Name*	*Usage*
Draft Worksheet Selection Page	DRAFT_IDENTIFY_IC	Select items to be paid by a customer-initiated draft, and build a draft worksheet that you use to approve a single draft.
Filter Items Page	WS_ITEMSRCH_SEC	Enter advanced selection criteria for items to include in the worksheet. See the Draft Worksheet Selection Page for more information.
Draft Worksheet Application Page	DRAFT_WORKSHEET_IC	Select items to include in the draft, and approve one draft at a time.
Currency Conversion Page	EU_CUR_CNV_WS_SEC	Select the currency code, rate, and date of conversion for the display currency on the worksheet. See the Draft Worksheet Application Page.
Multiple Revenue Line Distribution Page	AR_MRL_SEC	View or update multiple revenue line entries. If you change an amount on this page, the change overrides the amount on the worksheet.
Activity Page	DRAFT_STATS_IC	View a list of all activities for the draft, including the activity date and posting status. See the Draft Worksheet Application Page.
Draft Notes Page	DRAFT_NOTES_SEC	View or add notes about a draft. Assign the draft to a physical location. See the Draft Worksheet Application Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Document Sequence Page	AR_DOC_SEQ_SEC	Enter a document sequence number if the document type is set up for manual numbering. Also, change the document type for document sequencing. See the Draft Worksheet Application Page.
Draft Detail View Page	DRAFT_WS_IC_DTL	View or update details about a selected draft on a worksheet. Also copy, write off, or edit drafts.
Currency Exchange Aid Page	DR_CURR_EXCHG_SEC	Use as an aid in converting the payment amount to the currency of a selected item making a partial payment. See the Draft Detail View Page.
VAT Header Page	DRAFT_ITEM_VAT_HDR	View VAT header defaults. Manually override values, if applicable. See the Draft Detail View Page.
VAT Detail Page	DRAFT_ITEM_VAT_LN	View VAT line defaults, including the VAT amounts. Manually override values, if applicable.
Item Activity Detail Page	ITEM_ACTIVITY_DRILL	View all activities for an item. See the Draft Detail View Page.
Item in Other Groups Page	ITEM_DGROUP_SEC	View other worksheet groups that have the selected item or any pending item groups that are not posted that have the item. See the Draft Detail View Page.
Additional Customer Information Page	CUST_INFO_SEC	View additional customer information. See the Draft Detail View Page.
Draft Approval Selection Page	DR_APROV_SEL_IC	Build a draft approval worksheet used to approve multiple drafts.
Draft Approval Worksheet Page	DR_APROV_WORKS_IC	Approve multiple drafts.
Draft Details Page	DR_APROV_ITEM_SEC	View details about items in a draft. See the Draft Approval Worksheet Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Draft Approval Worksheets

This documentation discusses how to:

- Build a draft worksheet.
- Use a draft worksheet to approve one draft.
- Distribute multiple revenue lines.
- View item details.
- Build a draft approval worksheet for approving multiple drafts.
- Use a draft approval worksheet to approve multiple drafts.

Use worksheets to record the customer's approval and make any necessary modifications to the draft. Worksheets are cumulative. As long as you do not clear the worksheet, you can continue to expand it by selecting additional criteria. Each time you build a worksheet, the items you previously selected remain and the system adds items that meet the new criteria.

Use the draft worksheet to select items to be paid by the draft and approve drafts. You can also create deductions, advance payments, write-offs, and adjustments using the draft worksheet.

Use the draft approval worksheet if you want to approve multiple drafts at once. This worksheet is useful for organizations in which the approver is not the individual who applies the drafts to individual items.

Draft Worksheet Selection Page

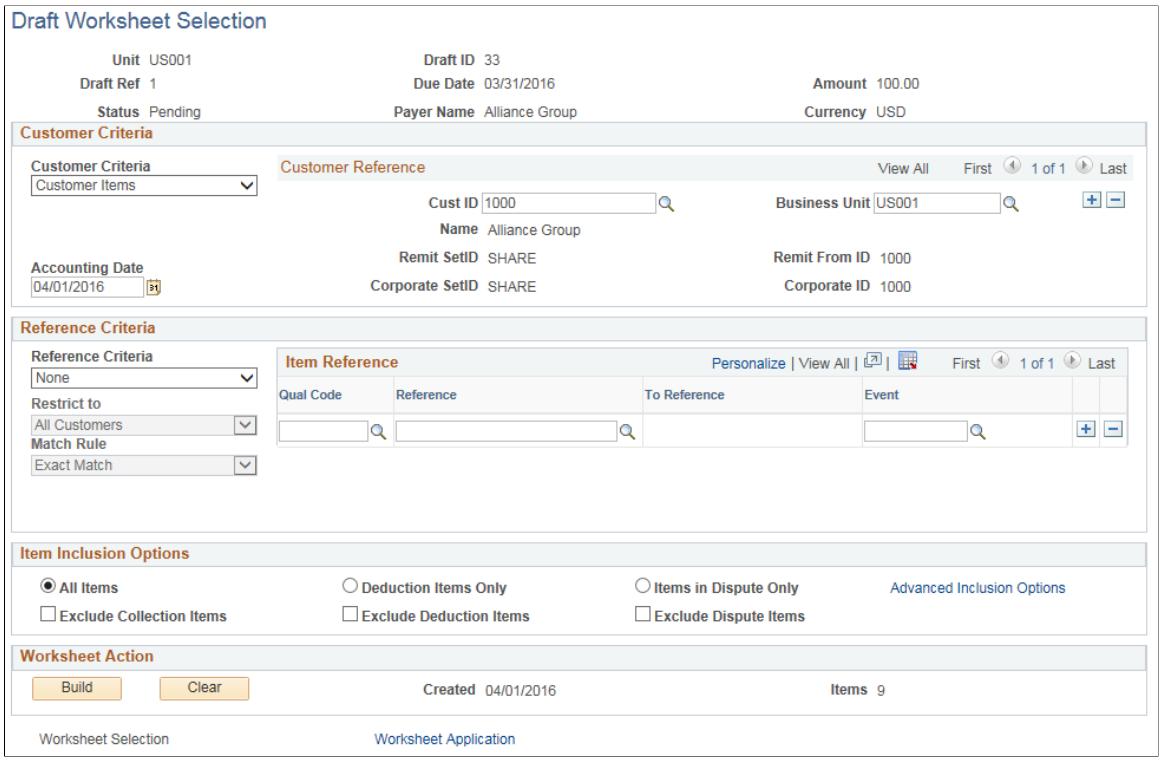
Use the Draft Worksheet Selection page (DRAFT_IDENTIFY_IC) to select items to be paid by a customer-initiated draft, and build a draft worksheet that you use to approve a single draft.

Navigation:

Accounts Receivable > **Drafts** > **Apply Drafts** > **Apply Draft Create Worksheet** > **Draft Worksheet Selection**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Worksheet Selection page. You can find definitions for the fields and controls later on this page.



If you are working with a supplier-initiated draft, the Create Drafts process creates the worksheet; you do not need to build it.

The draft **Status** is *Identified* until you build the worksheet. If you already built a worksheet for the draft, the status is *Pending Acceptance.*

The information that you enter about customers and items determines what data appears on the worksheet. The more information you provide, the more focused your worksheet will be.

Note: If you enter no customer or item information, then the system creates a blank worksheet.

Customer Criteria

Field or Control	*Description*
Customer Criteria	Indicates the type of customer that you want to include in the worksheet: *Corporate Items, Customer Items,* or *Remit From Items.* If you select *None,* the system creates a worksheet based on your other selection criteria and does not limit items to specific customers. If you select *None,* the **Customer Reference** fields are not available.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Cust ID (customer ID) and **Business Unit**	Enter a customer ID and business unit. **Note:** If you select *Corporate Items* or *Remit From Items* from the **Customer Criteria** drop-down list box, you must enter a business unit. The system needs a business unit to determine the SetID of corporate and remit-from customers. The resulting worksheet displays all open items having the specified corporate or remit-from customer across *all* business units, not just the business unit that you selected.
Accounting Date	Displays the default value from the **Accounting Date** field on the Draft Entry page. You can override this value, if necessary. If you override this value, ARUPDATE will edit the date for the open period and items selected on the worksheet and will apply this date to the accepted draft on the Draft Entry page.

Reference Criteria

Field or Control	*Description*
Reference Criteria	Specify whether you will use *Detailed References, Specific Value, None,* or a *Range of References.* If you select either *Range of References* or *Specific Value,* you work with the **Item Reference** fields. **Note:** The only instance in which you can use reference criteria independently of customer criteria is when the value in the **Restrict To** field is *All Customers.*
Restrict to	Qualify items by customer by selecting *All Customers, Corporate Cust Only, Customer Only,* or *Remit Cust Only.*
Match Rule	If you selected *Specific Value* in the **Reference Criteria** field, specify whether the item information is an *Exact Match* or a *Like Match.* A *Like Match* enables you to use a percent (%) wildcard to identify the reference, as long as you provide the beginning letters or numbers. For example, if you enter a PO number of *24%* and select *Like Match,* the worksheet will contain all items having PO numbers beginning with 24xx, but it will not catch a PO number of x24x.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Qual Code (qualifier code)	Enter the type of reference, such as documents, items, purchase orders, or any other criteria that you set up on the Reference Qualifier page. **Note:** When you enter a reference number, the default qualifier code appears.
Reference and **To Reference**	Do one of the following: • If you selected *Specific Value* in the **Reference Criteria** field, enter the specific item reference. • If you selected *Range of References,* enter the starting and ending values for the range of references. The values that you enter are case-sensitive.

Item Inclusion Options

Field or Control	*Description*
All Items, **Deduction Items Only**, or Items in Dispute Only	Select one of these options to indicate the type of items to include in the worksheet.
Exclude Collection Items, **Exclude Deduction Items**, and **Exclude Dispute Items**	If you select *All Items*, you can also select one or more of the check boxes to exclude collection, deduction, and dispute items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Advanced Inclusion Options	Click this link to access the Filter Items secondary page (WS _ITEMSRCH_SEC), where you can create, edit, and save selection criteria for items to include in the worksheet. You can filter items using values in the following categories: • Item Selection Criteria - Enter the owner value by type, such as AR Specialist, Credit Analyst, Broker ID, Collector, and Sales Person. • Reference Data - Enter order-to-cash reference values, such as Item ID, Item Entry Type, Entry Reason, Invoice, Order Number, Document ID, Proof of Delivery, Bill of Lading, Purchase Order, PO Line, Claim Number, Contract, Promotion Code, Service Purchase ID, Sold To Customer, and Ship To Customer. • Item Type - Enter values including Collection Code, Deduction Reason and Date, and Dispute Reason and Date. • Balances - Select the Balance Currency. • Dates - Select items for the worksheet based on Accounting or Due Dates.

Worksheet Action

Field or Control	*Description*
Build	Click to create a new worksheet or to add items meeting your selection criteria to an existing worksheet.
Clear	Click to remove all items from an existing worksheet.

Draft Worksheet Application Page

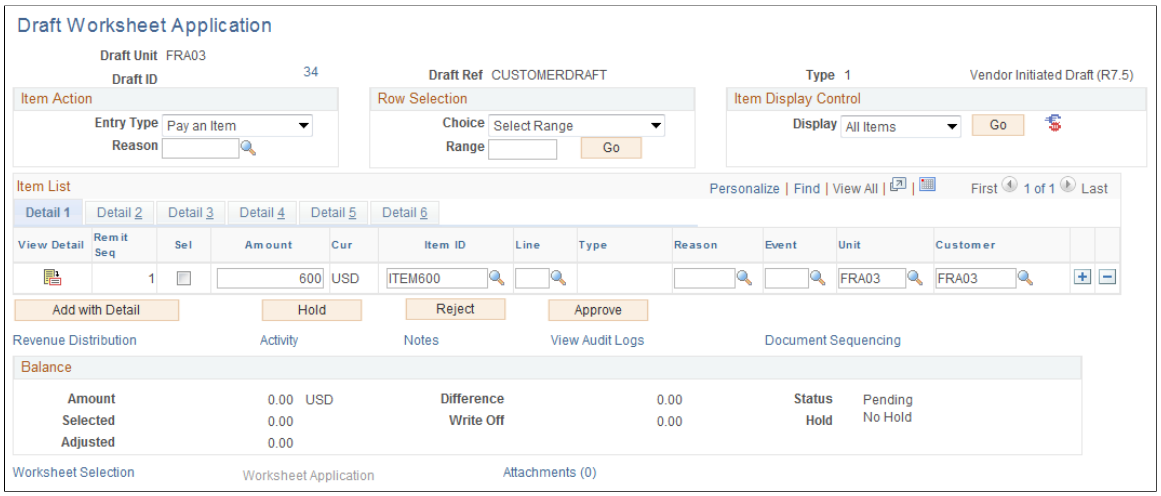
Use the Draft Worksheet Application page (DRAFT_WORKSHEET_IC) to select items to include in the draft, and approve one draft at a time.

Navigation:

Accounts Receivable > **Drafts** > **Apply Drafts** > **Update Apply Draft Worksheet** > **Draft Worksheet Application**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Worksheet Application page . You can find definitions for the fields and controls later on this page.



Using the draft worksheet consists of these basic tasks:

- Use the item display or sort controls to adjust the view.
- Select the items to pay.
- Handle underpayments, overpayments, and discounts.
- Approve, hold, or reject the draft.

  You cannot approve a draft until the entire amount of the draft is accounted for, either applied to an item, deemed a prepayment, held on account, deducted from the customer's balance, or considered an adjustment.

Selecting Items and Item Actions

The item selection controls enable you to work with all items in the worksheet at once or a specified range of items at once.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entry Type and **Reason**	Select the entry type for the activity that you want to perform for the selected items. You must enter a valid entry reason in the field if you have entry reasons set up for the write-off entry type. Valid entry types are: *Create A Deduction:* Select to create a deduction item for the selected items. *Pay an Item:* Select to apply the draft to all the selected items. *Write-off an Item:* Select to write off selected items. The system issues a message if you try to write off more than the write-off tolerances permit. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the write-off tolerances but above the approval-needed limit. **Note:** If you select an item that is in use, you will get an error message. A setting on the Installation Options - Receivables page—**No Mult Pending Item Selection**—determines whether the system checks groups to see if an unposted pending item exists for the item that you selected or if the item has been selected in another group. To see where the item is in use, select **Items in Other Groups** on the Draft Detail View page for the item.
Choice and **Range**	Select an option to select or deselect multiple items at a time. Valid values are: *Select All, De-Select All, Select Range, De-Select Range,* and *none.* If you select *Select Range* or *De-Select Range,* enter the range in the **Range** field. For example, enter *(4-7).*
Go	Click to apply your selections to the items in the grid and to update the worksheet balances.

Using Item Display Information

Use the fields in the **Item Display Control** group box to adjust the view and contents of the **Item List** grid.

Field or Control	*Description*
Display	Specify which items to display in the grid, such as *All Items, New Items, Unselected Items,* or *Selected Items.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Go	Click to refresh the list of items in the grid.
	Click the **Currency Conversion Panel** icon to access the Currency Conversion page (EU_CUR_CNV_WS_SEC), where you select a display currency for the **Conversion Amount - Currency** column and specify whether to use today's date, the accounting date for the item, or a date that you specify to determine which exchange rate to use.
Sort All	Select a value to sort *all* items in the worksheet, not just the items that appear in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Options are: *Due Date* or *Item.* Then, click **Go** to resort all items in the worksheet.
Item Display Set Control	Use the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle suggests a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.

Reviewing Item Summary Information

Use the **Customize** link to sort by column, reorder, hide, and freeze columns. This functionality enables you to put the key fields that you want to review on the Detail 1 tab and to sort your data.

Field or Control	*Description*
	Click the **View Detail** icon to view or update details for a selected item on the worksheet and to copy, write off, or edit items.

Field or Control	*Description*
Remit Seq (remit sequence number)	This sequence number relates to the order in which the items were entered on the Worksheet Selection page. Initially, the items appear in this order. If you sort the worksheet based on the value in another column, this number stays with the item, but the displayed order of the grid changes. Sort the worksheet using this column to return the list of items to the original order.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Amount	This field initially displays the open amount for the item. Change the amount to make a partial payment.
Type and **Reason**	Enter the entry type and reason for the item. For preexisting items, valid entry types are *Payment, Write-off,* or *Deduction.* For new items, all entry types except *Payment* and *Write-off* are valid. **Note:** If you are applying a payment to a vendor rebate claim or claimback item interfaced from PeopleSoft Purchasing or PeopleSoft Order Management and the business unit for the item requires VAT, then you must split the item by entering the base amount of the item in the **Amount** field for one row and the VAT amount for the item in the **Amount** field for the other row. Use the DM - 01 (Pay an Item) entry type for each item. You must enter the appropriate entry reason for each row to indicate whether the amount is the base amount or the VAT amount. You also must enter the reference number for the claim item in the **Document** field on the Draft Detail View page.
Add with Detail	Click to add an item to handle overpayments, underpayments, and write-offs. If a new item was created in error, clear the item by clearing the **Sel** (select) column.
Revenue Distribution	Click to manually distribute amounts for control budgets across multiple revenue lines if you are making a partial payment. This link is available only if you have enabled commitment control processing and you have enabled the input of multiple revenue lines for the business unit.
Activity	Click this link to view a list of all activities for the draft, including the activity date and posting status, on the Activity page (DRAFT_STATS_IC).
Notes	Click this link to view or add notes about a draft, or assign the draft to a physical location, on the Draft Notes page (DRAFT_NOTES_SEC).
Document Sequencing	Click this link to enter a document sequence number if the document type is set up for manual numbering, or change the document type for document sequencing, on the Document Sequence page (AR_DOC_SEQ_SEC).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Handling Exact Payments

The draft payment usually matches the total of the items. Select items that match the payment. If a customer has no items in the worksheet, you can still put a payment on account or treat it as a prepayment.

Handling Underpayments

To apply an underpayment, do one of the following:

- Treat the entire amount as a partial payment against an item.

  Change the **Amount** field for the item to the amount of the draft.

- Pay off an item and create an adjustment or a deduction item for the remainder of the item amount.

  Create a new item, enter a positive amount for the remainder of the item amount, and enter an entry type and reason.

- Place the entire amount on account or create a prepayment without referencing any items.

  Create a new item, enter a negative amount for the amount of the draft amount, and enter an entry type and reason.

- Partially pay for an item and write off the remaining item balance.

  When you partially pay an item, the item splits and a new line with that item ID appears with the remaining balance for the item. Select the write-off entry type and reason for the split item.

Handling Overpayments

To apply an overpayment, do one of the following:

- Pay off the item and create a new on account, adjustment, or prepay item with the remainder.

  Create a new item, enter a negative amount for the overpayment payment amount, and enter an entry type and reason.

- Pay off one or more items entirely and treat the remainder as a partial payment on another item.

  Change the **Amount** field for the item to the remaining amount of the draft.

- Place the entire amount on account, without referencing any items.

  Create a new item, enter a negative amount for the remaining amount of the draft, and enter an entry type and reason.

- Pay off one or more items and write off the remaining balance.

  Create a new item, enter a negative amount for the overpayment payment amount, and enter an entry type and reason.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Handling Remaining Draft Amounts

If you do not see an open item to apply the draft to, add an item to the worksheet, and enter a negative value equal to the remaining draft amount. Select an entry type such as Adjust Overpayment, Write-off Overpayment, Prepayment, or On Account.

You can write off an amount only up to the user's authorized limit over the lifetime of an item (not per transaction). Check these amounts on the User Preferences - Receivable Data Entry 2 page. The system compares the item amount to the user's write-off limit in the format currency selected on the Receivables Data Entry 2 page. If approval framework is activated, then the system requires the approval of write-off amounts entered on the worksheet that are below the user's authorized limit but above the approval-needed limit.

Note: If you selected the **Partial Payment Disabled** option on the Receivables Options - Payment Options page, no partial payments can be processed.

Approving, Holding, or Rejecting a Draft

As you select open items, you need to check the balance information. The system updates the amounts whenever you click the **Refresh** button. If the **Difference** is not zero, you need to adjust the payment amounts or select additional items before you approve a draft.

Field or Control	*Description*
Hold	Click to place the entire draft on hold so that it cannot be processed by any other activity. The items in the draft are available for selection in other worksheets. If approval workflow is enabled and the write-off status is Pending Approval, this button is disabled until the write-off is approved or denied.
Reject	Click to cancel the draft. The items selected for payment in the draft become available for selection in another draft. If approval workflow is enabled and the write-off status is Pending Approval, this button is disabled until the write-off is approved or denied.
Approve	Click to approve the draft and change the status to *Accepted.* This button is available only if the worksheet is balanced. If approval workflow is enabled, this button will only be visible once write-off is approved.
Attachments	Specifies the attachment count. By clicking the link, you can review existing attachment and add new attachments. See “Installation Options - Multiple Attachments Page” (Application Fundamentals) to define the maximum attachment upload limit for various products.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See Setting Up Write-Off Approval Workflow.

See Approving Write-Off Amounts Using Workflow.

Write Off Approval Workflow

If approval workflow for write off is enabled and you created write-offs on the Draft Worksheet, the write off amounts must be approved before you can approve the draft or after a draft approval is denied. These approval options will appear on the page once you select the Submit for Writeoff Approval button.

Field or Control	*Description*
Submit for Write off Approval	This button will be visible if approval workflow is enabled. Once the draft write-off is submitted for approval, this button will be hidden and will be visible again if write-off is denied.
Pending Write Off Approval	Identifies the write-off is submitted for approval and awaits for action from approving parties. If draft is in this state, the Hold and Reject buttons are disabled.
Approved Write Off	The write-off has been approved and all the Draft action buttons are now enabled.
Denied Write Off	The write-off has been denied. Modify write-off conditions or amounts then resubmit for approval.

Multiple Revenue Line Distribution Page

Use the Multiple Revenue Line Distribution page (AR_MRL_SEC) to view or update multiple revenue line entries.

If you change an amount on this page, the change overrides the amount on the worksheet.

Navigation:

Click the **Revenue Distribution** link on the Draft Worksheet Application page.

See Distributing Amounts for Multiple Revenue Lines for Control Budgets.

Draft Detail View Page

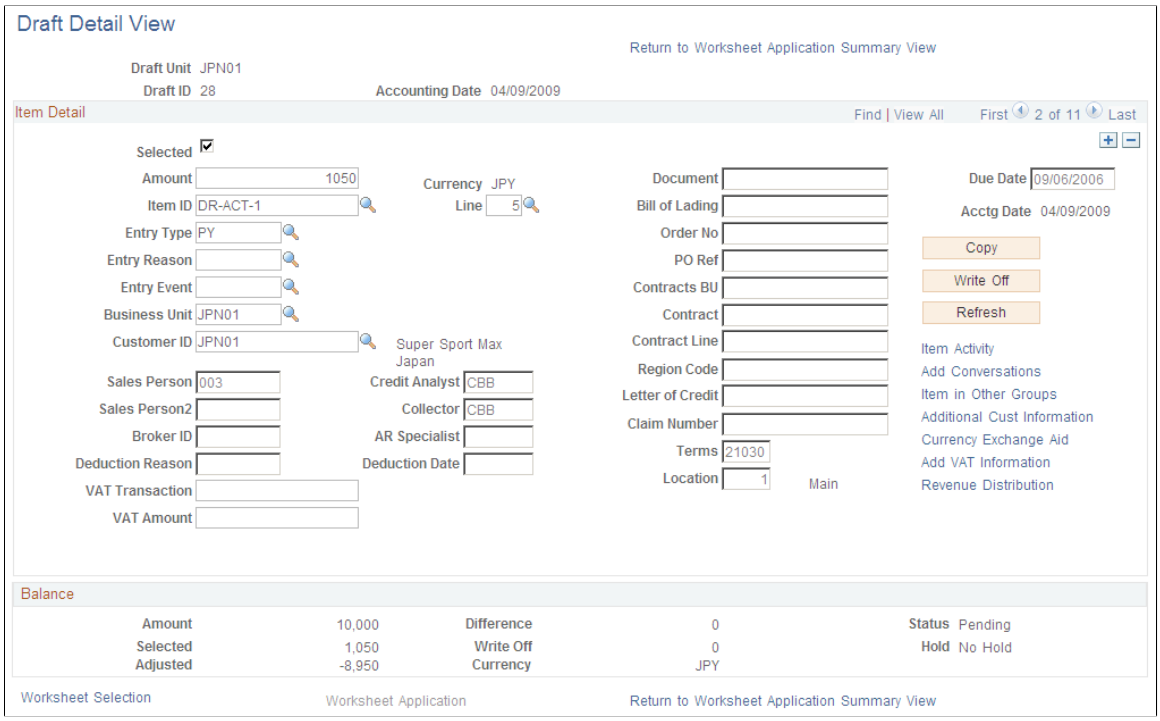
Use the Draft Detail View page (DRAFT_WS_IC_DTL) to view or update details about a selected draft on a worksheet, as well as copy, write off, or edit drafts.

Navigation:

Click the **View Detail** icon on the Draft Worksheet Application page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



View item details to help you identify the item or change the details, as needed.

Field or Control	***Description***
Document	If you are applying the payment to a vendor rebate claim or claimback item that you interfaced from PeopleSoft Purchasing or PeopleSoft Order Management, you must enter a reference ID. When you run the Rebate Notification process, the process sends the reference ID to PeopleSoft Purchasing and PeopleSoft Order Management so that you can reconcile the claims on the claims management workbench. This field is available only if you enter entry reasons on the AR Integration page.
Deduction Reason	If you are creating a new deduction, enter the reason why the customer took the deduction. You define reason codes on the Deduction Reason page.
AR Specialist (receivables specialist)	The system populates the **AR Specialist** field for deduction items based on the default specialist that you assigned to the business unit. If you overrode the default specialist for the deduction reason or customer, the system uses that value.
Location	Enter the address sequence number for new items. You must enter a value in this field to include the item in correspondence if you selected the *Item Address* option for the correspondence customer on the Correspondence Options page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Copy	Click to copy the item and add a new row to the worksheet. You must add the amount and entry type to the new row.
Write Off	Click for a new item to write off an overpayment or underpayment amount.
Item Activity	Click this link to view all activities for an item on the Item Activity Detail page (ITEM_ACTIVITY_DRILL).
Item in Other Groups	Click this link to view other worksheet groups that have the selected item or any pending item groups that are not posted that have the item, on the Item in Other Groups page (ITEM_DGROUP_SEC).
Additional Cust Information	Click this link to view additional customer information on the Additional Customer Information page (CUST_INFO_SEC).
Currency Exchange Aid	Click to open the Currency Exchange Aid page (DR_CURR_EXCHG_SEC), which can aid you in converting the draft amount to the currency of a selected item to make a partial payment.
Add VAT Information	Click this link to view VAT header defaults, or manually override values, if applicable, on the VAT Header page (DRAFT_ITEM_VAT_HDR).

Related Links

Converting the Payment Amount to a Different Currency

Draft Approval Selection Page

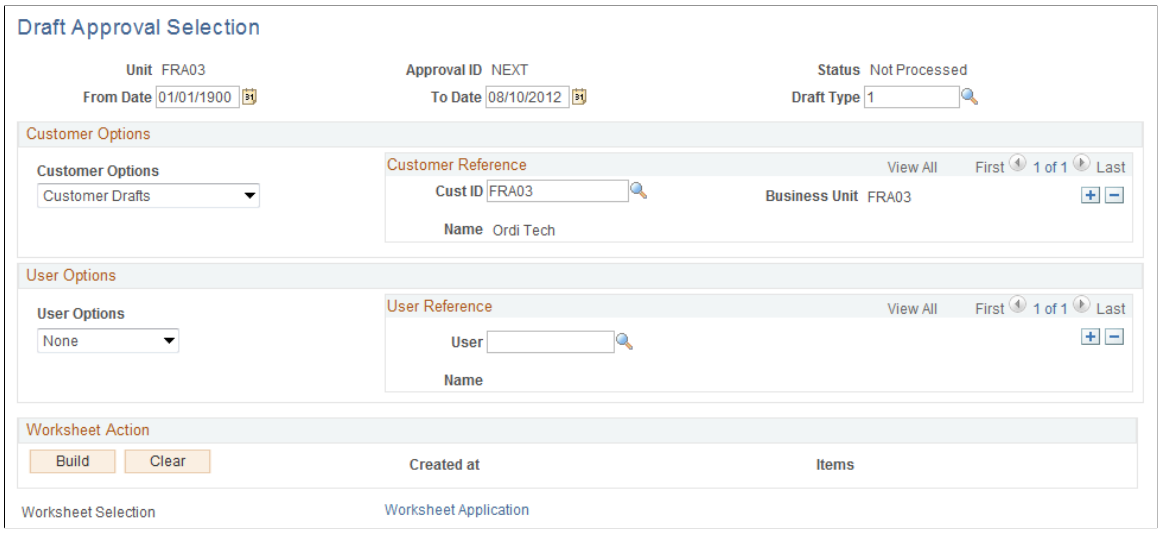
Use the Draft Approval Selection page (DR_APROV_SEL_IC) to build a draft approval worksheet used to approve multiple drafts.

Navigation:

Accounts Receivable > **Drafts** > **Approve Drafts** > **Draft Work Sheet** > **Draft Approval Selection**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Draft Approval Selection page. You can find definitions for the fields and controls later on this page.



Note: Before you can build a draft approval worksheet, apply the drafts to items using a draft worksheet.

Field or Control	*Description*
From Date and **To Date**	Enter dates to select drafts using specific dates.
Draft Type	Enter a draft type to limit the worksheet to drafts of a specific type.
Customer Options	Indicate the type of customer that you want to include in the worksheet. Options are: *Customer Drafts* or *None*. Select *None* to create a blank worksheet. This selection saves time if you merely need to place the draft payment on account, or if the reference information that you entered is almost complete, and you do not need to include all the customer account information.
Cust ID (customer ID)	Displays the customer's ID or business unit.
User Options and **User**	Select *ID* for the user option and enter the user ID. Use to limit the worksheet to drafts applied to items by a specific user.
Build	Click to build the worksheet.
Clear	Click to remove all drafts from the worksheet.

Draft Approval Worksheet Page

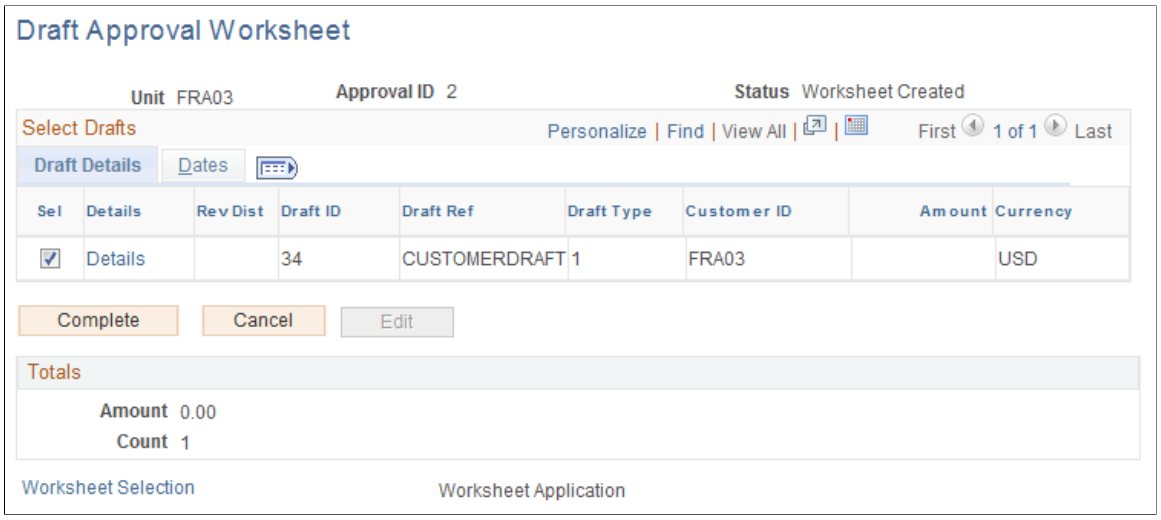
Use the Draft Approval Worksheet page (DR_APROV_WORKS_IC) to approve multiple drafts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Drafts > Approve Drafts > Update Draft Worksheet > Draft Approval Worksheet

This example illustrates the fields and controls on the Draft Approval Worksheet page. You can find definitions for the fields and controls later on this page.



The system automatically selects the check boxes next to each draft. If you do not want to approve a draft, deselect its check box.

Field or Control	***Description***
Details	Click to access the Draft Details page, where you can view a list of the items included in a particular draft.
Complete	Click to approve the selected drafts and change the status to *Accepted.*
Cancel	Click to cancel the selected drafts. The items selected for payment in the drafts become available for selection in another draft.
Amount and **Count**	Displays the total amount and number of the drafts that you have selected.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Identifying Drafts Used as Collateral

Page Used for Identifying Drafts Used as Collateral

Page Name	*Definition Name*	*Usage*
Draft Collateral Page	DRAFT_TRANSFER	Identify drafts that are being used or are no longer being used as collateral.

Understanding Identifying Drafts Used as Collateral

You can use drafts that have an *Accepted* status as collateral. When you identify a draft as being used for collateral, its status changes from *Accepted* to *Collateral* and you cannot remit the draft to the bank. When a draft is no longer being used for collateral, change its status back to *Accepted* so that it can be remitted to the bank.

Draft Collateral Page

Use the Draft Collateral page (DRAFT_TRANSFER) to identify drafts that are being used or are no longer being used as collateral.

Navigation:

Accounts Receivable > **Drafts** > **Transfer Drafts** > **Draft Collateral** > **Draft Collateral**

Field or Control	*Description*
Transaction Date	Enter the date when the draft is first used as collateral.
Name	Enter the name of the collateral holder.
Undo	Click if the draft is no longer being used as collateral to change the status to *Accepted.*

History

Records each change to the status of the draft.

Field or Control	*Description*
Transaction Type	Displays the collateral status of the draft. *Collateral* indicates that the draft is being used as collateral. *Undo* indicates that the draft is no longer being used as collateral.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Endorsing Drafts to Another Party

Page Used for Endorsing Drafts

Page Name	Definition Name	Usage
Endorse Draft Page	DRAFT_TRANSFER	Endorse drafts to another party.

Understanding Endorsing Drafts to Another Party

Drafts that have an *Accepted* status can be endorsed to another party. When you endorse a draft, its status changes from *Accepted* to *Endorse* and you cannot remit the draft to the bank. If the draft is no longer endorsed to another party, change its status back to *Accepted* so that it can be remitted to the bank.

Endorse Draft Page

Use the Endorse Draft page (DRAFT_TRANSFER) to endorse drafts to another party.

Navigation:

Accounts Receivable > **Drafts** > **Transfer Drafts** > **Endorse Drafts** > **Endorse Draft**

This page is similar to the Draft Collateral page.

Field or Control	Description
Transaction Type	Displays the endorsement status of the draft: *Endorse* indicates that the draft is endorsed to another party. *Undo* indicates that the draft is no longer endorsed.

Related Links

Identifying Drafts Used as Collateral

Remitting Drafts to the Bank

Pages Used to Remit Drafts

Page Name	Definition Name	Usage
Draft Remittance Selection Page	DR_REMIT_SEL_IC	Build a draft remittance worksheet. When you build the worksheet, you have the option of discounting drafts for payment before the due date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Available Credit Page	DR_REMIT_CRED_SEC	Determine if credit is available at the bank to discount more drafts. See the Draft Remittance Selection Page.
Draft Remittance Application Page	DR_REMIT_WORKS_IC	Select drafts that are ready for remittance.
Remittance Details Page	DR_REMIT_WS_SEC_IC	View or change remittance information for the drafts.
Bank Fees Page	DRAFT_FEE_SEC	Enter bank fees for discounted drafts.
Create EFT File Page	RUN_FIN2025_DR	Run the Format EFT Files process (FIN2025) that creates the remittance (EFT file) that is sent to the bank.
Create EFT File Cover Sheet Page	RUN_FIN2025	Define the run parameters for the EFT File Cover Sheet report (FSX2025). Use the report to create a cover letter for the EFT file if the bank requires one.
Cancel EFT File Page	DR_EFT_CANCEL	Cancel the EFT file before you transmit it to the bank, if you need to change a draft after creating an EFT file. After you cancel the EFT file and change the draft, you can then create a new one. This page is available only if you generated an EFT file.
Inbound Bank EFT File Page	EFT_DR_INBOUND	Run the AR_DRAFT_BNK process to load and process the bank EFT file.
Inbound Bank EFT File for Drafts Page	DR_IN_BANK_FILE	Change details for a payment record in a bank EFT file so that the record matches an existing draft.
Detail Page	DR_IN_BANK_SEC	View details about the issuer and customer's bank ID, branch, and account number. See the Inbound Bank EFT File for Drafts Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Bank Remit Exception Report Page	EFT_DR_EXCEPT	Define the run parameters for the EFT Draft Inbound Exception report (ARX3210X). Use this report to see a list of exceptions that were found in the bank EFT file for a specific reason.
Remittance/Discount Form Page	DRAFT_REMIT_FORMS	Define the run parameters for the Remittance/Discount Forms report (AR32103). Submit this SQR report to a bank to inform the bank of the drafts that need to be collected from the customer's bank. See PeopleSoft Receivables Reports: A to Z for more information.

Understanding Remitting Drafts to the Bank

When you remit drafts to the bank, you indicate when you want to receive funds for the draft, either before the due date for a discounted amount or on the due date for the full amount.

To remit drafts to the bank:

- Build a draft remittance worksheet.
- Use a draft remittance worksheet to select drafts.
- (Optional) Change remittance details.
- (Optional) Enter bank fees for discounted drafts.
- Create the EFT file for remitting drafts.
- (Optional) Create an EFT file cover sheet.
- (Optional) Cancel an EFT file for draft remittances.
- (Optional) Receive confirmation from the bank.
- (Optional) Correct drafts not matched in the bank EFT file.
- (Optional) Run the EFT Draft Inbound Exception report.

Draft Remittance Selection Page

Use the Draft Remittance Selection page (DR_REMIT_SEL_IC) to build a draft remittance worksheet.

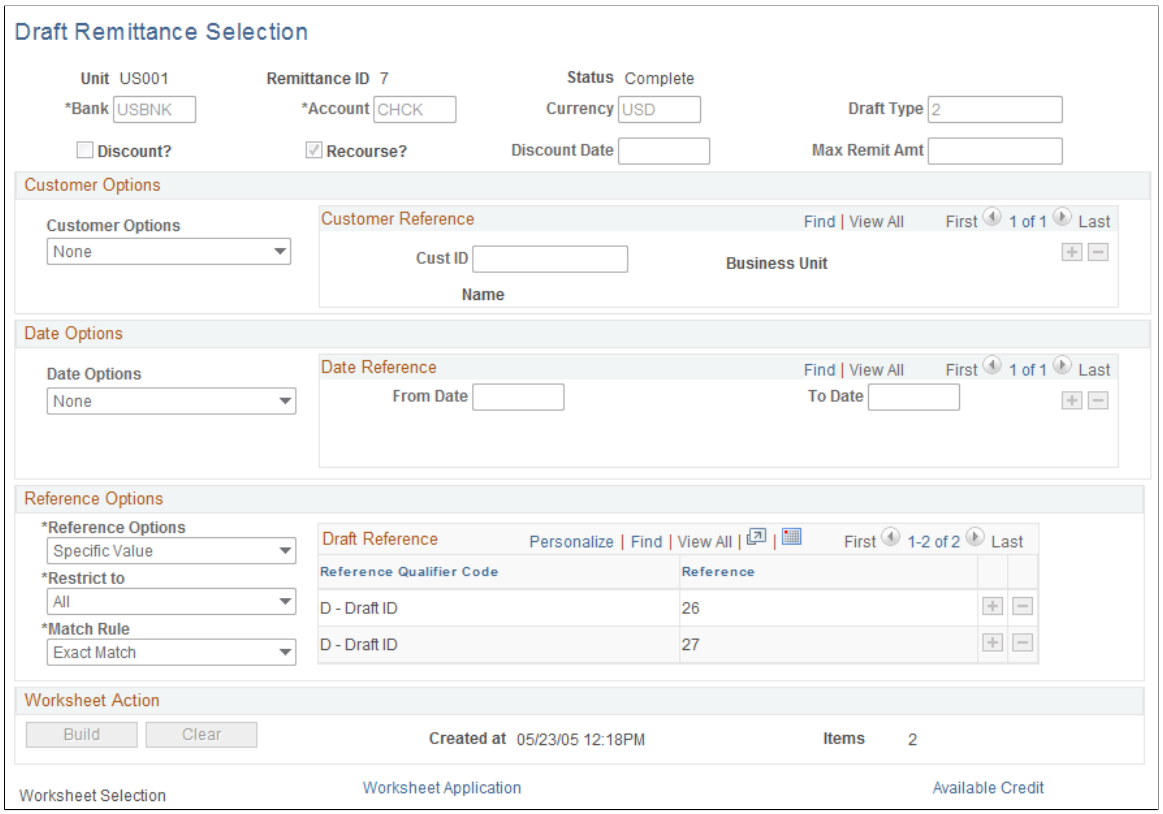
When you build the worksheet, you have the option of discounting drafts for payment before the due date.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Drafts > Remit Drafts to Bank > Remit Draft to Bank Worksheet > Draft Remittance Selection

This example illustrates the fields and controls on the Draft Remittance Selection page. You can find definitions for the fields and controls later on this page.



Worksheets are cumulative. As long as you do not clear the worksheet, you can keep expanding it by selecting additional criteria. Each time you build a worksheet, the drafts you previously selected remain and the system adds drafts that meet the new criteria to the worksheet.

Field or Control	*Description*
Bank and **Account**	Enter a bank code and account number. The bank account must have a draft collection method defined on the External Accounts - Collection Method page.
Currency	Displays the default currency of the bank account. Change the currency as needed.
Draft Type	Select a draft type to limit the worksheet to specific types of drafts. If you leave this field blank, the worksheet includes only drafts that allow discounts. If you select a draft type that does not allow discounts, you cannot enter discount information in the other fields.
Discount?	Select to discount all drafts in the remittance for early payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Recourse?	Select if you are still responsible for the draft amount up until the original due date of the draft. In other words, the amount appears as a liability on your books until your bank receives the funds.
Discount Date	Enter a discount date after selecting the **Discount?** check box.
Max Remit Amt (maximum remittance amount)	Enter the maximum remittance amount that you will send to the bank. If the total of the drafts exceeds this amount, you receive a warning message when you mark the worksheet *Complete.* The amount displays in the currency for the bank account.
Available Credit	Click this link to access the Available Credit page (DR_REMIT_CRED_SEC), where you can determine if you have enough credit left with the bank to discount more drafts.

Customer Options

Use these options to create a worksheet with drafts for a particular customer ID. When you specify a customer, the name of the customer appears and the **Customer Options** field changes to *Customer Drafts.* The system includes all the customer's drafts in the worksheet.

Date Options

Use these options to create a worksheet with drafts that have a specific date range.

Field or Control	*Description*
Date Options	When you specify a date range, the **Date Options** field changes to *Due Date Range.* You can change the selection to *Accounting Date Range.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reference Options

Field or Control	*Description*
Reference Qualifier Code	Enter the type of information used to identify the drafts. Then, use the **Reference** and **To Reference** fields to fill in the details. Options are: *B - Customer Bank:* Enter your customer's bank account and branch. *D - Draft ID:* Enter a draft ID. *G - Customer Group:* Enter a customer group code. *R - Draft Reference:* Enter a draft document reference number.
Reference Options and **Match Rule**	Options are *Specific Value* (to match specific values) or *None.* If you select *Specific Value,* use the **Match Rule** field to select *Exact Match* or *Like Match. Like Match* compares the beginning characters. For example, a like match of *24%* includes all items beginning with 24.
Restrict To	Select how reference information should be combined with other selection options to determine which drafts appear in the worksheet. Options are: *All:* Builds a worksheet with only drafts that meet the reference criteria with no reference to the other options. *Customer Only:* Builds a worksheet with drafts that match the reference criteria and belong to the specified customers. *Date Only:* Builds a worksheet with drafts that match the reference criteria and are in the specified date range. *Customer and Date:* Builds a worksheet with drafts that match the reference criteria, belong to the specified customers, and are in the specified date range.

Worksheet Action

Field or Control	*Description*
Build	Click to build a draft remittance worksheet.
Clear	Click to remove all drafts from an existing worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"External Accounts - Collection Methods Page" (PeopleSoft Banks Setup and Processing)

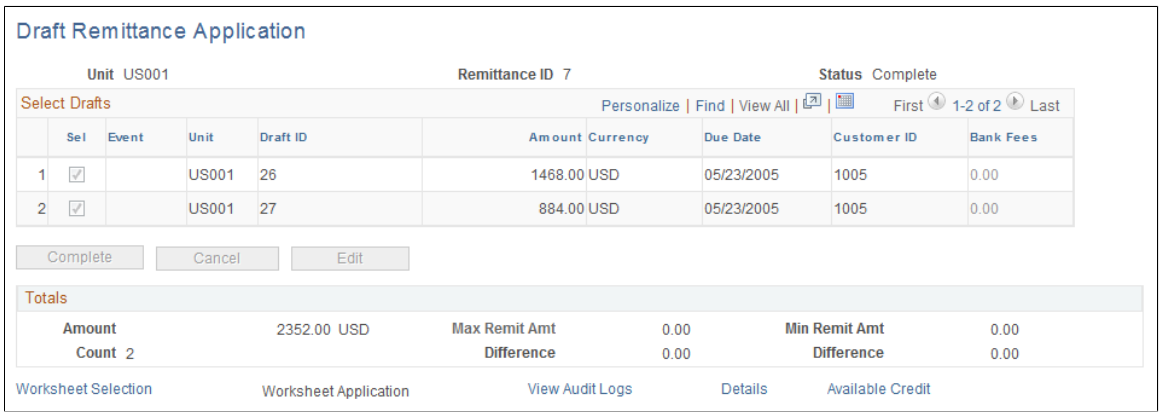
Draft Remittance Application Page

Use the Draft Remittance Application page (DR_REMIT_WORKS_IC) to select drafts that are ready for remittance.

Navigation:

Accounts Receivable > **Drafts** > **Remit Drafts to Bank** > **Remit Draft to Bank Worksheet** > **Draft Remittance Selection**

This example illustrates the fields and controls on the Draft Remittance Application page. You can find definitions for the fields and controls later on this page.



By default, the check box next to each draft is selected. If you do not want to remit a draft, deselect its check box.

Field or Control	*Description*
Due Date	Displays the date that you expect the bank to receive payment. If the draft is a discounted draft, the bank deposits the funds in the account on the discount date.
Bank Fees	Click to open a page where you can enter bank fees for discounted drafts.
Complete	Click to approve all selected drafts for remittance and to mark the worksheet as complete.
Cancel	Click to cancel the remittance. You can then include the drafts in a new worksheet.
Edit	After you click **Complete** (and before posting), click to edit drafts. Then, click **Complete** again to mark the worksheet complete.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Amount and Count	Displays the total amount and count of the drafts that you selected.
Max Remit Amt (maximum remittance amount)	Displays the maximum remittance amount that you can send to the bank. You indicate this number when you build the worksheet.
Difference	Displays the difference between the maximum remittance amount and the amount of the selected drafts.
Min Remit Amt (minimum remittance amount)	Displays the minimum amount the bank will let you remit if the drafts are discounted. You specify this amount on the Collection Methods page.
Difference	Displays the difference between the amount of the selected drafts and the minimum remittance amount.
Details	Click to access the Remittance Details page (DR_REMIT_WS_SEC_IC), where you can change remittance details for a draft.

Related Links

“External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing)

Remittance Details Page

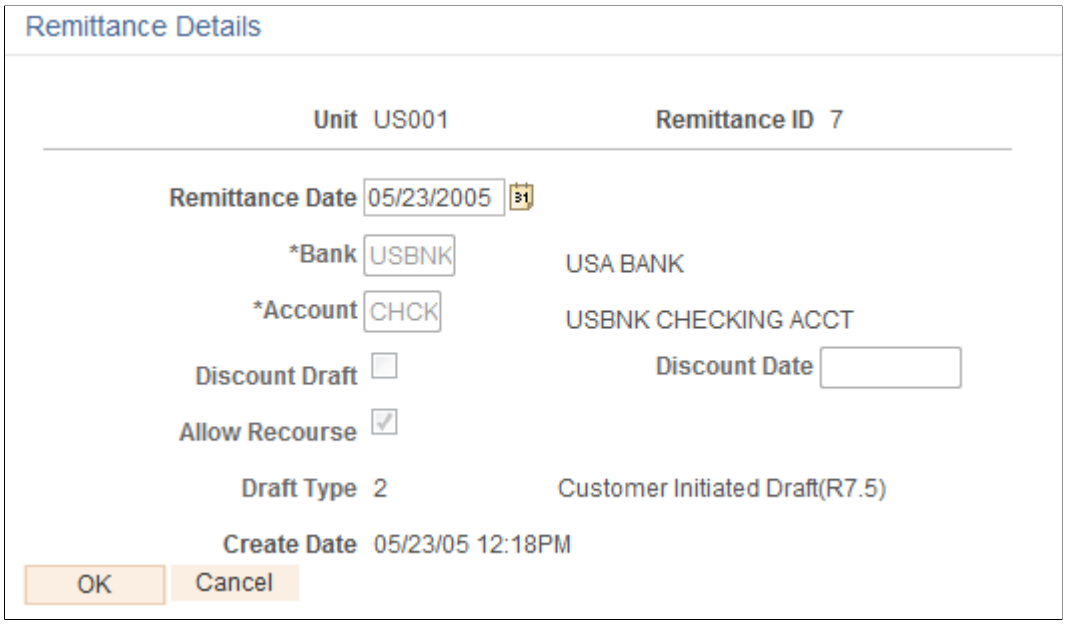
Use the Remittance Details page (DR_REMIT_WS_SEC_IC) to view or change remittance information for the drafts.

Navigation:

Click the **Details** link on the Draft Remittance Application page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Remittance Date	Enter the date that you remit the draft to the bank for payment. Override today's date, if needed.
Bank and **Account**	Change the bank account to which you submit the draft, if needed.
Discount Draft	If this check box is selected, you can change the discount date for discounted drafts.
Allow Recourse	If selected, you are still responsible for the draft amount up until the original due date of the draft. In other words, the amount appears as a liability on your books until your bank receives the funds.

Bank Fees Page

Use the Bank Fees page (DRAFT_FEE_SEC) to enter bank fees for discounted drafts.

Navigation:

Click the **Bank Fees** link on the Draft Remittance Application page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Pay Amt (payment amount)	Enter the amount of each fee that the bank charges for discounted drafts. The default currency is the draft currency.
Entry Type and **Reason**	Displays the default entry type for fees come from the business unit. Enter an entry reason, if needed.

When you post the remittance worksheet, the system adds an item for each bank fee and generates the accounting entries for the bank fees on the discount date.

Create EFT File Page

Use the Create EFT File page (RUN_FIN2025_DR) to run the Format EFT Files process (FIN2025) that creates the remittance (EFT file) that is sent to the bank.

Navigation:

Accounts Receivable > **Drafts** > **Remit Drafts to Bank** > **Remit Draft to Bank EFT file** > **Create EFT File**

To prevent funds from being collected more than one time, you can select a draft remittance for inclusion in an EFT file only once.

Note: EFT file layouts differ from country to country. The organization that receives the EFT file from your customer should be able to furnish you with the appropriate layout specifications.

The location of the file when the process completes depends on the output destination options that you selected in the process definition for the Format EFT Files process.

If the output destination is *User Defined,* the location depends on the parameters you enter on the Process Scheduler Request page and can be one of the following:

Output Type Destination Options	*Location*
Output type: Web	The file is in the location that you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
Output type: file Output destination: blank	The file is in the location that you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
Output type: file Output destination: a folder path, such as C:\temp\EFT files	The file is in the folder path that you specified, such as C:\temp\EFT files\.

If the output destination for the Format EFT Files process is *Process Definition,* the location is the folder that you defined for the output definition for the process definition.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If the output destination for the process definition is *Process Type Definition,* the location is the folder that you defined for the output definition for the SQR process type definition.

Create EFT File Cover Sheet Page

Use the Create EFT File Cover Sheet page (RUN_FIN2025) to define the run parameters for the EFT File Cover Sheet report (FSX2025).

Use the report to create a cover letter for the EFT file if the bank requires one.

Navigation:

Accounts Receivable > **Drafts** > **Remit Drafts to Bank** > **Create EFT Payment Cover Sheet** > **Create EFT File Cover Sheet**

Field or Control	*Description*
Language Option	You specify whether the cover sheet is in a **Specified Language** or the **Recipient's Language,** and then select the **Language Code.**
EFT Layout Code	Enter the code for the type of EFT file used to submit the draft.
Process Instance	Displays the number of the process instance that created the EFT file.

Cancel EFT File Page

Use the Cancel EFT File page (DR_EFT_CANCEL) to cancel the EFT file before you transmit it to the bank, if you need to change a draft after creating an EFT file.

After you cancel the EFT file and change the draft, you can then create a new one. This page is available only if you generated an EFT file.

Navigation:

Accounts Receivable > **Drafts** > **Remit Drafts to Bank** > **Cancel EFT File** > **Cancel EFT File**

Click **Cancel Draft EFT File.**

Inbound Bank EFT File Page

Use the Inbound Bank EFT File page (EFT_DR_INBOUND) to run the AR_DRAFT_BNK process to load and process the bank EFT file.

Navigation:

Accounts Receivable > **Drafts** > **Create Drafts** > **Inbound Bank EFT File** > **Inbound Bank EFT File**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
EFT Layout Code and File Name	Enter the EFT layout code and the file name for the EFT file for which you are trying to determine whether the payment collection was successful.

If the payment collection was not successful, the AR_DRAFT_BANK process changes the status of the draft to *Void* on the Draft Control record (DRAFT_CONTROL). The next time you run the Receivables Update process, it generates the appropriate accounting entries to reverse the payment.

Inbound Bank EFT File for Drafts Page

Use the Inbound Bank EFT File for Drafts page (DR_IN_BANK_FILE) to change details for a payment record in a bank EFT file so that the record matches an existing draft.

Navigation:

Accounts Receivable > **Drafts** > **Remit Drafts to Bank** > **Remit Drafts Confirmation** > **Inbound Bank EFT File for Drafts**

The **EFT Transactions** grid contains a list of payment records that were in the bank EFT file that the AR_DRAFT_BANK process could not match to drafts in the system. You need to determine which draft in the system matches a payment record and update the information so that it matches a draft. When you save the page, the system changes the status of the draft based on the reason code assigned to the payment record.

Field or Control	*Description*
Unit or Draft ID	Enter the business unit or draft ID of the draft on the system that matches the payment record.
Reason Code	If the reason code on the payment record does not match a reason code on your system, change the code to match the appropriate code defined on your system.

Related Links

Defining EFT Reason Codes and EFT File Layouts

Bank Remit Exception Report Page

Use the Bank Remit Exception Report page (EFT_DR_EXCEPT) to define the run parameters for the EFT Draft Inbound Exception report (ARX3210X).

Use this report to see a list of exceptions that were found in the bank EFT file for a specific reason.

Navigation:

Accounts Receivable > **Drafts** > **Reports** > **Bank Remit Exception Report** > **Bank Remit Exception Report**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
EFT Layout Code	Enter the EFT file layout code for the EFT files that you submitted to the bank whose exceptions you want to include in the report.
Reason Code	Enter the code that identifies the reason why the collection failed.

Dishonoring Drafts

Pages Used to Dishonor Drafts

Page Name	*Definition Name*	*Usage*
Dishonor Draft Selection Page	DRAFT_DISH_SEL_IC	Build a dishonor draft worksheet.
Dishonor Draft Application Page	DRAFT_DISH_WORK_IC	Select drafts that you want to dishonor.
Dishonor Activity Page	DRAFT_RUN_ARDISH01	Define the run parameters for the Dishonored Drafts report (ARX32104). Use the report to list all drafts that have a dishonored status. See the PeopleSoft Receivables Reports: A to Z for more information.

Understanding Dishonored Draft Processing

You can dishonor a draft at any point in the draft life cycle after you have approved it but before you reconcile it on a bank statement. You dishonor a draft after you remit it, and it is past due because a customer fails to pay the draft at the maturity date. You can dishonor a draft earlier in the draft life cycle if you know that they will not be able to pay for it.

After you select drafts to be dishonored, run the Receivables Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Dishonored.*

Dishonor Draft Selection Page

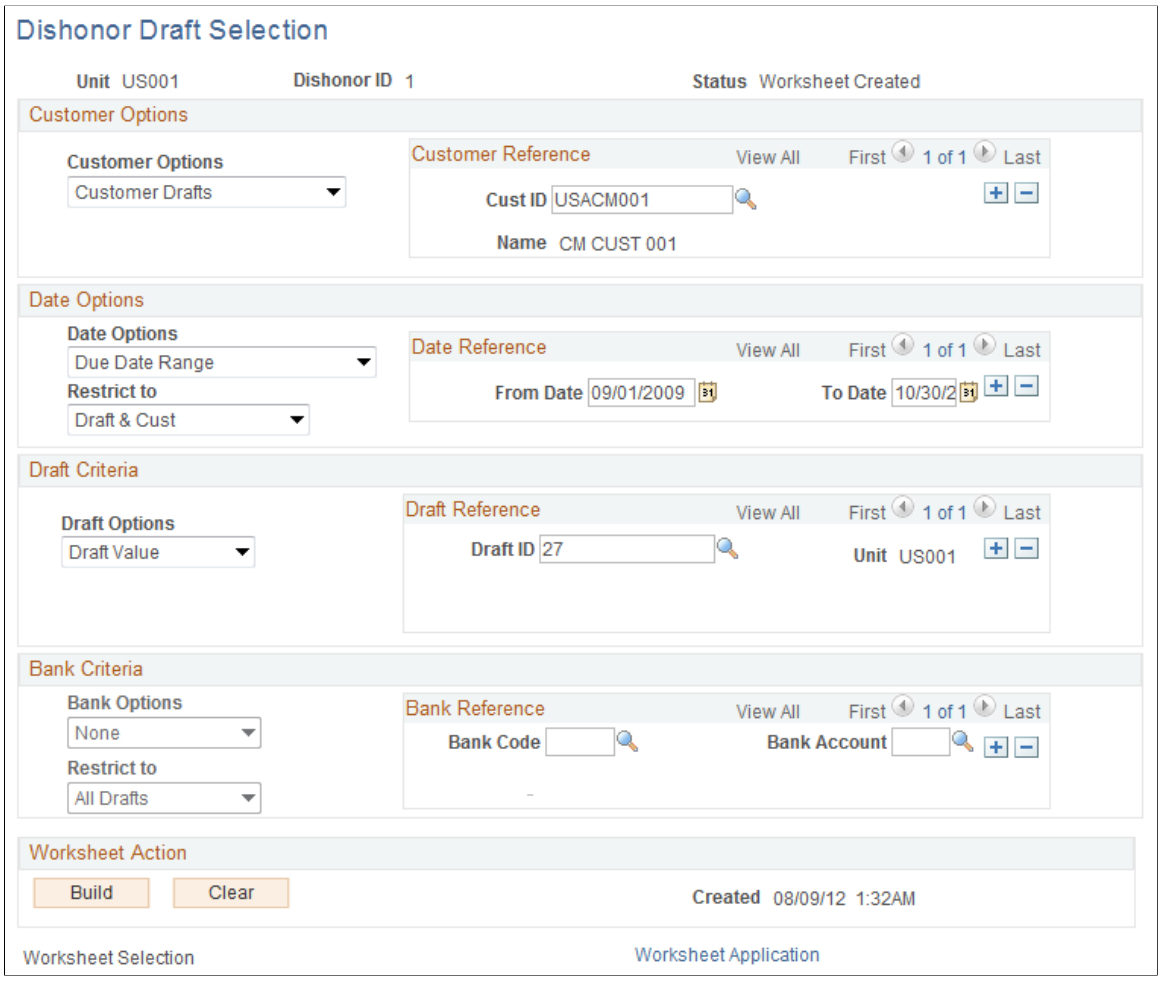
Use the Dishonor Draft Selection page (DRAFT_DISH_SEL_IC) to build a dishonor draft worksheet.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Drafts > Dishonor Drafts > Dishonor Drafts Worksheet > Dishonor Draft Selection

This example illustrates the fields and controls on the Dishonor Draft Selection page. You can find definitions for the fields and controls later on this page.



Worksheets are cumulative. As long as you do not clear the worksheet, you can keep expanding it by selecting additional criteria. Each time you build a worksheet, the drafts you previously selected remain, and the system adds drafts that meet the new criteria to the worksheet.

The **Restrict To** field works basically the same for all selection criteria. They determine how reference information should be combined with other selection options to determine which drafts appear in the worksheet. The values vary based on the selection criteria you enter. Values include:

Field or Control	***Description***
All Drafts	Builds a worksheet with only drafts associated with the specified criteria for the current option, regardless of the other criteria that you entered.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
Cust & Date (customer and date)	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers and fall within the specified date range.
Customer Only	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers.
Date Range Only	Builds a worksheet with drafts that are associated with a current option and that fall within the specified date range.
Draft & Cust (draft and customer)	Builds a worksheet with drafts that are associated with the current option and that belong to the specified customers and with the specified draft IDs.
Draft Only	Builds a worksheet with drafts associated with the current option and with the specified draft IDs.

Customer Options

You can use the customer options to build a worksheet for a specific customer ID.

Field or Control	Description
Customer Options	Select *None* if you fill in the fields under **Date Options, Draft Criteria,** or **Bank Criteria.**
Cust ID (customer ID)	Enter the customer's ID or business unit. The customer's name automatically appears, and the **Customer Options** field changes to *Customer Drafts.*

Date Options

Field or Control	Description
Date Options	Select an option for selecting drafts by a date. Options are: *None, Due Date Range, Due Date,* and *Accounting Date Range.*
Restrict to	Options are: *All Drafts, Customer Only, Draft & Cust,* and *Draft Only.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
From Date and **To Date**	Enter a date range if you want to build a worksheet for drafts using specific due dates or accounting dates.

Draft Criteria

Field or Control	*Description*
Draft Options	Select *None* if you fill in the fields under **Customer Options, Date Options,** or **Bank Criteria.**
Draft ID	Enter the draft ID if you want to build a worksheet for a specific draft. The **Draft Options** field changes to *Draft Value.*

Bank Criteria

Field or Control	*Description*
Bank Code and **Bank Account**	Enter bank information if you want to build a worksheet for a specific bank account. The **Bank Options** field changes to *Bank Account.*
Bank Options	Options are: *None* and *Bank Account.*
Restrict to	Options are: *All Drafts, Cust & Date* (customer and date), *Customer Only, Date Range Only,* and *Draft Only.*

Worksheet Action

Field or Control	*Description*
Build	Click to build the worksheet.
Clear	Click to remove all drafts from an existing worksheet.

Dishonor Draft Application Page

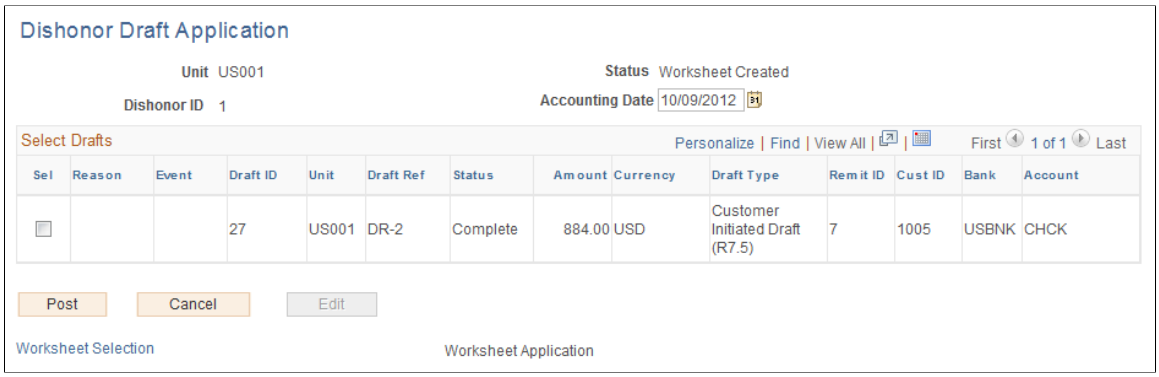
Use the Dishonor Draft Application page (DRAFT_DISH_WORK_IC) to select drafts that you want to dishonor.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Drafts > Dishonor Drafts > Upd Dishonor Draft Worksheet > Dishonor Draft Application

This example illustrates the fields and controls on the Dishonor Draft Application page. You can find definitions for the fields and controls later on this page.



Select each draft that you want to dishonor.

Field or Control	*Description*
Reason	Enter a reason code to display on the Draft Inquiry page. You can also use that code in custom reports. If the draft type does not require a reason, you can enter a reason for an audit trail.
Post	Click to set the group to post.
Cancel	Click to cancel the worksheet. You can then include the drafts in a new worksheet.
Edit	After you click **Post** (and before posting), click to select or deselect more drafts. If you want to edit the worksheet after it is posted, you must unpost the group first.

Handling the Outstanding Debt on a Dishonored Draft

After you dishonor a draft, you must handle the outstanding debt for the draft by performing one of the following tasks:

- Pay for the items on the draft by check or another draft.

  To do this, void the draft to reopen the items. Then, either pay for the items on a different draft or change the payment method for the item to check.

- Present the draft to the bank at a later date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

To do this, cancel the remittance. Then, change the due date for the draft on the draft worksheet and remit the draft again. Use this option only if you already remitted the draft to the bank when you dishonor it.

- Write off the items on the draft.

  To do this, void the draft and then write off the items on the maintenance worksheet.

- Transfer the items in the draft to a doubtful receivables account.

  To do this, void the draft and then use a transfer worksheet to transfer the items.

Voiding Drafts

Pages Used to Void Drafts

Page Name	*Definition Name*	*Usage*
Void Draft Selection Page	DRAFT_DISH_SEL_IC	Build a void draft worksheet.
Void Draft Application Page	DRAFT_DISH_WORK_IC	Select drafts that you want to void.

Understanding the Draft Void Process

You void a draft if the draft has been dishonored or was lost or stolen and you want to reopen all the items associated with the draft.

You can void a draft after it has been approved, but before you reconcile it on a bank statement. For example, you could void a discounted draft before the due date plus the risk days (the number of days that the bank waits before it notifies you that the customer failed to pay).

After you select drafts to be voided, run the Receivable Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Void.*

Related Links

Additional Draft Events

Void Draft Selection Page

Use the Void Draft Selection page (DRAFT_DISH_SEL_IC) to build a void draft worksheet.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > **Drafts** > **Void Drafts** > **Void Drafts Create Worksheet** > **Void Draft Selection**

The fields on this page are similar to those on the Dishonor Draft Selection page.

Instead of entering bank criteria, you enter values in the **Status Criteria** group box.

Field or Control	*Description*
Draft Status	Enter the status of the drafts to include in the worksheet. The **Status Options** field changes to *Draft Status.*
Status Options	Options are: *None* and *Draft Status.*
Restrict To	Options are: *All Drafts, Cust & Date* (customer and date), *Customer Only, Date Range Only,* and *Draft Only.*

Related Links

Dishonor Draft Selection Page

Void Draft Application Page

Use the Void Draft Application page (DRAFT_DISH_WORK_IC) to select drafts that you want to void.

Navigation:

Accounts Receivable > **Drafts** > **Void Drafts** > **Update Void Draft Worksheet** > **Void Draft Application**

The fields on this page are the same as those on the Dishonor Draft Application page.

Related Links

Dishonor Draft Application Page

Canceling Draft Remittances

Pages Used to Cancel Draft Remittances

Page Name	*Definition Name*	*Usage*
Cancel Remittance Selection Page	DRAFT_DISH_SEL_IC	Build a cancel remittance worksheet.
Cancel Remittance Application Page	DRAFT_DISH_WORK_IC	Select draft remittances that you want to cancel.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the Cancel Remittance Process

You can cancel a draft remittance either before or after the draft due date, but before you reconcile it. For discounted drafts, you must cancel the remittance before the discount date or after you dishonor it. You can cancel a draft remittance if the customer failed to pay the draft, but promised that there would be sufficient funds to cover the amount of the draft.

After you select drafts remittances to be canceled, run the Receivables Update process to:

- Create accounting entries.
- Update the activity table.
- Change the draft status to *Accepted.*

  The draft is still posted, so you can select it again for remittance. You cannot access the draft on the draft worksheet.

Related Links

Additional Draft Events

Cancel Remittance Selection Page

Use the Cancel Remittance Selection page (DRAFT_DISH_SEL_IC) to build a cancel remittance worksheet.

Navigation:

Accounts Receivable > **Drafts** > **Cancel Draft Remittance** > **Cancel Draft Worksheet** > **Cancel Remittance Selection**

The fields on this page are the same as those on the Dishonor Draft Selection page.

Related Links

Dishonor Draft Selection Page

Cancel Remittance Application Page

Use the Cancel Remittance Application page (DRAFT_DISH_WORK_IC) to select draft remittances that you want to cancel.

Navigation:

Accounts Receivable > **Drafts** > **Cancel Draft Remittance** > **Update Cancel Draft Worksheet** > **Cancel Remittance Application**

The fields on this page are the same as those on the Dishonor Draft Application page.

Related Links

Dishonor Draft Application Page

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reconciling Drafts on a Bank Statement

When you receive a bank statement, you must reconcile drafts by matching the amount of each draft received with the amount that was submitted to the bank. You can reconcile drafts manually or use the Bank Reconciliation Application Engine process (BNK_RECON) to reconcile them. Use the PS_BNK_RCN_DRAFT reconciliation rule to reconcile bank statements for drafts.

Related Links

"Understanding Bank Reconciliation Processing" (PeopleSoft Banks Setup and Processing)

"Managing Reconciliation Methods and Statements" (PeopleSoft Banks Setup and Processing)

Unposting Drafts

Unposting a draft reverses your last action on the draft. You can unpost a draft after you run Receivables Update at any point in the draft life cycle. For example, you might unpost a draft because you want to change some details about the draft.

When you unpost a draft, the system restores the draft to its status before the last action and reverses the last accounting entries.

If you have not already run Receivables Update, it is not necessary to unpost the group. You can return to the appropriate worksheet page and cancel the group.

Related Links

Unposting Payments

Understanding How to Review and Correct Draft Accounting Entries

This topic discusses:

- How the system creates draft accounting entries.
- How the system creates draft interunit accounting entries.
- How to perform error corrections for draft payments.

Draft Accounting Entry Creation

For drafts, all the accounting entries are created when you run the Receivables Update process. You cannot create them online. The draft type determines how the accounting entries are created.

The system creates accounting entries for each event in the draft life cycle even though it may not be an event that you initiate online. For example, it creates accounting entries at the draft due date. The next time that you run the Receivables Update process after the due date, the system creates accounting entries.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The draft process uses the PeopleSoft Receivables core architecture for pending groups. For example, after you indicate that a draft was accepted by the customer, the Receivables Update process creates a group of pending items with the group type *D* and creates the accounting entries that are associated with the DM-01 (pay item) system function.

When you accept a draft, the Receivables Update process reduces the balance of open items and creates an accounting entry that debits the receivable account and credits drafts receivable. For subsequent draft events, it does not change the balance of the item; it simply creates the appropriate accounting entries for the draft event and changes the draft status.

Interunit Accounting Entries

The system also creates interunit accounting entries when the PeopleSoft Receivables business units of the draft payment and the item are associated with different general ledger business units. The entries are the same as payments on the payment worksheet, except that the process debits the Draft Receivables account instead of the Cash account.

Error Correction

The Receivables Update process edits for ChartField combination errors if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the accounting entries until you fix the error if you selected **Recycle** in the **ChartField Editing** group box. You can edit the receivables (AR) lines for these types of new items that do not reference existing items:

- Prepay an Item (DM-02)
- Place an Amount on Account (DM-03)
- Adjust Remaining Overpayment (DM-04)
- Adjust Remaining Underpayment (DM-05)
- Create a Deduction (DM-06)
- Write-off an Overpayment (DM-08)
- Write-off an Underpayment (DM-09)

Note: You cannot edit the AR lines when the system generates two transactions for the same new item ID, because the AR line must match for both transactions. This applies when a Write-off an Overpayment (DM-08) item automatically creates an Adjust Remaining Overpayment (DM-04) item, or when a Write-off an Underpayment (DM-09) item automatically creates an Adjust Remaining Underpayment (DM-05) item.

You can also edit entries in the user-defined line for these transactions:

- Write-off an Item (DM-07)
- Write-off an Overpayment (DM-08)
- Write-off an Underpayment (DM-09)

For all other draft transactions perform these steps:

Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Delete the entries using the Draft Error Correction component (MAINT_DST_CORR2).
2. Modify the combination edit rules so the combination is valid or perform one of these steps as appropriate
   - Modify the ChartField combination on the External Account page for the bank account if the error is on the Cash or Cash Control line.
   - Modify the ChartField combination on the Distribution Code page if the error is on a line generated from one of the distribution codes.
3. Rerun the Receivables Update process.

Note: You cannot edit entries if you selected the *Always Inherit* or *Inherit within BU* inheritance option.

Use the Draft Error Correction component to correct any other errors that were discovered by the Receivables Update process. When you save the Draft Error Correction page, the system runs the combination edit again, and the error detail appears on the ChartField Comb Error tab in the **Distribution Lines** grid. The draft error correction pages are accessible only if the system detects any pending items that are in error.

Use the Accounting Entries page to review accounting entries created for drafts during the Receivables Update process.

Related Links

Unposting Payments

Reviewing Draft Information

Use inquiry pages and reports to look up information about drafts. This topic discusses how to review all drafts.

Pages Used to Review Drafts

Page Name	*Definition Name*	*Usage*
Draft Control Page	DRAFT_CONTROL_DSP	Review summary or detailed information for each item on a draft.
Draft Details Page	DRAFT_WS_DTL_SEC	View information about the bank that will receive the draft payment, bank statement reconciliation information, and bank fees. See the Draft Control Page.
Draft Items Page	DRAFT_ITEM_DSP	Review details about each item on a draft.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Draft Inquiry Page	DR_INQUIRY_IC	Search for a list of drafts based on search criteria, such as business unit, customer ID, due date, bank information, draft type, and draft status. Review draft details and drill down to the draft control information and draft items for each draft.
Item Activity From A Draft Page	ITEM_DRAFT	View activity for draft items.
Draft Reports Page	DRAFT_REPORTS	Define the run parameters for draft aging reports (AR32102). Your options are a draft aging report by bank or a draft aging report by customer. Use the report to list unpaid drafts by due date. See PeopleSoft Receivables Reports: A to Z for more information.
Draft Statement Page	RUN_AR32100	Define the run parameters for the Draft Statement report (AR32100). Use the report to list invoices and other documents in a draft. See PeopleSoft Receivables Reports: A to Z for more information.

Draft Control Page

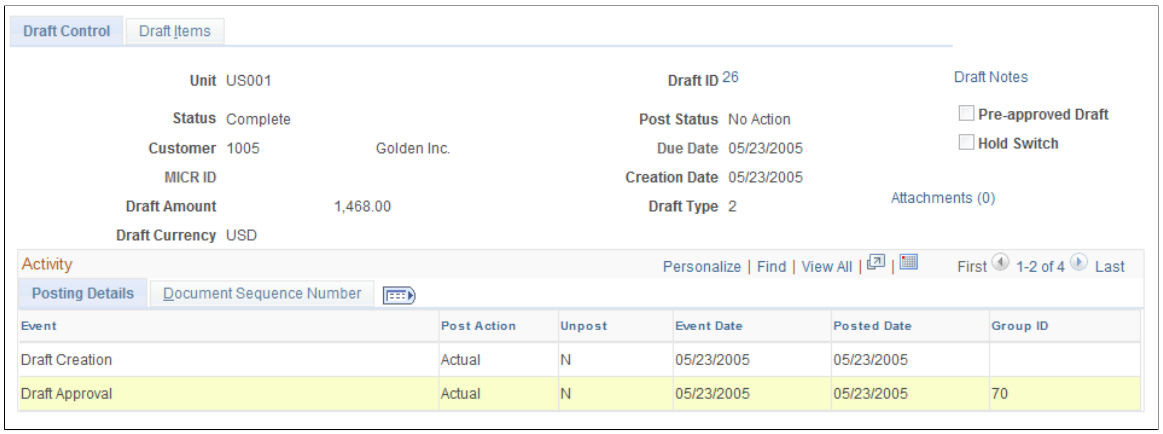
Use the Draft Control page (DRAFT_CONTROL_DSP) to review summary or detailed information for each item on a draft.

Navigation:

Accounts Receivable > **Drafts** > **Review Drafts** > **All Drafts** > **Draft Control**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	*Description*
Draft ID	Click to access the Draft Details page (DR_APROV_ITEM _SEC), where you view details about the draft, such as information about the customer's bank, bank statement reconciliation, and bank fees. Depending on the status of the draft, you can use this link to change the due date and MICR ID.
Draft Notes	Click to access the Draft Notes page (DRAFT_NOTES_SEC), where you can view or enter comments about the draft.
Pre-approved Draft	If selected, the draft is preapproved for payment by a bill-to customer and you can submit it to the customer's bank without the customer's sign-off. If the check box is not selected, the draft must be reviewed and approved by the customer before you can submit it to the bank for payment.
Hold Switch	If selected, the draft is placed on hold on the draft worksheet.

Draft Items Page

Use the Draft Items page (DRAFT_ITEM_DSP) to review details about each item on a draft.

Navigation:

Accounts Receivable > **Drafts** > **Review Drafts** > **All Drafts** > **Draft Items**

Draft Inquiry Page

Use the Draft Inquiry page (DR_INQUIRY_IC) to search for a list of drafts based on search criteria, such as business unit, customer ID, due date, bank information, draft type, and draft status. Review draft details and drill down to the draft control information and draft items for each draft.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > **Drafts** > **Review Drafts** > **Draft Inquiry** > **Draft Inquiry**

Item Activity From A Draft Page

Use the Item Activity From A Draft page (ITEM_DRAFT) to view activity for draft items.

Navigation:

Accounts Receivable > **Drafts** > **Review Drafts** > **Item Activity from Draft** > **Item Activity From A Draft**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 30

Managing Direct Debits

Understanding Direct Debit Processing

Direct debits are a contractual method for collecting payment and receipts. The supplier and customer set up a contract that enables the supplier to collect an amount due for specific goods or services directly from the customer's bank through electronic funds transfer (EFT). Some banks require a cover letter for the EFT files they receive.

You can set up the direct debit data to require the creation, transmission, and confirmation of a direct debit prenote, which is a zero dollar electronic payment that is sent to the customer's bank to confirm the accuracy of customer's bank information. Prenotes help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank, and reduce any delays in receivable collections based on direct debit transactions. The Create Direct Debit process (AR_DIRDEBIT) must process and confirm the prenote before it can process any associated direct debit transactions.

This topic discusses the following:

- Remittance methods.
- Direct debit process flow.

Remittance Methods

PeopleSoft Receivables provides two processes to remit direct debits to the bank.

- You can generate an EFT file in PeopleSoft Receivables and send it to the bank manually or by using a third-party integration.
- You can use the PeopleSoft Cash Management Financial Gateway option to create an EFT file and send it to the bank.

When you create the bank account into which the funds should be deposited, you specify the EFT format layouts to use if the payment method is *Direct Debit* on the Collection Methods page. You can assign multiple layouts to the bank account, but you must specify the default layout. You specify the remittance method for each layout: Financial Gateway or EFT file (Format EFT). When you create a direct debit profile, the system populates the EFT Layout field with the default layout for the bank that you selected for the profile. You can override the layout with any other layout assigned to the bank account. You can also override the layout when you run the Create Direct Debits Application Engine process (AR_DIRDEBIT) with any layout assigned to the bank. The Create Direct Debit process assigns the remittance method to each direct debit based on the remittance method associated with the EFT file layout on the run control page.

Related Links

Understanding the Direct Debit Remit Process

Copyright © 1988, 2025, Oracle and/or its affiliates.

Direct Debit Process Flow

Perform the following tasks to create direct debits and send them to the bank for collection:

1. Run the Create Direct Debits process (AR_DIRDEBIT) to create direct debits and build a worksheet.

   If direct debits are set up to require the creation, transmission, and reception of direct debit prenotes, the Create Direct Debit process creates prenotes. These prenotes must be sent to the customers bank and confirmed before the direct debit transactions associated with the prenotes can be processed.

2. Approve, reject, or hold the direct debits using the direct debit worksheet.

3. Change the direct debit's status to *Remitted* on the direct debit worksheet.

4. Run the Receivables Update process (ARUPDATE) to post the direct debit groups, update the item and customer balances, update item activity, and generate accounting entries.

   Warning! When running the Receivables Update process after the Create Direct Debits process, if the **Direct Debit Group** field is *Direct Debit,* on the Create Direct Debits page, then the calculation of the direct debit due date must be less than, or equal to, the Receivables Update process run date to close the direct debit. The calculation of the direct debit due date results from the option selected in the **Due Date Option** field of the Create Direct Debits run control page. If the calculation of the direct debit due date is greater than the Receivables Update process run date, then the direct debit is not closed.

   ---

5. (Optional) Cancel direct debits that have a *Remitted* status, but have not been submitted to the bank.

   If you remit direct debits using the PeopleSoft Cash Management Financial Gateway option, you can cancel the direct debit after you send it to Financial Gateway if the dispatch status is *Awaiting Dispatch, Hold,* or *Error.*

   Note: You must run the Receivables Update process after you cancel a direct debit. Running this process reverses the accounting entries that the Receivables Update process created for the direct debit and reopens the items in the direct debit.

   ---

6. Remit the direct debit to the bank by running either the Create EFT through FG System Application Engine process (AR_FG_PROC) or the Format EFT Files SQR process (FIN2025).

   Note: If you want to automatically run Receivables Update and generate the EFT files when you run the Create Direct Debit process, you can create a job definition to combine the four processes: AR_DIRDEBIT, ARUPDATE, AR_FG_PROC, and FIN2025. You can also run just three processes in one job and omit either the AR_FG_PROC or FIN2025 processes. You must also select the **Auto-Remit Direct Debits** option on the Create Direct Debits page. The multiprocess job runs all three or four processes for all direct debits to which the Create Direct Debits process assigns the *Accepted* status.

   ---

7. (Optional) Reconcile the direct debit with the bank statement using the PS_BNK_RCN_DEBIT reconciliation rule.

Related Links

Running Receivables Update

“Managing Reconciliation Methods and Statements” (PeopleSoft Banks Setup and Processing)

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Prerequisites for Managing Direct Debits

This section provides the tasks you perform before you process direct debits:

- Define direct debit collection information for your bank account to which you will send the EFT files on the “External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing).
- Define the customer's bank account information and link it to a remit from customer on the “MICR Information - Customer Bank Page” (PeopleSoft Order to Cash Common Information) page.

  Warning! If you use Financial Gateway to submit EFT files to the bank, you will get an error when you run the Create EFT through FG System process, if you skip this step.
- Create the direct debit profiles.
- Set up electronic banking if you use Financial Gateway as your remittance method.
- Define the direct debit information for customers that pay by direct debits on the “General Information - Bill To Selection Page” (PeopleSoft Order to Cash Common Information).
- Set up automatic numbering for direct debit IDs.

  Select *DD ID* for the number type and *DD_ID* for the field name.
- Define automatic entry types for direct debit processing.
- (Optional) Assign a direct debit profile to an entry type.
- Define the EFT file layout that you use on the “EFT File Layouts Page” (PeopleSoft Banks Setup and Processing) or the “Layout Catalog Page” (PeopleSoft Financial Gateway) for Financial Gateway.
- (Optional) Set up EFT Reason codes for bank EFT confirmation files.

Related Links

Setting Up Automatic Entry Types
Entry Type Page
“External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing)
Setting Up Direct Debit Profiles
“Setting Up EFT Processing” (PeopleSoft Banks Setup and Processing)
“Defining MICR IDs” (PeopleSoft Order to Cash Common Information)
“General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information)
“Auto Numbering Page” (Application Fundamentals)
“Setting Up Common Components for Bank Statement, Payment, and Payment Acknowledgment Processing” (PeopleSoft Financial Gateway)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Common Elements Used to Manage Direct Debits

Field or Control	*Description*
Status	Displays the status of a direct debit. Values are: *Accepted:* The direct debit is approved and you can mark it ready for posting and remittance. *Complete:* The direct debit has completed processing. *No Action:* The direct debit group has been rejected, and the items in the direct debit will be available for selection the next time you create direct debits. *Pending:* You either selected the direct debit for edit or it is pending approval due to exceptions. See Worksheet Detail Page. *Rejected:* All direct debits have been rejected because you have canceled a direct debit after you changed the status to *Remitted*. Also, the Receivables Update process changes the status to *Rejected* if you receive a rejection reason in the bank confirmation file that requires the cancel action. You can select these direct debits again the next time you create direct debits. *Remitted:* The direct debit is ready to be posted and sent to the bank for collection.

Creating and Working with Direct Debits

Pages Used to Create and Work with Direct Debits

Page Name	*Definition Name*	*Usage*
Create Direct Debits Page	DD_REQUEST	Create direct debits by running the Create Direct Debits process.
Update Direct Debits - Worksheet Page	DD_WORKLIST	Approve, hold, or reject direct debits. Mark the direct debits as ready for remittance to the bank. Create an EFT file for the direct debits on the worksheet.
Worksheet Detail Page	DD_WORKSHEET_SEC	View or change details about a direct debit, such as the bank account or individual items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Multiple Revenue Line Distribution Page	AR_MLR_SEC	Determine how to distribute revenue to control budgets for partial payments when an item has multiple revenue lines. See the Worksheet Detail Page.
Customer Bank Account Details Page	CUST_BANKINFO_SEC	View the customer's MICR ID. See the Worksheet Detail Page.
Item in Other Groups Page	ITEM_XGROUP_SEC	View other worksheet groups in which a direct debit item is selected. This page also displays any pending item groups that are not posted that the item is in.
Additional Customer Information Page	CUST_INFO_SEC	View customer information.
Item Activity Page	ITEM_DATA2	View item activities.

Understanding the Create Direct Debits Application Engine Process

The Create Direct Debits process (AR_DIRDEBIT) selects the items that match your selection criteria and creates direct debits for them. It creates one direct debit for all open items with the same business unit, currency, and due date for each bill to customer that has a Direct Debit payment method. Each direct debit includes only one item if you selected the **One Item Per Direct Debit** check box in the direct debit profile.

The process also assigns one of the following statuses to each direct debit:

- *Accepted* If the direct debit does not have any exceptions, it assigns it the Accepted status, which means that you can remit the direct debit.
- *Remitted* If you are using the Auto-Remit option for the run request, it assigns direct debits without exceptions the Remitted status, which means that it is ready to post so you can remit it to the bank.

  This means that all direct debits for a single run request must be approved before the process will use the Auto-Remit option.
- *Pending* If the direct debit has exception conditions, it assigns it the Pending status.

The process uses the bank holiday rules defined for the bank account that you assigned to the customer on the Correspondence Options page to adjust the estimated settlement date if it falls on a holiday. You define the bank holiday rules for the bank account on the Collection Methods page.

If you enabled document sequencing, the Create Direct Debit process assigns a document sequence number to the direct debits when it creates them.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The Create Direct Debit process may not process any items for one or more customers and may write a message to the message log indicating that no items were processed for at least one customer. This can occur if all of the following conditions are true:

- The **Exclude Credit Items** check box is not selected on the Direct Debit Profile - Profile page.
- The **Net Debit/Credit Amounts?** check box is selected on the Direct Debit Profile - Profile page.
- The **Create Negative Direct Debit** check box is not selected on the Direct Debit Profile - Profile page.
- The total of all credits to be processed for the customer is greater than the total of all debits to be processed for that customer.

Understanding the Set Up and Processing of Direct Debits with Prenotes

A direct debit prenote is a zero dollar electronic payment that is sent to the customer's bank to confirm the accuracy of customer's bank information. Prenotes help to eliminate additional processing or handling fees due to the transmission of incorrect customer account information to the customer's bank, and reduce any delays in receivables collections. After setting up various components to enable prenote processing, the Create Direct Debit Application Engine (AR_DIRDEBIT) process creates the prenote transactions. These prenotes are sent to the customers bank. After receiving confirmation of the prenote information from the bank, any associated direct debit transactions are processed.

If the customer's bank sends a confirmation, the system updates the prenote status to Confirmed and the related Direct Debits are processed the next time that the Create Direct Debits process runs. If the bank does not send a confirmation, after a specified number of days the submitted prenote is set to confirmed.

Note: Normally the bank only sends a response if the prenote is incorrect.

Direct Debit Prenote Setup

You set up various components to enable the creation, transmission, and confirmation of direct debit prenotes. The setup includes these components:

- Direct Debit Profile

  You can select the Prenote Required check box on the Profile page of the Direct Debit Profile component **(Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Payments** > **Direct Debit Profile).** You must also select an EFT Layout. The system runs an edit on the EFT Layout that you select to ensure that you selected an EFT Layout that can be used for transmitting direct debit prenotes.

  - These EFT layouts are used for transmitting direct debit prenotes manually or through third-party integration.

EFT File Layout Code	***Description***	***Country***
BACS	Use for outbound transmissions.	United Kingdom

 Copyright © 1988, 2025, Oracle and/or its affiliates.

EFT File Layout Code	*Description*	*Country*
CPA005	Use for outbound transmissions. Canada Pay Association.	Canada
UFF	Use the Universal File Format for outbound transmissions.	United States
SEPA	Use for Single European Payment	Europe

- These EFT layouts will be used for transmitting direct debit prenotes using the Financial Gateway option in PeopleSoft Cash Management.

Format ID	*Format Name*
820 ACH	EDI 820 payment format for ACH
PPD	NACHA PPD payment format
CCD	NACHA CCD payment format
CCD+	NACHA CCD+ payment format
CTX	NACHA CTX payment format
PAYMENTEIP	PeopleSoft XML Format, PAYMENT_DISPATCH EIP Message

- Customer Information Component

  You must select *Direct Debit* as the payment method in the Payment Method Options group box on the Bill To Options page **(Customers** > **Customer Information** > **Create Customer Information** in order for the Prenote for Direct Debit group box to appear on the page. You can select the **Prenote Required** check box in this group box, select the status of the prenote, enter the number of days required to elapse before the prenote will be automatically confirmed by the system, and select a reason code, if applicable. You can also click a link on this page to view the prenote history. The statuses for a prenote include:

  - *New*

    When you select the **Prenote Required** check box, the system automatically updates the status to *New.* This status indicates that the Create Direct Debit process has not yet been run to create prenotes.

  - *Submitted*

Copyright © 1988, 2025, Oracle and/or its affiliates.

After the Direct Debit process creates the prenote and FIN2025 in Financial Gateway creates an EFT and returns a status of Dispatched. This indicates that the prenote has been dispatched to the bank and the prenote status is set to *Submitted.* A prenote status of Submitted initiates the counting of the days indicated prior to automatic confirmation. During this period, you will hear back from the bank, or the days prior to confirmation elapse and the prenote is automatically confirmed and the Create Direct Debit process sets the prenote status to *Confirmed* and processes the direct debit.

- *Confirmed*

  The bank notifies you that the Direct Debit account information is correct or the entered time period has elapsed, which enables the Create Direct Debit process to process the direct debit transactions associated with the prenotes.

- *Rejected*

  The bank notifies you that the Direct Debit account information is not correct, which prevents the Create Direct Debit process from processing the direct debit transactions associated with the prenotes. These transactions cannot be processed until the account information is corrected and the prenotes are confirmed.

- External Accounts Component

  You must select *Direct Debit* as the Payment Method in the Payment Information group box and the **Prenote Required** check box on the Collection Methods page to enable this bank to receive prenotes **(Banking** > **Bank Accounts** > **External Accounts)** for a selected external bank account. Once you select Direct Debits, an Electronic Layouts grid appears where you can select the EFT Layouts used by this bank.

- Bank Integration Layout Component

  You must select the **Supports Prenotes** check box on the Bank Integration Layout page **(Banking** > **Administer Bank Integration** > **Bank Integration Layouts)** to use PeopleSoft Cash Management Financial Gateway for transmitting prenotes with the selected bank.

- Reason Codes Component

  PeopleSoft created a new reasontype for prenotes as system data to enable users to define the error messages. PeopleSoft sample data contains these three reason codes for prenotes **(Set Up Financials/ Supply Chain > Common Definitions > Codes and Auto Numbering > Reason Codes)**: Reason codes help the user to better describe the reason for prenote status change. The reason codes can be selected on the Bill To Options page **(Customers** > **Customer Information** > **Create Customer Information**

  - BANKEFT

    This reason code indicates that the status was changed by EFT File process.

  - CREATEDD

    This reason code indicates that the status was changed by Create Direct Debits process.

  - MANUAL

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This reason code indicates that the status was changed manually.

See Setting Up Direct Debit Profiles.

See Selecting EFT Layouts.

See “General Information - Bill To Options Page” (PeopleSoft Order to Cash Common Information).

See “External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing).

Direct Debit Processing with Prenotes

After setting up for direct debit processing and indicating that prenotes are required, the prenote process flow uses the following steps:

1. You run the Create Direct Debit process (AR_DIRDEBIT) to create prenotes, which are sent to the customer's bank using one of these methods:
   - Generate an EFT file in PeopleSoft Receivables and send the prenote to the customer's bank manually, or use a third-party integration.
   - Send the prenote to the bank automatically using PeopleSoft Cash Management Financial Gateway.
2. The customer's bank can confirm the prenote using one of these methods:
   - Manually, through a third-party system, or using phone, email, or other means.
   - Send the prenote back to PeopleSoft Receivables using PeopleSoft Cash Management’s Financial Gateway.
   - Allow the specified time set up in PeopleSoft Receivables for the prenote to elapse, which results in an automatic confirmation of the prenote in PeopleSoft Receivables.

     The Create Direct Debit process logs a message in the Message Log if it automatically changes the **Prenote Status** for a customer to *Confirmed* after the elapse of the specified number of days. The message "(x) Customer(s) automatically updated with a Prenote Status of Confirmed," where X represents the number of customers updated.

     Important! The Create Direct Debit process will not pick up the associated direct debit transactions when a prenote is required and not confirmed. The required prenotes must be sent to the bank and confirmed before the direct debit transactions associated with the prenotes can be processed.

     ---
3. Once the prenotes are confirmed, the Create Direct Debit Application Engine process creates the direct debit transactions associated with the confirmed prenotes, and assigns one of the following statuses to each direct debit:
   - Accepted

     If the direct debit does not have any exceptions, the system assigns it a status of Accepted, which means that you can remit the direct debit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Remitted

  If you are using the Auto-Remit option for the run request, it assigns a status of Remitted to direct debits without exceptions. This status indicates that the system is ready to post so you can remit it to the bank.

  Important! All direct debits included in a single run request must be approved before the process will use the Auto-Remit option.

- Pending

  If the direct debit has exception conditions, the system assigns it a status of *Pending.*

  Important! An unconfirmed prenote is not considered an exception condition and will not change the status of the direct debit transaction to *Pending.* All direct debit transactions with required prenotes must have the prenote confirmed before the direct debit transaction can be processed.

4. Run the Receivables Update process (ARUPDATE) to post the direct debit groups, update the item and customer balances, update item activity, and generate accounting entries.

   Note: ARUPDATE only processes the direct debit transactions and does not process prenotes, because prenotes are not associated with any accounting entries.

5. Remit the direct debit to the bank by running either the Create EFT through the FGAT System Application Engine process (AR_FG_PROC) or the Format EFT Files SQR process (FIN2025).

   Note: When the prenote status is changed either manually by the user or by the Create Direct Debit process, the prenote history is updated.

   See Remitting Direct Debits to the Bank.

Prenotes must be confirmed before the system can process direct debit transactions in eBill Payment. If you are submitting an item for payment in eBill Payment using the direct debit (DD) payment method, and the prenote status is *New, Pending, Rejected,* or *Submitted,* you will receive an error.

Prenote Reporting and History

Once prenotes are processed, an exception report provides a list of direct debit prenotes that failed due to incorrect bank details when an error notification is received from the customer's bank. You can cancel the prenote depending on the status.

The customer record contains information indicating whether a direct debit prenote was sent and the status of the prenote. The customer can view the status of the direct debit by clicking the View Prenote History link on the Bill To Options page (**Customers** > **Customer Information** > **Create Customer Information**).

Create Direct Debits Page

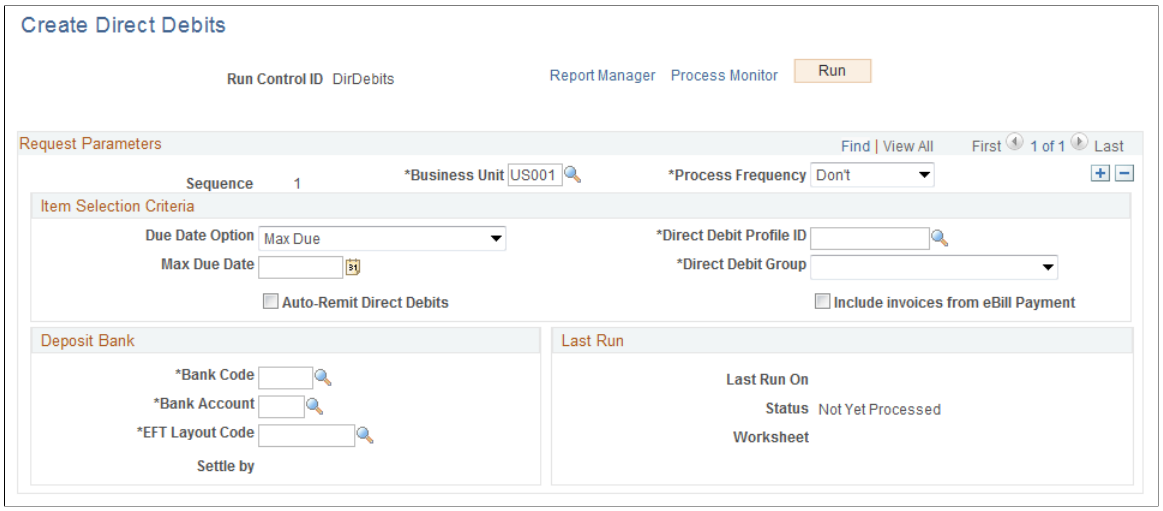
Use the Create Direct Debits page (DD_REQUEST) to create direct debits by running the Create Direct Debits process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Direct Debits > Administer Direct Debits > Create Direct Debits > Create Direct Debits

This example illustrates the fields and controls on the Create Direct Debits page. You can find definitions for the fields and controls later on this page.



Item Selection Criteria

Field or Control	*Description*
Due Date Option	Select *Max Due* (maximum due date) to process open items with due dates that are the same as or earlier than the date that you enter. When you select this option, the field that follows becomes **Max Due Date** (maximum due date). Select *Days Prior* to process items before the due date. For example, if you enter *10* in the **Days Prior to Due Date** field, the process selects all items that are due within 10 days from the current date. ***Warning!*** If the **Direct Debit Group** field is *Direct Debit,* then the calculation of the direct debit due date must be less than, or equal to, the Receivables Update process (ARUPDATE) run date to close the direct debit. The calculation of the direct debit due date results from the option selected in the **Due Date Option** field of the Create Direct Debit run control page. If the direct debit due date is greater than the Receivables Update process run date, then the direct debit is not closed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Direct Debit Profile ID	Select the profile whose processing parameters you want to use. This restricts the selection of open items to those customers who have the same profile.
Direct Debit Group	Select the direct debit group assigned to the customers whose items you want to process. This restricts the selection of open items to those customers who have the same group.
Auto-Remit Direct Debits	Select to automatically assign a *Remitted* status to direct debits with no exceptions. If any of the direct debits that the process creates have exceptions, their status is *Pending* on the direct debit worksheet. Set the default for this field on the Receivables Definition - Accounting Options 2 page.
Include Items from eBill Payment	Select to include items from PeopleSoft eBill Payment in this process run. The eBill Payment items will be selected based on the Payment Date that was set in eBill Payment. To ensure payments are received by the Payment Date of the item, Lead Time will be considered. Lead time represents the number of business days that will be subtracted from the Payment date for an item to determine when the Direct Debit process needs to select that item for payment. You can set up Lead Time on the MICR Information - Customer Bank page (Customers, Customer Information, MICR Information, Customer Bank) or the External Accounts - Collection Methods page (Banking, Bank Accounts, External Accounts, Collection Methods). If the Use Lead Time and Holiday List from Biller's Bank check box is deselected in MICR ID setup, then Direct Debit Lead Time Days and Holiday List ID will be read from MCIR ID setup. However, if the Use Lead Time and Holiday List from Biller's Bank check box is selected in MICR ID setup, then Direct Debit Lead Time Days and Holiday List ID will be read from the external bank account setup. See “MICR Information - Customer Bank Page” (PeopleSoft Order to Cash Common Information). See “External Accounts - Collection Methods Page” (PeopleSoft Banks Setup and Processing).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Deposit Bank

Field or Control	*Description*
Bank Code and **Bank Account**	Enter the bank code and account number where the funds are collected. The system populates the **Bank Code** and **Bank Account** fields based on the values in the direct debit profile ID that you select. To send the funds to a different bank account, override the bank information.

Field or Control	*Description*
EFT Layout Code (electronic file transfer code)	Enter the EFT layout code used to request the funds. The system populates the layout code from the direct debit profile ID that you select. To use a different layout, override the code.
Settle By	Displays the remittance method that you assigned to the EFT layout on the Collection Methods page for the bank account. Values are: *01 Financial Gateway:* Sends the settlement request to PeopleSoft Cash Management Financial Gateway. Financial Gateway creates the EFT files and submits them to the bank. You receive acknowledgement statuses from Financial Gateway. *02 Format EFT:* Generates an EFT file in PeopleSoft Receivables, which you send to the bank manually or through a third-party integration. The Create Direct Debits process assigns the remittance method to each direct debit that it creates. When you run the other direct debit processes, each process checks the **Settle By** field for the direct debit to determine whether to process the direct debit. See Understanding the Direct Debit Remit Process.

Prenotes may be required, which are processed using the Create Direct Debit process.

See the Understanding the Set Up and Processing of Direct Debits with Prenotes section in this topic.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Last Run

Field or Control	*Description*
	When the process is complete, click the **Direct Debits** icon to display the direct debit worksheet number, **Last Run On** date and time, and status information for the process that was just run.

Update Direct Debits - Worksheet Page

Use the Update Direct Debits - Worksheet page (DD_WORKLIST) to approve, hold, or reject direct debits.

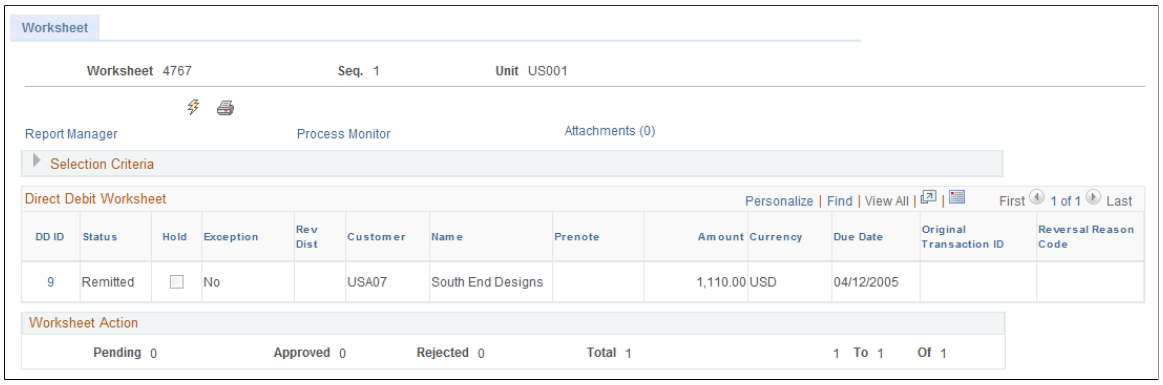
Mark the direct debits as ready for remittance to the bank.

Create an EFT file for the direct debits on the worksheet.

Navigation:

- **Accounts Receivable** > **Direct Debits** > **Administer Direct Debits** > **Update Direct Debits** > **Worksheet**
- Click the **Direct Debit** button on the Create Direct Debits page.

This example illustrates the fields and controls on the Update Direct Debits - Worksheet page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Accounting Date	The accounting date is set to the current date if you leave the field blank. This field is available only when the worksheet can be remitted; that is, when the status of each direct debit in the worksheet is set to the *Accepted* value or the *No Action* value. The system edits the accounting date to ensure it is in an open accounting period.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entering Selection Criteria

In the **Selection Criteria** group box, select the direct debits that you want to display.

Field or Control	*Description*
Status	Select the status for the direct debits. Options are: *Accepted, Complete, No Action, Pending, Rejected,* or *Remitted.*
Exception	Select all the direct debits or only those that have the specified exception condition. See Worksheet Detail Page.
DR/CR (debit or credit)	Select : • *All* to display both direct debit debits and credits in the Direct Debits grid. • *Debits* to display only direct debit debits in the Direct Debits grid. • *Credits* to display only direct debit credits in the Direct Debit grid.
Direct Debit Amounts >= (direct debit amounts greater than or equal to)	Enter a direct debit amount value. When you click the Change Criteria icon, the system displays the direct debits that have an amount greater than or equal to this specified amount.
	Click the **Change Criteria** icon to update the list of direct debits based on your new selection criteria.

Working with Direct Debits

Use the following icons to act on individual direct debits.

Field or Control	*Description*
	Click the **Select All** icon to select all displayed direct debits on the worksheet (select all check boxes). If you prefer, you can select individual direct debits by selecting the check box to the right of each direct debit. This option works only in conjunction with the **Approve** and **Reject** buttons.
	Click the **Approve** icon to approve all selected direct debits. The system changes their status to *Accepted.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **Reject** icon to reject all selected directs debits. The system changes their status to *No Action*. This means that the associated items will be available for selection the next time you create direct debits. After the direct debit has been rejected, you can also change the item from direct debit to another payment method on the item details page (ITEM_MAINTAIN).

Use the following icons to act on the entire worksheet. You cannot use these icons to work on individual direct debits.

Field or Control	*Description*
	Click the **Remit to Bank** icon to mark all approved direct debits with a *Remitted* status. This means that the direct debits are ready to be posted and remitted to the bank. This icon is available only when the status of *all* the direct debits in the worksheet is either *Accepted* or *No Action.* None of the direct debits can have a *Pending Acceptance* status. **Note:** You must run Receivables Update before you can create the EFT file and remit it to the bank.
	Click the **EFT** icon to generate an EFT file. See Update Direct Debits - Worksheet Page.
	Click the **Print** icon to generate the Direct Debit Remittance Advice (ARX37501) to send to the bank.

Note: None of the options on the worksheet are available while the Receivables Update process is processing the direct debits. To determine whether it is processing the direct debits, view the DD Control (direct debit control) page for the direct debit group. It displays the message, In Progress if the Receivables Update process is currently processing the group.

Worksheet Detail Page

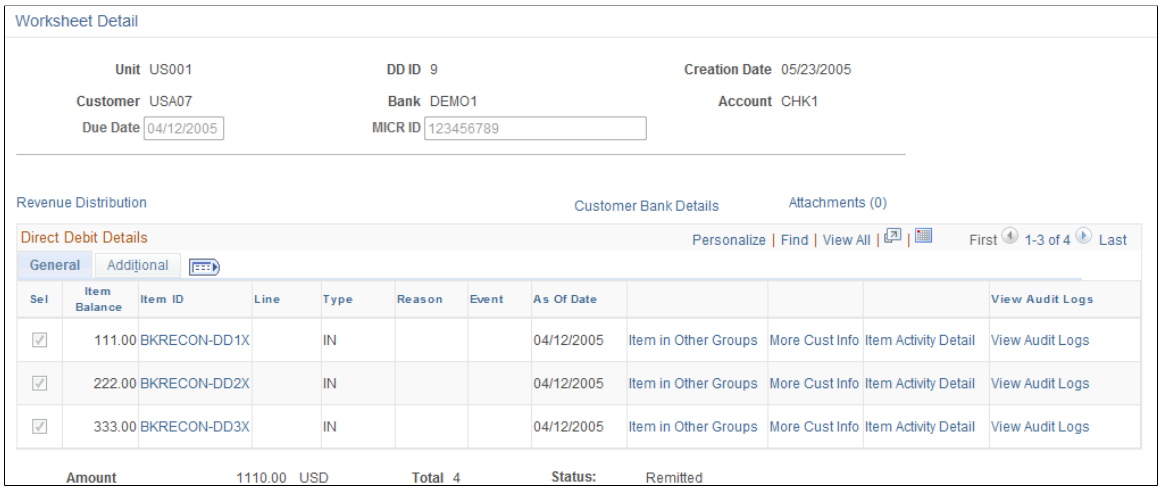
Use the Worksheet Detail page (DD_WORKSHEET_SEC) to view or change details about a direct debit, such as the bank account or individual items.

Navigation:

Click the **DD ID** (direct debit ID) link for the direct debit on the Update Direct Debits - Worksheet page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Use the information at the top of the page to view or change details about the direct debit.

Field or Control	***Description***
Bank and **Account**	Displays the bank account where the funds are deposited.
Due Date	Displays the date that the funds should be deposited in your organization's bank account. Override the date if needed.
MICR ID (magnetic ink character recognition ID)	Displays the MICR ID associated with the customers bank account from which the funds are withdrawn. Change the ID to another account if needed.
Revenue Distribution	Click to access the Multiple Revenue Line Distribution page (AR_MLR_SEC) where you distribute revenue to control budgets for partial payments when an item has multiple revenue lines. See Distributing Amounts for Multiple Revenue Lines for Control Budgets.
Document Sequencing	Click to view document sequencing information.
Customer Bank Details	Click to view or change information about the customer's bank account (identified by the MICR ID) on the Customer Bank Account Details page (CUST_BANKINFO_SEC).
	Click the **Edit** icon to change information for the direct debit. The status on the Worksheet page changes to *Pending*. The fields on the Worksheet Detail page become available to edit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Sel (select)	Remove items from the direct debit by clearing their check boxes. When you deselect an item, the total amount of the direct debit decreases and the item is available for selection in another direct debit request.
Item Balance	To partially pay for an item, change the amount to the amount you want to pay. This decreases the amount of the direct debit. The Receivables Update process adjusts the balance for the item when you post the direct debit group, and the remaining balance of the item will be available for selection in another direct debit request.
Event	Enter the entry event code to generate the appropriate supplemental accounting entries for the item activities. Federal financial systems require supplemental accounting entries.

After you make changes, select another action by clicking one of the following icons. This changes the status of the direct debit on the Worksheet page.

Field or Control	*Description*
	Click the **Approve** icon to change the direct debit's status to *Accepted.*
	Click the **Reject** icon to reject the direct debit and change its status to *No Action.* The items in the direct debit will be available for selection in another direct debit request. Or you can click the **Item ID** to change from direct debit to another payment method on the item details page (ITEM_MAINTAIN).
	Click the **Hold** icon to put the direct debit *On Hold.* The status on the Worksheet page remains *Pending.* If you put a direct debit on hold, you cannot change the status to *Remitted.* You must first approve the direct debit.

Handling Exceptions

If the direct debit has exceptions, the **Exceptions** group box appears and displays a list of all the exceptions that apply to the direct debit. The exceptions can be any of the following:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
C (exceeds credit approval limit)	The amount of the direct credit exceeds the amount of the credit approval limit for the direct debit profile that you used to create the direct credit. You can: • Reject the direct credit. • Decrease the amount of the direct credit by deselecting some of the items in the direct debit. • Manually approve the direct credit as is.
D (exceeds debit approval limit)	The amount of the direct debit exceeds the amount of the debit approval limit for the direct debit profile that you used to create the direct debit. You can: • Reject the direct debit. • Decrease the amount of the direct debit by removing some of the items from the direct debit. • Manually approve the direct debit as is.
F (foreign currency)	The currency for the direct debit is different than the currency of the bank to which you are remitting it. You can: • Reject the direct debit. • Manually approve the direct debit.
N (due date within notice period)	The number of days between the invoice date (as of date) and the due date for the items in the direct debit is less than the agreed upon number of days for direct debit notice period that you specified for the bank on the Collection Methods page. You can: • Reject the direct debit. • Manually approve the direct debit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
P (missing customer bank details)	You did not define the bank details for the customer in the Customer Bank page. You can: • Enter the customer's bank details on the Customer Bank page and then assign the MICR ID on the Worksheet Detail page. • Reject the direct debit and then enter the bank details for the customer. The next time you run the Create Direct Debits process, it creates a direct debit including the rejected items.

Related Links

Understanding Document Sequencing with PeopleSoft Receivables Transactions

Canceling Direct Debits

Pages Used to Cancel Direct Debits

Page Name	Definition Name	Usage
Cancel Direct Debits Page	DD_CANCEL	Cancel a direct debit.
Review Payment Details Page	PMT_LIFE_CYCLE_INQ	Review the history of the direct debit processing in Financial Gateway and all the settlement details. See the Cancel Direct Debits Page.

Understanding Direct Debit Cancellations

The timing of direct debits cancellations depends on which remittance method that you use. In both cases, you can cancel the direct debit after you mark the direct debit as ready to remit on the direct debit worksheet and run the Receivables Update process. If you remit direct debits by generating an EFT file in PeopleSoft Receivables, you must cancel the direct debit before you generate the EFT file.

If you remit direct debits using PeopleSoft Cash Management Financial Gateway, you can cancel the direct debit after you run the Create EFT Through FG System process as long as the dispatch status is *Awaiting Dispatch, Error,* or *Flagged for Hold.* You can cancel a completed direct debit, if the dispatch status is *Error.*

If you remitted the direct debit through Financial Gateway and you cancel the direct debit, the system triggers the Payment Cancellation message (PAYMENT_CANCEL) to notify Financial Gateway. You

 Copyright © 1988, 2025, Oracle and/or its affiliates.

must save the page to trigger the message. Financial Gateway returns an acknowledgement message in real time. When you refresh the page, the status changes to *Canceled.*

Note: If there is a problem with canceling the direct debit in Financial Gateway, the status changes to *Error.* Click the **Transaction ID** link to determine the reason for the error. Then try to cancel the direct debit again.

After you cancel a direct debit, you run the Receivable Update process. This changes the status of the direct debit to *Rejected,* reopens the items included in the direct debit, and creates accounting entries to reverse the accounting entries that the process created when you posted the direct debit group.

Note: If you cancel a direct debit prenote, the prenote status is reset to *New* and a new prenote is generated during the next run of the Create Direct Debit process.

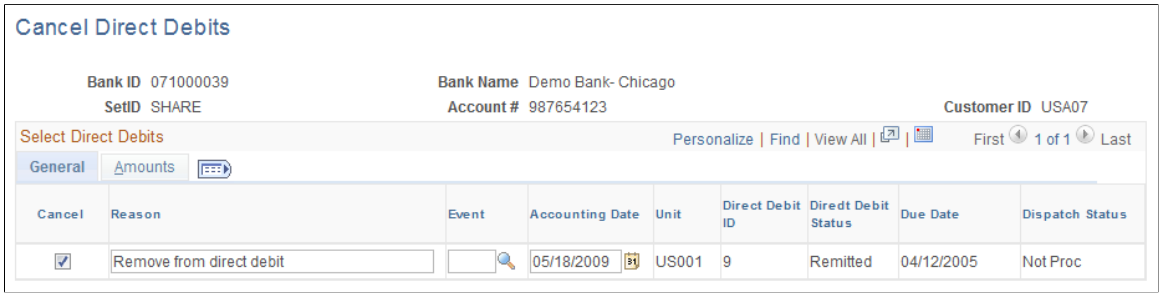
Cancel Direct Debits Page

Use the Cancel Direct Debits page (DD_CANCEL) to cancel a direct debit.

Navigation:

Accounts Receivable > **Direct Debits** > **Administer Direct Debits** > **Cancel Direct Debits** > **Cancel Direct Debits**

This example illustrates the fields and controls on the Cancel Direct Debits page. You can find definitions for the fields and controls later on this page.



If the direct debit does not have a remitted status, you cannot cancel it using this page. Instead, you can *reject* it on the direct debit worksheet page.

This page displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the IBAN Formats page.

Field or Control	***Description***
Cancel	Select the direct debits that you want to cancel.
Reason	Indicate why the direct debit must be canceled.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Event	Enter the entry event code to generate the appropriate supplemental accounting entries for the cancel activity for the item in the direct debit. Federal financial systems require supplemental accounting entries.
Acctg Date (accounting date)	Enter the accounting date. If you leave this field blank, the system uses the current date as the accounting date. Often, the cancellation date (the date the bank rejects the direct deposit) is different from the current date.
Transaction ID	Displays the ID assigned to the direct debit by Financial Gateway. Click to access the Review Payment Details page (PMT_LIFE_CYCLE_INQ), where you view all the details about the direct debit settlement and the history of the settlement processing by Financial Gateway. See “Review Payment Details Page” (PeopleSoft Financial Gateway).
Dispatch Status	Displays the status of the direct debit settlement in Financial Gateway. You can only cancel payments with these status: *Error, Flagged for Hold,* or *Awaiting Dispatch.* After you save and refresh the page, the status changes to *Canceled.*

Remitting Direct Debits to the Bank

Pages Used to Remit Direct Debits to the Bank

Page Name	*Definition Name*	*Usage*
Override Options Page	PRCSDEFNOVRD	Enter override options for the Format EFT File process.
Update Direct Debits - Worksheet Page	DD_WORKLIST	Create an EFT file for the direct debits on the worksheet.
Create EFT File Page	RUN_FIN2025_DD	Create an EFT file for all direct debits associated with a business unit that have a remitted status. Run the Format EFT Files process and the Create EFT through FG System process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Create EFT File Cover Sheet Page	RUN_FIN2025	Create a cover letter for the EFT files that you generated by running the Format EFT Files process. (Some banks require cover letters. When you define the EFT layout, you need to indicate if you need a cover letter.)
Cancel EFT File Page	DD_EFT_CANCEL	Cancel an EFT file that you created by running the Format EFT File process, if it has an error or has been rejected by the bank.
Receive Bank EFT File Page	EFT_DD_INBOUND	Run the AR_DD_BNK process to load and process the bank EFT file.
Inbound Bank File for Direct Debits Page	DD_IN_BANK_FILE	Change details for a payment record in a bank EFT file so that the record matches an existing direct debit.
Detail Page	DD_IN_BANK_SEC	View bank details for the issuer and the customer for a direct debit that was not collected. See the Inbound Bank File for Direct Debits Page.
Bank Remit Exception Report Page	EFT_DD_EXCEPT	Enter run parameters for the EFT Direct Debit Inbound Exception report (AR3750X). Use the report to see a list of direct debits that were uncollected for a specific reason.
Email Remittance Advice Page	RUN_AR_EMAIL_ADV	Send the direct debit remittance advice by e-mail. Use this run control page to send a remittance advice that is created by EFT SQRs.

Understanding the Direct Debit Remit Process

This documentation discusses how to:

- Enter override options for the Format EFT File process.
- Generate an EFT file for direct debits on a worksheet.
- Generate an EFT file for all direct debits.
- Generate a cover sheet for an EFT file.
- Cancel an EFT file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Receive confirmation from the bank EFT file.
- Correct direct debits not matched in the bank EFT file.
- Run the EFT Direct Debit Inbound Exception report (AR3750X).
- Send the direct debit remittance advice by e-mail.

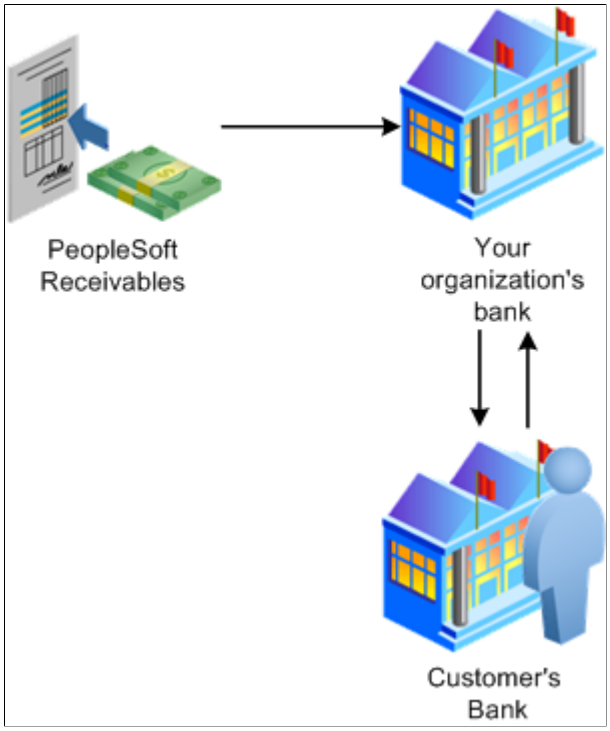
When you remit direct debits to the bank, you run one or more processes to generate the EFT files. The process that you run depends on your setup. If you selected the **Send to Financial Gateway** check box for an EFT file layout on the Collection Methods page for the bank, you run the Create EFT through FG System process. Otherwise, you run the Format EFT Files process.

Note: When you run the Create Direct Debit process, it checks to see what EFT process type was assigned to the file layout that you entered on the run control page and updates the Settle By field on the Direct Debit Control record (DD_CONTROL) with the EFT process type used to generate the EFT file. The Format EFT File process and Create EFT through FG System process each check the Settle By field to determine whether it should process a direct debit.

Format EFT File Process

When you run the Format EFT File process to generate the EFT file in PeopleSoft Receivables, you must either manually submit the EFT file to the bank or use a third-party integration to submit it. You can optionally generate a cover letter for each EFT file if one is required by the customer's bank.

This diagram shows the process flow when you generate the EFT file in PeopleSoft Receivables and submit it to your organization's bank, which sends it to your customer's bank who sends the payment back to the bank again.



If an EFT file has an error or if the bank rejected the file, you can cancel the EFT file and generate it again. If you do not regenerate the EFT file, you must cancel the direct debit.

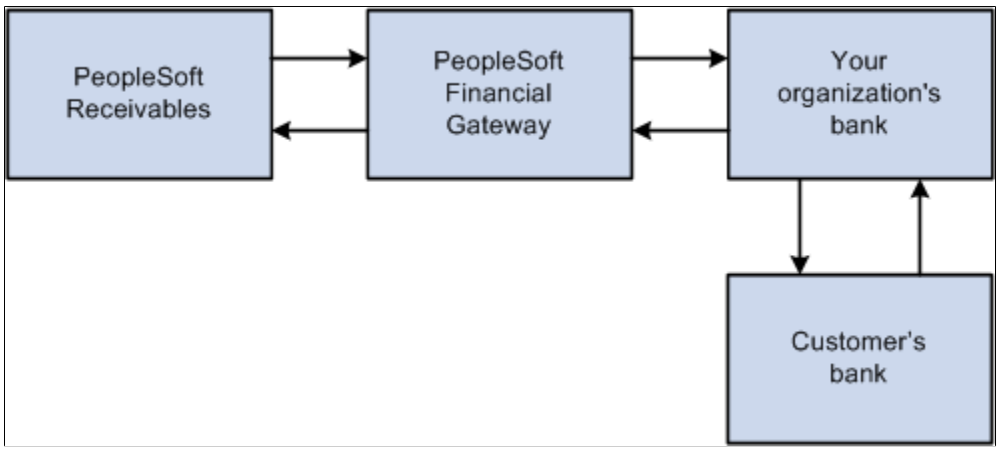
Copyright © 1988, 2025, Oracle and/or its affiliates.

Create EFT Through FG System Process

When you run the Create EFT through FG System (create electronic file through Financial Gateway process) process, PeopleSoft Cash Management Financial Gateway generates the EFT file and sends the file to the bank. The Create EFT through FG System process triggers the Payment Request message (PAYMENT_REQUEST) and sends a message containing direct debits to Financial Gateway. Financial Gateway generates the EFT file and submits it to the bank the next time you run the Payment Dispatch process (PMT_DISPATCH or PMT_DISP_BT).

This diagram shows the flow of the direct debit transaction if you select PeopleSoft Cash Management Financial Gateway to remit direct debits. PeopleSoft Receivables sends the direct debit transaction to PeopleSoft Financial Gateway, which sends it to your organization's bank, which sends it to the customer's bank. The customer's bank sends a payment to your organization's bank which sends it to Financial Gateway, which updates PeopleSoft Receivables.

The customer's bank sends a payment to your organization's bank which sends it to the Financial Gateway module in Cash Management, which updates PeopleSoft Receivables.



Check the message log for the Create EFT through FG System process to verify that the process completed successfully and sent a message for each direct debit. If it did not complete successfully, determine what the problem is and rerun the process.

When Financial Gateway receives the message, it sends a Payment Acknowledgement message (PAYMENT_RESPONSE) for each direct debit and assigns each direct debit a transaction ID. The message contains the transaction ID and the dispatch status. When PeopleSoft Receivables receives the Payment Acknowledgement message, it adds the transaction ID and the dispatch status to the Direct Debit Control record for each direct debit. Initially the status is either *Error* or *Awaiting Dispatch.* If you want to be notified when there is an error, you can set up event notification for Financial Gateway. Note that the event notification is set up for one person or one role per event and each time that event occurs the person or people associated with the role are notified. So, they will receive notification when the error event occurs in PeopleSoft Cash Management and PeopleSoft Payables too.

If you want to monitor the dispatch status of direct debits sent to Financial Gateway in PeopleSoft Receivables, use the DD Control page. You can drill down to view the details and history of the settlement in Financial Gateway from the page. Financial Gateway sends a Payment Acknowledgement message each time the dispatch status for the direct debit (settlement) changes in Financial Gateway. The status changes that Financial Gateway sends to PeopleSoft Receivables are:

- *Awaiting Dispatch:* The settlement is waiting to be sent to the bank in Financial Gateway.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- *Flagged for Hold:* Someone put the settlement on hold in Financial Gateway.
- *Dispatched to Bank:* Financial Gateway sent the EFT file to the bank.
- *Received by Bank:* The bank sent a message indicating that it received the EFT file.
- *Paid:* The bank sent a message indicating that the funds were collected for the direct debit. If the transaction corresponds to a Direct Debit prenote, then the prenote status is set to confirmed.
- *Error:* The bank cannot pay the direct debit due to insufficient funds or another reason, or there is a problem processing the settlement request in Financial Gateway.

  Use the DD Control page to access the error details for the direct debit in Financial Gateway. If the transaction corresponds to a Direct Debit prenote, then the prenote status is set to rejected.
- *Canceled:* You canceled the direct debit in PeopleSoft Receivables and the settlement is canceled in Financial Gateway.

If Financial Gateway sends a message that indicates the direct debit is in error, cancel the direct debit. Canceling the direct debit, changes the status to *Rejected.* You must run the Receivables Update process to reopen the items in the direct debit and reverse the accounting entries. Then you correct the problem that caused the error, and create the direct debit again, approve it, and remit it again.

Important! PeopleSoft Receivables does not update the cash account when it receives a message from PeopleSoft Financial Gateway that the direct debit is paid. The cash account is updated when you run the Receivables Update process on the due date. If you use the Cash Clearing option for a bank, PeopleSoft Receivables updates the Cash account on either the due date or when you run bank reconciliation depending on the cash control method that you use.

See “Understanding the Payment Process in Financial Gateway” (PeopleSoft Financial Gateway).

Bank Collection Confirmation Receipts

Some banks send an EFT file to confirm the collection of the payment. If banks send confirmation EFT files, you perform these tasks:

1. Run the AR_DD_BNK Application Engine process to receive the bank EFT file that indicates whether the payments were collected.
2. Correct the payment records from a bank EFT file that do not match direct debits on the system to enable them to match existing direct debits.
3. Run the EFT Direct Debit Inbound Exception report to obtain a list of direct debits in the bank EFT file that failed collection due to incorrect bank details. You can run this report only if you received a bank EFT file.

   You correct the bank details for the customer on the MICR Information - Customer Bank page and then approve and remit the direct debit again.

Remittance Advice E-mail

PeopleSoft Receivables provides the ability to deliver direct debit (DD) remittance advice information to customer contacts through e-mail. Depending on customer contact and direct debit profile setup, you can notify a customer contact that they have instructed their bank to withdraw money from their bank account.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Follow these steps to setup and send the remittance advice by e-mail:

1. When setting up the direct debit profile, select the **Email Notify** option on the Direct Debit Profile page.
2. When setting up the customer:
   - The primary address location and the contact are used to select the contact e-mail where the remittance advice is sent on the Correspondence Options page.
   - On the Bill To Options page, the **Payment Method** field value must be *DD* (direct deposit) and the **Direct Debit Profile ID** field value must be one that has the **Email Notify** option selected.
3. When setting up the customer contact:
   - The contact must have the **Primary Bill To** option selected on the Contact Customer page.
   - The **Email ID** field for the contact must have a valid e-mail address on the Contact page.
   - The **Document Code** field value must be *PRAD* and the **Preferred Communication** field value must be *E-mail only* on the Contact Additional Information page.

   Note: Only the contacts for the primary bill to customer receives an e-mail for the remittance advice. Non-primary bill to contacts do not receive an e-mail even if they have a document code of *PRAD* and a preferred communication of *E-mail only.*
4. The remittance advice e-mail is sent:
   - Through the Financial Gateway.

     The Financial Gateway automatically creates e-mail notifications for the direct debit transactions that go through the Financial Gateway, immediately after the bank returns a positive message to the Financial Gateway that confirms the receipt of the transaction.

     The AR_FG_PROC message sends a payment request for direct debits to the Financial Gateway. This is an asynchronous message.
   - Through the Email Advice process (AR_EMAIL_ADV).

     Use the Email Advice process to send by e-mail a direct debit remittance advice that is related to the direct debit transactions that are not processed through the Financial Gateway. For example, you only need to send a direct debit remittance advice e-mail through this run control page for the direct debit transactions that are created by the EFT SQR programs such as FIN2025.

Override Options Page

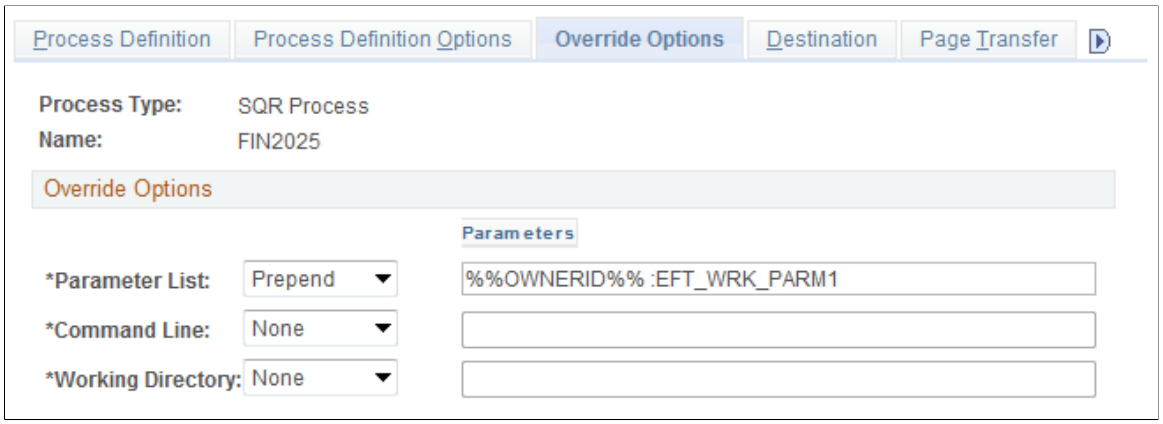
Use the Override Options page (PRCSDEFNOVRD) to enter override options for the Format EFT File process.

Navigation:

PeopleTools > **Process Scheduler** > **Processes** > **Override Options**

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



If you run PeopleSoft Receivables on a DB2 database on a Windows or OS390 server, you must manually insert an owner ID parameter in the list of parameters for the process definition before you can run the Format EFT Files process.

Field or Control	*Description*
Parameters List	Enter *Prepend.*
Parameters	In the **Parameters** field next to the **Parameters List** field, enter *%%OWNERID%% :EFT_WRK_PARM1* as shown in the example above. Note that there is a space between the owner ID parameter (%%OWNERID%%) and :EFT_WRK_PARM1.

Update Direct Debits - Worksheet Page

Use the Update Direct Debits - Worksheet page (DD_WORKLIST) to create an EFT file for the direct debits on the worksheet.

Navigation:

Accounts Receivable > **Direct Debits** > **Administer Direct Debits** > **Update Direct Debits** > **Worksheet**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **EFT** icon to create an EFT file or to generate a message to Financial Gateway for all direct debits on the worksheet. The system determines which of these processes to run based on the value in the **Settle By** field for each direct debit: • The Create EFT Through FG System process, which sends a message to Financial Gateway to create and send the EFT file. • The Format EFT Files process, which creates the actual EFT file that you send to the bank. When the Format EFT Files process completes, the location of the file varies depending on your output destination options in the process definition for FIN2025.
	After the process completes, click the **Print** icon on the worksheet page to run the remittance advice report. The advice lists the items included in the direct debit. You can send it to the customer so that they know what items will be collected when the direct debit is remitted to the their bank.

Create EFT File Page

Use the Create EFT File page (RUN_FIN2025_DD) to create an EFT file for all direct debits associated with a business unit that have a remitted status.

Run the Format EFT Files process and the Create EFT through FG System process.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Create Remit to Bank EFT File** > **Create EFT File**

Run the processes to remit all direct debits associated with the selected business unit that have a remitted status and have been posted, but not submitted to the bank. Select one or both processes on the Process Scheduler Request page:

- The Create EFT through FG System process sends the PAYMENT_REQUEST message to Financial Gateway to create and send the EFT file for all direct debits that have *01 Financial Gateway* in the **Settle By** field.
- The Format EFT Files process creates EFT files for all direct debits that have *02 Format EFT* in the **Settle By** field.

Note: If any direct debits in the business unit have a remitted status, but have not been posted, you cannot run the process until you run the Receivables Update process.

When the Format EFT Files process completes, the location of the file varies depending on your Output Destination Options in the process definition for FIN2025.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If the output destination is user defined, the location varies, depending on the parameters you enter on the Process Scheduler Request page. The following table shows the user-defined options:

Output Type	*Output Destination*	*Location of EFT File*
Web	N/A	Location you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
File	Blank	Location you defined for the {FILEPREFIX} variable for SETENV.SQC in %PS_HOME%\sqr\.
File	Path to folder	Folder that you specify, such as C:\temp\EFT files\.

If the output destination for the FIN2025 process definition is *Process Definition,* the location will always be in the folder that you define for the Output Definition for the process definition.

If the output destination for the FIN2025 process definition is *Process Type Definition,* the location will always be in the folder that you define for the output definition for the SQR process type definition.

Create EFT File Cover Sheet Page

Use the Create EFT File Cover Sheet page (RUN_FIN2025) to creates a cover letter for the EFT files that you created by running the Format EFT Files process.

Some banks require cover letters. When you define the EFT layout, you need to indicate if you need a cover letter.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Create EFT Cover Sheet File** > **Create EFT File Cover Sheet**

Field or Control	*Description*
Language Option	Click the **Specified Language** button or the **Recipient's Language** button and then select the **Language Code.** that will be used on this EFT file cover sheet page.
EFT Layout Code	Enter the code for the type of EFT file to use to submit the direct debit.
Process Instance	Enter the number of the process instance that was generated when the system created the EFT file.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Cancel EFT File Page

Use the Cancel EFT File page (DD_EFT_CANCEL) to cancel an EFT file that you created by running the Format EFT File process, if it has an error or has been rejected by the bank.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Cancel EFT Files in Error** > **Cancel EFT File page**

Enter the Process Instance number associated with the EFT file that you want to cancel.

Receive Bank EFT File Page

Use the Receive Bank EFT File page (EFT_DD_INBOUND) to run the AR_DD_BNK process to load and process the bank EFT file.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Receive Bank EFT File** > **Receive Bank EFT File**

Enter the **EFT Layout Code** and the **File Name** for the EFT file for which you are trying to determine whether the payment collection was successful.

If the payment collection was not successful, the DD_AR_BANK process changes the status of the direct debit to Rejected on the Direct Debit Control record. The next time you run the Receivable Update process, it generates the appropriate accounting entries to reverse the payment and reopens the items that were in the direct debit.

Inbound Bank File for Direct Debits Page

Use the Inbound Bank File for Direct Debits page (DD_IN_BANK_FILE) to change details for a payment record in a bank EFT file so that the record matches an existing direct debit.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Remit to Bank Confirmation** > **Inbound Bank File for Direct Debits**

The **EFT Transactions** grid contains a list of payment records that were in the bank EFT file that the AR_DD_BANK process could not match to direct debits in the system. You need to determine which direct debit in the system matches a payment record and update the information so that it matches a direct debit. When you save the page, the system changes the status of the direct debit based on the reason code assigned to the payment record.

Field or Control	*Description*
Unit or **DD ID** (direct debit ID)	Enter the business unit or direct debit ID of the direct debit on the system that matches the payment record.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Reason Code	If the reason code on the payment record does not match a reason code on your system, change the code to match the appropriate code defined on your system.

Related Links

Setting Up EFT Reason Codes for Direct Debits

Bank Remit Exception Report Page

Use the Bank Remit Exception Report page (EFT_DD_EXCEPT) to enter run parameters for the EFT Direct Debit Inbound Exception report (AR3750X).

Use the report to see a list of direct debits that were uncollected for a specific reason.

Navigation:

Accounts Receivable > **Direct Debit Remit Exceptions** > **Remit to Bank** > **Bank Remit Exception Report** > **Bank Remit Exception Report**

Field or Control	*Description*
EFT Layout Code	Enter the EFT file layout code for the EFT files that you submitted to the bank whose exceptions you want to include in the report.
Reason Code	Enter the code that identifies the reason why the collection failed.

Note: If prenotes are required, the EFT Direct Debit Inbound Exception Report (AR3750X) displays a Prenote column, which indicates whether the transaction is a direct debit prenote.

Email Remittance Advice Page

Use the Email Remittance Adv (advice) page (RUN_AR_EMAIL_ADV) to send the direct debit remittance advice by e-mail.

Use this run control page to send a remittance advice that is created by EFT SQRs.

Navigation:

Accounts Receivable > **Direct Debits** > **Remit to Bank** > **Email Remittance Advice**

Remittance advice e-mail messages for direct debits are typically sent through the Financial Gateway. The Email Advice process (AR_EMAIL_ADV) is used to send a remittance advice that is not processed through the Financial Gateway and that is created by EFT SQR programs such as FIN2025.

The **Remittance Post Date** and **Unit** (business unit) fields are required.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Accounting Entries and Correcting Errors

After you run the Receivables Update process, you need to review the direct debit accounting entries and correct any errors that the system found on the error correction pages. The system edits for ChartField combination errors if you enabled ChartField combination editing on the Receivables Options - General 2 page for the business unit. You cannot post the direct debit until you fix the error if you selected **Recycle** in the **ChartField Editing** group box. If the system found ChartField combination errors perform these steps:

1. Delete the entries using the error correction pages.
2. Modify the combination edit rules so the combination is valid or modify the ChartField combination on the External Account page for the bank account if the error is on the Cash or Cash Control line.
3. Rerun the Receivables Update process.

The date that the cash account is debited depends on your PeopleSoft Receivables installation options and your bank account setup.

If you do not use cash control accounting, the process debits the Cash account when you remit the direct debit.

If you do use cash control accounting and you have identified the bank account as a cash-clearing account, the date that the cash will be recognized depends on whether you specified *Due Date* or *Bank Reconciliation* for the cash-clearing method. The Receivables Update process debits the Cash Control account when you remit the direct debit. Then it credits the Cash Control account and debits the Cash account based on your clearing method.

Related Links

Understanding Posting and Unposting

Reviewing Direct Debits

As you work with direct debits, you can use the inquiry pages to look up information about a single direct debit or all the direct debits created for a business unit. This topic discusses how to review direct debit control information.

Pages Used to Inquire on Direct Debits

Page Name	*Definition Name*	*Usage*
DD Control Page	DD_CONTROL_DSP	View direct debit (DD) control information, such as the direct debit status, customer information, and the posting details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
DD Items Page	DD_ITEM_DSP	View basic information about each item in a direct debit.
Direct Debits by Unit Page	DD_INQUIRY	View direct debits created for a business unit.
Detail 1 Page	ITEM_MAINTAIN	Change and review information about items, with the exception of customer balance. See the View/Update Item Details - Detail 1 Page for more information.

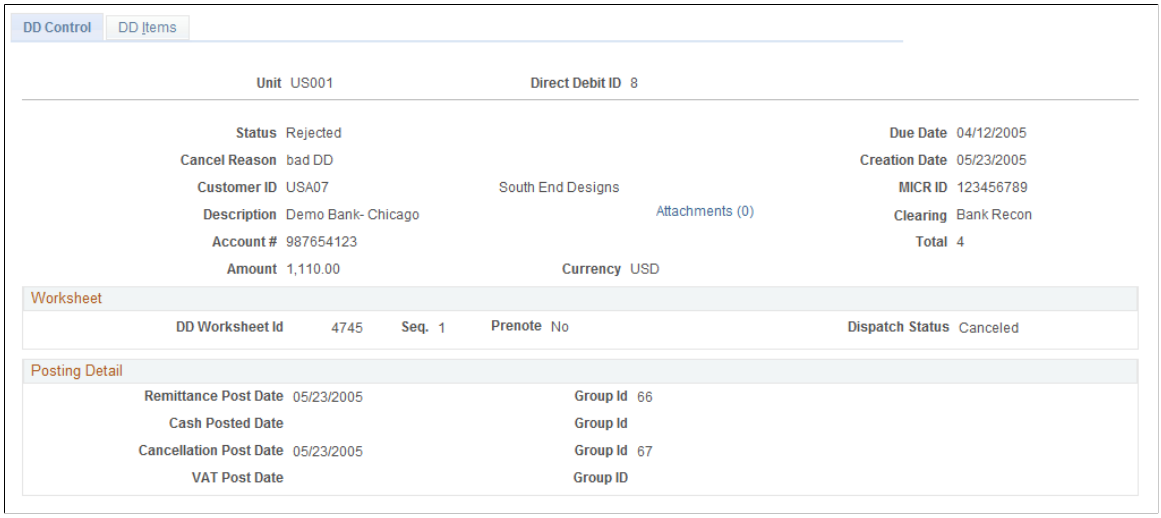
DD Control Page

Use the DD Control page (DD_CONTROL_DSP) to view direct debit (DD) control information, such as the direct debit status, customer information, and the posting details.

Navigation:

Accounts Receivable > **Direct Debits** > **Review Direct Debits** > **All Direct Debits** > **DD Control**

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



Field or Control	*Description*
Cancel Reason	Displays the reason that a direct debit is canceled. This field appears only if the direct debit is canceled.
Description and **Account #** (account number)	Displays the bank account where the funds are deposited.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
IBAN	Displays the international bank account number (IBAN) in addition to the local, domestic bank account number when the country has been set up to display the IBAN on the IBAN Formats page.
MICR ID	Displays the MICR ID of the bank from which the funds are withdrawn.
Clearing	Displays the cash clearing method used by the bank that receives the remitted direct debit: *Due Date* or *Bank Reconciliation.* This determines when the Receivables Update process creates the accounting entries to debit the Cash account and credit the Cash Control account.
Transaction ID	Displays the ID assigned to the direct debit by PeopleSoft Cash Management Financial Gateway. Click to access the Review Payment Details page where you view all the details about the direct debit settlement and the history of the settlement processing by Financial Gateway. This is very useful when you want to see the reason that the settlement is in error or why the settlement was put on hold in Financial Gateway. See “Review Payment Details Page” (PeopleSoft Financial Gateway).
Dispatch Status	Displays the status of the payment in Financial Gateway. Values are: *Awaiting Dispatch:* Indicates that Financial Gateway received the PAYMENT_REQUEST message and assigned a dispatch status to the direct debit. *Paid:* Indicates that the bank has collected the funds from your customer's bank. *Error:* Indicates that Financial Gateway received the PAYMENT_REQUEST message, but there is a problem processing the direct debit. Click the **Transaction ID** link to determine what the problem is. *Canceled:* Indicates that you canceled the direct debits in PeopleSoft Receivables. *Flagged for Hold:* Indicates that Financial Gateway is not currently processing the direct debit. Click the **Transaction ID** link to view the reason for the hold. *Dispatched to Bank:* Indicates that Financial Gateway sent the payment request to your organization's bank. *Received by Bank:* Indicates that your organization's bank received the payment request.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: The **Transaction ID** and **Dispatch Status** fields display only if you submitted the payment request through Financial Gateway.

DD Items Page

Use the DD Items page (DD_ITEM_DSP) to view basic information about each item in a direct debit.

Navigation:

Accounts Receivable > **Direct Debits** > **Review Direct Debits** > **All Direct Debits** > **DD Items**

Direct Debits by Unit Page

Use the Direct Debits by Unit page (DD_INQUIRY) to view direct debits created for a business unit.

Navigation:

Accounts Receivable > **Direct Debits** > **Review Direct Debits** > **Direct Debit by Unit** > **Direct Debits by Unit**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 31

Posting and Unposting in PeopleSoft Receivables

Understanding Posting and Unposting

The Receivables Update multiprocess job (ARUPDATE) posts items in billing, overdue charge, payment, maintenance, transfer, draft, and direct debits groups. The job does the following for the items in the group:

- Updates the item activity.
- Updates the item balance and customer balance.
- Creates balanced accounting entries for each activity.

  The system combines information entered with other control information, such as accounting entry templates to create the balanced entries.
- Updates the system-defined customer history elements.
- Creates commitment control source transactions and control budget entries if you have enabled commitment control for the general ledger business unit and your organization.

The Receivables Update multiprocess job and online On Demand posting are the only methods that PeopleSoft Receivables uses to update posted information.

The Receivables Update process determines whether the accounting date for the item activity is in an open period for the business unit and transaction type in PeopleSoft Receivables. It also determines whether the accounting date is in the same period for both PeopleSoft Receivables and PeopleSoft General Ledger. If the accounting date is not within an open period for the receivable business unit, the Receivables Update process issues a posting error.

If the accounting date falls in a different period in PeopleSoft General Ledger, it updates the GL_ACCTG_DT field on the Item Distribution table (PS_ITEM_DST) with a date in the general ledger period. The Journal Generator Application Engine process (FS_JGEN) uses the item activity accounting date.

The process checks for ChartField combination edit errors if you enabled combination editing for the business unit on the Receivables Options - General 2 page. Depending on your selection on the Receivables Options - General 2 page, the system either creates an error or warning message in the message log. If it creates an error message, you must correct the error in the error correction components and rerun Receivables Update to post the transactions.

Related Links

Understanding the Receivables Update Application Engine Process

Copyright © 1988, 2025, Oracle and/or its affiliates.

"Understanding ChartField Combination Editing" (Application Fundamentals)
Receivables Options - General 2 Page
"Setting Up On-Demand Processing Options" (Application Fundamentals)

Posting Process Flow

To post groups:

1. Select a posting action for the group.
2. Run Receivables Update.

   Check the message log to determine whether there are any warning or error messages.
3. Review the posting results.
4. Correct posting errors.
5. (Optional) Unpost the groups to reverse the activity and the accounting entries, and start over.
6. Run the Journal Generator process to generate the journal lines.

   You must select the accounting entry definition that the system should use when it creates journal lines, such as ARDEFN (Receivables definition), ARDIRJRNL (direct journal), or ARREVALUE (revaluation).

   Note: You can optionally specify that you want the Journal Generator process to run automatically after the Receivables Update multiprocess job completes in the run control definition.
7. If you interface vendor rebate claims and claimbacks to PeopleSoft Receivables from PeopleSoft Purchasing and PeopleSoft Order Management, run the AR Rebate Notification Application Engine process (AR_REBATE) to update the claim balances in the claim management workbench based on payment and maintenance activity in PeopleSoft Receivables.

After groups are posted, the items are available for other business processes, such as payment processing or maintenance.

Related Links

"Generating Journal Entries" (Application Fundamentals)

Setting Groups to Post

Pages Used to Set Groups to Post

Page Name	*Definition Name*	*Usage*
Groups Not Set to Post Page	GROUP_NOT_POST_BU	View groups whose posting action is *Do Not Post.*

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Groups Set To Post Page	GROUP_POST_BU	View item groups that will post the next time that you run the Receivables Update multiprocess job.
Payments Set to Post Page	PYMT_POST_BU	View payment groups that will post the next time that you run the Receivable Update multiprocess job.
Drafts Set to Post Page	DRAFT_POST_BU	View draft groups that will post the next time that you run the Receivable Update multiprocess job.
Direct Debits Set To Post Page	DD_POST_BU	View direct debit groups that will post the next time that you run the Receivables Update multiprocess job.
Group Status Page	GROUP_STATUS	View the posting status and posting action of a group.

Understanding How to Set Groups to Post

For all groups except direct debits and drafts, you must select a posting action of *Batch Priority* or *Batch Standard* when running Receivable Update as a scheduled multiprocess job. For groups posted using On Demand processing, the groups are automatically set to a posting action of *Batch Standard* but are posted immediately. For direct debits, change the status to *Remitted* to enable posting. For drafts, post the groups after every business event. Selecting a posting action is not necessary.

Use inquiry pages to determine whether a group has been set to post or to view the group status.

Groups whose posting action is *Batch Standard* or *Batch Priority* can cause a backlog in the system. Use the Groups Set to Post page, Payments Set to Post page, Drafts Set to Post page, and Direct Debits Set to Post page to help you identify either a solution or the scope of the backlog.

Related Links

Group Action Page - External Items
Maintenance Worksheet - Worksheet Action Page
Finalize Transfer Worksheet Page
Using the PeopleSoft Classic Receivables WorkCenter - My Work
Using the PeopleSoft Fluid Receivables WorkCenter

Groups Not Set to Post Page

Use the Groups Not Set to Post page (GROUP_NOT_POST_BU) to view groups whose posting action is *Do Not Post*.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Accounts Receivable** > **Pending Items** > **Review Items** > **Group Not Set To Post** > **Groups Not Set to Post**
- **Accounts Receivable** > **Direct Debits** > **Review Direct Debits** > **DD Groups Not Set to Post** > **Groups Not Set to Post**
- **Accounts Receivable** > **Drafts** > **Review Drafts** > **Draft Groups Not Set to Post** > **Groups Not Set to Post**

Groups Set To Post Page

Use the Groups Set To Post page (GROUP_POST_BU) to view item groups that will post the next time that you run the Receivables Update multiprocess job.

Navigation:

Accounts Receivable > **Pending Items** > **Review Items** > **Groups Set To Post** > **Groups Set To Post**

Payments Set to Post Page

Use the Payments Set to Post page (PYMT_POST_BU) to view payment groups that will post the next time that you run the Receivables Update multiprocess job.

Navigation:

Accounts Receivable > **Payments** > **Review Payments** > **Payments Set to Post** > **Payments Set to Post**

Drafts Set to Post Page

Use the Drafts Set to Post page (DRAFT_POST_BU) to view draft groups that will post the next time that you run the Receivable Update multiprocess job.

Navigation:

Accounts Receivable > **Drafts** > **Review Drafts** > **Drafts Set to Post** > **Drafts Set to Post**

Direct Debits Set To Post Page

Use the Direct Debits Set To Post page (DD_POST_BU) to view direct debit groups that will post the next time that you run the Receivables Update multiprocess job.

Navigation:

Accounts Receivable > **Direct Debits** > **Review Direct Debits** > **Direct Debits Set to Post** > **Direct Debits Set To Post**

Group Status Page

Use the Group Status page (GROUP_STATUS) to view the posting status and posting action of a group.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

- **Accounts Receivable** > **Pending Items** > **Review Items** > **Pending Items Group Status** > **Group Status**
- **Accounts Receivable** > **Direct Debits** > **Review Direct Debits** > **Direct Debit Group Status** > **Group Status**
- **Accounts Receivable** > **Drafts** > **Review Drafts** > **Drafts Group Status** > **Group Status**

Running Receivables Update

Pages Used to Run Receivables Update

Page Name	*Definition Name*	*Usage*
Receivable Update Request Page	POSTING_REQUEST	Enter run parameters for the Receivables Update multiprocess job and run the job. See the Receivable Update Request Page for more information.
Job Message Log Summary Page	AR_MSGSUM	View a summary of messages generated by individual processes within a multiprocess job, including individual processes run in parallel, such as processes for the Receivables Update, Payment Predictor (ARPREDCT), Aging (ARAGE), and Statements (ARSTMT) multiprocess jobs.
Process List Page	PMN_PRCSLIST	Review the multiple processes in a job. See Restarting the Receivables Update Multiprocess Job. See the product documentation for *PeopleTools: Process Scheduler* for more information.
Process Reset Page	AR_RESET	Reset the Receivables Update process. Unlock and rerun the process.

Understanding Running Receivables Update

Normally, you run the Receivables Update multiprocess job as a scheduled job. You can run the job ad hoc, as needed.

Note: You can also run the job immediately from an Action page for small groups under certain circumstances, such as at the end of the period when you need to update the ledger immediately.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This documentation discusses how to restart or reset Receivables Update and how to:

- View the job message log summary.
- Restart the Receivables Update multiprocess job.
- Reset the Receivables Update multiprocess job.

Related Links

Setting Up Parallel Processing

Understanding How to Restart or Reset Receivables Update

Oracle suggests that you try to restart the Receivables Update multiprocess job before resetting the process. You can restart a process that has abended as a result of an environmental problem. After you have fixed the COBOL, SQL, or data problems that caused a process to abend, you can restart the process. Not all processes are restartable from this page.

Note: Remember that Receivables Update uses temporary tables. If the temporary tables have been deleted, you cannot restart (resume processing); you must reset and rerun the process from the beginning.

If you are unable to restart a process instance that has abended, you must unlock and reset the process. When a process abends because of SQL, bad data, or a missing COBOL process, some tables with data in the groups set to post under the run control ID become locked when the process instance becomes populated with the current instance.

Unlocking and resetting the process instance to zero in the locked tables unlocks the tables and enables you to rerun the process. The system also automatically deletes the PeopleSoft Application Engine run control record from the AERUNCONTROL table.

You should only unlock and reset under certain development circumstances or in expert testing environments:

- When you have corrected the problem that caused the process to abend and you want to reprocess the same groups again but do not have access to restart from the server.
- When you have not corrected the problem but want to continue processing.

Prerequisites

Before you can run the Receivables Update process, you must:

- Set up the PeopleSoft Receivables business units (including selection of calendar and aging options).
- Define the receivable processing options (system functions and entry types).
- Create groups for pending items, payment worksheets, maintenance worksheets, drafts, or direct debits.
- Set up system-defined history IDs.
- If you want to run Receivables Update immediately from an action page, you must:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Define processing options for your organization on the On Demand Processing page.
- Define the processing options for each user on the Define User Preferences - Process Group page.

  You must define separate options for each of these source transactions: ARMNTWS (maintenance worksheet), ARITSPLT (item splits), AROPIE (online pending items), ARPAYWS (payment worksheet), ARTRNWS (transfer worksheet), ARUNPOST (unpost transactions).

Your system must also have pending items that are ready to post. These pending items can be entered online, created by a billing interface, or created during payment processing, draft processing, direct-debit processing, overdue charge processing, or during item maintenance activities.

Related Links

Receivables Options - General 1 Page
Understanding PeopleSoft Receivables Processing Options
Understanding History Calculations
Understanding the Aging Application Engine Process
"Setting Up On-Demand Processing Options" (Application Fundamentals)

Job Message Log Summary Page

Use the Job Message Log Summary page (AR_MSGSUM) to view a summary of messages generated by individual processes within a multiprocess job, including individual processes run in parallel, such as processes for the Receivables Update, Payment Predictor (ARPREDCT), Aging (ARAGE), and Statements (ARSTMT) multiprocess jobs.

Navigation:

Accounts Receivable > **Receivables Update** > **Job Message Log Summary** > **Job Message Log Summary**

Field or Control	*Description*
Process Instance	Displays the process instance number for the multiprocess job.
Process Run Status	Displays the status of the multiprocess job, such as *No Success* or *Success*.
Instance	Displays the process instance number for the individual process. For example, the ARUPDATE multiprocess job with a process instance number of 510 will have several instances, such as instance number 511 for the AR_UPDATE process, instance number 512 for the AR_PGG1 process, and instance number 514 for the AR_POST1 process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Process	Displays the name of the individual process within the multiprocess job. For example, for the ARUPDATE multiprocess job, it would display rows for the AR_UPDATE, AR_PGG1, and AR_POST1 processes.

Restarting the Receivables Update Multiprocess Job

Use the Process List page (PMN_PRCSLIST) to review the multiple processes in a job.

Navigation:

- **PeopleTools** > **Process Scheduler** > **Process Monitor** > **Process List**
- Click **Process Monitor** on the Receivable Update Request page.

Because Receivables Update is a job (a collection of multiple processes), you may need to restart multiple processes. Find the processes that you need to restart.

Field or Control	*Description*
Details	Click to access the Process Detail page, and select **Restart Request.**

Process Reset Page

Use the Process Reset page (AR_RESET) to reset the Receivables Update process.

Unlock and rerun the process.

Navigation:

Accounts Receivable > **Receivables Update** > **Reset Process** > **Process Reset**

Enter your search criteria for the process instance and click **Refresh.**

In the **Not Successful Process Requests** grid, select the process instance that you want to reset.

Field or Control	*Description*
Reset	Click to unlock and reset the process instance. After the process instance is reset, you can rerun the process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Posting Results

Pages Used to Review Posting Results

Page Name	*Definition Name*	*Usage*
Control Page	GROUP_ENTRY1_DSP	Review the control totals and group status for the group. See Understanding Posting Result Inquiry Pages.
Pending Item 1 Page or Payment 1 Page	GROUP_ENTRY2_DSP	View item information, including amounts, entry type and reason, payment terms, and discount data. See Understanding Posting Result Inquiry Pages.
Pending Item 2 Page or Payment 2 Page	GROUP_ENTRY2B_DSP	View assigned support personnel, correspondence information, cash forecasting information, and draft information. See Understanding Posting Result Inquiry Pages.
Pending Item 3 Page or Payment 3 Page	GROUP_ENTRY2C_DSP	View user-defined fields. See Understanding Posting Result Inquiry Pages.
VAT Header Page	GRP_ENT_VATHDR_DSP	View VAT header defaults. See Understanding Posting Result Inquiry Pages.
VAT Detail Page	GRP_ENT_VAT_LN_DSP	View VAT line defaults, including the VAT amounts. See Understanding Posting Result Inquiry Pages.
Accounting Entries Page	GROUP_ENTRY3_DSP	View accounting entries for each item. See Understanding Posting Result Inquiry Pages.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Group Entry Tax Ds Page	GROUP_ENTRY_TAX_DSP	(IND) View excise duty and sales tax amounts for India. See Understanding Posting Result Inquiry Pages.
Tax Detail Page	GROUP_ENTRY_TAX_DT	(IND) Display excise duty and sales tax detail information for India. See Understanding Posting Result Inquiry Pages.

Understanding Posting Result Inquiry Pages

After you run the Receivables Update multiprocess job, review the posting results for groups. You can review individual item details for the items in the groups, accounting entries, value-added tax (VAT) information, tax information for India, and group control information.

PeopleSoft Receivables provides several components for reviewing posting results. The components all use the same pages, but they have different search records to filter the groups that you select. Some components enable you to view all information for the items and some components do not show the accounting entries, VAT information, and tax information for India. Some components enable you to view all items in a group and others enable you to search for a single item in the group. The following table lists the navigation to each component and the pages in each component.

Note: The pages that display tax information for India are available only if you enabled sales tax and excise duty for a receivable business unit type on the Business Unit Tax Applicability page.

These pages are the same as the pages that you use to enter pending items except that you cannot change any information:

Menu Navigation	*Pages*
Accounts Receivable > **Receivables Update** > **Posting Results - Pending Items** > **Review Pending Item with Dtl** **Accounts Receivable** > **Receivables Update** > **Posting Results - Pending Items** > **Review Pending Item**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • VAT Header • VAT Detail • (IND) Group Entry Tax Ds • Accounting Entries

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*
Accounts Receivable > **Receivables Update** > **Posting Results - Updated Items** > **Rvw Multi Pending Item Dtls** **Accounts Receivable** > **Receivables Update** > **Posting Results - Updated Items** > **Review Updated Pending Item**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • VAT Header • VAT Detail • Accounting Entries
Accounts Receivable > **Receivables Update** > **Posting Results - Updated Items** > **Review Updated Items** **Accounts Receivable** > **Receivables Update** > **Posting Results - Updated Items** > **Rvw Single Pending Item Dtls**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3
Accounts Receivable > **Receivables Update** > **Posting Results - Direct Debits** > **Review Direct Debit Item Dtls** **Accounts Receivable** > **Receivables Update** > **Posting Results - Direct Debits** > **Review Direct Debit**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries
Accounts Receivable > **Receivables Update** > **Posting Results - Direct Debits** > **Review Direct Debit Items** **Accounts Receivable** > **Receivables Update** > **Posting Results - Direct Debits** > **Review DD Pending Item Details**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3
Accounts Receivable > **Receivables Update** > **Posting Results - Drafts** > **Review Draft Item Details** **Accounts Receivable** > **Receivables Update** > **Posting Results - Drafts** > **Review Single Item Draft**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries

Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*
Accounts Receivable > **Receivables Update** > **Posting Results - Drafts** > **Review Draft Items** **Accounts Receivable** > **Receivables Update** > **Posting Results - Drafts** > **Rvw Draft Pending Item Details**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3
Accounts Receivable > **Receivables Update** > **Posting Results - Payments** > **Review Single Pending Item** **Accounts Receivable** > **Receivables Update** > **Posting Results - Payments** > **Review Pending Item with Entry**	• Payment Control • Payment 1 • Payment 2 • Payment 3 • VAT Header • VAT Detail • Accounting Entries
Accounts Receivable > **Receivables Update** > **Posting Results - Payments** > **Payment Group - Single Item** **Accounts Receivable** > **Receivables Update** > **Posting Results - Payments** > **Payment Group - All Items**	• Payment Control • Payment 1 • Payment 2 • Payment 3

Related Links

Entering or Updating Pending Items

Correcting Posting Errors

When the Receivables Update multiprocess job finds errors, the job updates the **Error Code** field (AR_ERROR_CD) on the Pending Item table (PS_PENDING_ITEM) with an error code. The job creates and balances your accounting entries before editing occurs. If the process does not create your accounting entries or they are incorrect, the **AR_ERROR_CD** field contains a value of *ACTOB*.

Once accounting entries are correct and balanced, the Receivables Update multiprocess job continues with two types of edits. The Receivables Update multiprocess job edits the Pending Item (PS_PENDING_ITEM) table through a series of editing update statements which only edit pending items created by systems external to PeopleSoft Receivables such as PeopleSoft Billing or an external billing system, and then all groups are edited through other specific program logic.

When it detects an error condition on a pending item, it sets a value in the **AR_ERROR_CD** field on the Pending Item record. After the pending item passes the editing sections, the system checks for additional conditions within the SQL that is executed by the Receivables Update multiprocess job. The system

 Copyright © 1988, 2025, Oracle and/or its affiliates.

reports only one error condition at a time per pending item, so even if it detects more than one error, it stores only one error code.

If an item is unposted, new rows will be inserted into the child table to reflect the unpost. The reversal entries are stored in PENDING_DST/ITEM_DST with a new group ID, therefore there will be new rows in the child table with the new group ID.

Error Correction

You can edit any error detected by Receivables Update using an error correction page. The system reedits the pending item and highlights the fields that are in error for you to correct.

To edit an error:

1. Click the **Error Info** (error information) button to view a summary description of the error.
2. If you need more details, click the **Explain** button.

   For combination edit (combo edit) errors, when you click the **Error Info** (error information) button, a summary description of the error appears. However, to view more details, you must select the Action page to select the posting action. Then the system validates the combo edits again and the combo edit error details appear in the grid.
3. After you review an explanation, click **OK.**
4. Correct the error for the pending item or correct some aspect of either your setup tables or your interface tables.

   In most cases, you must correct your setup.
5. Use the Action page to select the posting action again.

   Note: When you set the posting action, the online combo edit validation occurs, but Receivables Update does not run again as part of this process.

If more than one error exists, then the next error message appears. Otherwise, you return to the Error Correction page.

Error Messages

The edit updates statements that the Receivables Update multiprocess job executes. This table lists the conditions it edits. Use PeopleSoft Application Designer to view the Receivables Update edit SQL that identified the error. This table provides a list of the error messages and a description of the action to take:

Value	*Error Code and Long Description*
1GBU	*Pending Item Group Business Unit Invalid* Action: Verify that the group business unit used on the pending item has been created in PeopleSoft Receivables and PeopleSoft General Ledger.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
1PBU	*Pending Item Business Unit Invalid* Action: Verify that the business unit used on the pending item has been created in PeopleSoft Receivables and PeopleSoft General Ledger.
1CUST	*Customer does not exist* Action: Verify that the customer exists on the General Info page. Verify that the customer's status is *Active* and the customer level is not set to *Prospect.* Also verify that the **Bill to Customer** field is selected on the Bill to Selection page.
1DISP	*Dispute Reason Invalid* Action: Verify the status and effective date of the dispute reason on the Dispute Reason page.
1COLL	*Collection Code Invalid* Action: Verify the status and effective date of the collection code on the Collection Code page.
2SLS	*Salesperson Invalid* Action: Verify that the default support team defined for this customer has a team member defined as a salesperson with a priority greater than zero.
2CRD	*Credit Analyst Invalid* Action: Verify the status and effective date of the credit analyst on the Credit Analyst page.
2COLL	*Collector Invalid* Action: Verify the status and effective date of the collector on the Collector page.
3PYTR	*Payment Terms Invalid* Action: Verify the status and effective date of the payment terms code on the Payment Terms page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
3DST	*AR Distribution code Invalid* Action: Verify the status of the distribution code on the Distribution Code page.
4ENT	*Entry Type Invalid* Action: Verify the status of the entry type on the Entry Type page.
4ENR	*Entry Reason required* Action: This entry type requires an entry reason. Enter an entry reason or deselect the **Require Reason** check box on the Item Entry Type - Selection page or Automatic Entry Type - Selection page.
4ERI	*Entry Reason Invalid* Action: Verify the status of the entry reason on the Entry Reason page.
4ETS	*Entry amount Invalid for this Entry Type* Action: Verify the entry amount for this entry type. Entry types require either positive or negative amounts based on the entry type.
5ADIS	*Incorrect Value for Allow Discount Flag* Action: The **Always Allow Discount** check box on Pending Item 1 page has an incorrect value. Please select or deselect the check box.
5PSTD	*Incorrect Value for Posted Flag* Action: This pending item is flagged as having already been posted. Contact Oracle/PeopleSoft Support.
5SUBC	*SubCustomer Invalid* Action: Verify that a subcustomer exists for this customer on the SubCustomer page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
5SCI	*SubCustomer Use Invalid* Action: Verify SubCustomer usage at the installation level setup. Specify that you use one or both subcustomer fields.
6BCUR	*Customer Options Error* Base Currency Invalid for Pending Item. Action: Verify that the base currency of the pending item equals business unit base currency.
6CURI	*Entry Currency Invalid* Action: The entry currency code must be active based on the pending item accounting date. Verify the status and effective date on the Currency Code page.
6RTI	*Rate Type Invalid* Action: Verify the rate type specified is valid for this multicurrency pending item.
6RMDI	*Exchange Rates Missing* Action: The currency exchange rate values RATE_MULT and RATE_DIV are missing on a multicurrency pending item. Contact Oracle/PeopleSoft Support.
6CCUR	*Entry Currency Invalid* Action: Verify that the pending item entry currency equals the group control currency.
7VENT	*VAT Entity Missing* Action: Verify that the VAT entity is populated for a VAT business unit.
7VATM	*In-Use Cust* Action: The customer is unavailable because it is being used by another background process. The process may be running or it may have terminated abnormally.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
8PTAX	*Sales Tax and Excise Duty* Action: Verify pending tax information is correct on the pending item Group Entry Tax page.
ACTPD	*Accounting Period Not Open* Action: Verify in PeopleSoft General Ledger that the accounting period is open for the transaction type specified on Group Type page. Refer to the transaction type for the group type being posted.
ACTOB	*Accounting Entries Out of Balance* Action: Verify the accounting entry setup, for example: entry type, reason code definitions, item entry types, and automatic entry types.
ALTAC	*Alternate Account Error* Action: Verify whether the Alternate Account ChartField is missing or invalid for the item on the Correct Posting Errors, Accounting Entries page.
BETC	*Missing BETC code.* Action: The BETC was not set up, is inactive, or multiple BETC codes exist. Verify that BETC is set up and active on the “Treasury Account Symbol Definition Page” (PeopleSoft General Ledger) (**General Ledger** > **Federal Reports** > **TAS/BETC** > **Define TAS**).
CFINH	*ChartField Inheritance Error* Action: Verify ChartFields marked as inherited do not have the same value across lines or do not match chart field values for existing lines for the same Item.
COMBO	*Item(s) contain Combination Edit Errors* Action: Verify the ChartField combination on the accounting lines is a valid combination. Modify the ChartField values online or modify the appropriate distribution code, item entry type or automatic entry type accounting template, or bank accounting entry setup. Alternatively, modify the combination editing rules.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
CRDR	*Entry Amount Error* Action: A negative debit or positive credit has been entered. Credits must be less than zero and debits greater than zero.
CURXI	*Currency Exchange Rate Invalid* Action: Verify the pending item exchange rate. Pending item transactions for existing items must match the exchange rate of the original item.
CUSOM	*Customer Options Missing* Action: Verify that customer options have been defined, are active, and are properly effective dated for this customer and accounting date in the Customer - General Information component (CUSTOMER_GENERAL).
DDPRF	*Direct Debit Profile Missing* Action: Pending item has a payment method of direct debit but is missing a direct debit profile. Verify that a profile has been defined on the General Information - Bill To Options page for the customer.
DDPRM	*Direct Debit Profile Invalid Error* ACTION: Pending Item has a payment method of direct debit but the direct debit profile indicated is invalid. Either add this direct debit profile to the direct debit profile table or change the indicated direct debit profile to a valid value. INACC - Inactive Account
DOCSQ	*Document Sequencing Error* Action: Document Sequencing has been enabled at the installation and general ledger business unit level. The accounting entries for this pending item are missing a document sequencing date. Verify document sequencing setup.
FUND	*Fund code is required if the ALC is a GWA reporter for AR.* Action: Enter a fund code on all accounting lines. The agency location code (ALC) is defined as a GWA reporter for Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
INACC	*Inactive Account Error* Action: Change the inactive account by an active one or activate the inactive account.
INHRT	*Chartfield Inheritance Error* Action: Verify that ChartField inheritance is setup is on the ChartField Inheritance page for the SetIDs being edited.
IPACR	*An IPAC field that is marked as required is not populated.* Action: View the application engine message log for a list that includes each field that is in error.
IRBET	*There is not a Receiver BETC Code defined for the GWA TAS or the BETC code is inactive.* Action: Verify the Treasury Account Symbol (TAS) and BETC Code is set up and active on the Treasury Account Symbol Definition page (**General Ledger** > **Federal Reports** > **TAS/BETC** > **Define TAS**) for setting up BETC on the transaction.
IRTAS	*A receiver (external) TAS has not been setup.* Action: Verify an external Treasury Account Symbol (TAS) is set up on the Treasury Account Symbol Definition page (**General Ledger** > **Federal Reports** > **TAS/BETC** > **Define TAS**).
ISBET	*There is not a Sender BETC Code defined for the GWA TAS or the BETC code is inactive.* Action: Verify the Treasury Account Symbol (TAS) and BETC Code is set up and active on the Treasury Account Symbol Definition page (**General Ledger** > **Federal Reports** > **TAS/BETC** > **Define TAS**) for the SetID/fund code combination on the transaction.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
ISTAS	*There is not a Sender TAS setup for the Setid and Fund Code combination on the transaction.* Action: Verify the Treasury Account Symbol (TAS) is set up on the Treasury Account Symbol Definition page (**General Ledger** > **Federal Reports** > **TAS/BETC** > **Define TAS**) for the SetID/fund code combination on the transaction.
ITDUP	*Duplicate Item* Action: This pending item is a duplicate of a pending item in another group that is being posted. If the **Don't Post Duplicate Entries** check box is selected on the Entry Type page, clear it, or delete the duplicate entry on the Pending Item 1 page.
ITMIU	*In-Use Item* Action: The item has been locked by another background process that is processing transactions for the same item. Please try again later after the other application completes.
IECI	*Entry Currency Invalid* Action: Verify that the pending item entry currency is the same as the existing item's balance currency. Any additional pending items for existing items must be entered in the item's balance currency.
MCSI	*Multiple Entry Currencies for same Item* Action: Verify that the pending items (for the same item in different groups) being posted share the same entry currency.
OOBG	*Group Out of Balance* Action: Verify the sum of the entry amounts equals the control amount, the total count of pending items in the group equals the control count, and the group status is balanced on the Group Control page.
OOBM	*Maintenance Group Out of Balance* Action: Verify that the sum of control base amount equals the control amount and the total count of pending items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Value	*Error Code and Long Description*
OPITM	*Open Item Key Missing* Action: The account in the AR line requires an open item key. Enter the open item key for the line.
PCBU	*Invalid PC Business Unit for the Distribution Line GL Business Unit* Action: Verify the PeopleSoft Project Costing business unit is valid for the general ledger business unit associated with the accounting lines.
PMTRM	*Payment Terms Invalid* Action: Verify status and effective date of payment terms on the Payment Terms page.
PMTDI	*Default Payment Terms Invalid* Action: Verify status and effective date of the default payment terms specified on the business unit and customer on the Payment Terms page.
SALES	*Default Salesperson not defined* Action: Verify that a default support team has been assigned to this customer. If so, verify that the support team has a team member defined as a salesperson with a priority greater than zero.
VATID	*VAT Registration ID Invalid* Action: Verify the VAT registration ID.

Error Correction Components

PeopleSoft Receivables provides several components for correcting posting errors. The components all use the same pages, but they have a different search record to filter the groups that you select.

This table provides the navigation to each component, lists the pages in the component, and describes the usage for the component. The pages in these components are the same as the pages that you use to enter pending items.

Note: The pages that display tax information for India are available only if you enabled sales tax and excise duty for a receivable business unit type on the Business Unit Tax Applicability page.
This table provides the navigation for all the error correction components and describes how to use them:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*	*Usage*
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Online Items**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Group Entry Tax • VAT Header • VAT Detail • Accounting Entries • Group Action	Use to correct errors in online pending item groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **External Items**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Group Entry Tax • VAT Header • VAT Detail • Accounting Entries • Group Action	Use to correct errors in pending item groups entered in another application.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Overdue Charge Pending Items**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct pending items in overdue charge groups.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*	*Usage*
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Worksheet**	• Worksheet Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in maintenance worksheet groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Transfer**	• Transfer Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in transfer groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Unpost**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in unpost groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Direct Debit**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in direct debit groups.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*	*Usage*
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Direct Debit Acctg Entries**	• Worksheet Control • Accounting Entries	Use to correct errors in direct debit groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Draft**	• Group Control • Pending Item 1 • Pending Item 2 • Pending Item 3 • Accounting Entries • Group Action	Use to correct errors in draft groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **View Draft Accounting Entries**	• Worksheet Control • Accounting Entries	Use to correct errors in draft groups.
Accounts Receivable > **Receivables Update** > **Correct Posting Errors** > **Payment**	• Payment Control • Payment 1 • Payment 2 • Payment 3 • Accounting Entries • Payment Action	Use to correct errors in payment worksheet groups.

Related Links

Entering or Updating Pending Items

Unposting Payments

This topic provides an overview of unposting and the unpost components and discusses how to unpost payment groups and partially unpost payments.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Unpost Groups

Page Name	*Definition Name*	*Usage*
UnPost Group Query Page	UNPOST_QRY	Review groups that are posted based on a combination of search criteria and link to the appropriate unpost page.
Group Control Pages	GROUP_ENTRY1_DSP	Review group control information, such as the group type, accounting date, group totals, and posting status.
Draft Control Page	DR_UNPOST_GRP	Review group control information for a draft for a specific draft event. See the Group Control Pages.
Group Unpost - Options Page	GRP_UPST_PNL	Specify a reason for unposting a group or change the accounting date. Define document sequencing options for the unpost group.
Unpost Action Page	UNPOST_ACTION	Select an action for an unpost group.
Partial Unpost Worksheet Application Page	PAYMENT_WS_IC	Partially unpost a payment group. This page is accessible only through the **Partial Unpost** link on the Payment Group page (GROUP_ENTRY1_DSP) in the Unpost Groups component.

Understanding Unposting and the Unpost Components

You can only unpost groups or partially unpost payments if the Receivables Update multiprocess job has successfully processed them. *Unposting a payment group* creates a new group that is the exact opposite of the original group. The unpost group creates a new unpost item activity and new accounting entries for each item that it is unposting.

If the Receivables Update multiprocess job has not run, payment groups for which you selected the *Batch Standard* or *Batch Priority* posting action are not actually posted. In that case, select the *Do Not Post* posting action on the Action page to prevent the groups from posting. You do not need to unpost the groups.

Partially unposting a payment creates a partial unpost worksheet with all the original payment applications from the payment group. The user can then unpost one or more items by deselecting them from this payment application page, as well as add new items and perform other transactions to rebalance the payment application. The resulting payment group, from the original payment, will then be ready to post.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Unpost Components

PeopleSoft Receivables provides several components to unpost groups. The components all use the same pages with two exceptions (the control page for draft groups and the worksheet to partially unpost payments are different), but they have a different search record to filter the groups that you select based on the type of group. PeopleSoft Receivables also provides a page where you can search for groups based on a combination of group control information, item information, and ChartField values in the distribution lines.

This table provides the navigation to each component that filters groups by the type of group, lists the pages in the component, and describes the usage for the component:

Menu Navigation	*Pages*	*Usage*
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Online Group**	• Group Control • Options • Action	Unpost online pending item groups.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **External Group**	• Group Control • Options • Action	Unpost pending item groups from another application.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Overdue Charge Group**	• Group Control • Options • Action	Unpost items in overdue charge groups.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Maintenance Group**	• Group Control • Options • Action	Unpost maintenance groups.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Transfer Group**	• Group Control • Options • Action	Unpost transfer groups.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Pending Unpost Group**	• Group Control • Action	Unpost an unpost group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Menu Navigation	*Pages*	*Usage*
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Payment Group**	• Payment Control • Options • Action	Unpost a payment group.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Payment Group** Click the **Partial Unpost** link on the Payment Control page.	Partial Unpost Worksheet Application	Partially unpost a payment.
Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Draft Group**	• Draft Control • Options • Action	Unpost a draft group.

Understanding Partially Unposting Payments

PeopleSoft Receivables 9.2 provides users with an option to partially unpost payments during the unpost process, thus providing an opportunity to correct user errors such as payments that were accidentally assigned to the wrong items.

When selecting a payment to unpost, the user can elect to unpost the entire payment in the customary manner, or perform a partial unpost. If the user chooses to partially unpost the payment, the standard unpost group will be created, unposting the entire payment group. However, at this point, a new worksheet with the original items allows the user to immediately repost any or all items in the payment. The newly created worksheet (known as a Partial Unpost Worksheet) functions like the payment application worksheet. Users can deselect or delete one or more items that should not be reposted, and the worksheet balances reflect the unpost action. The partial unpost worksheet must then be rebalanced by applying any remaining payment balance.

This worksheet must be balanced or deleted before the posting options on the Action page are active for the Payment Unpost process. The partial unpost payment worksheet can be deleted at any time by clicking the Delete Worksheet button, which is available only on this worksheet.

Prerequisite

Before you unpost groups, define reason codes for unpost groups if you want to assign unpost reasons to your unpost groups.

Related Links

Setting Up Unpost Reason Codes

Copyright © 1988, 2025, Oracle and/or its affiliates.

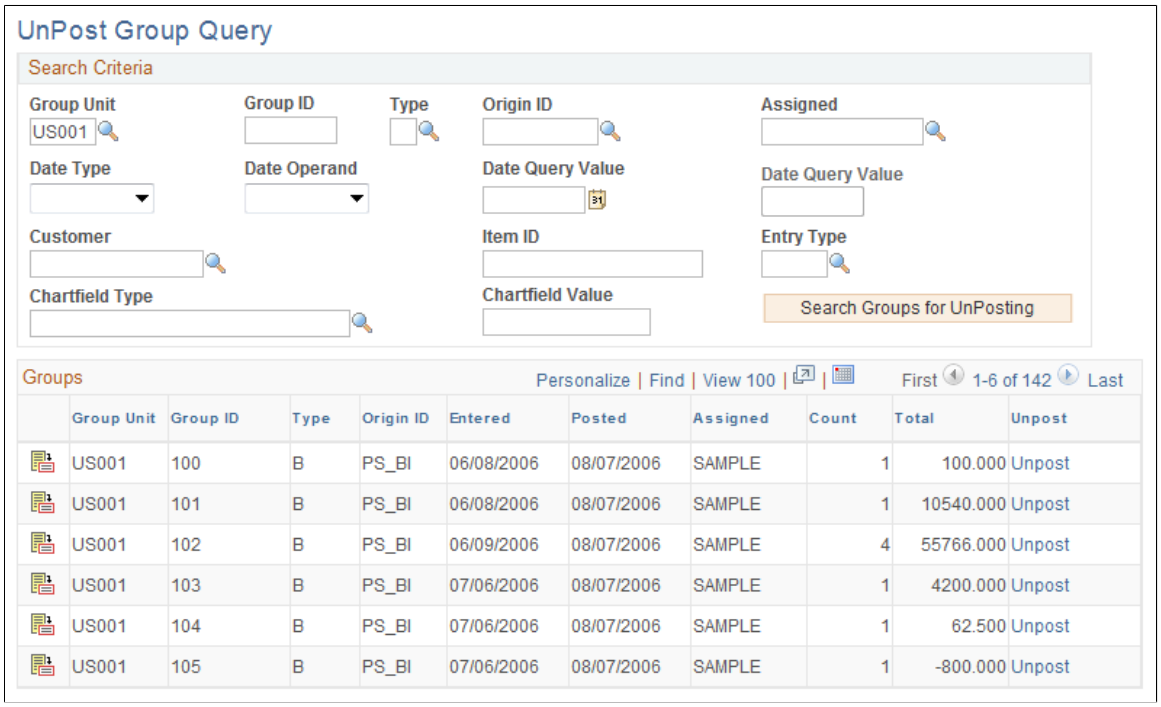
UnPost Group Query Page

Use the UnPost Group Query page (UNPOST_QRY) to review groups that are posted based on a combination of search criteria and link to the appropriate unpost page.

Navigation:

Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Group Search for Unpost** > **UnPost Group Query**

This example illustrates the fields and controls on the UnPost Group Query page. You can find definitions for the fields and controls later on this page.



Search Criteria

Enter any combination of search criteria to retrieve the groups to unpost, and click **Search Groups for Unposting.**

Field or Control	*Description*
Group Unit, Group ID, Type, Origin ID, and **Assigned**	Select fields from the group control record to identify groups.
Date Type, Date Operand, and **Date Query Value**	Select a type of date on the group control record. Values are: *Accounting Date, Posted Date,* and *Entry Date.* Select an operator to identify the date, such as < (less than) or *Between,* and enter a specific date or a date range.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer, Item ID, and **Entry Type**	Select a value for a customer, item ID, or entry type for the items in the group.
Chartfield Type and **Chartfield Value**	Enter the ChartField type and value to select groups that contain distribution lines for a specific ChartField value.

Groups

The **Groups** grid displays the groups that match your search criteria.

Field or Control	*Description*
	Click the **Show Group** icon to access pages to view group control information, item details, and distribution lines.
Unpost	Click the **Unpost** link to access the appropriate unpost page for the group type, where you can unpost the group.

Group Control Pages

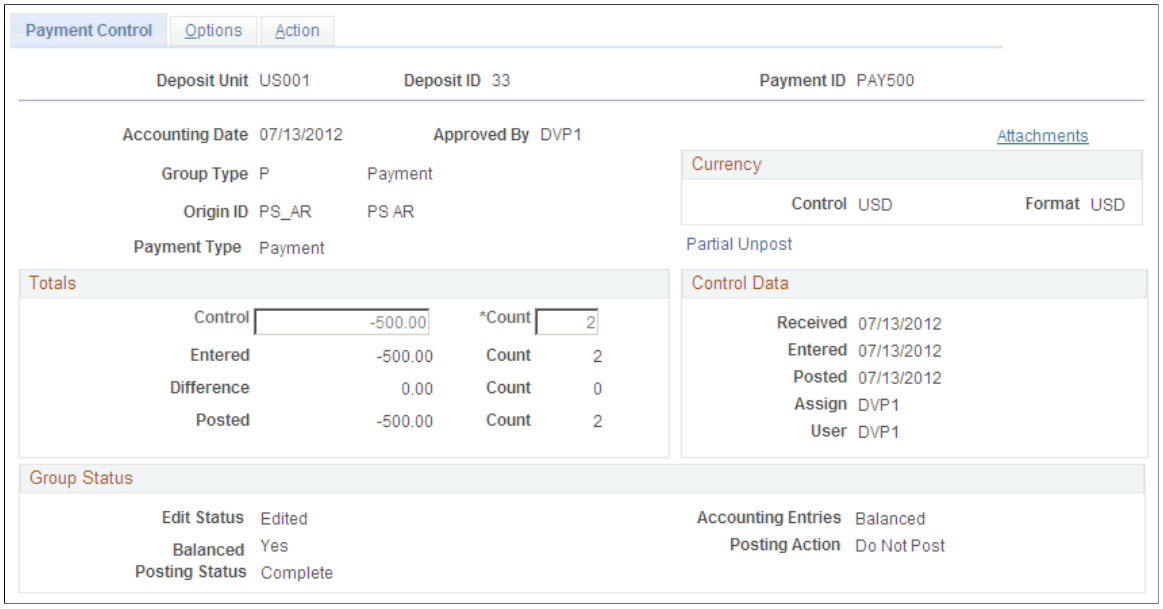
Use the Group Control, Payment Control, or Draft Control page (GROUP_ENTRY1_DSP) to review the control information, such as the group type, accounting date, group totals, and posting status.

Navigation:

- Accounts Receivable, Receivables Update, Unpost Groups, Online Group, Group Control
- Accounts Receivable, Receivables Update, Unpost Groups, Payment Group, Payment Control
- **Accounts Receivable** > **Receivables Update** > **Unpost Groups** > **Drafts Group** > **Draft Control**
- Several other navigation paths are available for the Group Control page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Use the Draft Control page (DR_UNPOST_GRP) to review group control information for a draft for a specific draft event.

Navigation:

Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Drafts Group** > **Draft Control**

Group Unpost - Options Page

Use the Group Unpost - Options page (GRP_UPST_PNL) to specify a reason for unposting a group or change the accounting date.

Define document sequencing options for the unpost group.

Navigation:

Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Online Group** > **Options**

Several other navigation paths are available for this page.

Field or Control	***Description***
Keep Original Document Type	Select to use the document type of the original group. Deselect to use the default document type for the group type. This field is available only if you have enabled document sequencing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Unpost Reason	Select an unpost reason code to indicate your purpose for unposting. Selecting this value is optional unless you selected the **Enable Unpost Reason** check box on the Installation Options – Receivables page. If you selected this check box, then you must select a reason code for this field. You can select a reason code, for example, to indicate that you are unposting a payment group because a payment was accidentally assigned to the wrong items. You can view the reason on the Item Activity and Payment Status pages.
Edit Accounting Date	Select if you want to change the **Accounting Date** field. The new accounting date must be in an open accounting period for the PeopleSoft Receivables business unit. **Note:** Overriding the accounting date changes the accounting date for the unposted payment. Also, the system issues a warning when you select the **Edit Accounting Date** check box and enter a date that precedes the original accounting date of the unposted payment group.

Important! Overriding the accounting date for payment unpost groups uses the specified date for the unpost payment group and changes the accounting date for the payment (PS_PAYMENT.ACCOUNTING_DT) to the selected date. This accounting date is used for the subsequent payment application group.

Related Links

"Document Type Template Page" (PeopleSoft Global Options and Reports)

Unpost Action Page

Use the Unpost Action page (UNPOST_ACTION) to select an action for an unpost group.

Navigation:

Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Online Group** > **Action**

Several other navigation paths are available for this page.

Field or Control	*Description*
Delete Unpost	This option is available after you select a posting action. Click to delete the unpost group that you created.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select a posting action for the group and click **OK** to execute the action. Values are: *Do Not Post:* Saves the changes for the unpost group, but no posting takes place. *Post Now:* Runs the Receivable Update multiprocess job immediately. If the user enabled the notification feature, the system displays a message when the job completes. *Post Now to GL:* Runs the Receivable Update multiprocess job immediately and runs processes to create and post journals to the general ledger. If the user enabled the notification feature, the system displays a message when the job completes. *Batch Priority:* Runs the Receivable Update multiprocess job the next time a priority scheduled job runs or the next time a standard scheduled job runs, if that occurs first. This option is not intended for large jobs. *Batch Standard:* Runs the next time a standard scheduled batch jobs runs. This run may occur once a day, depending on how often the organization schedules standard jobs to run. **Note:** The posting options that are available depend on the options that you select for the user on the Define User Preferences - Process Group page. Use the *Post Now* and *Post Now to GL* options only for small groups or when a transaction must be posted immediately. The system issues a message if another user or scheduled process is posting transactions for the same business unit and customer combination at the same time. See Receivables Update Processing Options.
Review Unpost Now	Click to display a page where you can review the details of the unpost group. This option is available after you select a posting action.

Partial Unpost Worksheet Application Page

Use the Partial Unpost Worksheet Application page (PAYMENT_WS_IC) to partially unpost a payment group.

This page is accessible only through the **Partial Unpost** link on the Payment Group page (GROUP_ENTRY1_DSP) in the Unpost Groups component.

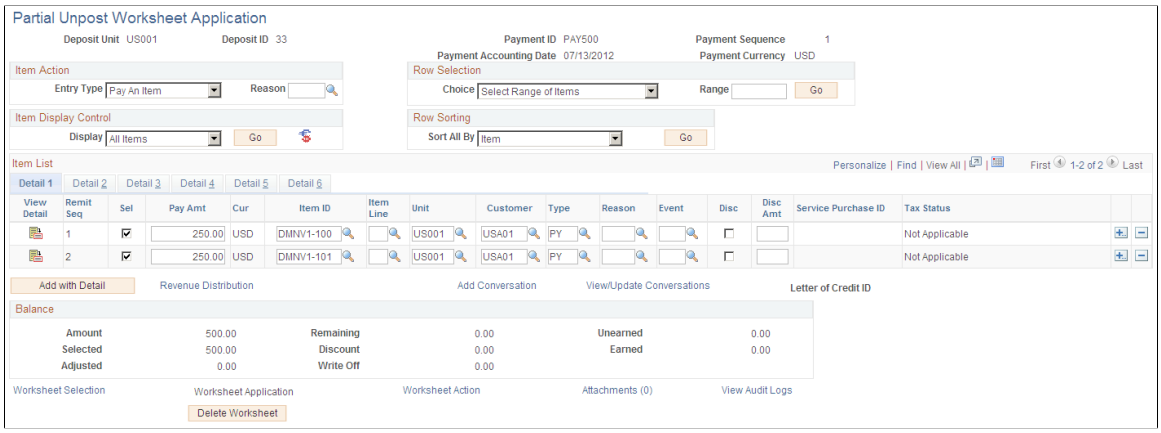
Navigation:

Accounts Receivable > **Receivables Update** > **Unpost Groups** > **Payment Group** > **Payment Control**

Click the **Partial Unpost** link on the Payment Control page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Partial Unpost Worksheet Application page. You can find definitions for the fields and controls later on this page.



Partially Unposting a Payment in Receivables

To partially unpost a payment in Receivables:

1. Navigate to the Unpost Groups - Payment Group page and select a payment group to unpost.
2. The payment information appears on the Payment Control page.
3. Click the Partial Unpost link to transfer to the Partial Unpost Worksheet Application page. The items from the original payment group will appear selected on this page and the Remaining payment balance will be zero. All other balances will be appropriately initiated.
4. Reapply the payment as needed by deselecting or deleting Items from the original payment group, effectively keeping them unposted. The worksheet balance amounts will reflect the actions taken, and the user must then reapply the payment amounts to balance the new payment group.
5. Post both groups.

Partial Unpost Scenario

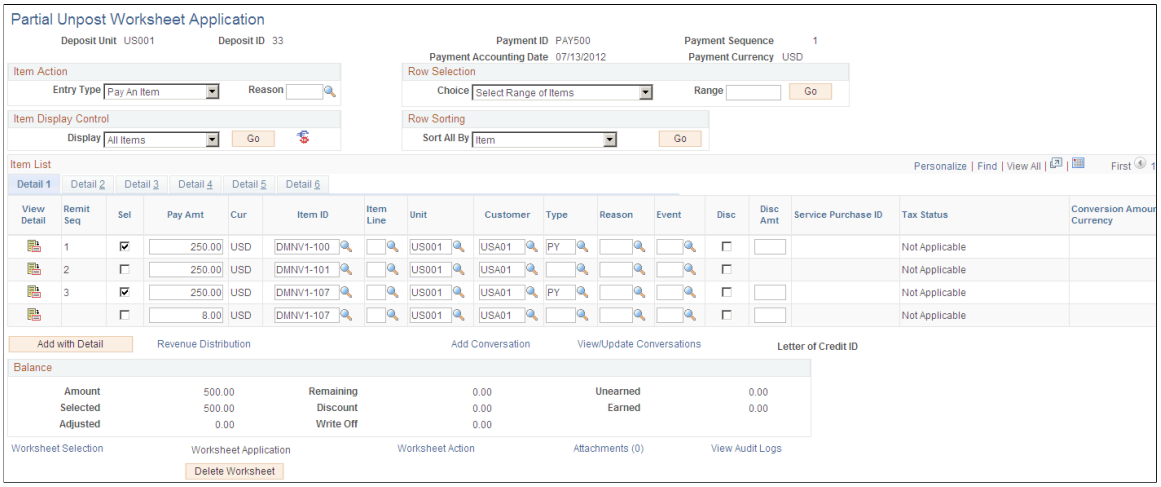
In this scenario, the user does the following:

1. Deselects Item DMNV1-101 from the original Payment Group, leaving a Remaining balance of 250.00 USD.
2. Creates a new row and selects Item DMNV1-107 for 258.00 USD.
3. Changes the Pay Amt to 250.00 USD in the *new* row for Item DMNV1-107 to balance the worksheet.

   The split-item row for Item DMNV1-107 shows a Pay Amt of 8.00 USD, and the Remaining balance is 0.00 USD.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Partial Unpost Worksheet Application page, where the remaining balance is 0.00.



4. Saves and clicks the Worksheet Action link to go to the Action page, where you can set the group to post.

   Only one group ID will display on the Action page, and the Partial Post group is the next group ID.

Running the AR Rebate Notification Process

Page Used to Run the AR Rebate Notification Process

Page Name	***Definition Name***	***Usage***
Receivables Rebate Notification	REBATE_RUN_CNTL_AR	Run the AR Rebate Notification process.

Understanding the AR Rebate Notification Process

If your vendor rebate claims and reversals from PeopleSoft Purchasing or claimbacks from PeopleSoft Order Management interface with your system, you must update the balances for these claims in the claim management workbench in PeopleSoft Purchasing and PeopleSoft Order Management by running the AR Rebate Notification process. The process updates the Claims Incoming Payments staging table (VRBT_CLAIM_PMTI) when one of these activities occurs for claim items whose group type is *R* (vendor rebates) or *C* (claimbacks):

- WS-01 (Pay an Item).
- WS-08 (Create a Deduction).
- WS-09 (Write off an Item).
- DM-01 (Pay an Item).
- DM-06 (Create a Deduction).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- DM-07 (Write off an Item).
- DD-XX (Any direct debit activity that changes the item's balance).
- MT-01 (Create an Offset).
- MT-02 (Write off a Credit).
- MT-03 (Write off a Debit).
- FC-01 (Create an Overdue Charge).
- TR-01 (Transfer Item From Customer).
- TR-03 (Transfer Item to Doubtful Receivable Account).

The process also updates the Claims Incoming Payments staging table when:

- A draft or direct debit activity that paid for a claim item is voided or canceled.
- A payment or offset activity against a claim is unposted.

The process adds the following information to the Claims Incoming Payments staging table for each claim:

- Claim SetID.
- Claim ID (item ID in PeopleSoft Receivables).
- Payment date and time (post date for the activity in PeopleSoft Receivables).
- Current payment method for the item in PeopleSoft Receivables.
- Claim amount (amount of the payment or offset activity).

  PeopleSoft Receivables sends the amount in the original currency of the claim item, which is the currency for the rebate agreement or the claimback contract. If a gain or loss occurs due to currency conversion (when the payment is in a different currency than the original claim item currency), the process includes the gain or loss in the amount.
- Base amount (amount of the payment or offset activity less the VAT amount).
- VAT amount (VAT amount of the payment or offset activity).
- Agreement or contract currency code.
- Document ID.

  This user-defined reference value is entered on the maintenance, payment, or draft worksheet to help identify the claim in the claim management workbench.

The process also sets the **Process Flag** field to *N* and the value in the **Process Instance** field to the process instance that the Process Scheduler assigned to the run of the AR Rebate Notification process.

After the process completes, run the Incoming Payment Reconciliation Application Engine process (PO_CLMRECON) in PeopleSoft Purchasing or PeopleSoft Order Management to load the payment and offset activity in the Claims Incoming Payments staging tables into the claim management workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

PeopleSoft Purchasing and PeopleSoft Order Management Interface

Entry Reason Page

“Understanding Vendor Rebates” (PeopleSoft Purchasing)

“Understanding PeopleSoft Claimbacks” (PeopleSoft Order Management)

Receivables Rebate Notification Page

Use the Receivables Rebate Notification page (REBATE_RUN_CNTL_AR) to run the AR Rebate Notification process

Navigation:

Accounts Receivable > **Receivable Update** > **Request Rebate Process** > **Receivables Rebate Notification**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 32

Using Commitment Control Processing in PeopleSoft Receivables

Understanding Revenue Estimate Processing

This topic discusses:

- Revenue estimate processing.
- The Revenue Estimate Application Engine process (AR_REV_EST).
- Special condition handling during the Revenue Estimate process.

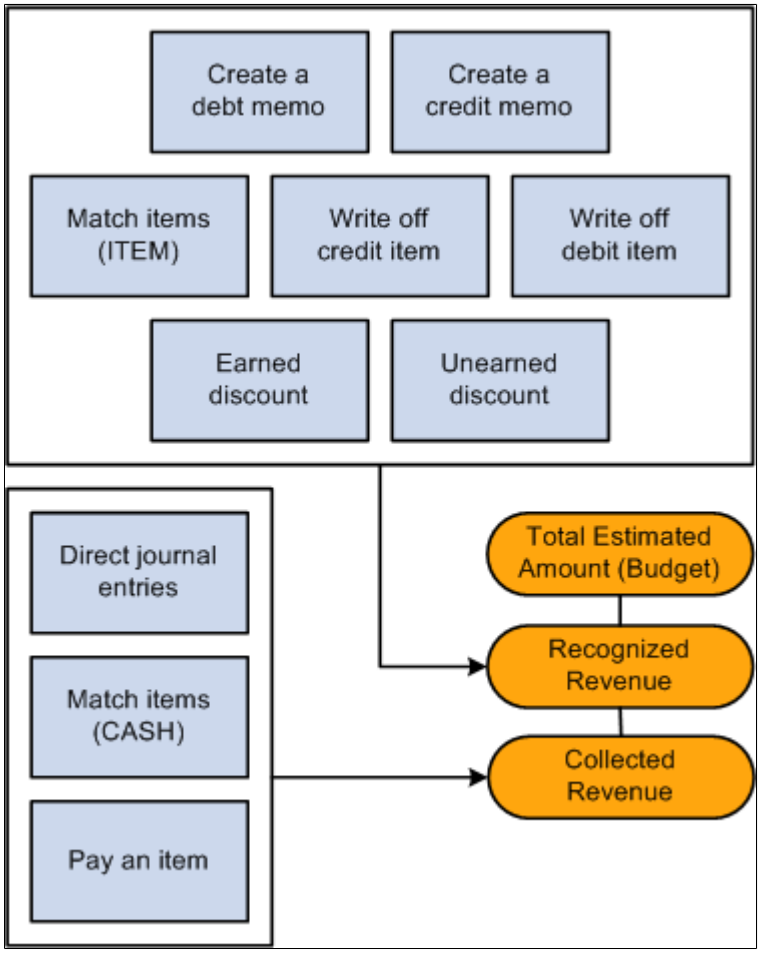
Revenue Estimate Processing

The role of PeopleSoft Receivables in the commitment control process is to create source transactions for the revenue entries in the control budgets. A budget in PeopleSoft Receivables is a fixed income allocation (that is, a revenue estimate) with two monetary buckets: a recognized revenue bucket and a collected revenue bucket. *Recognized revenue* is revenue that has been billed to the customer but for which payment has not yet been received. It is open receivables. *Collected revenue* is cash that has been received as payment. The combined amounts should eventually match the total estimated amount, which is your budget.

Most receivable functions that you perform update one of the two revenue buckets. In some cases, they update both. This diagram demonstrates that the functions create a debit memo, a credit memo, ITEM match items, a write-off credit item, a write-off debit item, an earned discount, and an unearned discount, all of which update the recognized revenue bucket. Direct journal entries, match cash items, and item payments update the collected revenue bucket.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram demonstrates that the functions create a debit memo, a credit memo, ITEM match items, a write-off credit item, a write-off debit item, an earned discount, and an unearned discount, all of which update the recognized revenue bucket. Direct journal entries, match cash items, and item payments update the collected revenue bucket.



You run the following processes to update the control budgets:

- The Revenue Estimate process, which creates the source transactions for the control budget ledger for all activity except direct journals.
- The Budget Processor Application Engine process (FS_BP), which updates the revenue buckets and creates the commitment control budget lines.

The Receivables Update Application Engine process (ARUPDATE) automatically runs the Revenue Estimate process and Budget Processor when it completes if you enabled commitment control for PeopleSoft Receivables. If you have errors in the source transaction or budget checking errors, then you must run the Budget Processor after you correct the errors. If you choose to delete the activity's source transactions, then you must rerun the Revenue Estimate process before you run the Budget Processor again. You only need to rerun these processes if you have corrected errors.

Note: The Revenue Estimate process does not change the distribution of PeopleSoft Receivables accounting entries in PeopleSoft General Ledger. If you enabled commitment control for PeopleSoft Receivables and for the general ledger business unit associated with the receivables business unit, then you must budget check the entries before you distribute them to PeopleSoft General Ledger.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"Understanding the Budget Checking of Source Transactions" (PeopleSoft Commitment Control)

The Revenue Estimate Application Engine Process

The Revenue Estimate process uses the revenue accounting lines in the Item Distribution (PS_ITEM_DST) table to generate the source transactions for the control budget ledger. It generates one source transaction for each revenue line. If the activity does not generate a revenue line, the Revenue Estimate process searches the preceding activity for a revenue account and follows these rules:

- If the activity is a Create a Debit Memo (IT-01), Create a Credit Memo (IT-02), or Create an Overdue Charge (FC-01) activity, the process uses the revenue account for that activity.

  If it cannot find a revenue account, then the transaction causes an error. Enter the revenue account manually on the Revenue Estimate Correction page.

- If the activity is a Transfer Item to Customer (TR-02) activity and the item was transferred to a customer in the same business unit, the process uses the revenue account of the *from* item.

- If the item is system-generated (for example, an underpayment or an overpayment), then no revenue account exists and the process does not generate a source transaction.

  When you create the write-off for an underpayment or overpayment, the system updates the revenue buckets.

Special Condition Handling During the Revenue Estimate Process

This section describes how the Revenue Estimate process generates source transactions for these special conditions:

- Overpayments.
- Underpayments.
- Prepayments.
- Draft processing.
- Write-offs on maintenance worksheets and in automatic maintenance.
- Source transactions for PeopleSoft Billing and PeopleSoft Contracts items.
- Directly journaled payments.
- Realized gains and losses.
- Unpost groups.
- Items with value-added tax (VAT).
- Multiple revenue lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Overpayments

If you have an overpayment (MT-05, WS-04, WS-05, or WS-06 item activities) and you leave the cash or credit on-account, the process does not create source transactions for the overpayment amount. When you apply the remaining cash or credit to an item, it updates the collected revenue bucket. However, if you write off an overpayment, the process updates both the recognized and collected revenue buckets.

Here is an example of revenue estimate entries for on-account overpayments:

Transaction	*Recognized*	*Collected*
Original 100.00 item	–100.00	
110.00 payment		–100.00

Here is an example of revenue estimate entries for writing off an overpayment:

Transaction	*Recognized*	*Collected*
Original 100.00 item	–100.00	
110.00 payment		–100.00
Write-off of 10.00	–10.00	–10.00

Note: You cannot combine cash and a credit memo when you create an overpayment. If you have an overpayment, the entire amount should come from cash or the entire amount should come from a credit memo. This is necessary because the system updates the buckets differently depending on whether the overpayment is from cash or a credit memo. If you combine them, it cannot determine how to update the buckets.

Underpayments

If you have an underpayment and you pay off the item and create an adjustment item, the process updates the collected revenue bucket with the full item amount at that time. When you pay for the adjustment of the item, the system does not create any further source transactions.

Here is an example of revenue estimate entries for an underpayment with an adjustment:

Transaction	*Recognized*	*Collected*
Original 100.00 item	–100.00	
90.00 payment and 10.00 adjustment		–100.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction	*Recognized*	*Collected*
Apply 10.00 payment to the adjustment	No entries	

When you have an underpayment and you write off the remainder of the item, the process creates one source transaction that updates the collected revenue bucket for the amount of the payment. It also creates another source transaction that debits the recognized bucket for the write-off.

Here is an example of revenue estimate entries for an underpayment and a write off:

Transaction	*Recognized*	*Collected*
Original 100.00 item	–100.00	
90.00 payment		–90.00
10.00 write-off item	10.00	

Prepayments

When you create the prepayment item (WS-04), the Revenue Estimate process does not create source transactions for the control budget. When you create the IT-01 item for the prepayment, the Revenue Estimate process generates the source transactions that update both the collected and the recognized bucket. It uses the accounts from the new item to create the entries.

Here is an example of revenue estimate entries for a prepayment:

Transaction	*Recognized*	*Collected*
100.00 Prepayment (WS-04)		
100.00 Item (IT-01)	–100.00	–100.00

If you create prepayments using the draft worksheet, the process is the same except that it does not create the source transactions when you create the IT-01 item if the cash for the draft has not been recognized yet. When the cash is recognized at the discount date or at the due date, the process looks to see if an IT-01 item already exists for the prepayment and generates the source transactions. If you void, dishonor, or cancel the remittance for a draft with prepayments, the process reverses transactions only if the prepayment was already applied to an item.

Draft Processing

When the process creates source transactions for the Pay an Item (DM-01), Write-off an Overpayment (DM-08), and Write-off an Underpayment (DM-09) activities on the draft worksheet, it places them in two holding tables (PS_ARCC_HLDTRN_HDR and PS_ARCC_HLDTRN_TBL) until the cash is

Copyright © 1988, 2025, Oracle and/or its affiliates.

recognized for the draft. When the cash is recognized either at the discount date or at the due date, it moves the source transactions from the holding tables to the application tables (PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL) that hold the source transactions for budget processing.

The process also uses the holding tables when you void or dishonor a draft or when you cancel a draft remittance.

Write-offs on Maintenance Worksheets and in Automatic Maintenance

If you write off an item on a maintenance worksheet or if the Automatic Maintenance Application Engine process (AR_AUTOMNT) writes off an item, the system uses the reason for the write-off item to determine which bucket to update. You define which buckets to update in the automatic entry type for the write-off system functions for maintenance groups.

Source Transactions for PeopleSoft Billing and PeopleSoft Contracts Items

If you enter your invoices (IT-01 or IT-02 items) in PeopleSoft Billing, PeopleSoft Receivables creates the source transactions for them in the recognized revenue bucket as long as PeopleSoft Receivables generates the accounting entries. When PeopleSoft Billing creates the accounting entries, PeopleSoft Receivables does not create the source transactions to update the recognized bucket. You must create the source transactions in PeopleSoft Billing.

If PeopleSoft Billing is creating the accounting entries, to enable PeopleSoft Receivables to process payments against items coming from PeopleSoft Billing or PeopleSoft Contracts/Projects, you must run the Load GL Accounting Entries process (BILDGL01) in PeopleSoft Billing, which performs budget checking. If the invoice is not budget checked prior to coming into PeopleSoft Receivables, then PeopleSoft Receivables issues an error message on the payment worksheet indicating that the item has not successfully passed budget checking.

When you a apply payment to an item interfaced from PeopleSoft Billing that has been budget checked, the Revenue Estimate process uses the revenue lines in the PeopleSoft Billing accounting entry table (PS_BI_ACCT_ENTRY) to generate the source transactions for the collected bucket.

When an invoice comes from PeopleSoft Contracts/Projects and PeopleSoft Contracts manages the revenue, even if the invoice was budget checked successfully, if you did not run the Load GL process in Billing then the PeopleSoft Receivables Revenue Estimate process will skip the transaction when processing a payment.

When an item has an associated contract line in PeopleSoft Contracts, then the Revenue Estimate process uses the revenue lines that reside on the PeopleSoft Contracts accounting line tables. PeopleSoft General Ledger updates and budget checks the recognized revenue lines for the budget when you post the PeopleSoft Contracts journals in PeopleSoft General Ledger. The process looks for the revenue lines in these tables to populate the revenue collected bucket:

1. Contracts Accounting Line Projects table (PS_CA_ACCTG_LN_PC), which contains the revenue lines for rate-based contracts.

2. Contracts Accounting Line table (PS_CA_ACCTG_LINE), which contains the revenue lines for amount based contracts.

   The process uses the most recent revenue entry that was posted for the contract line in the Contracts Accounting Line table (PS_CA_ACCTG_LINE). You should use the same revenue distribution lines for amount-based contracts throughout the life of the contract. At least one revenue event must be posted in PeopleSoft Contracts before you apply the first payment to the item associated with the

 Copyright © 1988, 2025, Oracle and/or its affiliates.

contract line. If there are no posted revenue lines for the contract line, the process does not update the collected revenue bucket and the process generates an error message.

If you receive an error, you should post some revenue lines for the contract line in PeopleSoft Contracts and then rerun the Revenue Estimate process.

Directly Journaled Payments

When you journal a payment directly to the general ledger, the system uses the information in the PS_PAY_MISC_DST table to update the recognized and collected buckets. No source transactions for direct journals will appear in the revenue estimate tables: PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL. Therefore, you do not need to run the Revenue Estimate process for directly journaled payments.

Realized Gains and Losses

If you apply a payment to an item in a foreign currency and either a realized gain or loss exists, then the process creates an additional transaction to adjust the amount in the collected bucket.

Here is an example of revenue estimate entries for a transaction with realized gain or loss:

Transaction	***Recognized***	***Collected***
Original Item	–100.00	
Payment		–100.00
Realized Gain or Loss		2.00

Unpost Groups

When you unpost a group, the Revenue Estimate process creates source transactions to reverse the original entries in the revenue budget.

Items with VAT

If an item contains a VAT amount or sales tax, only the base amount of the transaction updates the revenue buckets. For example, if the total item is 108.00 EUR and the VAT amount is 8.00 EUR, then the process updates the revenue budgets with 100.00 EUR.

Multiple Revenue Lines

If an item has multiple revenue lines and it is completely paid by one payment, the system uses the same amounts for each revenue account as the original revenue lines.

If an item has multiple revenue lines and you make a partial payment, the system provides a page in the worksheet components where you can specify how to distribute the revenue amount. This page is available only if you selected *Allow Manual Distribution* in the **Multiple Revenue Line** field for the business unit. If you do not enable manual distribution, the system automatically prorates the payment amount across the remaining revenue balances.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

Setting Up Item and Automatic Entry Types for Revenue Estimate Processing

Prerequisites for Running Revenue Estimate Processes

Before you can run the revenue estimate processes, you must perform the following tasks:

1. Enable commitment control accounting for PeopleSoft Receivables on the Installation Options - Installed Products page.
2. Set up the system for commitment control accounting.
3. Review the source transaction definition for the commitment control transactions for the Revenue Estimate process and for direct journal payments.
4. If the system function for an item entry type specifies that the revenue estimate bucket is user-defined, specify which bucket to update for each entry reason.
5. If the system function for an automatic entry type specifies that the revenue estimate bucket is user-defined, specify which bucket to update for each entry reason.
6. Make sure the user-defined accounting lines (revenue lines) contain ChartFields in the control budget ledger.
7. Define the defaults for revenue estimate processing for each business unit by TableSet on the Receivables Options - General 2 page.
8. Disable PeopleSoft Billing and PeopleSoft Contracts on the Installed Products page if you do not have those products installed on your system.

   Disabling these products improves performance because the Revenue Estimate process does not search records in PeopleSoft Billing or PeopleSoft Contracts for revenue lines.

Related Links

Understanding PeopleSoft Receivables Processing Options

Receivables Options - General 2 Page

“Setting Up Cross-Application Installation Options” (Application Fundamentals)

“Setting Commitment Control Options” (PeopleSoft Commitment Control)

“Understanding Source Transaction Type Setup” (PeopleSoft Commitment Control)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Performing Commitment Control Processing

Pages Used for Commitment Control Processing

Page Name	*Definition Name*	*Usage*
Revenue Estimate Review Page	AR_CC_TRAN	View source transactions that the Revenue Estimate process created for all activities for an item. You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions.
Revenue Estimate by Activity Page	AR_CC_TRAN_ACT	View source transactions that the Revenue Estimate process created for a single item activity. You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions. See Running the Budget Processor.
Revenue Estimate Correction Page	AR_CC_TRAN_ERROR	Correct source transactions for the commitment control ledger that have errors. You can also flag the transactions to bypass budget checking before you process them or if they fail budget checking.
Revenue Estimate Page	REV_EST_REQUEST	Recreate the source transactions for the control budget and optionally budget check the transactions.
Budget Processor Page	AR_CC_REQUEST	Rerun the Budget Processor process independently of the Revenue Estimate process. See Running the Budget Processor.
Revenue Estimate Exceptions Page	KK_XCP_HDR_AR1	View budget checking errors or warning exceptions for receivables source transactions. Users who have authority can also override the budget error exceptions.
Refine Inquiry Criteria Page (transaction exceptions)	KK_XCP_TR_ADV_SEC	Refine selection criteria for budgets to view.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Commitment Control Page	KK_XCP_TRAN_SEC	View details about a source transaction with exceptions, including the amount type and override information. See the Revenue Estimate Correction Page.
Receivables Revenue Estimate Line Drill Down Page	KK_DRL_AR1_SEC	View line details for receivables items with budget exceptions. See the Revenue Estimate Exceptions Page.
Line Exceptions Page	KK_XCP_LN_AR1	View individual transaction lines in a receivables source transaction with budget checking errors or warning exceptions.
Exception Details Page	KK_XCP_TRAN_SEC3	View budget and exception details for a transaction line. See the Line Exceptions Page.
Miscellaneous Payment Exceptions Page	KK_XCP_HDR_AR2	View individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning exceptions.
Receivables Miscellaneous Payment Line Drill Down Page	KK_DRL_AR2_SEC	View line details for direct journal payments with budget error exceptions. See the Miscellaneous Payment Exceptions Page.
Direct Journal Exceptions - Line Exceptions Page	KK_XCP_LN_AR2	View individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning messages.

Understanding Performing Commitment Control Processing

This documentation provides overviews of the commitment control process flow and of budget checking error correction and warnings and discusses how to:

- Review revenue estimate entries.
- Correct revenue estimate errors.
- Run the Revenue Estimate process.
- Run the Budget Processor.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- View budget checking exceptions for revenue estimate source transactions.
- View direct journal exceptions.

Understanding the Commitment Control Process Flow

Perform these tasks for revenue estimate and budget checking processing:

Note: These steps do not apply to direct journal payments.

---

1. Run the Receivables Update process to post groups, create accounting entries, create the source transactions, and budget check the source transactions.

   Note: The Receivables Update process runs the Revenue Estimate process and budget checks the transactions only if you have enabled commitment control for PeopleSoft Receivables and the general ledger business unit associated with the receivables business unit.

   ---

2. (Optional) Review the source transactions.
3. Correct errors in the source transactions if needed.

   For example, you might post some revenue lines for a contract line in PeopleSoft Contracts.

4. Run the Revenue Estimate process again if you corrected errors in source transactions.

   In some cases, you need to unpost the original group and correct the accounting lines. If this is the case, you run the Receivables Update process to post the group again and it automatically runs the Revenue Estimate process.

   See Understanding Budget Checking Error Correction and Warnings.

   Note: You can run the Budget Processor process at the same time if you do not want to review the source transactions before you budget check the transactions.

   ---

5. Run the Budget Processor process again if you corrected errors in the source transactions.
6. View budget checking errors and warning exceptions and resolve them.
7. Run the Budget Processor again if you corrected errors or overrode the exceptions.

Related Links

Understanding the Pending Group Generator Application Engine Process
Understanding the Receivables Update Application Engine Process
Journaling Payments Directly to the General Ledger

Understanding Budget Checking Error Correction and Warnings

Transactions typically fail the budget checking process because the amount of the source transactions exceeds the amount in the control budget and the commitment control option for the budget. If this occurs, you have two options:

- Credit the revenue estimate budget amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Mark the entire transaction to bypass budget checking on the Commitment Control, Revenue Estimate Exceptions, or Misc Payment Exceptions page for the transaction.

  After you mark it, you must run the Budget Processor process again.

A transaction could also fail because you provided a revenue account that is not in the revenue estimate budget. If this is the case, you need to perform the following tasks:

1. Set the group that included the source transactions to unpost.
2. Run the Receivables Update process, which reruns the Revenue Estimate process and the Budget Processor.

   The Revenue Estimate process deletes the source transactions and does not create new sources transactions.
3. Recreate the items with the correct data.
4. Run the Receivables Update process again, which reruns the Revenue Estimate process and the Budget Processor.

If you run the Budget Processor when you run the Receivables Update process or from the Budget Processor page, use the message log to see if you have received any warnings. Alternatively, go directly to the budget exception pages to see if you have any warnings. Select *Only Warnings Exist* in the **Process Status** field, when you search for exceptions to display only transactions with warnings.

If you budget check transactions from an online page, such as the Direct Journal Payments - Accounting Entries page or the Corrections page for the Revenue Estimate process, the system displays a warning message for any type of warning including the warning for negative expense budgets. Users must go to the appropriate budget exceptions page to determine the type of warning. If there is a warning status at the line level, you can drill directly down to the warning on the exception page by clicking the Budget Check Options icon.

Note: You receive the warning message when you budget check transactions online only if you selected the **Pop Up Error/Warning Message** check box on the Installation Options - Commitment Control page.

Related Links

Unposting Payments

Running Receivables Update

Understanding PeopleSoft Receivables Processing Options

Revenue Estimate Page

Running the Budget Processor

“Understanding Entering and Posting Commitment Control Budget Journals” (PeopleSoft Commitment Control)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Common Elements Used for Commitment Control Processing

Field or Control	*Description*
	Click the **Revenue Line Source** icon to access the accounting entries inquiry page, where you can review the original accounting entries for the item activity. **Note:** This option is not available for transactions with errors on the Revenue Estimate Correction page.
Accounting Date	Displays the accounting date for the item activity.
Amount and **Base Amount** (for all source transactions)	Displays the total amount of the source transactions for the item in the entry currency and the base currency.
Amount (for a single source transaction)	Displays the entry amount and currency of the item activity.
Base Amount (for a single source transaction)	Displays the base amount and currency of the item activity.
Budget Date	Displays the default budget date for entries to the recognized bucket is the accounting date for the item. For entries to the collected bucket, the default varies based on your selection on the Receivables Options - General 2 page for synchronizing budget dates. If you selected *Yes,* the date for entries to the collected bucket matches the date for entries to the recognized bucket for the item. Otherwise, it is the accounting date for the current transaction. Oracle suggests that the budget date for entries to the two buckets be the same so that the entries fall in the same budget period.
Budget Status (for all activity source transactions)	Displays the status of all the source transactions in the budget checking process. Values are: *Error:* At least one of the source transactions failed to pass budget checking. *Not Chk'd* (not checked): The Budget Processor has not processed the source transactions. *Valid:* All the source transactions passed budget checking and the process created the journal lines in the ledger.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Budget Status (for a single source transaction)	Displays the status of a single budget line entry. Values are: *Error:* The budget line failed to pass budget checking. *Not Chk'd* (not checked): The Budget Processor has not processed the line. *Valid:* The budget line passed budget checking and the process created the journal line in the ledger. *Warning:* The Budget Processor issued a warning for a line, but also updated the control budget ledger.
Entry Type and **Reason**	Displays the entry type and reason that you assigned to the item activity.
GL Unit	Displays the general ledger unit that is linked to the receivables business unit for the item.
Group Unit, Group ID, and **Group Type**	Displays the business unit and ID for the group, and the group type for the item activity.
Ledger Grp (ledger group) and **Ledger**	Displays the General ledger group and ledger for the entries. These values appear only if the process created multibook entries.
Posted Date	Displays the date that you posted the item activity.
Rev Estimate (revenue estimate)	Indicates whether the source transactions for the item activity updated the *Collected, Recognized,* or *Both* buckets.
Sequence	Displays the sequence number for the item in the item group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Status	Indicates whether source transactions passed the revenue estimate process successfully or if they were in error. If an error exists, the **Status** field displays the reason. Values are: *Corrected:* You corrected the source transactions on the Revenue Estimate Correction page. *Error:* A source transaction has an unknown error. *Gen by BI* (generated by billing): The process did not find revenue lines for invoices, credit memos, debit memos, or overdue charge invoices (IT-01, IT-02, or FC-01 activities) in the PS_ITEM_DST table, but it found them in the PS_BI_ACCT_ENTRY table. The process does not need to generate the source transactions because PeopleSoft Billing generates them for the recognized revenue bucket. *Out of BU* (out of business unit): The process could not create the source transactions because the item was transferred out of the business unit. The accounts were not available to update. *Processed:* The process successfully generated source transactions for the item. *No Itm Rev* (no item revenue lines): The process could not create the source transactions because no item revenue lines were associated with the current item activity or with the previous item activity. *Transferred:* The process could not create the source transactions because it could not find the *from* item for a transferred item. (The process obtains the revenue accounts from the *from* item.) *No Rev:* The process could not create the source transactions because no user-defined revenue lines were set up for the item entry type or automatic entry type that you associated with the system function. *Skip:* The system skips the request when the process runs. *Err Exists* (error exists): The process could not create the source transactions because an error exists in a previous activity that affects the current activity. Correct the errors and run the process again.
View/Update Conversations	Click this link to access the Conversations page (CONVER_DATA1_SS), where you can view and update existing conversations associated with the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Revenue Estimate Review Page

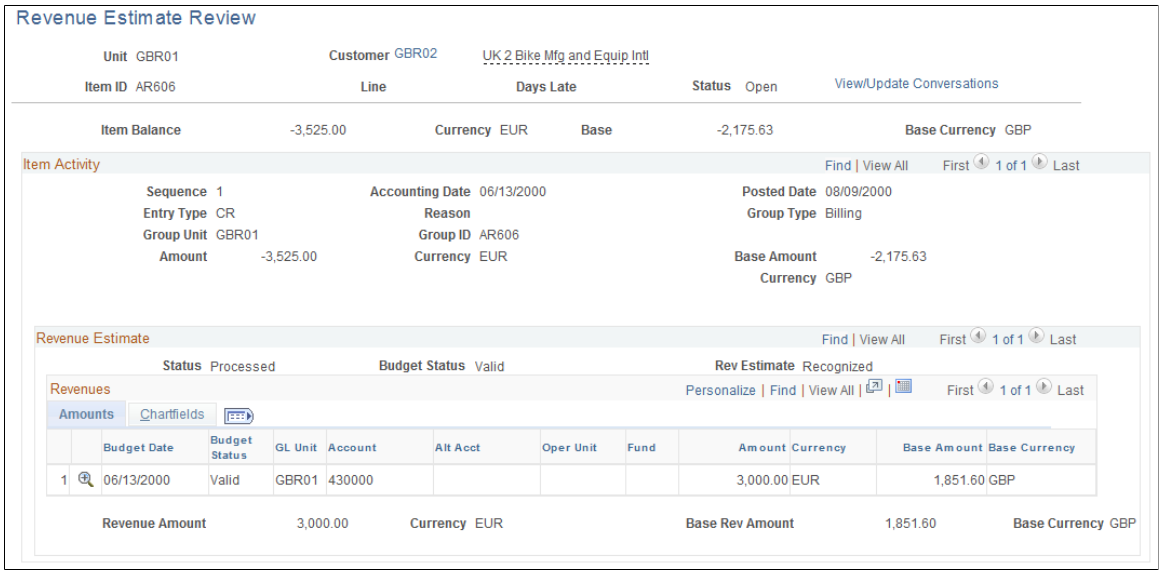
Use the Revenue Estimate Review page (AR_CC_TRAN) to view source transactions that the Revenue Estimate process created for all activities for an item.

You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions.

Navigation:

Accounts Receivable > **Receivables Update** > **Revenue Estimates** > **Review Transactions by Item** > **Revenue Estimate Review**

This example illustrates the fields and controls on the Revenue Estimate Review page. You can find definitions for the fields and controls later on this page.



Use the **Item Activity** scroll area to view each activity for an item on the Revenue Estimate Review page. Use the **Revenue Estimate** scroll area to see source transactions for an item activity. The **Revenues** grid displays information for each source transaction.

Field or Control	*Description*
	Click the **Budget Check** icon to run the Budget Processor, which checks the source transactions and creates the entries in the revenue bucket for the budget. This icon is available only if the transactions have no revenue estimate errors. It is not available if you already ran the Budget Processor. **Note:** The system displays a warning message if transactions passed budget checking but receive a warning status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Revenue Estimate Correction Page

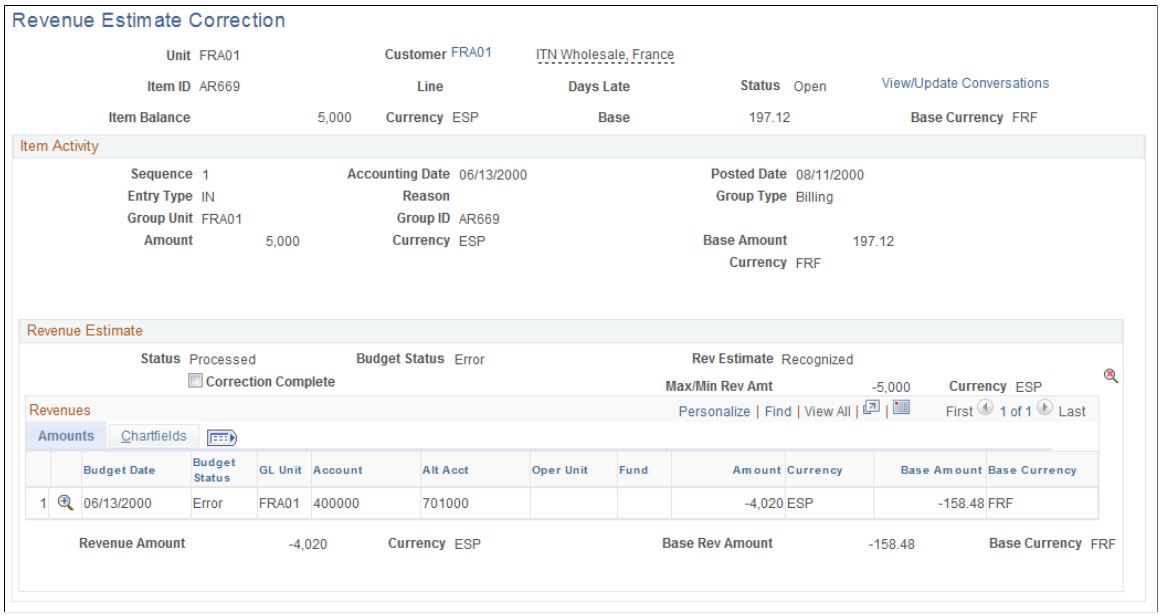
Use the Revenue Estimate Correction page (AR_CC_TRAN_ERROR) to correct source transactions for the commitment control ledger that have errors.

You can also flag the transactions to bypass budget checking before you process them or if they fail budget checking.

Navigation:

Accounts Receivable > **Receivables Update** > **Revenue Estimate** > **Correct Transactions** > **Revenue Estimate Correction**

This example illustrates the fields and controls on the Revenue Estimate Correction page. You can find definitions for the fields and controls later on this page.



The page shows the source transactions for a single item activity. It shows only transactions with errors from the Revenue Estimate process or the Budget Processor.

Revenue Estimate

The **Revenue Estimate** group box displays information about the source transactions that the Revenue Estimate process generated.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **Delete Revenue Estimates** icon to delete all the source transactions for the item activity. This action resets the Revenue Estimate process so that it can process the activity again. This icon is not available if the **Correction Complete** check box is selected. **Note:** If you delete an individual line, it will not update the control budget.
	Click the **Budget Check** icon to run the Budget Processor, which checks the source transactions and creates entries in the revenue bucket for the budget. This icon is available only after you correct the errors and select **Correction Complete.** It is not available if you have already run the process. **Note:** The system displays a warning message if transactions passed budget checking but received a warning status.
	Click the **Budget Check Options** icon to open the Commitment Control page (KK_XCP_TRAN_SEC), where you can flag the source transactions in error to bypass budget checking. You must have authority to override budget checking. Click the **Go to Transaction Exception** link on the Commitment Control page to go to the budget exception page to view details about the budget checking error or warning. This icon appears only if the item activity has a budget checking error.
Correction Complete	Select after you correct the errors so that the Budget Processor will check the source transactions the next time you run the process.
Max/Min Rev Amount (maximum or minimum revenue amount)	Displays the minimum or maximum amount permitted for the activity. You receive an error message when you save the page if the total of the revenue estimate lines exceeds the maximum or minimum revenue amount. If the activity credits revenue, the amount cannot exceed the maximum amount. If the activity debits revenue, the amount cannot exceed the minimum amount.

Revenues

The **Revenues** grid displays information for each source transaction. Change information in this grid as needed to correct the transaction.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The Revenue Estimate process may generate errors for several reasons. The following table lists the reasons and the corresponding resolutions:

Error	*Resolution*
You transferred the item from one business unit to another. Since different business units might use different revenue accounts, the process does not know which revenue accounts to use.	Enter the revenue accounts manually.
The system could not find revenue lines for the current item activity or in a previous activity for the item.	Enter the revenue lines manually.
The process could not find the From transfer information for a transferred item.	Enter the revenue lines manually.
You applied a payment to an item that was interfaced from PeopleSoft Billing and the item has an associated contract line in PeopleSoft Contracts. The process could not find any revenue lines for the contract in the PeopleSoft Contracts PS_CA_ACCTG_LINE table and the status is *No Itm Rev* (no item revenue lines).	You must first post some revenue lines for the contract line in PeopleSoft Contracts. On the Revenue Estimate Correction page, use the Delete Revenue Estimates icon to delete revenue estimate transactions and run the Revenue Estimate process again.

Revenue Estimate Page

Use the Revenue Estimate page (REV_EST_REQUEST) to recreate the source transactions for the control budget and optionally budget check the transactions.

Navigation:

Accounts Receivable > **Receivables Update** > **Revenue Estimates** > **Create Transactions** > **Revenue Estimate**

Field or Control	*Description*
From Date and **To**	Enter the beginning and ending accounting date of the item activities to include in the run.
Send Transactions Generated	Select to run the Budget Processor automatically immediately following the revenue estimate process.
Specify Transaction Type	Select the source transaction type that the budget processor uses to read the source data and to perform budget checking. The page displays the default source transaction type specified on the Receivables Options - General 2 page. This check box is available only if you select the **Send Transactions Generated** check box.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running the Budget Processor

Access one of the following pages to run the Budget Processor:

- Budget Processor page

  Use the Budget Processor page (AR_CC_REQUEST) to rerun the Budget Processor process independently of the Revenue Estimate process.

  Navigate to **Accounts Receivable** > **Receivables Update** > **Revenue Estimates** > **Budget Check Transactions** > **Budget Processor**.

  Also run it for transactions that the Revenue Estimate process created for direct journals.

- Use the Revenue Estimate page to run the Budget Processor process along with the Revenue Estimate process.

  If you run it with the Revenue Estimate process and you have errors in the source transactions, then you must run it again after you correct the errors.

- Use the Revenue Estimate Review page to run the process for all source transactions for a single item.

- Revenue Estimate Correction page

  Use the Revenue Estimate Correction page to run the process for all source transactions for a single item activity.

- Revenue Estimate by Activity page

  Use the Revenue Estimate by Activity page (AR_CC_TRAN_ACT) to view source transactions that the Revenue Estimate process created for a single item activity.

  Navigate to **Accounts Receivable** > **Receivables Update** > **Revenue Estimates** > **Review Trans by Activity** > **Revenue Estimate by Activity**.

  You can view both completed transactions and transactions with errors. However, you can change only the budget date for the transactions.

  Navigate to **Accounts Receivable** > **Receivables Update** > **Revenue Estimates** > **Review Trans by Activity** > **Revenue Estimate by Activity**.

Related Links

Revenue Estimate Page
Revenue Estimate Review Page
Revenue Estimate Correction Page

Revenue Estimate Exceptions Page

Use the Revenue Estimate Exceptions page (KK_XCP_HDR_AR1) to view budget checking errors or warning exceptions for receivables source transactions.

Users who have authority can also override the budget error exceptions.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Commitment Control > **Review Budget Check Exceptions** > **Revenues** > **Review Revenue Estimate** > **Revenue Estimate Exceptions**

Use the pages in the Revenue Estimate component (KK_XCP_AR1) to review the budget exceptions and, if you have authority, to override specific budgets for a failed transaction as well as all budgets for a failed transaction.

Field or Control	*Description*
	Click the **View Related Links** icon at the top of the page to open a page that has the following options: *Go to Source Entry* and *Go to Source Adjustment:* Open the Revenue Estimate - Correction page, where you can change the source transaction and run the Budget Processor. *Go to Source Inquiry:* Opens the Revenue Estimate - Review page, where you can view the source transaction and run the Budget Processor.
View Exception Details	Click the **View Exception Details** icon for a specific budget line to view line details for receivables items with budget exceptions on the Receivables Revenue Estimate Line Drill Down page (KK_DRL_AR1_SEC).

The process to use the Revenue Estimate component is similar to using the Generic Exceptions component (KK_XCP_GEN).

Related Links

"Viewing and Handling Budget Transaction Exceptions" (PeopleSoft Commitment Control)

Line Exceptions Page

Use the Line Exceptions page (KK_XCP_LN_AR1) to view individual transaction lines in a receivables source transaction with budget checking errors or warning exceptions.

Navigation:

Commitment Control > **Review Budget Check Exceptions** > **Revenues** > **Review Revenue Estimate** > **Line Exceptions**

Field or Control	*Description*
View Exception Details	Click the **View Exception Details** icon for the source transaction to access the Exception Details page (KK_XCP_TRAN_SEC3), where you can view budget and exception details for a transaction line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Miscellaneous Payment Exceptions Page

Use the Misc Payment Exceptions page (KK_XCP_HDR_AR2) to view individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning exceptions.

Navigation:

Commitment Control > **Review Budget Check Exceptions** > **Revenues** > **Review Direct Journal** > **Misc Payment Exceptions**

Use the pages in the Direct Journal component (KK_XCP_AR2) to review the budget exceptions. If you have authority, use the pages to override specific budgets for a failed transaction as well as all budgets for a failed transaction.

Field or Control	*Description*
	Click the **View Related Links** icon at the top of the page to open a page that has links to the Directly Journalled Payments page, where you can change the source transaction and run the Budget Processor process.
View Exception Details	Click the **View Exception Details** icon for a specific budget line to access the Receivables Miscellaneous Payment Line Drill Down page (KK_DRL_AR2_SEC), where you can view line details for direct journal payments with budget error exceptions.

The process to use the Direct Journal component is similar to using the Generic Exceptions component.

Related Links

“Viewing and Handling Budget Transaction Exceptions” (PeopleSoft Commitment Control)

Direct Journal Exceptions - Line Exceptions Page

Use the Direct Journal Exceptions - Line Exceptions page (KK_XCP_LN_AR2) to view individual transaction lines in a source transaction for a direct journal payment with budget checking errors or warning messages.

Navigation:

Commitment Control > **Review Budget Check Exceptions** > **Revenues** > **Review Direct Journal** > **Line Exceptions**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 33

Processing Multiple Currencies in PeopleSoft Receivables

Understanding Multicurrency Processing

Multicurrency processing is fully integrated into PeopleSoft Receivables. It supports the common currency of the European Union (the euro), as well as currency conversions, remeasurement, revaluation, and translation. It also provides a complete audit trail of all multicurrency processing.

This section discusses:

- Types of currency
- Currency calculations

Related Links

"Understanding Foreign Currency Processing" (PeopleSoft Global Options and Reports)

Types of Currency

PeopleSoft applications use a currency code to identify and track individual currencies. Although the system does not require it, Oracle suggests that you use the International Standards Organization (ISO) currency codes supplied with the application. You may use an unlimited number of currencies in PeopleSoft applications.

Base Currency

A business unit can have only one *base currency.* This is generally the local currency for the organization. Accounting rules or other circumstances may dictate that it be different.

In PeopleSoft Receivables, you assign a base currency to each business unit on the general ledger Definition page. PeopleSoft Receivables business units use the base currency of their associated general ledger business units. Once established, the base currency of a general ledger business unit cannot be changed.

The system stores all customer-level accounting data in the business unit base currency. This includes balance information stored on the Customer Information and Balances table (PS_CUST_DATA), aging information stored on the Customer Aging table (PS_CUST_AGING), and history information maintained on the Customer History table (PS_CUST_HISTORY).

Entry and Payment Currency

Any currency in which a business unit conducts business—other than its base currency—is a foreign currency. This documentation refers to a foreign currency as the *entry currency* when describing the

Copyright © 1988, 2025, Oracle and/or its affiliates.

currency in which customers are billed and as the *payment currency* when describing the currency in which customers pay.

The system stores all item-level accounting data in both the business unit base currency and the entry currency. Maintaining accounting data in this parallel form enables you to view item-level information in either currency.

Currency Calculations

The system performs several calculations when it works with multicurrency transactions.

Conversion

Conversion is the exchange of one currency for another. In PeopleSoft Receivables, this refers to expressing the value of foreign currency transactions in terms of the base currency. Conversion occurs in many places in your PeopleSoft Receivables system.

When you receive items from a billing system, you can supply an entry amount in a foreign currency. The system uses an exchange rate to convert the entry amount to the business unit base currency amount. When you apply payments in one currency to items in a different currency, the system performs currency conversion as necessary to enable payment application. During the revaluation of your current receivables balance, the process revalues open items based on business unit base currency.

Exchange Rate

An exchange rate is the value of one currency expressed in terms of another. Actual exchange rates vary based on the currency rate type that you use. There are several recognized currency rate types, including *spot* (immediate), *current, negotiated* (discount and premium forward rates), *average,* and *historical* rates. The system supports any number of exchange rates.

Unrealized Gains and Losses

An *unrealized gain or loss* represents the difference between the amount you would receive in your base currency if your outstanding foreign currency accounts receivable balance were paid now, and the amount you would have received if payment was made when the items were created. If the exchange rate is more favorable now than when the items were created, you have an unrealized gain. If the exchange rate is less favorable now, you have an unrealized loss.

Realized Gains and Losses

A *realized gain or loss* represents the actual increase or decrease, due to exchange rate fluctuations, in the amount of money received in the base currency. The system determines realized gain or loss at payment time and when you offset items on the maintenance worksheet or by running the Automatic Maintenance Application Engine process (AR_AUTOMNT).

Understanding Multicurrency Processing for Items

This topic discusses:

- Item entry.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Maintenance worksheets.
- Automatic maintenance.
- Transfer worksheets.

Every item is associated with two amounts:

- An entry amount.
- A converted base amount.

Many pages that contain item amounts display (or offer the option to display) both of these amounts.

At any time, you can revalue open items and generate adjusting entries for the general ledger.

If an item is entered with a currency that is different from that of the business unit, then the system handles currency conversion automatically. The currency conversion is based on the rate type, the exchange rate, and the base currency of the business unit.

Related Links

Revaluing Transactions

Item Entry

When you enter pending items online, you provide an entry amount and currency for each pending item. If the entry currency is different from the business unit base currency, the system calculates the conversion and displays both amounts. Conversion uses the currency rate type from the customer or from the business unit. For groups of pending items, you can constrain all pending items to a selected currency; or you can leave multicurrency items in a single group with the totals represented by hash marks (#). Group balancing is based on the entry amount.

Billing systems may produce groups that contain invoices in multiple currencies, so you have the option to specify a currency for the group or to leave the currency code blank and then specify the currency code on the individual item. Currency conversion can occur before the interface or when you run the Receivables Update Application Engine process (ARUPDATE).

Maintenance Worksheets

Worksheet totals are in the anchor currency. The system calculates realized gain or loss information for partially and completely offset items using the items' entry and base currencies.

You can select items on the maintenance worksheet in any currency. When the first item is selected, that item's currency becomes the anchor currency for the worksheet. Optionally, you can establish an anchor currency before the first item is selected on the worksheet.

On a maintenance worksheet with multiple currencies, if a rounding difference exists when the system converts amounts, the Receivables Update process posts any leftover amounts using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Automatic Maintenance

The Automatic Maintenance process converts item amounts to a common currency and uses that currency for the anchor currency for maintenance worksheets that it creates. The system calculates realized gain or loss information for partially and completely offset items using the items' entry and base currencies.

If a rounding difference exists when the process converts amounts, the Receivables Update process posts any leftover amounts using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Transfer Worksheets

Transfers can involve more than one currency, so the actual totals that display at the bottom of the worksheet are represented by hash marks (#). The system uses the original exchange rate and rate type for transfers when the base currency is the same. No realized gain or loss occurs as the result of a transfer.

Understanding Multicurrency Processing for Payments

This topic discusses:

- Deposit and payment entry
- Payment worksheets
- Payment Predictor
- Draft worksheets

Payments carry both the payment amount and the converted base amount. The system handles conversion automatically based on rate types, exchange rates, and the base currency of the business unit. You can apply payments to items in different currencies. When an item is paid, the system calculates realized gain or loss and generates accounting entries to reflect the gain or loss.

The deposit and payment status pages reflect the currency of the payment. Other pages that contain payment amounts show both currencies—payment and base.

Deposit and Payment Entry

You can perform deposit entry using either of these methods:

- Limiting the deposit to only one currency.
- Entering a currency code for each payment.

If the deposit currency and the business unit base currency are different, the system stores both amounts in the system.

Payment Worksheets

When you apply a payment to items, the items do not have to have the same currency, and the payment does not need to have the same currency as the items.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Worksheet totals appear in the payment currency. The system converts the sum of the selected items to the payment currency to match the deposit and payment totals at the bottom of the worksheet. When an item is partially or completely paid off on the payment worksheet, the system calculates realized gain or loss and generates the adjusting accounting entries.

If a rounding difference exists when the system converts the amount, the Receivables Update process posts the leftover amount using the rounding account code that you assigned to the business unit on the Receivables Definition - Accounting Options 1 page.

Example

Suppose that you have an invoice that is 12,565.39 USD, and you receive a EUR payment that converts to 12,565.40 USD. The Receivables Update process would post the .01 USD difference to the rounding account.

Note: If the transaction involves a realized gain or loss, the rounding account is not updated.

When the system calculates a realized gain or loss amount for an item, it includes in the calculation any gain or loss amount that results from a difference in exchange rates.

Related Links

Understanding Realized Gain and Loss Processing
Receivables Definition - Accounting Options 1 Page

Payment Predictor

The Payment Predictor Application Engine process (ARPREDCT) applies payments to items, including items that do not share a single currency. Also, the payment may be in a different currency from the currencies of the items. For VAT-related transactions, Oracle suggests that you route Payment Predictor results that contain remaining balance amounts to the payment worksheet.

Payment Predictor calculates the realized gain or loss on items for all applied payments, even when the entry currency for a payment differs from the item's base currency.

Related Links

Payment Predictor and Multicurrency Processing

Draft Worksheets

When you apply a draft to items, the items do not have to have the same currency, and the draft does not need to have the same currency as the items.

Worksheet totals display in the draft currency. The system converts the sum of the selected items to the draft currency to match the draft totals at the bottom of the worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Realized Gain and Loss Processing

Realized gains and losses are the actual increases and decreases, due to exchange rate fluctuations, in the amount of money received in the base currency.

The system determines and generates realized gain or loss at payment time when you apply a payment on the payment worksheet or when the Payment Predictor process applies payments. The system also determines and generates realized gain or loss when you offset items using the Automatic Maintenance process or on the maintenance worksheets. If an item is not paid in full or offset in full, the system calculates realized gain or loss for a portion of the item at the time of partial payment or partial offset. All realized gain or loss figures appear in the period in which the item is paid.

If PeopleSoft Payables is installed on your system, PeopleSoft Receivables does not create realized gain or loss entries in the primary or secondary ledgers for a refund. PeopleSoft Payables generates any realized gain or loss entries for the refund. If PeopleSoft Payables is not installed on your system, PeopleSoft Receivables creates a real gain or loss entry in both the primary and secondary ledgers for a refund if required.

The Receivables Update process creates the realized gain or loss accounting entries and the Journal Generator Application Engine process (FS_JGEN) summarizes them.

Note: If you pay for items using drafts, the system calculates the realized gain or loss for the item when the cash is recognized at either the due date or the discount date when the draft status is *Complete.*

PeopleSoft Receivables calculates the realized gain or loss for discounts taken. The system performs the calculation for discounts taken automatically in Payment Predictor or manually on a payment worksheet. The system updates the Realized Gain/Loss account.

Example

Suppose that you pay an item whose entry currency was 100.00 EUR and whose base currency was USD 90.00. The exchange rate at the time of entry was .9 USD equals 1 EUR. When the payment is made, the exchange rate is .8 USD equals 1 EUR. A 2 percent discount was taken when the payment was made.

When the payment is made, the accounting entries would look like this:

Transaction	*Entry Currency Debit*	*Entry Currency Credit*	*Base Currency Debit*	*Base Currency Credit*
Cash (debit)	98.00 EUR		78.40 USD	
Discount expense (debit)	2.00 EUR		1.60 USD	
Discount realized gain/ loss (debit)			.20 USD	

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction	*Entry Currency Debit*	*Entry Currency Credit*	*Base Currency Debit*	*Base Currency Credit*
Receivables realized gain/loss (debit)			9.80 USD	
Receivables account * (credit)		100.00 EUR		90.00 USD

* For drafts, the receivables account is the last updated debit account in the draft life cycle (for example, remitted draft receivables or draft cash control). For all other payments, the receivables account is the AR account.

Understanding Multicurrency Processing for Statements, Dunning Letters, and Overdue Charges

Customer statements, dunning letters, and overdue charge invoices display the foreign currency information for an item and calculate customer totals by foreign currency. If a correspondence customer has open items in more than one foreign currency, the items are grouped and totaled by foreign currency. However, you may also choose to generate the correspondence in a single display currency by choosing a currency from the respective correspondence request on the Display Currency page.

Understanding Multicurrency Processing in History and Aging

The Aging Application Engine process (AR_AGING), which updates summary aging information, uses the base currency amount for items. The Receivables Update process also uses the base currency amounts to update user-defined history, payment performance history elements, and days sales outstanding.

Because the base currency balance of open items can vary due to currency fluctuations, you can generate aging reports using different values. The item balance can be the business unit base value, the value based on a specified rate, or the balance in the entry currency.

Understanding Accounting Entries for Multicurrency Transactions

If you enter pending items or payments in a currency other than the business unit base currency, accounting entries carry currency information. PeopleSoft Receivables displays accounting entries as follows:

Entry Type	*Currency Type*
Receivables entries.	Entry and business unit base currencies.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entry Type	*Currency Type*
Cash entries.	Payment and business unit base currencies.
User-defined entries.	Entry and business unit base currencies.
Realized or unrealized gain/loss entries.	Base currency.

You can display the totals on the Accounting Entries page in the entry, payment, or base currency.

You create accounting entries for unrealized gain or loss when you run the Receivables Revaluation Application Engine process (AR_REVAL). Accounting entries are also created when you run the Receivables Update process.

The accounting entries generated show both realized gain or loss, and unrealized gain or loss. The system creates accounting entries for realized gain or loss based on the items paid on the maintenance or payment worksheets.

For a partial payment, the system calculates realized gain or loss based on the payment amount.

The system stores realized gain and loss accounting entries in the Item Distribution (PS_ITEM_DST) table along with other accounting entries generated by the system. It stores unrealized gain or loss accounting entries in their own table (PS_RVL_ACCTG_LN_AR). The Journal Generator process creates and writes journal entries to the Journal Line table (PS_JRNL_LN) and the Journal Header (PS_JRNL_HEADER) table in the process of selecting and summarizing accounting entries in general ledger journal entries.

Note: The Journal Generator processes unrealized gain or loss accounting entries as a separate request.

Multibook Processing

If you select the multibook option on the Installation Options - Overall page, the Receivables Update process creates accounting entries for both the primary ledger and secondary ledgers, including translation ledgers. Each ledger may have a different currency. Secondary ledgers have the same foreign amount currency as the primary ledgers. Translation ledgers create accounting differently than primary and secondary ledgers. When a translation ledger is created, the base currency of the primary ledger becomes the transaction or foreign currency of the translation ledger. This amount is then converted to the base currency of the translation ledger.

Example

Suppose that you enter an item in EUR for a business unit whose base currency is CAD. The base currency for the secondary ledger is EUR. The base currency for the translation ledger is USD. In this case, the process would create entries in these currencies:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Ledger	*Foreign Currency (Transaction Currency)*	*Base Currency*
Primary Ledger	EUR	CAD
Secondary Ledger	EUR	EUR
Translation Ledger	CAD	USD

Note: Multibook functionality does not apply to direct journal payments. Therefore, secondary lines are not created for direct journals.

Rate Types for Secondary Ledgers

The method that the system uses to obtain the rate type for secondary ledgers varies based on the type of transaction. This table shows how it obtains the rate types for the different types of transactions.

Transaction Type	*Method*
Online pending item entry	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type on the pending item. • If the pending item has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the pending item based on the value assigned to the customer. If the customer has no rate type, it uses the rate type for the business unit as defined on the Receivables Options - Payment Options page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Type	*Method*
Payment worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the deposit on the Totals page. • If the deposit has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the deposit based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Maintenance worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the maintenance worksheet on the Worksheet Selection page. • If the worksheet has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for the worksheet based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Transfer worksheets	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page.

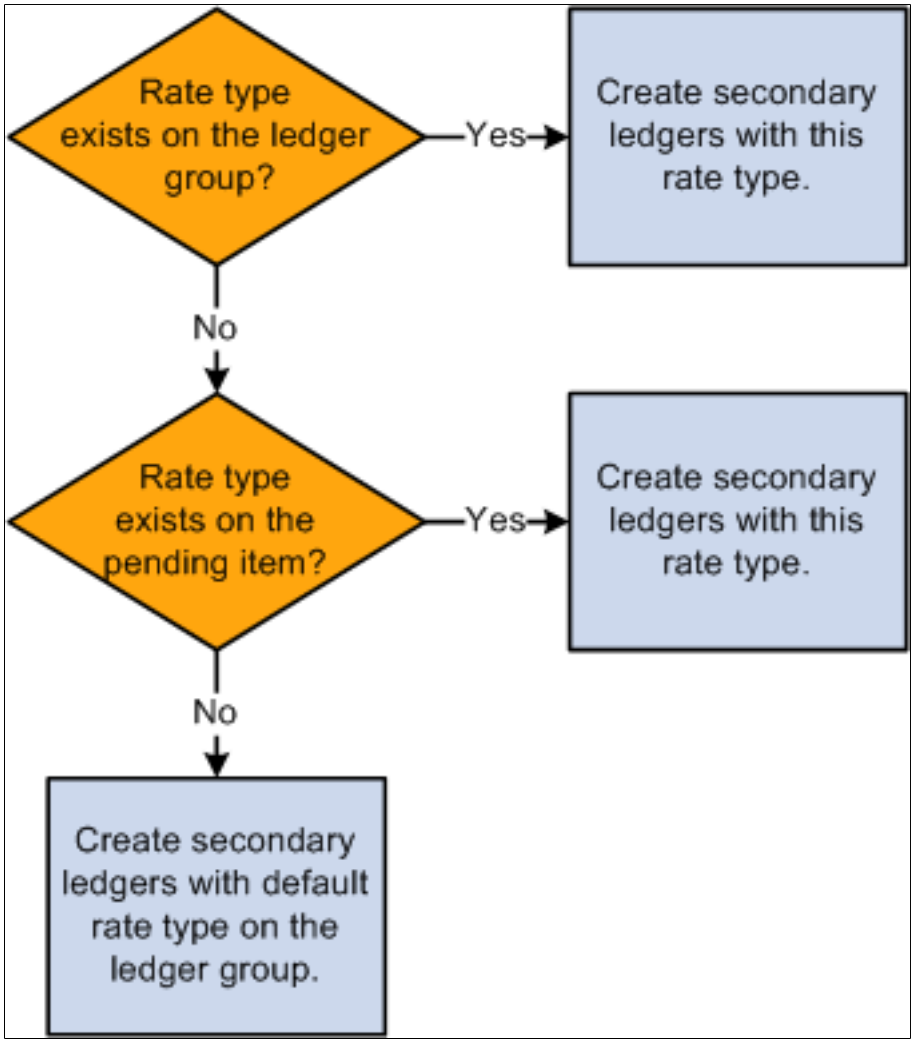
 Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Type	*Method*
Customer-initiated drafts	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the rate type entered for the draft on the Draft Entry page. • If the draft has no rate type, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page. The system populates the rate type for draft creation based on rate type for the business unit as defined on the Receivables Options - Payment Options page.
Supplier-initiated drafts	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If a rate type isn't defined for the secondary ledger, the system uses the default rate type for the secondary ledger on the Ledger Group - Definition page.
Direct debits	The system does the following: • If a rate type exists for the secondary ledger on the Ledger Group - Definition page, it uses that rate type. • If the ledger group does not have a rate type, the system uses the default rate type for the ledger group.

The following flowchart shows how the system obtains the rate type for the secondary ledger entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This flowchart shows how the system obtains the rate type for the secondary ledger entries. If the rate type exists in the ledger group, then secondary ledgers are created with that rate type. If the rate type exists in a pending item, then secondary ledgers are created with that rate type. If the rate type does not exist in the ledger group or in the pending item, then secondary ledgers are created with the default rate type of the ledger group.



Related Links

“Multibook” (PeopleSoft Global Options and Reports)
“Multibook Ledgers” (Application Fundamentals)
“Ledger Groups - Definition Page” (Application Fundamentals)

Prerequisites for Multicurrency Processing

The pages used to define the currency codes, rate types, and exchange rates for currency conversion are common to all PeopleSoft Financials Management Solutions and Supply Chain Management applications. You set up the currency tables once for all applications.

Copyright © 1988, 2025, Oracle and/or its affiliates.

In addition to setting up currency tables, you must assign the currency codes to business units and SetIDs. Currency controls include the base currency for each business unit, the default currency and rate types for customers and origins, and the accounting entry templates for realized and unrealized gain or loss.

Before you can process items and payments in multiple currencies, you must perform these tasks:

- Confirm that the currencies you use in your organization are already defined on the Currency Code page.
- Assign a base currency to the general ledger business units with which your PeopleSoft Receivables business units are associated on the PeopleSoft General Ledger Definition page.

  Note: You cannot change the base currency associated with a PeopleSoft Receivables business unit.

- Set the default rate type for business units on the Receivables Options - Payment Options page.

  Note: You can override the default rate type for individual customers when you set them up, and you can override the default for individual items during pending item entry.

- Set up distribution codes for unrealized gains and losses.
- Set up a distribution code for the AR account for translation ledgers if you enabled the multibook option.
- Link the distribution codes that you created to business units on the Receivables Definition - Accounting Options 1 page.
- Assign a rounding account for leftover amounts from currency conversion on worksheets to each business unit on the Receivables Definition - Accounting Options 1 page.
- Specify the journal template to use when the system transfers revaluation information to the general ledger for each PeopleSoft Receivables business unit on Receivables Definition - Accounting Options 1 page.

Related Links

Understanding PeopleSoft Receivables Business Units
Setting Up Distribution Codes
“Maintaining Currency Tables” (PeopleSoft Global Options and Reports)

Revaluing Transactions

Pages Used to Revalue Transactions

Page Name	*Definition Name*	*Usage*
Receivables Revaluation Page (Process)	RVL_RUN_CNTL_AR	Run the Revaluation Application Engine process (AR_REVAL).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	Definition Name	Usage
Receivables Revaluation Page (Inquiry)	RVL_AR_ACCTG_ENTS	View the accounting entries that the Revaluation process created for unrealized gain or loss.

Understanding the Revaluation Application Engine Process

Revaluation restates the current receivables balance in the base currency, generating figures for unrealized gain or loss. As exchange rates fluctuate between the base currency and foreign currencies, the current value of open items changes. Companies generally revalue accounts at the end of each accounting period, resulting in adjusted entries that recognize unrealized gain or loss.

Note: If you use drafts to pay for items, the revaluation process also includes items paid by drafts until the draft status is *Complete.* The status for remitted drafts is complete when the cash is recognized on the due date, the discount date, or during bank reconciliation.

Some companies perform revaluation within their general ledger system. Others revalue in the source system and send resulting journals to the general ledger. The revaluation option is designed for companies that revalue in PeopleSoft Receivables and then send the results to their general ledger.

The Receivables Revaluation process performs revaluation and generates unrealized gain or loss information by currency based on a specified rate type. You can use the unrealized gain or loss information to create an accrual entry for the general ledger that is reversed when you revalue again and make the next accrual.

Accounting Entry Summarization

You can summarize accounting entries at three levels:

- Business unit level.
- Customer level.
- Item level.

You make this choice on the Receivables Options - Payment Options page.

If you choose to summarize at the business unit level, the values for customer ID and item ID will be zero. If you choose to summarize at the customer level, the values for the item ID will be zero. If you summarize at the item level, each field contains a value.

The following examples show the accounting entries that the process would create using different summarization levels on the Receivables Options - Payment Options page for the following scenario:

- The business unit FRA01 has a base currency of EUR.
- The unrealized gain account is 68001.
- The unrealized loss account is 68002.
- The revaluation process includes the following invoices:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer	*Invoice Number*	*AR Account*	*Unrealized Gain or Loss*
A111	A1	12000	+10.00
A111	A2	22000	-40.00
A111	A3	12000	+50.00
B222	B1	22000	+20.00
B222	B2	12000	-80.00

If you summarize at the business unit level, the process creates the following accounting entries:

Business Unit	*Customer*	*Invoice*	*Currency*	*Account*	*Debit*	*Credit*
FRA01	0	0	EUR	68002	40.00	
FRA01	0	0	EUR	12000		20.00
FRA01	0	0	EUR	22000		20.00

If you summarize at the customer unit level, the process creates the following accounting entries:

Business Unit	*Customer*	*Invoice*	*Currency*	*Account*	*Debit*	*Credit*
FRA01	A111	0	EUR	68001		20.00
FRA01	B222	0	EUR	68002	60.00	
FRA01	A111	0	EUR	12000	60.00	
FRA01	A111	0	EUR	22000		40.00
FRA01	B222	0	EUR	12000		80.00
FRA01	B222	0	EUR	22000	20.00	

If you summarize at the item level, the process creates the following accounting entries:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Business Unit	*Customer*	*Invoice*	*Currency*	*Account*	*Debit*	*Credit*
FRA01	A111	A1	EUR	68001		10.00
FRA01	A111	A1	EUR	12000	10.00	
FRA01	A111	A2	EUR	68002	40.00	
FRA01	A111	A2	EUR	22000		40.00
FRA01	A111	A3	EUR	68001		50.00
FRA01	A111	A3	EUR	12000	50.00	
FRA01	B222	B1	EUR	68001		20.00
FRA01	B222	B1	EUR	22000	20.00	
FRA01	B222	B1	EUR	68002	80.00	
FRA01	B222	B1	EUR	12000		80.00

Prerequisites

Before you run the Receivables Revaluation process, perform these tasks:

- Determine how you want to view unrealized gains and losses on financial statements.

  If you want to view them separately, create one distribution code for unrealized gains and another for unrealized losses. Otherwise, create one distribution code for both unrealized gain and unrealized loss.

- Determine at what level you want to summarize the accounting entries for each business unit on the Receivables Options - Payment Options page.

- Run the Receivables Update process for all business units whose transactions you want to revalue.

Related Links

Setting Up Distribution Codes
Receivables Options - Payment Options Page
Running Receivables Update

Receivables Revaluation Page (Process)

Use the Receivables Revaluation process page (RVL_RUN_CNTL_AR) to run the Revaluation process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > **Receivables Update** > **Revaluation** > **Request Revaluation** > **Receivables Revaluation**

Field or Control	*Description*
Check Only	Select to run the Revaluation process without distributing the accounting entries to the general ledger. The accounting entries are created, but are marked *Hold,* and are not available for distribution to the general ledger. If this check box is selected, you can run this process as many times as needed to evaluate results using various rate types. Each time you run the process, it deletes any entries marked *Hold* from the previous run and creates new entries.
Rate Type	Select the exchange rate type for revaluation.
Entry Currency Code	Select a currency code to revalue a single currency. Use a single currency to evaluate your exposure to certain unstable currencies without running the whole report. To revalue all currencies, leave this field blank.
Account	Override the default receivables account for the item, if needed.
Accounting Date	Enter the accounting date for the revalued amount of each item.

Note: The Receivables Revaluation process revalues only the items that you select to revalue. By default, the system revalues all items. You can override the default for a single item on the View/Update Item Details - Detail 1 page or on the detail information pages linked to a worksheet. You view a detail information page from any worksheet, but you can change the revalue flag only from the maintenance, payment, or draft worksheets.

Related Links

View/Update Item Details - Detail 1 Page

Receivables Revaluation Page (Inquiry)

Use the Receivables Revaluation inquiry page (RVL_AR_ACCTG_ENTS) to view the accounting entries that the Revaluation process created for unrealized gain or loss.

Navigation:

Accounts Receivable > **Receivables Update** > **Revaluation** > **Review Receivables Revaluation** > **Receivables Revaluation**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Currency	The page displays one row for each currency that you revalued.
Accounting Date	Displays the date that the Journal Generator process uses when creating journals for the general ledger.
Distribution Status	Indicates if accounting entries with the specified currency have been incorporated in journals generated for the general ledger. Values are: *H* (hold): You selected the **Check Only** check box on the run control request. *D* (distributed): The Journal Generator process created journals that include revaluation entries in the currency. In this case, the general ledger **Journal ID** and **Journal Date** fields appear. When you run the Revaluation process, the system deletes all existing entries in the currency that have not yet been distributed to the general ledger.

Note: If entries are unbalanced, look for a missing distribution code or journal template. Because the Journal Generator process selects accounting entries based on their journal template, each line must have a journal template associated with it when it is created. The system uses the journal template specified on the Receivables Definition - Accounting Options 1 page and creates unbalanced entries if the template is missing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 34

Using Document Sequencing in PeopleSoft Receivables

Understanding Document Sequencing

Some countries legally require that all financial transactions or documents be classified into different transaction types, and that within each transaction type, all documents be numbered sequentially. The document sequencing feature helps maintain established business practices by ensuring that the following requirements are met:

- You can create documents online or through background (batch) processing.
- When you activate the document sequencing feature, the PeopleSoft system assigns a sequence number to each document, such as an item or journal.
- You can manually enter document sequence numbers.
- The system adjusts document sequence numbering when you delete, change, or unpost a document.

This topic discusses:

- PeopleSoft Receivables document types.
- PeopleSoft Receivables group types and document types.
- Document types and PeopleSoft Receivables accounting entries.

Related Links

"How the System Assigns Sequence Numbers" (PeopleSoft Global Options and Reports)

PeopleSoft Receivables Document Types

After you set up the system for document sequencing, you can define the receivables document types, such as AR-CASH and AR-MAINT, by using the Document Type page.

Use the **Sequence Range** field to set up sequence ranges. Select the **Automatic Numbering** field if you want the system to generate document sequence numbers automatically.

PeopleSoft Receivables Group Types and Document Types

Documents in PeopleSoft Receivables include billing (items or invoices), overdue charges, payments, direct debits, drafts, transfer worksheets, and maintenance worksheets. Each document is associated with a group type. For example, the group type for payment is *P*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

You create document types and assign a document type to each group type. The system determines whether to assign a document sequence number automatically to an item in a group based on the document type that is assigned to the group type. You assign a document type to a group type on the Group Types page.

Note: For group types that the system creates in background processing, you must assign a document type that is set up for automatic numbering.

Because you enable the document sequencing option at the installation and the general ledger business unit level, all or none of the documents in the group have document sequence numbers.

Related Links

Setting Up Group Types and Group Origins

Document Types and Receivables Accounting Entries

Use the Journal Generator Template - Defaults and Summarization pages to assign a document type to the accounting entries that PeopleSoft Receivables generates. The Journal Generator Application Engine process (FS_JGEN) uses this information to assign document sequence numbers to journals.

To retain and pass the document sequence numbers to PeopleSoft General Ledger, access the Summarization page and then select the **Retain Detail in the How Default Specified** field.

Related Links

“Setting Up for Journal Generator” (Application Fundamentals)

Understanding Document Sequencing with PeopleSoft Receivables Transactions

This topic describes how document sequencing affects the following transactions and activities in PeopleSoft Receivables processing:

- Overdue charges.
- Payments.
- Drafts.
- Direct debits.
- Maintenance worksheets and transfer worksheets.
- Posting and unposting.
- Interunit accounting entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Overdue Charges

Because the system creates overdue charges in a background process, you must assign a document type to the overdue charge group type that is set up for automatic numbering.

Payments

When you receive payments, the transaction may or may not have a document sequence number. If document sequencing is enabled for the business unit, either the Payment Predictor Application Engine process (ARPREDCT) or the payment worksheet automatically assigns a number.

Because the Payment Predictor process and payment worksheets generate items and assign document sequence numbers by using background processes, you must assign a document type, which is set up for automatic numbering, to the payment group type to get the proper next sequential number assigned.

Payment Worksheets

If you want to enter a document sequence number manually for a payment worksheet, you can assign a document type that is set up for manual numbering when you build the worksheet and then assign a document sequence number. If the worksheet uses the default document type, the system assigns a document sequence number when you save the worksheet.

The document sequence number is at the worksheet level. Accounting entries for all items that are created or selected by the worksheet have the same document sequence number as the payment.

Payment Predictor

The Payment Predictor process assigns a document sequence number to payments that do not already have the document sequence number assigned when it generates worksheets or when it creates a payment group.

Direct Journal Accounting Entries

Direct journal accounting entries have the same document sequence information as the payment.

Cash Control Accounting

For cash control payments that are entered in a payment interface, such as a lockbox, a bank statement, or an Electronic Data Interchange (EDI) transmission, the system assigns the document sequence number when it creates the payment and accounting entries.

Cash control accounting entries have the same document sequence information as the payment.

Drafts

The system automatically assigns a document sequence number for each draft accounting event. The setup for each draft event on the Business Events page for document sequencing determines whether you assign a document type to the Draft group type or to an event that is associated with a bank account that has a Draft payment method.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Because the process that creates the drafts must be able to assign a document sequence number automatically, you must assign a document type to the group type or the draft event that is set up for automatic numbering.

The Receivables Update Application Engine process (ARUPDATE) assigns the document sequence number to drafts each time that it processes a draft event.

The system provides the default document type when you approve a draft on a draft worksheet. If you want to change the document type, you click the **Document Sequence** button to access the Document Sequence page. If you select a document type that is set up for manual numbering, you must enter a document sequence number before you save the draft. If you select a document type that is set up for automatic numbering, the system assigns a number when you save the draft.

Related Links

Reviewing Business Events and Subevents

Direct Debits

Because the background process that creates the direct debits must be able to assign a document sequence number automatically, you must assign a document type to the direct debit group type that is set up for automatic numbering.

If you select a document type that is set up for manual numbering, you must enter a document sequence number before you submit the request. If you select a document type that is set up for automatic numbering, the system assigns a number when you submit the request.

Maintenance Worksheets and Transfer Worksheets

You should assign a document type to the maintenance and transfer group types that is set up for automatic numbering. If you want to enter a document sequence number manually, you can assign a document type that is set up for manual numbering when you build the worksheet, and then assign a document sequence number. If the worksheet uses the default document type, the system assigns a document sequence number when you save the worksheet.

The document sequence number is at the worksheet level. All accounting entries that result from the items that you create or that the worksheet selects have the same document sequence number.

Posting and Unposting

The Receivables Update process verifies that all accounting entries (except interunit entries) have a document sequence date. If a value is in only one of these fields—document sequence number and document sequence date—on the pending item distribution table (PS_PENDING_DST), the system issues a document sequencing error for the item and the process does not post the item. If both fields are blank, the process automatically assigns both numbers. The document sequencing date is the system date and the sequencing number is assigned based on the accounting date of the item.

For example, if you created an item on January 22, 2004 and the item accounting date is December 19, 2003:

- The document sequencing date is January 22, 2004.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- The document sequence number is assigned by the system in the December 2003 range for the default document type for these transactions.

When you unpost a group and document sequencing is enabled, the system creates an unpost group with accounting entries that have a new document sequence number using the original document type. However, the system uses the document type that you define for the Unpost group type on the Group Type page if:

- The **Keep Original Document Type** check box is *not* selected on the Options page of the appropriate unpost group component.
- The **Keep Original Document Type** check box is selected and the document type is a manual type.

If you unpost a group that has transactions with both interunit accounting entries and document sequencing, the system uses a different document type for the interunit transactions. The system uses the document type that is assigned to the business unit for interunit accounting entries on the Business Unit Definition page.

Related Links

Receivables Definition - Business Unit Definition Page

Interunit Accounting Entries

When you create accounting entries by using the Pending Group Generator Application Engine process (AR_PGG_SERV) for interunit transactions, the accounting entries that are for the general ledger business unit that initiates the interunit entries inherit the document type from the transaction itself. For interunit accounting entries, the posting process automatically assigns document sequence numbers by using this document type.

However, the accounting entries for the other general ledger business units that are involved in the interunit transaction have blank values in the document type, document sequence number, and document sequence date fields. The Journal Generator process fills in the document sequence values for entries in the other general ledger business units.

Changing Document Types and Document Sequence Numbers

If you generate documents online, use the Document Sequence page to specify document sequence values for documents. Use this page to override the default document type for a receivable transaction. If you enter document sequence numbers manually, use this page to manually enter a document sequence number.

Because you assign a document type to each group type, the system automatically assigns a default document type to each item when you enter the item.

Suppose that the AR-CASH document type is set to automatic numbering. On the Document Sequence page, the document sequence number changes to *Next* by default. If you do not select automatic numbering, you cannot edit the **Document Sequence Number** field. When you save the group, the system assigns the document sequence number to the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Invoices that come from PeopleSoft Billing should already have document sequence numbers. The system handles their document sequencing the same way that it handles other PeopleSoft Receivables items.

Related Links

"Document Sequence Page" (PeopleSoft Global Options and Reports)

Changing or Deleting Documents with Document Sequence Numbers

The system assigns a document sequence number when you save an entered item. After you save an item, you enter a reason for the deletion for the audit trail.

If you change the accounting date or document type after the system assigns a document sequence number, you may need to assign a new number depending on local laws and regulations. If you assign a new number or change a manually entered number, the system deletes the original number and records the change for the audit trail. It also validates the new number based on the setup options.

If you delete a document sequence number, you must specify a reason for the audit trail. If you try to delete the whole group and more than one item in the group has a document sequence number, the system displays an error message asking you to delete each item one by one. You then must delete items row by row and enter the reason for the deletion. If only one item is in the group, you can delete the whole group and the system prompts you to enter the reason for the deletion.

Related Links

"Modifying a Document" (PeopleSoft Global Options and Reports)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 35

Understanding Tax Processing in PeopleSoft Receivables

India GST in PeopleSoft Receivables

To operate in India, an organization must register with various tax authorities and obtain permits that identify registration numbers at various stages of the business cycle and by different parties such as federal and state governments. The India Goods and Services Tax (GST) law subsumes many of the earlier taxes into itself and provides for different registration, accounting, and reporting requirements. PeopleSoft support for India GST integrates across these products:

- Global Components
- Accounts Payable
- Accounts Receivable
- Billing
- Purchasing
- Order Management
- Inventory

For more information about India GST, see the Global Components and product-specific documentation. For setting up cross-application installation options, see "Installation Options - Overall Page" (Application Fundamentals).

Prerequisites for Integrating Receivables with India GST

These integration prerequisites must be implemented:

- Select the *AR Creates GL Acct Entries* (AR creates GL accounting entries) option for the GL Level on the Billing – Integration Options page.

  Note: When you select this option, PeopleSoft Receivables still creates GST entries for advance payments.

- Select the *Bill Line is AR Open Item* option for the AR Level on the Billing – Integration Options page.

For more information, see "Billing - Integration Options Page" (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Working with India GST in PeopleSoft Receivables

Pages Used for India GST in PeopleSoft Receivables

Page Name	*Definition Name*	*Usage*
Receivables Definition - Accounting Options 2 Page	BUS_UNIT_TBL_AR3	Specify the distribution codes used to create accounting entries for draft processing and refund processing. Enable GST processing on advance payments. See Defining Business Unit Defaults for Individual Business Units.
Group Entry Tax Page	GROUP_ENTRY_TAX	Enter and calculate GST amounts for India. See Entering or Updating Pending Items.
Accounting Entries Page	GROUP_ENTRY3	Create accounting entries for one pending item at a time. Select GST field values for the (Account) **Type** field. See Entering or Updating Pending Items.
Regular Deposit - Payments Page	PAYMENT_DATA2	Enter details about each payment in a regular deposit. Validation for India GST compares the payment amount with the order amount and returns an error if the payment amount exceeds the order amount. See Entering Regular Deposits.
Payment Worksheet Application Page	PAYMENT_WS_IC	Apply payments to selected items. Calculate GST taxes. See Applying Payments Using Payment Worksheets.
GST Taxes Page	PAYMENT_LINE_EXS	Review GST tax calculations for an advance payment. See Applying Payments for India GST.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Selecting Accounting Entry Types for India GST

Use the Accounting Entries page (GROUP_ENTRY3) to create accounting entries for one pending item at a time.

Navigation:

Accounts Receivable > **Pending Items** > **External Items** > **Group Entry** > **Accounting Entries**

The **Type** field for accounting entry types on the Accounting Entries page is delivered with the following GST-related field values:

- Integrated GST
    - *IGST-Final*: Select this option when an invoice is received against an order and processed via ARUPDATE for interstate transaction.
    - *IGST-Intrm*: Select this option for an interim entry against an advance or for an invoice received against an order and processed via ARUPDATE for interstate transaction.
    - *IGST-Payable*: Select this option for payable entry against an advance.
- State GST
    - *SGST-Final*: Select this option when an invoice is received against an order and processed via ARUPDATE for Intrastate transaction.
    - *SGST-Intrm*: Select this option for an interim entry against an advance or when an invoice is received against an order and processed via ARUPDATE for Intrastate transaction.
    - *SGST-Payable*: Select this option for a payable entry against an advance.
- Central GST
    - *CGST-Final*: Select this option when an invoice is received against an order and processed via ARUPDATE for Intrastate transaction.
    - *CGST-Intrm*: Select this option for an interim entry against an advance or when an invoice is received against an order and processed via ARUPDATE for Intrastate transaction.
    - *CGST-Payable*: Select this option for a payable entry against an advance.

Entering Payments for India GST

Use the Regular Deposit - Payments page (PAYMENT_DATA2) to enter details about each payment in a regular deposit.

Navigation:

Accounts Receivable > **Payments** > **Online Payments** > **Regular Deposit** > **Payments**

Validation for India GST compares the payment amount with the order amount and returns an error if the payment amount exceeds the order amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The **Qual Code** (qualifying code) field automatically displays *Item (I)* for the payment. If the payment is an advance, you must manually set the Reference Qualifier Code to *Order Number (O)* using the Payment Options page, then select the order number from the look-up.

Applying Payments for India GST

Use the Payment Worksheet Application page (PAYMENT_WS_IC) to apply payments to selected items. Calculate GST taxes.

Navigation:

Accounts Receivable > **Payments** > **Apply Payments** > **Update Worksheet** > **Worksheet Application**

Field or Control	*Description*
Calculate GST on Advance	Calculate GST taxes for advance payments and access the GST Taxes page, where you can review the calculations. You must calculate GST to save changes on the worksheet.

After building the payment worksheet, the system allocates the advance amount on a pro rata basis for the inventory items in the payment worksheet. For an advance payment, the **Type** field automatically displays *PR* (pro rata) and is unavailable for editing.

Run the Receivables Update Application Engine process (ARUPDATE) to generate GST accounting entries.

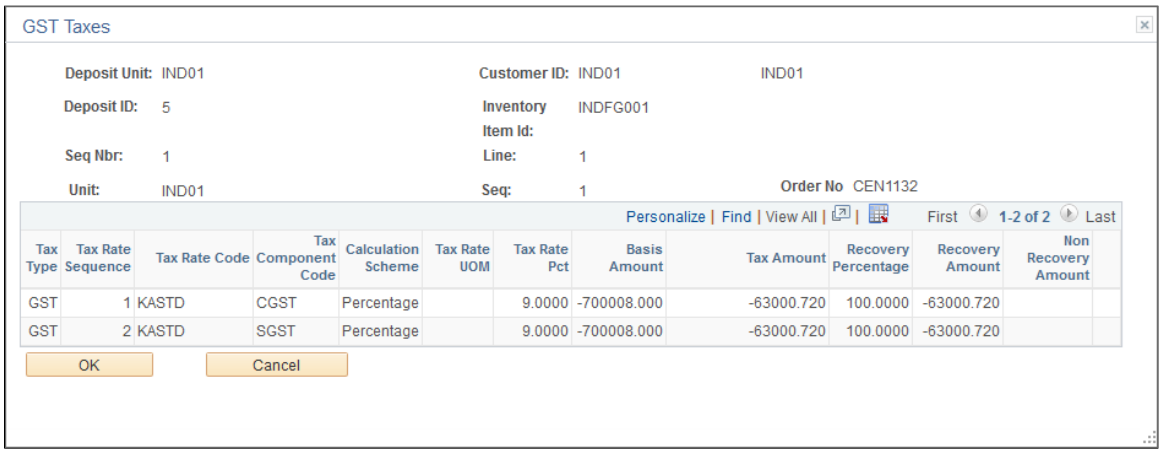
GST Taxes Page

Use the GST Taxes page (PAYMENT_LINE_EXS) to review GST tax calculations for an advance payment.

Navigation:

Click the **Calculate GST on Advance** link for a payment on the Payment Worksheet Application page.

This example illustrates the fields and controls on the GST Taxes page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT in PeopleSoft Receivables

PeopleSoft Receivables enables you to record and report VAT information associated with items.

Important! Although PeopleSoft Receivables records and verifies VAT amounts, it does not derive the original tax amounts unless you enter items directly in PeopleSoft Receivables. Your billing system or manual billing process is responsible for calculating VAT.

The system calculates VAT based on the information that you enter during setup (for example, VAT codes, which determine the VAT rates that the system uses).

The system loads the VAT information on your transactions into the VAT transaction table and then into the VAT reporting tables, which you can use to create VAT returns and other VAT reports.

This section provides an overview of VAT and discusses:

- VAT information and defaults.
- VAT accounting entries.
- VAT validation.
- Transaction processing and reporting.
- VAT transaction table.
- VAT reports.

Related Links

“Understanding VAT” (PeopleSoft Global Options and Reports)

VAT Information and Defaults

As in all PeopleSoft applications that process VAT transactions, you set up VAT defaulting in PeopleSoft Receivables in one common VAT defaults table using VAT drivers, which control the VAT settings at the various levels of the VAT defaulting hierarchy. You access the VAT Defaults Setup pages either from the application pages (for example, the customer General Information component (CUSTOMER_GENERAL) or the Receivables Options component (BUS_UNIT_OPT_AR1) for business units or by means of the VAT Defaults setup component (VAT_DEFAULT_SEARCH), in which case you specify the driver that you want to define.

The VAT drivers make up all of the levels of the defaulting hierarchy, and the common default records store the hierarchical default data in such a way as to make retrieval of the appropriate defaults efficient. For example, a VAT default specified for a customer address sequence is used before a default for a receivables business unit. Furthermore, within each VAT driver, defaults specified by country and state are more specific and come before defaults by country only, which in turn are more specific and come before defaults in which both the country and state are omitted.

If you need to establish default values for the additional VAT treatment determinants that are specific for services, you can do this using the Services VAT Treatment Defaults Setup component (VAT_DEF_SER_SEARCH). Like the VAT Defaults setup component, this component uses VAT drivers

Copyright © 1988, 2025, Oracle and/or its affiliates.

to supply the default values at various levels of the hierarchy. For any applicable driver, you can define the usual place of supply of the service, or the place where the VAT is liable, whether it is the supplier's location, customer's location, or the place where the service is actually performed, depending on the type of service. You can also specify whether the service is freight transport or other.

The following table lists the VAT drivers and associated VAT driver keys used by PeopleSoft Receivables in the VAT default hierarchy sequence from most specific to least specific for the VAT Defaults component. The table lists the drivers that control defaults for the services VAT treatment:

VAT Driver	*VAT Driver Keys*	*Country*	*State*	*Applicable to Regular VAT Defaults*	*Applicable to Services VAT Treatment Defaults*
CUST_ADDR_SEQ Customer Location	Customer SetID Customer ID Address Sequence Number	Optional	Optional	Yes	Yes
CUSTOMER Customer	Customer SetID Customer ID	Optional	Optional	Yes	Yes
BUS_UNIT_OPT_AR AR Options	SetID	Optional	Optional	Yes	Yes
VAT_ENT_RGSTRN VAT Entity Registration	VAT Entity Country	Required	Optional	Yes	No
COUNTRY_VAT_TBL VAT Country	Country	Not applicable	Optional	Yes	No

The detailed description of the fields set at the various levels is discussed in the *PeopleSoft Global Options and Reports* documentation.

Related Links

“Establishing VAT Defaults” (PeopleSoft Global Options and Reports)

VAT Accounting Entries

The Receivables Update Application Engine process (ARUPDATE) creates both regular accounting entries and VAT accounting entries.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

For general ledger purposes, the system bases the VAT entries on the accounting date. For tax reporting purposes, the system also records and uses the tax declaration date, which may be the same as the accounting date. The declaration date is set during pending item entry, either on the VAT Header page or in your billing interface.

Note: The system does not fully support VAT processing and multiple offset accounting lines when ChartField inheritance is in use. If you are processing items with VAT and multiple accounting lines (for example, multiple user-defined lines entered on accounting templates or by means of online pending item entry), and you have defined any ChartField inheritance options as *Always Inherit,* that ChartField may be out of balance due to the VAT amount. The amounts can be allocated across the accounting entries to make the entries balance. The ChartField may not balance in PeopleSoft General Ledger.

VAT Validation

Here is how the system validates VAT information:

- It compares the totals of the entered VAT lines with the control totals on the pending item.
- It compares the VAT transaction amount and the VAT amount to the total item amount for items entered in PeopleSoft Receivables.

  If an item is interfaced from PeopleSoft Billing, PeopleSoft Billing calculates the amounts.
- It validates and tracks the VAT registration IDs of some countries.

Note: The system automatically calculates the VAT amount if you enter pending items online.

You cannot post a pending item unless the first validation is successful. The sum of the transaction amounts for each VAT line must equal the control transaction amount, and the VAT amounts total must equal the control VAT amount. Also the VAT transaction amount and VAT amount for each item must equal the total amount of the item.

The system receives VAT information for external groups and edits both the entered and calculated totals for validity. If the calculated totals and the entered totals do not match, the system first checks the VAT tolerance percentage. If the difference exceeds the percentage, the system checks the tolerance amount. If both the percentage and the tolerance amount are exceeded, the system assigns the status *Calc Error* (calculation error). If the percentage is exceeded but the amount is not, the tolerance is met and the system assigns the item the status *No Error.* If you receive an error, you can review the VAT entries for the group and make corrections, as necessary.

Note: PeopleSoft Receivables allows a within-tolerance difference because the Receivables Update process, reporting, and journals are always based on the VAT amount shown on the invoice as sent to the customer.

You can enter a VAT Registration ID for an item online, receive an ID from an external billing system, enter an ID on the Identification page of the VAT Entity component, or enter an ID on the Customer VAT Info page of the General Information component as long as the country associated with the VAT Registration ID has been set up on the VAT Country Options page.

When you set up a VAT entity for a country, you must enter a VAT Registration ID. If you do not enter a Registration ID, the system displays a message informing you that this is a required field. Once you

Copyright © 1988, 2025, Oracle and/or its affiliates.

have entered a VAT Registration ID, the system validates whether the Registration ID is correct. If it is incorrect, the system displays another message, which instructs you to enter a correct ID.

You are not required to enter a VAT Registration ID for a country on the Customer VAT Info page. When you select the country on this page, a 2-character country code appears, as needed, next to the **VAT Registration ID** field. If you choose to enter a VAT Registration ID on this page for a country that has been set up on the VAT Country Options page, the system does not validate the VAT Registration ID that you enter for every country. The system will only validate the VAT Registration ID for the countries on this list:

- Australia — AUS
- Belgium — BEL
- Canada — CAN
- France — FRA
- Germany — DEU
- Ireland — IRL
- Italy — ITA
- Netherlands — NLD
- New Zealand — NZL
- Spain — ESP
- United Kingdom — GBR

Note: Use the VAT Header page to review VAT information for external groups or to enter VAT information for internal groups that have not been posted.

Transaction Processing and Reporting

PeopleSoft Receivables has the following transaction processing and reporting capabilities:

- Supports multiple VAT accounting entries per pending item.
- Moves VAT liability from an intermediate VAT account to a final VAT account at payment time (when using a *Payment* declaration point).
- Adjusts VAT liabilities at the time of payment for write-offs, discounts, drafts, direct debits, and bank receipts.
- Adjusts VAT liabilities, as needed, for advance payments and on-account payments.
- Rounds VAT amounts based on rules that you define.

  You can apply different rounding rules for each VAT country and override the default rounding options for each VAT entity, customer, or transaction. The rounding options are:

  - Normal rounding (to the nearest unit).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

For example, the system rounds down all values less than .49 and rounds up all values greater than or equal to .50.

- Rounding up.
- Rounding down.

The rounding options apply to VAT amounts in both the item VAT header and the individual VAT lines. The system adjusts any discrepancies between the VAT header amount and the total of the VAT lines in the larger of the two amounts.

The Payment Predictor process (ARPREDCT) calls the common VAT defaulting routines to update the VAT default values for prepayments and on-account items that it creates. If an error occurs, the process creates a payment worksheet so that you can correct the invalid information online.

VAT Transaction Table

You should run the VAT Transaction Loader Application Engine process (FS_VATUPDFS) periodically to update the VAT transaction table. Each time that the VAT Transaction Loader process runs, it picks up all VAT, regardless of the tax declaration date, that you have not already posted to the VAT transaction table. The system posts information to the VAT transaction table at a detail level to retain a complete history of VAT transactions.

VAT Reports

From the VAT transaction table, you can run the VAT Reporting SQR process (VAT1001) to copy VAT transaction information to the VAT reporting tables. For each VAT report instance, you can then use the PeopleSoft VAT reporting capabilities to view the status of your VAT liabilities and prepare your VAT returns.

Domestic Reverse Charge Goods VAT

In the United Kingdom, specified categories of goods being traded between businesses are subject to a VAT accounting provision called the *domestic reverse charge,* which is applicable above a certain sale amount. The reverse charge only applies to sales within the United Kingdom where specified goods are purchased by a VAT-registered business for business purposes – sales to non-business customers are unaffected by the change and normal VAT rules continue to apply. For additional information about VAT domestic reverse charges see the *PeopleSoft Global Options and Reports* documentation.

To identify a transactions that includes a domestic reverse charge, PeopleSoft Receivables includes fields to record domestic reverse charges, including:

Term	***Definition***
Domestic Reverse Charge Goods	Select this check box if the country requires the use of the domestic reverse charge provision.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Customer VAT Code	Enter the customer VAT code used to calculate a domestic reverse charge VAT amount. When the Domestic Reverse Charge Goods check box has been selected, the regular VAT code is replaced by a zero-rate VAT code and the customer VAT code is used instead.
Customer VAT Rate	Displays the rate from the customer VAT code.
Customer Amount	Displays the customer VAT amount for domestic reverse charges that are calculated using the Customer VAT Code.
Treatment	For the sale of goods when the domestic reverse charge provision is required enter the value of *Domestic Reverse Charge Sale* in the Treatment field.

The following pages and components within PeopleSoft Receivables contain fields to record domestic reverse charges:

- The Receivables Options - VAT Defaults page defines the default values for VAT processing. Click the VAT Default link to access the VAT Defaults Setup page. This page includes the Domestic Reverse Charge field (enter a yes or no value to indicate the use of the domestic reverse charge provision) and the Domestic Reverse Charge Sales field to enter a VAT Transaction Type code for domestic reverse charges.

  See Receivables Options - VAT Defaults Page.

- Pending Item components. Several domestic reverse charges fields are located within the Pending Items components on the VAT Summary Information page and the VAT Lines page.

  See Understanding Pending Item Components.

- The VAT Detail page located within the Payment Worksheet component.

  See Applying Payments Using Payment Worksheets.

- The Item VAT Entries page within the View/Update Item Details component contains the Domestic Reverse Charge Goods check box, the Customer VAT Code field, the Customer VAT Rate field, and the Customer Amount field.

  See Item VAT Entries Page.

- The VAT Detail page located within the Draft Worksheet component.

  See Using Worksheets to Approve or Reject Drafts.

- The Correct Posting Errors components for online items, external items, and payments.

  See Correcting Posting Errors.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Billing Integration for VAT Processing

The PeopleSoft Billing interface to PeopleSoft Receivables consists of the Load AR Pending Items Application Engine process (BILDAR01) that inserts entries into PeopleSoft Receivables tables.

PeopleSoft Billing passes VAT account types to PeopleSoft Receivables as either *VO* for output or *VOI* for output intermediate. It passes VO when the VAT declaration point is set to invoice, delivery, or accounting date, and it passes VOI when the declaration point is set to payment. If PeopleSoft Billing sends transactions that originated in PeopleSoft Asset Management as an asset reinstatement, the type is *VORE*.

In the Pending Distribution table (PENDING_DST) for VAT accounting entries, if the declaration point is invoice, delivery, or accounting date, the accounting entry line type in the SYSTEM_DEFINED field is set to *V (VAT-Final)*. If the declaration point is payment, the SYSTEM_DEFINED field is set to *W (VAT-Intermediate)*.

Related Links

"Passing VAT Entries to PeopleSoft Receivables" (PeopleSoft Billing)

VAT Calculation Types and Declaration Points

This topic discusses:

- Gross or net calculation type.
- Invoice, delivery, accounting date, or payment declaration point.
- Calculation type with declaration point combinations.

Gross or Net Calculation Type

The calculation type that you select determines the basis for calculating the VAT amount. You can select either gross or net as the calculation type. For example, assume that you have a sales amount of 100.00 EUR with early payment terms of 2 percent discount and a VAT rate of 8 percent. In this case, you would enter a VAT transaction amount of 100.00 EUR.

For a calculation type of gross, the system calculates a VAT basis of 100.00 EUR. The VAT amount would be 8.00 EUR and the total amount would be 108.00 EUR.

For a calculation type of net, when the customer has the opportunity to pay early and take a discount, the system calculates a VAT basis of 98.00 EUR. The VAT amount would be 7.84 EUR and the total amount would be 107.84 EUR.

Invoice, Delivery, Accounting Date, or Payment Declaration Point

Declaration point refers to when you report VAT to the tax authorities—at the accounting date, at invoice time, at delivery, or at the time of payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

PeopleSoft Receivables maintains two amount fields for recording the two stages of VAT liabilities—an *intermediate* amount and a *final* amount. The **Intermediate VAT** field tracks VAT amounts that are owed by various customers but are not yet ready to be reported to the tax authorities. The **Final VAT** field contains all VAT that is ready to be reported to the tax authorities by placing it in the VAT transaction table.

For a declaration point of accounting date, invoice, or delivery, the system creates entries to final VAT during pending item entry. For a declaration point of *Payment,* the system creates entries to intermediate VAT during pending item entry. The default value for the declaration point comes from either the setting for the customer location, customer, and business unit, or the VAT entity. These settings are defined using the VAT Defaults component. The setting for the customer location overrides the setting for the customer; the setting for the customer overrides the setting for the business unit; and the setting for the business unit overrides the setting for the VAT entity.

The system stores pending information in the Pending VAT table (PS_PENDING_VAT). The system stores VAT information for each item in PeopleSoft Receivables on the Item VAT Activity table (PS_ITEM_ACT_VAT). Separate VAT accounting entries are created for each item activity. On each item activity VAT line, the amount is identified as either intermediate VAT or final VAT. When you run the VAT Transaction Loader, it looks for both intermediate and final VAT amounts that have not yet been recorded on the VAT transaction table.

The default declaration date is based on the declaration point, which determines when you must report VAT to the government. The system uses the accounting date, delivery, or invoice date as the default declaration date. For an Accounting Date declaration point, the user cannot override the declaration date during item entry.

For a *Payment* declaration point, the system handles partial payments in the same manner, regardless of recalculation. The percentage of VAT that the system moves from intermediate status to final status equals the percentage of the item being paid. For example, if the system receives a payment for 50 percent of an item's balance, it moves 50 percent of the VAT amount from intermediate to final.

Calculation Type and Declaration Point Combinations

This table lists the calculation and declaration point combinations that PeopleSoft Receivables supports. Recalculation occurs only when a discount is available:

Combination	*VAT Calculation Type*	*Declaration Point*	*Recalculation*
1	Gross	Payment	N
2	Gross	Payment	Y
3	Gross	Accounting Date, Invoice, Delivery	N
4	Gross	Accounting Date, Invoice, Delivery	Y
5	Net	Payment	

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Combination	*VAT Calculation Type*	*Declaration Point*	*Recalculation*
6	Net	Accounting Date, Invoice, Delivery	

Combination 1: Calculation Type Gross and Payment Declaration Point Without Recalculation

When you post the pending item that creates the receivable, the system creates accounting entries. These accounting entries record the VAT liability on the gross amount of the item in the ChartField combination that you designated for output intermediate VAT on the VAT Code - Accounting Information page. At payment time, the system creates accounting entries that:

- Offset the intermediate VAT liability.
- Create the final VAT liability.

The system makes no adjustments to the amount of the liability—the status simply changes from intermediate to final.

Combination 2: Calculation Type Gross and Payment Declaration Point with Recalculation

This scenario is almost the same as the gross calculation type with a payment declaration point *without* recalculation. In this scenario, however, the system creates a PENDING_VAT record to adjust the VAT liability if you take a discount.

Combination 3: Calculation Type Gross and Accounting Date, Invoice, or Delivery Declaration Point Without Recalculation

If you declare VAT at accounting date, invoice, or delivery, PeopleSoft Receivables places the VAT amounts directly into the **Final VAT** field. The VAT accounting entries that you provide (or that the system creates) record the VAT liability based on the gross item amount in the ChartField combination that you designated for output use on the VAT Code - Accounting Information page. Subsequent processing does not create any VAT accounting entries.

Combination 4: Calculation Type Gross and Accounting Date, Invoice, or Delivery Declaration Point with Recalculation

This scenario is nearly the same as the preceding one, but the system creates a PENDING_VAT record to adjust the VAT liability if you take a discount.

Combination 5: Calculation Type Net and Payment Declaration Point Without Recalculation

When you post the pending item that creates the receivable, the system creates accounting entries that record the VAT liability on the net amount of the item in the ChartField combination that you designated for output intermediate VAT on the VAT Code - Accounting Information page. At payment time, the system creates accounting entries that:

- Offset the intermediate VAT liability.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Create the final VAT liability.

No adjustments are made to the amount of the liability—the status simply changes from intermediate to final.

Combination 6: Calculation Type Net and Accounting Date, Invoice, or Delivery Declaration Point Without Recalculation

If you choose to declare VAT at accounting date, invoice time, or delivery, PeopleSoft Receivables places the VAT amounts directly into the **Final VAT** field. The VAT accounting entries that you provide (or that the system creates) record the VAT liability based on the net item amount in the ChartField combination that you designate for output on the VAT Code - Accounting Information page. Subsequent processing does not create any VAT accounting entries.

VAT Calculations for Advance Payments and On-Account Payments

The system calculates VAT for advance payments and on-account payments and creates accounting entries if you enabled VAT for advance payments on the VAT Defaults Setup page for the VAT Entity Registration driver.

You can override the default as needed for each VAT entity and declaration point combination on the VAT Header page when you apply payments.

If the Receivables Update process generates VAT output entries for an advance payment, it performs the following tasks:

- Records the final output VAT.
- Reverses the VAT entries for the advance payment when you apply the advance payment to an item.

If the advance payment is recorded in a foreign currency, the system does not revalue the VAT amount when you apply an item to the payment. When you enter the item, the system converts the remaining VAT amount to the base currency of the item's business unit using the exchange rate for the item.

The system also calculates the correct VAT amount and creates the correct accounting entries when you apply a discount to an advance payment. You must apply the discount when you apply the payment to the item.

This section provides the following examples, which demonstrate different VAT scenarios for creating accounting transactions for advance payments:

- VAT declaration point set to Payment, prepayment applied on payment worksheet.
- VAT declaration point set to Payment, prepayment offset on maintenance worksheet.
- VAT declaration point set to Payment, prepayment applied on direct debit worksheet.
- VAT declaration point set to Payment with VAT rate changes.
- VAT declaration point set to Accounting Date.
- VAT declaration point set to Invoice.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- VAT declaration point set to Delivery.

Note: The Payment Predictor process (ARPREDCT) processes VAT for prepayments and on-account payments in the same manner as the payment worksheet.

VAT Declaration Point Set to Payment, Prepayment Applied on Payment Worksheet

This example applies when the VAT declaration point is set to payment, the final payment is applied on the payment worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 3,588.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 2,392.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	***Debit***	***Credit***
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

3. When advance payment is applied against the invoice on the payment worksheet:
    - These are the item distribution lines:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	
Accounts Receivable (AR)		1,196.00
VAT Output Intermediate (VOI)	196.00	
VAT Output Final (VO)		196.00

- These are the prepayment distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash		1,196.00
Advance Payments Received	1,000.00	
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the payment worksheet:

Accounting Entry	*Debit*	*Credit*
Cash	2,392.00	
Accounts Receivable		2,392.00
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

VAT Declaration Point Set to Payment, Prepayment Offset on Maintenance Worksheet

This example applies when the VAT declaration point is set to payment, the advance payment is offset on the maintenance worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 1196.00 EUR, including 19.6 percent VAT, is sent to the customer.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- The prepayment is offset against the invoice on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Intermediate (VOI)		196.00

3. When advance payment is matched against the invoice on the maintenance worksheet:
   - These are the item distribution lines:

Accounting Entry	*Debit*	*Credit*
VAT Output Intermediate (VOI)	196.00	
Maintenance Control	1,000.00	
Accounts Receivable (AR)		1,196.00

   - These are the prepayment distribution lines:

Accounting Entry	*Debit*	*Credit*
Advance Payments Received (AR)	1,196.00	
Maintenance Control		1,000.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
Advance Payments Received (AR)		196.00

VAT Declaration Point Set to Payment, Prepayment Applied on Direct Debit Worksheet

The examples in this section apply when the VAT declaration point is set to payment, the prepayment is applied on a direct debit worksheet, and VAT transactions must be generated. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- An invoice with the total 3588.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is applied to items in direct debit on the direct debit worksheet.

The accounting entries vary based on the selected cash clearing method for the direct deposit business unit.

Cash Clearing Method: None

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	Debit	Credit
Cash	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

 Copyright © 1988, 2025, Oracle and/or its affiliates.

3. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

   - These are the item distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

   - These are the prepayment distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash		1,196.00
Advance Payments Received	1,196.00	

4. When the Receivables Update process is run on or after the due date:

Accounting Entry	*Debit*	*Credit*
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

5. When you reconcile the bank statement, the system does not generate any accounting entries.

Cash Clearing Method: Payment Entry

Here are the accounting entries:

1. When a deposit is saved or received electronically:

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
Cash Clearing		1,196.00

2. When advance payment is identified as a prepayment on the payment worksheet:

Accounting Entry	Debit	Credit
Cash Clearing	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

3. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

4. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

   - These are the item distribution lines:

Accounting Entry	Debit	Credit
Cash Clearing	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

   - These are the prepayment distribution lines:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Cash Clearing		1,196.00
Advance Payments Received	1,196.00	

5. When the Receivables Update process is run on or after the due date:
   - These are the item distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash	3,588.00	
Cash Clearing		3,588.00
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

   - These are the prepayment distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash		1,196.00
Cash Clearing	1,196.00	

6. When you reconcile the bank statement, the system does not generate any accounting entries.

Cash Clearing Method: Bank Reconciliation

Here are the accounting entries:

1. When a deposit is saved or received electronically:

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Cash Clearing		1,196.00

2. When advance payment is identified as a prepayment on the payment worksheet:

Accounting Entry	*Debit*	*Credit*
Cash Clearing	1,196.00	
Advance Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

3. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable (AR)	3,588.00	
User-defined (Revenue)		3,000.00
VAT Output Intermediate (VOI)		588.00

4. When the advance payment is applied against the invoice in a direct debit that is approved on a direct debit worksheet and remitted to the bank:

   - These are the item distribution lines:

Accounting Entry	*Debit*	*Credit*
Cash Clearing	3,588.00	
Accounts Receivable (AR)		3,588.00
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received		196.00

   - These are the prepayment distribution lines:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
Cash Clearing		1,196.00
Advance Payments Received	1,196.00	

5. When the Receivables Update process is run on or after the due date:

Accounting Entry	Debit	Credit
VAT Output Intermediate (VOI)	392.00	
VAT Output Final (VO)		392.00

6. When you reconcile the bank statement:
   - These are the item distribution lines:

Accounting Entry	Debit	Credit
Cash	3,588.00	
Cash Clearing		3,588.00

   - These are the item distribution lines:

Accounting Entry	Debit	Credit
Cash		1,196.00
Cash Clearing	1,196.00	

VAT Declaration Point Set to Payment with VAT Rate Changes

VAT rate changes—between the time that the advance payment is created and the time that the item is created—require additional activities and cause the accounting entries to differ. The accounting entries differ depending on whether the advance payment is less than or greater than the item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Advance Payment Is Less Than the Item

This example applies when the VAT declaration point is set to payment, and the advance payment is less than the item. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- A 1200.00 EUR invoice with a 9.09 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 4.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When the prepayment is created:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Advanced Payments Received (AR)		1000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	***Debit***	***Credit***
Accounts Receivable	1,200.00	
User-defined (Revenue)		1,100.00
VAT Output Intermediate (VOI)		100.00

3. When the prepayment is applied to the item:

Accounting Entry	***Debit***	***Credit***
VAT Output Intermediate (VOI)	196.00	
Advance Payments Received (AR)	1,000.00	
Accounts Receivable		1,196.00

 Copyright © 1988, 2025, Oracle and/or its affiliates.

4. When the final payment is applied against the invoice on the payment worksheet:

Accounting Entry	*Debit*	*Credit*
Cash	4.00	
Accounts Receivable		4.00
VAT Output Final (VO)	96.00	
VAT Output Intermediate (VOI)		96.00

Advance Payment Is Greater Than the Item

This example applies when the VAT declaration point is set to payment, and the advance payment is greater than the item. The example has the following conditions:

- An advance payment of 1,196.00 EUR is received, and the standard VAT rate is 19.6 percent.
- A 720.00 EUR invoice with a 20 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The prepayment is applied to the 720.00 EUR item.
- A second invoice for 840.00 EUR with a 20 percent VAT rate is sent to the customer, and an item is created in PeopleSoft Receivables.
- The original prepayment is applied to the 840.00 EUR item.
- A final payment of 364.00 EUR is applied to the 840.00 EUR item.

Here are the accounting entries:

1. When the prepayment is created:

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	
Advanced Payments Received (AR)		1,000.00
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
Accounts Receivable	720.00	
User-defined (Revenue)		600.00
VAT Output Intermediate (VOI)		120.00

3. When the prepayment is applied to the item:

Accounting Entry	Debit	Credit
VAT Output Intermediate (VOI)	118.00	
Advance Payments Received (AR)	602.00	
Accounts Receivable		720.00

4. When the second invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	840.00	
User-defined (Revenue)		700.00
VAT Output Intermediate (VOI)		140.00

5. When the original prepayment is applied to the second item:

Accounting Entry	Debit	Credit
VAT Output Intermediate (VOI)	78.00	
Advance Payments Received (AR)	398.00	
Accounts Receivable		476.00

6. When the final payment is applied to the second invoice on the payment worksheet:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Cash	364.00	
Accounts Receivable		364.00
VAT Output Intermediate (VOI)	64.00	
VAT Output Final (VO)		64.00

VAT Declaration Point Set to Accounting Date

This example applies when the VAT declaration point is set to accounting date. The example has the following conditions:

- An advance payment of 1,160.00 EUR is received, and the standard VAT rate is 16 percent.
- An invoice with the total 4,640.00 EUR, including 16 percent VAT, is sent to the customer.
- The advance payment is applied against the invoice.
- The final payment is received from the customer.

Here are the accounting entries:

1. When advance payment is received:

   Note: Although the amount posted under advance payments received is 1,000.00, the customer's total balance must be decreased by 1,160.00.

Accounting Entry	*Debit*	*Credit*
Cash	1,160.00	
Advance Payments Received (AR)		1,000.00
VAT Output on Advance Payments (VOAP)		160.00

2. When invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	4,640.00	

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

3. When advance payment is applied against the invoice:

Accounting Entry	*Debit*	*Credit*
Advance Payments Received (AR)	1,000.00	
VAT Output on Advance Payments (VOAP)	160.00	
Accounts Receivable		1,160.00

4. When the final payment is received:

Accounting Entry	*Debit*	*Credit*
Cash	3,480.00	
Accounts Receivable		3,480.00

VAT Declaration Point Set to Invoice

This example applies when the VAT declaration point is set to invoice. The example has the following conditions:

- An advance payment of 1,160.00 EUR is received, and the standard VAT rate is 16 percent.
- An invoice with the total 4,640.00 EUR, including 16 percent VAT, is sent to the customer.
- The advance payment is applied against the invoice.
- The final payment is received from the customer.

Here are the accounting entries:

1. When advance payment is received:

Note: Although the amount posted under advance payments received is 1,000.00, the customer's total balance must be decreased by 1,160.00.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Cash	1,160.00	
Advance Payments Received (AR)		1,000.00
VAT Output on Advance Payments (VOAP)		160.00

2. When invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

3. When advance payment is applied against the invoice:

Accounting Entry	*Debit*	*Credit*
Advance Payments Received (AR)	1,000.00	
VAT Output on Advance Payments (VOAP)	160.00	
Accounts Receivable		1,160.00

4. When the final payment is received:

Accounting Entry	*Debit*	*Credit*
Cash	3,480.00	
Accounts Receivable		3,480.00

VAT Declaration Point Set to Delivery

This example applies when the VAT declaration point is set to delivery and no intermediate VAT is generated. The example has the following conditions:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- An advance payment of 1,196.00 EUR is received, and the VAT rate is 19.6 percent.
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The advance payment is cleared against the invoice.

Here are the accounting entries:

1. When advance payment is received:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00

2. When the invoice is sent to the customer:

Accounting Entry	***Debit***	***Credit***
Accounts Receivable (AR)	1,196.00	
User-defined (Revenue)		1,000.00
VAT Output Final		196.00

3. When advance payment is applied against the invoice on maintenance worksheet:

Accounting Entry	***Debit***	***Credit***
Advance Payments Received (AR)	1,196.00	
Maintenance Control		1,196.00
Accounts Receivable		1,196.00
Maintenance Control	1,196.00	

VAT Adjustment for Advance Payments and On-Account Payments

This topic discusses how to:

- Apply VAT adjustment for prepayments.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Record the transfer of prepayments between business units.

Applying VAT Adjustment for Prepayments

This section provides an overview of applying a VAT adjustment on a prepayment (an advanced payment or on-account payment). For French business transactions, the VAT amount of a sale should be included in the accounts receivable pre-paid account. For most VAT countries the VAT portion of the prepayment is not included in the pre-paid account.

To enable the VAT adjustment for advanced payments and on-account payments:

- Enabled VAT for advance payments on the VAT Defaults Setup page (Set Up Financials/Supply Chain, Common Definitions, VAT and Intrastat, Value Added Tax, VAT Defaults) for the VAT Entity Registration driver.
- For each business unit using VAT adjustment (for example, French business units), select the VAT Adjustment on Advance Pymt check box on the Receivables Definition- Accounting Options 2 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 2). This check box enables the system to include the VAT amount of a prepayment in the Accounts Receivable Pre-Paid account.
- Enter an account for the new VAT accounting entry type, *Output Advance with Adjustment,* using the VAT Code- Accounting Information page (Set Up Financials/Supply Chain, Common Definitions, VAT and Intrastat, Value Added Tax, VAT Code, Value Added Tax Code, Accounting Information). This VAT adjustment account is used when recording an advanced payments within a business unit. To balance the prepayment transaction, a new accounting entry is made using this VAT adjustment account. When the prepayment is applied against an invoice or written off, the amount in the VAT adjustment account (and the accounts receivable pre-paid account) are reversed accordingly.

If the Receivables Update process generates VAT output entries for an advance payment, it performs the following tasks:

- Records the final output VAT.
- Reverses the VAT entries for the advance payment when you apply the advance payment to an item.
- Reverses the VAT adjustment entries for the VAT portion of the advance payment when you apply the advance payment to an item.

If the advance payment is recorded in a foreign currency, the system does not revalue the VAT amount when you apply an item to the payment. When you enter the item, the system converts the remaining VAT amount to the base currency of the item's business unit using the exchange rate for the item.

The system also calculates the correct VAT amount and creates the correct accounting entries when you apply a discount to an advance payment. You must apply the discount when you apply the payment to the item.

This section provides the following examples, which demonstrate different VAT scenarios for creating accounting transactions for advance payments:

- VAT adjustment for prepayment applied on a payment worksheet.
- VAT adjustment on a maintenance worksheet with invoice declaration point set to delivery or invoice.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- VAT adjustment on a maintenance worksheet with invoice declaration point set to payment.

Note: The Payment Predictor process (ARPREDCT) processes VAT for prepayments and on-account payments in the same manner as the payment worksheet.

VAT Adjustment for Prepayment Applied on a Payment Worksheet

These are the expected accounting entries when using a payment worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the declaration point can be any option (delivery, invoice, or payment).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition- Accounting Options 2 page has been selected.
- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totaling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is cleared against the invoice on the payment worksheet.
- The final payment of 1,196.00 EUR is received and applied on the payment worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	***Debit***	***Credit***
Accounts Receivable (AR)	1196.00	

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
User-defined (Revenue)		1,000.00
VAT Output Final (VO)		196.00

3. When advance payment is applied against the invoice on the payment worksheet:

Accounting Entry	*Debit*	*Credit*
Cash		1,196.00
Advance Payments Received (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the payment worksheet:

Accounting Entry	*Debit*	*Credit*
Cash	1196.00	
Accounts Receivable (AR)		1196.00

VAT Adjustment on a Maintenance Worksheet With Invoice Declaration Point Set to Delivery or Invoice

These are the expected accounting entries when using a maintenance worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the prepayment can have any declaration point (delivery, invoice or payment) and the invoice has a declaration point of delivery or invoice (but not payment).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition- Accounting Options 2 page has been selected.
- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totaling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).

Copyright © 1988, 2025, Oracle and/or its affiliates.

- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is offset against the invoice on the maintenance worksheet.
- The final payment of 1,196.00 EUR is received and applied on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

2. When the invoice is sent to the customer:

Accounting Entry	***Debit***	***Credit***
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Final (VO)		196.00

3. When the prepayment is offset against the invoice on the maintenance worksheet:

Accounting Entry	***Debit***	***Credit***
Advance Payments Received (AR)	1,196.00	
Offset (control account)		1,196.00
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

 Copyright © 1988, 2025, Oracle and/or its affiliates.

4. When final payment is applied against the invoice on the maintenance worksheet:

Accounting Entry	*Debit*	*Credit*
Offset (control account)	1196.00	
Accounts Receivable (AR)		1196.00

VAT Adjustment on a Maintenance Worksheet With Invoice Declaration Point Set to Payment

These are the expected accounting entries when using a maintenance worksheet to match an open invoice to a prepayment with a VAT adjustment. To make it simpler, the prepayment has the same amount as the invoice. In this example the prepayment can have any declaration point (delivery, invoice or payment) and the invoice has a declaration point of payment (but not delivery or invoice).

The example has the following conditions:

- For this business unit, the VAT Adjustment on Advance Pymt check box on the Receivables Definition- Accounting Options 2 page has been selected.
- An account has been entered for the *Output Advance with Adjustment* VAT accounting entry type, using the VAT Code- Accounting Information page.
- An advance payment of 1,196.00 EUR is received. Merchandise totaling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- An invoice with the total 1,196.00 EUR, including 19.6 percent VAT, is sent to the customer.
- The prepayment is offset against the invoice on the maintenance worksheet.
- The final payment of 1,196.00 EUR is received and applied on the maintenance worksheet.

Here are the accounting entries:

1. When advance payment is created:

Accounting Entry	*Debit*	*Credit*
Cash	1,196.00	
Advance Payments Received (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable (AR)	1196.00	
User-defined (Revenue)		1,000.00
VAT Output Intermediate (VOI)		196.00

3. When the prepayment is offset against the invoice on the maintenance worksheet:

Accounting Entry	*Debit*	*Credit*
Advance Payments Received (AR)	1,196.00	
Offset (control account)		1,196.00
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

4. When final payment is applied against the invoice on the maintenance worksheet:

Accounting Entry	*Debit*	*Credit*
Offset (control account)	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Intermediate (VOI)	196.00	
VAT Output Final (VO)		196.00

Recording the Transfer of Prepayments Between Business Units

This section provides an overview of transferring a prepayment (an advanced payment or on-account payment) between business units. This transfer can involve business units with VAT adjustments for prepayments or business units without the VAT adjustment. In addition, this transfer can be completed as an interunit transfer or without interunit processing.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

When a prepayment is transferred between business units, the prepayment is completely reversed in the sending business unit and the prepayment is created in the receiving business unit as if it had been originally entered in the receiving business unit. For instance, if you transfer a prepayment from a business unit with a VAT adjustment to a business unit without a VAT adjustment, then:

- The accounting entry in the sending business unit reverses the original accounting entry for the item including the VAT amount in the Output Advance with Adjustment (VAT to Adjust) account. In this accounting entry, the Accounts Receivable account is the same amount as the prepayment (merchandise amount plus VAT amount).
- The accounting entry in the receiving business unit does not use the Output Advance with Adjustment (VAT to Adjust) account and the Accounts Receivable account does not include the VAT amount.

The examples below show all the combinations of business units with VAT adjustments and without VAT adjustments, and also interunit transfer and non-interunit transfer scenarios.

These examples have the following conditions:

- An advance payment of 1,196.00 EUR is received. Merchandise totaling 1,000.00 EUR has a standard VAT rate is 19.6 percent (1,000.00 x 19.6 percent = 196.00).
- The examples display the accounting entries recorded after the Receivables Update process has been run.

Before the transfer, these are the accounting entries after running the Receivables Update process in a business unit that uses VAT adjustment:

Accounting Entry	***Debit***	***Credit***
Cash	1,196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

Before the transfer, these are the accounting entries after running the Receivables Update process in a business unit that does not use VAT adjustment:

Accounting Entry	***Debit***	***Credit***
Cash	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

Transferring Between Business Units Using VAT Adjustment and no Interunit Transfer

In this example:

- Both sending and receiving business unit use the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Final (VO)		196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	

Transferring Between Business Units With Sending Business Unit Using VAT Adjustment and no Interunit Transfer

In this example:

- The sending business unit uses the VAT adjustment.
- The receiving business unit does not use the VAT adjustment.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Without VAT Adjustment and no Interunit Transfer

In this example:

- Both sending and receiving business unit do not use the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units With Receiving Business Unit Using VAT Adjustment and no Interunit Transfer

In this example:

- The sending business unit does not use the VAT adjustment.
- The receiving business unit uses the VAT adjustment.
- This is not an interunit transaction.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

 Copyright © 1988, 2025, Oracle and/or its affiliates.

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	*Debit*	*Credit*
AR Transfer Control	1196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

Transferring Between Business Units With Sending Business Unit Using VAT Adjustment and Interunit Transfer

In this example:

- The sending business unit uses the VAT adjustment.
- The receiving business unit does not use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	*Debit*	*Credit*
Interunit		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Interunit	1196.00	
Accounts Receivable (AR)		1,000.00
VAT Output Final (VO)		196.00

Transferring Between Business Units Without VAT Adjustment and Interunit Transfer

In this example:

- Both sending and receiving business unit do not use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	*Debit*	*Credit*
Interunit		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	*Debit*	*Credit*
Interunit	1196.00	
Accounts Receivable (AR)		1000.00
VAT Output Final (VO)		196.00

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Transferring Between Business Units Using VAT Adjustment and Interunit Transfer

In this example:

- Both sending and receiving business unit use the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	***Debit***	***Credit***
Interunit		1,196.00
Accounts Receivable (AR)	1,196.00	
Output Advance with Adjustment (VAT to Adjust)		196.00
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	***Debit***	***Credit***
Interunit	1196.00	
Accounts Receivable (AR)		1196.00
VAT Output Final (VO)		196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	

Transferring Between Business Units With Receiving Business Unit Using VAT Adjustment and Interunit Transfer

In this example:

- The sending business unit does not use the VAT adjustment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- The receiving business unit uses the VAT adjustment.
- This is an interunit transaction. Since this is interunit transfer, the system uses interunit accounts instead of control accounts.

Here are the accounting entries:

1. After the transfer, these are the accounting entries in the sending business unit to reverse the prepayment:

Accounting Entry	***Debit***	***Credit***
Interunit		1,196.00
Accounts Receivable (AR)	1,000.00	
VAT Output Final (VO)	196.00	

2. After the transfer, these are the accounting entries in the receiving business unit to record the prepayment:

Accounting Entry	***Debit***	***Credit***
Interunit	1196.00	
Accounts Receivable (AR)		1,196.00
Output Advance with Adjustment (VAT to Adjust)	196.00	
VAT Output Final (VO)		196.00

VAT Calculations for Drafts and Direct Debits

For drafts and direct debits, the system calculates and records VAT information at payment time. For draft payments, the Receivables Update process generates accounting entries at the due date or discount date (depending on the selected system function). For direct debits, it generates the accounting entries at the due date, remittance date, or after bank reconciliation, depending on the cash clearing method.

If the associated item has a declaration point of payment, the following entries are generated:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Debit	*Credit*
VAT Output Intermediate (VOI)	VAT Output (VO)

VAT Calculations for Discounts

For discounts, the system uses the VAT calculation method at payment time to determine VAT adjustments.

You can apply prompt payment discounts if the advance payment is applied to the invoice before the discount due date, or if the final payment is received (and applied to the invoice) before the discount due date.

If you select *VAT Discountable Amount* for the basis amount for a payment term, the system calculates the discount amount on the net amount of the item after VAT. Otherwise, it calculates it on the gross amount.

Note: This scenario applies only to certain countries. For example, it is valid for Germany but not for France.

This topic offers the following examples of discounts:

- VAT declaration point set to Invoice with the VAT recalculation flag on.
- VAT declaration point set to Invoice with the VAT recalculation flag off.

VAT Declaration Point Set to Invoice with the VAT Recalculation Flag On

This example assumes the following conditions:

- A 4,640.00 EUR invoice, including 16 percent VAT, is sent to the customer.
- The payment is applied against the invoice before the discount due date.

  A 2 percent prompt payment is applied.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

Copyright © 1988, 2025, Oracle and/or its affiliates.

2. When payment is received and applied against the invoice:

Accounting Entry	*Debit*	*Credit*
Cash	4,547.20	
Accounts Receivable		4,547.20
Customer Discount (2 percent of 4,000. 00)	80.00	
Accounts Receivable		92.80
VAT Output Discount (VOD)	12.80	

VAT Declaration Point Set to Invoice with the VAT Recalculation Flag Off

This example assumes the following conditions:

- A 4,640.00 EUR invoice, including 16 percent VAT, is sent to the customer
- The payment is applied against the invoice before the discount due date.

  A 2 percent prompt payment is applied.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	4,640.00	
User-defined (Revenue)		4,000.00
VAT Output Final		640.00

2. When payment is received and applied against the invoice:

Accounting Entry	*Debit*	*Credit*
Cash	4,547.20	
Accounts Receivable		4,547.20

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Customer Discount (2 percent of 4,000.00)	92.80	
Accounts Receivable		92.80

VAT Calculations for Write-Offs

This topic provides the following examples of accounting entries for write-offs.

- VAT declaration point set to Invoice for debit and credit items.
- VAT declaration point set to Payment.
- VAT declaration point set to Invoice for underpayments and overpayments.

VAT Declaration Point Set to Invoice for Debit and Credit Items

This example has two scenarios:

- Writing off a debit item.
- Writing off a credit item.

Writing Off a Debit Item

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer, and then the item is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Final (VO)		5.50

2. When the item is written off:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		105.50
Write-Off	100.00	
VAT Output for Write Off (VOW)	5.50	

Writing Off a Credit Item

A 105.50 EUR credit, including 5.5 percent VAT, is written off.

Here are the accounting entries:

1. When the credit item is created:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		105.50
User-defined (Revenue)	100.00	
VAT Output for Credits (VOC)	5.50	

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	105.50	
Write Off		100.00
VAT Output for Write Off (VOW)		5.50

VAT Declaration Point Set to Payment

This example has two scenarios:

- Writing off a debit item.
- Writing off a credit item.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Writing Off a Debit Item

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer and then the item is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Intermediate (VOI)		5.50

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		105.50
Write-Off	100.00	
VAT Output Intermediate (VOI)	5.50	

Writing Off a Credit Item

A 105.50 EUR credit, including 5.5 percent VAT, is written off.

Here are the accounting entries:

1. When the credit item is created:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		105.50
User-defined (Revenue)	100.00	
VAT Output Intermediate (VOI)	5.50	

2. When the customer's credit item is written off:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
Accounts Receivable	105.50	
Write-Off		100.00
VAT Output Intermediate (VOI)		5.50

VAT Declaration Point Set to Invoice for Underpayments and Overpayments

This example has two scenarios:

- Writing off an overpayment.
- Writing off an underpayment.

Writing Off an Overpayment

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer. The customer overpays the amount by 10.00 EUR, and the amount overpaid is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	Debit	Credit
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Final (VO)		5.50

2. When the customer overpays the amount:

Accounting Entry	Debit	Credit
Accounts Receivable	10.00	115.50
Cash	115.50	
Write Off		9.45

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
VAT Output Final (VO)		0.55

Writing Off an Underpayment

A 105.50 EUR invoice, including 5.5 percent VAT, is sent to the customer. The VAT declaration point is set to payment. The customer underpays the amount by 10.00 EUR, and the remaining amount due is written off.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	105.50	
User-defined (Revenue)		100.00
VAT Output Intermediate (VOI)		5.50

2. When the customer underpays the amount:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		95.50
Cash	95.50	
VAT Output Intermediate VAT (VOI)	4.98	
VAT Output Final (VO)		4.98
Accounts Receivable		10.00
Write-Off	9.48	
VAT Output Intermediate VAT (VOI)	0.52	

Copyright © 1988, 2025, Oracle and/or its affiliates.

VAT Adjustment for Write-Offs

This topic provides the following examples, which demonstrate different scenarios for applying a VAT adjustment on a write-off:

- VAT Adjustment for write-offs due to bankruptcy.
- VAT Adjustment for write-offs due to other reasons.

Applying VAT Adjustment for Write-Offs

This section provides an overview of applying a VAT adjustment on a write-off. For French business transactions, the VAT final balance should be zero after a write-off when the write-off is due to bankruptcy. For write-offs that are due to reasons other than bankruptcy, a VAT final balance must be established, regardless of the VAT declaration point.

To apply the VAT adjustment on write-offs:

- For each business unit using VAT adjustment (for example, French business units), select the VAT Adjustment for WO (write-off) check box on the Receivables Definition - Accounting Options 2 page (Set Up Financials/Supply Chain, Business Unit Related, Receivables, Receivables Definitions, Accounting Options 2).
- If specific entry reasons are due to bankruptcy, select the Bankrupt check box for the applicable Entry Reasons on the Automatic Entry Type - Selection page (Set Up Financials/Supply Chain, Product Related, Receivables, Payments, Automatic Entry Type, Selection). This option is available only for system functions MT-02, MT-03, and WS-09.

When the VAT Adjustment for WO check box is deselected, the Bankrupt option has no effect on the accounting for write-offs, and the write-off accounting entries are done as described in the VAT Calculations for Write-Offs section in this topic.

See also VAT Calculations for Write-Offs.

VAT Adjustment for Write-Offs Due to Bankruptcy

This example has two scenarios:

- Invoices with VAT declaration point set to Invoice, Accounting Date, or Delivery.
- Invoices with VAT declaration point set to Payment.

VAT Declaration Point Set to Invoice, Accounting Date, or Delivery

A 119,00 EUR invoice is sent to the customer, and then the item is written off due to bankruptcy.

Here are the accounting entries:

1. When the invoice is sent to the customer:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	119,00	
User-defined (Revenue)		100,00
VAT Output Final (VO)		19,00

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		119,00
Write-Off	100,00	
VAT Output Final (VO)	19,00	

VAT Declaration Point Set to Payment

A 119,00 EUR credit item is entered, and then the item is written off due to bankruptcy.

Here are the accounting entries:

1. When the credit item is entered:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	119,00	
User-defined (Revenue)		100,00
VAT Output Intermediate (VOI)		19,00

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		119,00

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Write-Off	100,00	
VAT Output Intermediate (VOI)	19,00	

VAT Adjustment for Write-Offs Due to Other Reasons

This example has two scenarios:

- Invoices with VAT declaration point set to Invoice, Accounting Date, or Delivery
- Invoices with VAT declaration point set to Payment

VAT Declaration Point Set to Invoice, Accounting Date, or Delivery

A 119,00 EUR invoice is sent to the customer, and then the item is written off, due to a reason other than bankruptcy.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	119,00	
User-defined (Revenue)		100,00
VAT Output Final (VO)		19,00

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		119,00
Write-Off	119,00	

VAT Declaration Point Set to Payment

A 119,00 EUR credit item is entered, and then the item is written off, due to a reason other than bankruptcy.

Here are the accounting entries:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

1. When the credit item is entered:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	119,00	
User-defined (Revenue)		100,00
VAT Output Intermediate (VOI)		19,00

2. When the item is written off:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		119,00
Write-Off	100.00	
VAT Output Intermediate (VOI)	19,00	
VAT Output Final (VO)		19,00

VAT Calculations for Credits That Offset Debits

This topic offers a scenario of credits used to offset debits when the VAT declaration point is set to Invoice and the VAT recalculation flag is set to *Y* or *N,* with no discount. The scenario has the following conditions:

- A 100.00 EUR invoice, including 5.5 percent VAT, is sent to the customer.
- The customer has a 100.00 EUR credit.
- The customer's credit is used to offset the amount of the debit.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	100.00	
User-defined (Revenue)		94.50

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	Debit	Credit
VAT Output Final (VO)		5.50

2. When the customer has a 100.00 EUR credit:

Accounting Entry	Debit	Credit
Accounts Receivable		100.00
User-defined (Revenue)	94.50	
VAT Output for Credits (VOC)	5.50	

3. When the customer's credit is used to offset the debit:

Accounting Entry	Debit	Credit
Accounts Receivable	100.00	100.00
Maintenance Control	100.00	100.00

VAT Calculations for Credit Item Refunds

This topic offers examples of refunding a credit item under the following conditions:

- VAT declaration point is set to Invoice.
- VAT declaration point is set to Payment.

VAT Declaration Point Is Set to Invoice

This example has two scenarios:

- Refunding a credit item at the customer's request.
- Refunding a credit item when the customer overpays.

Refunding a Credit Item at the Customer's Request

A 150.00 EUR invoice, including 8.25 EUR VAT, is sent to a customer, and the full amount of the overpayment is put on account.

Here are the accounting entries:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

1. When the credit item is entered:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		150.00
User-defined (Revenue)	141.75	
VAT Output Final (VOC)	8.25	

2. When a customer requests a refund:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	150.00	
Refund		150.00

Refunding a Credit Item When the Customer Overpays

A 100.00 EUR invoice, including 5.50 EUR VAT, is sent to a customer. Then the following occurs:

- The customer overpays the invoice by 150.00 EUR.

  The overpayment is put on account as a credit item, and no VAT is assessed to the money on account.

- The money placed on account is refunded.

Here are the accounting entries:

1. When the invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	100.00	
User-defined (Revenue)		94.50
VAT Output Final (VO)		5.50

2. When an overpayment is put on account as a credit item:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		100.00
Cash	250.00	
AR (Charged to OA Account)		150.00

3. When the money placed on account is refunded:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	150.00	
Refund Control		150.00

VAT Declaration Point Is Set to Payment

This example has two scenarios:

- Refunding a credit item.
- Refunding a credit item put on account.

Refunding a Credit Item

A 150.00 EUR credit item, including 8.25 EUR VAT, is entered, and then the credit item is refunded.

Here are the accounting entries:

1. When a credit item is entered:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		150.00
User-defined (Revenue)	141.75	
VAT Output Intermediate (VOI)	8.25	

2. When the customer requests a refund:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	150.00	
Refund Control		150.00
VAT Output Intermediate (VOI)		8.25
VAT Output Final (VOC)	8.25	

Refunding a Credit Item Put on Account

A credit was created using a payment worksheet as a result of an overpayment. Then the following occurs:

- The overpayment was put on account (OA item, which is a credit item).
- The on-account item is refunded.

Here are the accounting entries:

1. When an invoice is sent to the customer:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	100.00	
User-defined (Revenue)		94.50
VAT Output Intermediate (VOI)		5.50

2. When an overpayment is put on account as a credit item:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable		100.00
Cash	250.00	
OA Account		150.00
VAT Output Intermediate (VOI)	5.50	

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounting Entry	*Debit*	*Credit*
VAT Output Final (VO)		5.50

3. When the item is refunded:

Accounting Entry	*Debit*	*Credit*
Accounts Receivable	150.00	
Refund Control		150.00

Prerequisite Setup for VAT Processing

Before you can process transactions using VAT in PeopleSoft Receivables, you must perform these steps:

1. Set up your VAT processing rules and defaults.
2. Use the Business Unit Definition page to define a location code and to associate the receivables business units with the general ledger (GL) business units that are linked to a VAT entity.

   You establish the GL business unit and VAT entity relationship on the VAT Entity - Identification page.
3. On the Receivables Options - VAT Defaults page, click the **VAT Defaults** link to define the tolerances for groups and other VAT defaults.

   These tolerances and other defaults can also be set directly using the VAT Defaults component for the receivables business unit options driver.
4. From the customer General Information component, click the **VAT Defaults** link to define VAT processing information for pending items for each customer.

   These settings can also be set directly using the VAT Defaults component for the customer driver.

Related Links

Receivables Options - VAT Defaults Page

“Understanding VAT” (PeopleSoft Global Options and Reports)

“General Information - Customer VAT Info Page” (PeopleSoft Order to Cash Common Information)

(IND) Excise Duty, Sales Tax, and VAT Processing for India

You can enter and calculate excise duty, sales taxes, and VAT on the Group Entry Tax page only if you are entering items directly in PeopleSoft Receivables or for transactions interfaced from a billing system

 Copyright © 1988, 2025, Oracle and/or its affiliates.

for which you create accounting entries in PeopleSoft Receivables. You can calculate tax for excise duty only, sales tax only, both, or VAT. If you interface items from billing and your billing system generates the accounting entries, you cannot recalculate the tax. Instead, run the Receivables Update process to update the customer balances.

When you run the Receivables Update process, the system updates the tax information to populate the excise duty, sales tax, and VAT tables: Item Tax Activity (PS_ITEM_ACTTAX) and Item Tax Activity Detail (PS_ITEM_ACTTAX_DTL). The process also creates the following accounting entries if you entered the items in PeopleSoft Receivables or if your billing system does not generate the accounting entries:

Account	***Debit***	***Credit***
Accounts Receivable	100.00	
User-defined (Revenue)		90.00
Excise Duty Receivable		7.00
Sales Tax/VAT Liability		3.00

The customer and business unit for a transaction determine how to populate information on the tax transaction lines, such as the ship from country and state and the appropriate tax codes. If you enter an item directly in PeopleSoft Receivables, the system uses the default values for the receivables business unit. If you interface an item from billing, the system uses the following business units:

- If an order management business unit has been specified, the system uses the order management business unit.
- If *no* order management business unit has been specified, but a billing business unit has been specified, the system uses the billing business unit.
- If neither an order management business unit or a billing business unit have been specified, the system uses the receivables business unit.

If you change the default values in the tax transaction lines, you must run the tax determination routine again before you calculate the tax.

After you enter the amounts in the tax transaction lines and the control totals, you run the tax calculation routine to calculate the tax amounts. The system populates the Pending Tax (PS_PENDING_TAX) and Pending Tax Detail (PS_PENDING_TAX_DTL) tables.

(IND) Prerequisite Setup for Excise Duty, Sales Tax, and VAT Processing in India

Before you can process excise duty, sales tax, or VAT for India, you must perform these steps:

Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Enable excise duty, sales tax, and VAT processing for each business unit on the Business Unit Tax Applicability page.
2. Set up the tax structure for excise duty, sales tax, and VAT processing.

Related Links

“Understanding the India Goods and Services Tax (GST)” (PeopleSoft Global Options and Reports)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 36

Researching Customer Accounts

Common Elements Used to Research Customer Accounts

Field or Control	*Description*
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
Display Currency	Click to access a page, where you can change the display currency and specify whether to use today's date, the accounting date, or a date that you specify to determine the exchange rate. This button is available only if you selected the **Use an AR Display Currency** field for the business unit.
Level	Select *N* (no customer relationships are considered), *C* (corporate customer), *P* (correspondence customer), or *R* (remit from customer).
Messages	Click to access the Customer Messages page, where you add or view a message for the customer.
SubCust 1 (subcustomer 1) and SubCust2 (subcustomer 2)	Enter the subcustomer identifier code that is assigned to a customer to record history and aging information for a subset of customers. For some pages, enter the identifier code to filter search results to the subset of items or payments for the customer.
Unit	Leave blank to view information across all business units.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Click the **Balance BU** (balance business units) icon or **Balance Breakdown by BU** (balance breakdown by business unit) icon to access the Balance Detail by BU (balance detail by business unit) page and view the balance amounts by business unit in the base currency of the business unit and the display currency for the business unit. This icon is available if you select the **Use AR Display Currency** (use accounts receivable display currency) check box for the business unit when the balance for a customer includes business units with different base currencies.
	Click the **Next Customer** icon to view the action plan for the next customer that you selected on the Owner Action List page.
	Click the **Previous Customer** icon to view the action plan for the previous customer that you selected on the Owner Action List page.

Maintaining Customer Contact Information

When you establish a new customer account, you enter customer contact information. PeopleSoft Receivables users can update contact information as needed using the Contact Info component (CONTACT_INFO) on the Customers menu and on the Conversations menu under Customer Interactions.

Related Links

“Setting Up and Maintaining Contacts” (PeopleSoft Order to Cash Common Information)

Reviewing Customer Account Information

Pages Used to Review Customer Account Information

Page Name	*Definition Name*	*Usage*
Account Overview - Balances Page	CUST_BALANCES_HDR	View various customer balances, the most recent item and payment activity, and summarized aging information. Click links to view detailed credit data, such as the customer's risk code or dispute status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Display Currency Conversion Page	EU_DSP_CUR_CNV	Change the display currency and specify whether to use today's date, the accounting date, or a date that you specify to determine the exchange rate.
Balance Detail by BU Page	EU_BAL_DET_BU	View balance amounts by business unit in the base currency of the business unit and the display currency of the business unit.
Customer Messages Page	CUST_MSG_SEC_AR	View messages associated with a customer.
Item Activity From A Payment Page	ITEM_PAYMENT_SEC	View items that were paid or created for the most recent payment. See the Account Overview - Balances Page.
Payment History Page	CUST_PROFILEB_SEC	View payment history, balance, and sales information. See the Account Overview - Balances Page.
Vouchers for a Supplier Page	CUST_VNDR_ITEM_SEC	View a list of the customer's vouchers or invoices and their amounts. See the Account Overview - Balances Page.
Draft Receivables Page	CUST_DRAFTS_SEC	View a list of drafts that make up the customer's draft receivables balance. See the Account Overview - Balances Page.
Adjust Balance Page	ADJUST_BAL_SEC	View an adjusted balance by excluding deduction, disputed, collection, and doubtful items. See the Account Overview - Balances Page.
Credit Card Details Page	AR_CRCARD_DETAILS	Use the Credit Card Details page where you can update credit card information and pay the balance by credit card. See the Account Overview - Balances Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Customer Aging Chart Page	CUST_AGCHRT_SEC	View a chart with the amount or count of a customer's items by aging category.
Account Overview - Profile Page	CUST_PROFILE_HDR	View customer profile information and use links to view in-process payments and outstanding items.
In Process Payments Page	CUST_PEND_PAY_SEC	View a customer's in-process payments. See the Account Overview - Profile Page.
Unapplied Payments Page	CUST_PEND_PAY_SEC	View a customer's unapplied payments. See the Account Overview - Profile Page.
Drafts Needing Approval Page	CUST_DRAFTS_SEC	View drafts needing approval. See the Account Overview - Profile Page.
Customer Pending Items Page	CUST_PEND_ITEM_SEC	View details for pending items. See the Account Overview - Profile Page.
Customer Trend 1 Page	AR_CUST_TREND1	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount. See the Customer Trend Pages.
Customer Trend 1 Chart Page	CUST_TRD1CHRT_SEC	View a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount. See Viewing Trend Information in a Chart.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Customer Trend 2 Page	AR_CUST_TREND2	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount. See the Customer Trend Pages.
Customer Trend 2 Chart Page	CUST_TRD1CHRT_SEC	View a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount. See Viewing Trend Information in a Chart.
Customer Trend 3 Page	AR_CUST_TREND3	Review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page. The page displays up to six history statistics for history IDs that track the number of days by period, for example, average days late. See the Customer Trend Pages.

Understanding the Account Overview Component

The Account Overview component provides a central location to research information for each customer. The component enables you to analyze a customer's account at a high level. It shows a variety of balances, and it enables you to drill down to see what makes up the balance.

The amounts on the Account Overview - Balances page appear in the base currency for the business unit. If you select the **Use an AR Display Currency** field for the business unit on the Display Currency Options page, the Account Overview - Balances page also displays the amounts in the display currency for the business unit. You can override the display currency. When you drill down to view details for the balances, the amounts appear in the same currencies that they do on the Account Overview - Balances page.

The component also provides profile information for the customer.

Use Account Overview component (ITEM_OPEN_QUERY) to:

- Review customer balances.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Exclude exception and collection items from balances.
- View aging information in a chart.
- Review a customer's profile.
- Review customer trends.
- View trend information in a chart.

Common Elements Used in the Account Overview Component

Field or Control	*Description*
Customer Name	Click to access the General Information component, where you view all setup information for the customer.
Item List	Click to access the Item List page, where you view a list of open items for the customer.

Account Overview - Balances Page

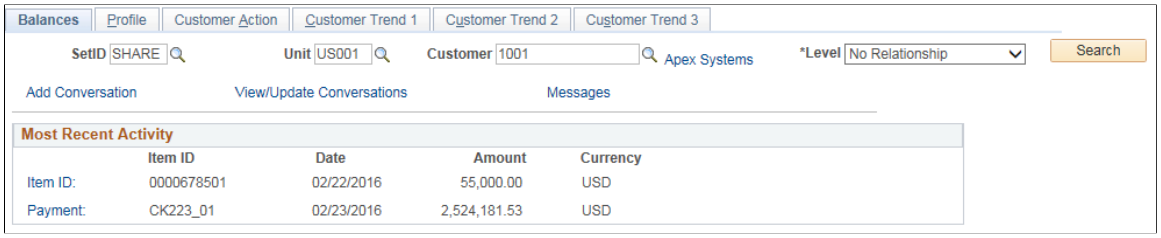
Use the Account Overview - Balances page (CUST_BALANCES_HDR) to view various customer balances, the most recent item and payment activity, and summarized aging information.

Click links to view detailed credit data, such as the customer's risk code or dispute status.

Navigation:

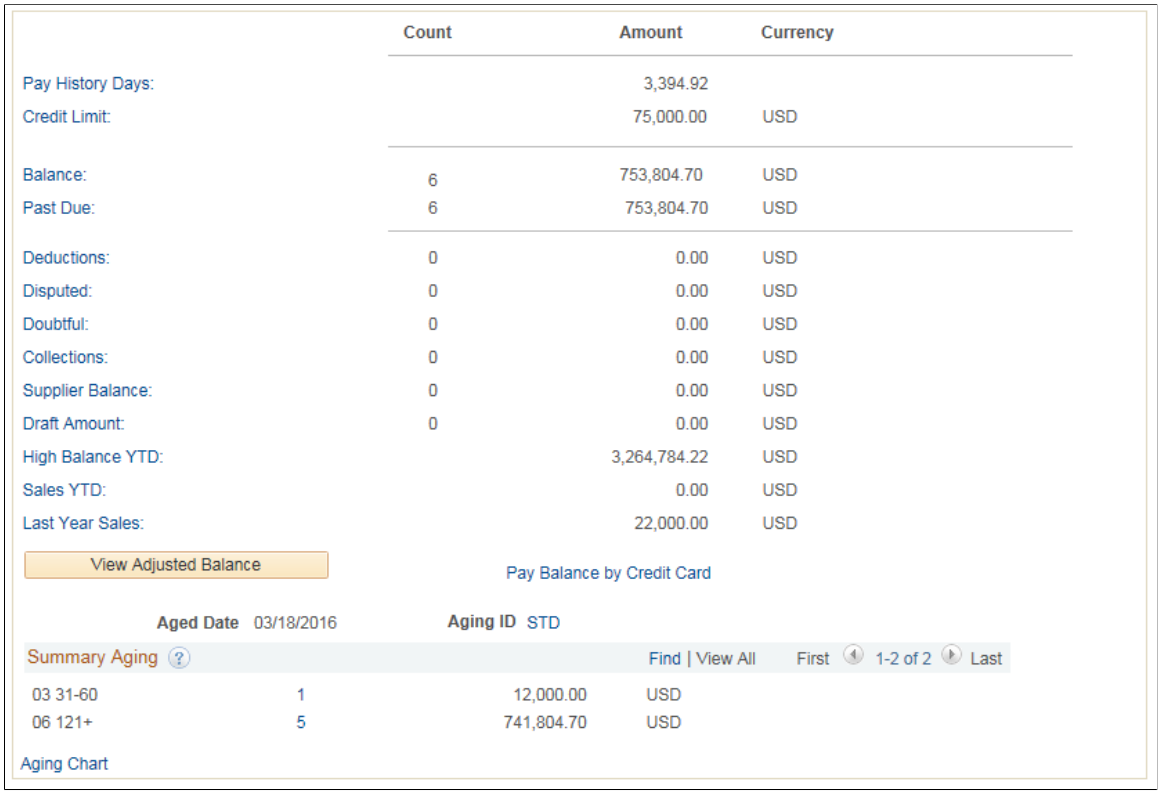
Accounts Receivable > **Customer Accounts** > **Customer Information** > **Account Overview** > **Balances**

This example illustrates the fields and controls on the Account Overview - Balances page (1 of 2).



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Account Overview - Balances page (2 of 2).



	Count	Amount	Currency
Pay History Days:		3,394.92	
Credit Limit:		75,000.00	USD
Balance:	6	753,804.70	USD
Past Due:	6	753,804.70	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Supplier Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		3,264,784.22	USD
Sales YTD:		0.00	USD
Last Year Sales:		22,000.00	USD

View Adjusted Balance | Pay Balance by Credit Card

Aged Date 03/18/2016 Aging ID STD

Summary Aging | Find | View All | First | 1-2 of 2 | Last

03 31-60	1	12,000.00	USD
06 121+	5	741,804.70	USD

Aging Chart

Enter search criteria for the customer, and click **Search.**

Field or Control	***Description***
Item ID	Displays the most recent item for the customer, the item date, and amount. Click to access the View/Update Item Details component (ITEM_MAINTAIN) for the item, and view or change the item details.
Payment	Displays the most recent payment for the customer, the payment date, and amount. Click to view a list of items that were paid by the payment on the Item Activity From A Payment page (ITEM_PAYMENT_SEC).
Pay History Days	Displays the weighted average number of days late for payments from the customer. Click to access the Payment History page (CUST_PROFILEB_SEC), where you view the customer's weighted average payment history (the number of days and the basis amount) period by period. This link is available only if you entered a business unit.
Credit Limit	Displays the customer's credit limit. Click to open the Credit Profile page for the customer, where you view or enter customer credit profile information including credit limit review dates and dispute and collection status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Corporate Credit Limit	Displays the corporate customer's credit limit. Click the link to access the Credit Profile page for the corporate customer, where you can update the credit limit.

Reviewing Customer Balances

The information that appears on the Account Overview - Balances page depends on the balances that you select to see on the AR Account Overview Balances page in installation options. The **Balance** and **Past Due** fields always appear. If there is no currency code and the balance is 0, the **Amount** field is blank.

Field or Control	*Description*
Balance	Displays the total receivables balance and the number of items that make up the balance. Click to access the Item List page and view a list of items that make up the customer's balance.
Past Due	Displays the past due balance (all items with a due date before the current date) and the number of items. Click to access the Item List page and view a list of items that are past due.
Deductions	Displays the total balance for deductions and the number of deductions. Deductions are items that you create on the payment or draft worksheet for short payments or items that you mark as deductions on the Detail 1 page. Click the link to access the Item List page and view a list of deductions.
Disputed	Displays the disputed balance and the number of disputed items. Use the Detail 1 page to indicate that an item is in dispute. Click the link to access the Item List page and view a list of disputed items.
Doubtful	Displays the doubtful balance and the number of doubtful items. A doubtful item is an item that you transferred to a doubtful receivable account using the transfer worksheet. Click the link to access the Item List page and view a list of doubtful items.
Collections	Displays the total balance for items in collection and the number of items. Use the Detail 1 page to indicate that an item is in collection. Click the link to access the Item List page and view a list of items in collection.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer Deposits	Displays the total amount of deposits that were made by the customer for orders and the number of deposits. Click the link to access the Customer Deposits page and view a list of all deposits that were made by the customer, the associated sales order for each deposit, and activity associated with each deposit.
Supplier Balance	Displays the amount of the vouchers that is owed to the customer and the number of vouchers. Click to view a list of the customer's vouchers or invoices and their amounts on the Vouchers for a Supplier page (CUST_VNDR_ITEM_SEC).
Draft Amount	Displays the total amount of drafts that are not complete. Click to view the actual debt for drafts that are past due, the grace amount (amount of the drafts that are not yet due), and the total amount due for approved, remitted, and dishonored drafts. The Draft Receivables page (CUST_DRAFTS_SEC) displays a list of incomplete drafts.
High Balance YTD (high balance year-to-date)	Displays the high balance for the current fiscal year. Click the link to access the Customer History page, where you can view the customer's high balance history period by period.
Sales YTD (sales year-to-date)	Displays the year-to-date sales amount. Click the link to access the Customer History page, where you view the customer's sales history period by period.
Last Year Sales	Displays the amount of last year's sales. Click the link to access the Customer History page, where you view the customer's sales history period by period.
View Adjusted Balance	Click to access the View Adjusted Balance page (ADJUST _BAL_SEC) and view an adjusted balance by excluding selected types of exception items and collection items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Pay Balance by Credit Card	Click to access the Credit Card Details page (AR_CRCARD_DETAILS) where you can update credit card information and pay the balance by credit card. If any of the items that make up the customer balance are not available for payment by credit card, the system enables you to exclude these items and make a payment for any remaining items. Items are not available for payment by credit card if the items: • Have not successfully passed budget checking. • Are already selected in another group. • Do not have a payment method of Check or Credit Card. • Are vendor rebate or claimback items. • Have been settled by credit card in PeopleSoft Billing or eBill Payment. See Worksheet Application Detail View Page.

Note: If the items in the category are in multiple currencies, the page displays ***Multiple Currencies*** for the category.

Reviewing Aging

Field or Control	*Description*
Aged Date	Displays the system date from the beginning of the aging run. For example, if the Aging process starts at 11:58 p.m. on September 12 and ends at 12:01 a.m. on September 13, the aged date is September 12.
Aging ID	Displays the Aging ID. Click the **Aging ID** link to display the aging definition on the Aging page (AGING_TABLE).

The **Summary Aging** grid has one line for each aging category that is defined on the Aging page. Click the **Aging Count** link to access the item list for the selected aging category.

Click the **Aging Chart** link to display a chart that shows a customer's aging information. The chart contains the same data that appears in the Summary Aging grid.

Note: You must run the Aging Application Engine process (AR_AGING) to view the data in this grid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"AR Account Overview Balances Page" (Application Fundamentals)

Adjust Balance Page

Use the Adjust Balance page (ADJUST_BAL_SEC) to view an adjusted balance by excluding deduction, disputed, collection, and doubtful items.

Navigation:

Click the **View Adjusted Balance** button on the Account Overview - Balances page.

Field or Control	*Description*
Exclude Dispute Items, Exclude Deduction Items, Exclude Doubtful Items, and **Exclude Collection Items**	Select the type of items to exclude from the balance.
Re-Calculate	Click to calculate the customer's balance, excluding the items that you selected.
Adjusted Amount	Displays the adjusted balance in the base currency of the business unit.
Adjusted Display Amount	If you selected the **Use AR Display Currency** check box for the business unit, this field shows the amount in the display currency for the business unit or in the display currency that you selected for the Account Overview - Balances page on the Display Currency Conversion page.

Customer Aging Chart Page

Use the Customer Aging Chart page (CUST_AGCHRT_SEC) to view a chart with the amount or count of a customer's items by aging category.

Navigation:

Click the **Aging Chart** link on the Account Overview - Balances page.

Field or Control	*Description*
Chart Selection	Select the values to display in the chart. Values are: *Count:* Displays the number of items in each category. *Amount:* Displays the amount in each category.
Chart Type	Select the type of chart to display. Values are: *2D Bar Chart, 2D Pie Chart, 3D Bar Chart, 3D Pie Chart, Line Chart,* and *Stacked Bar.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Draw Chart	Click to redraw a chart based on the new selection criteria.
Previous Set and **Next Set**	Click to scroll through multiple sets of data in the chart. If the data fits into one single set, the links are not available.

Note: You must run the Aging process to view data in the chart.

Item Information

Click an aging category in the chart to view the items that make up the category in the **Items for Category** grid.

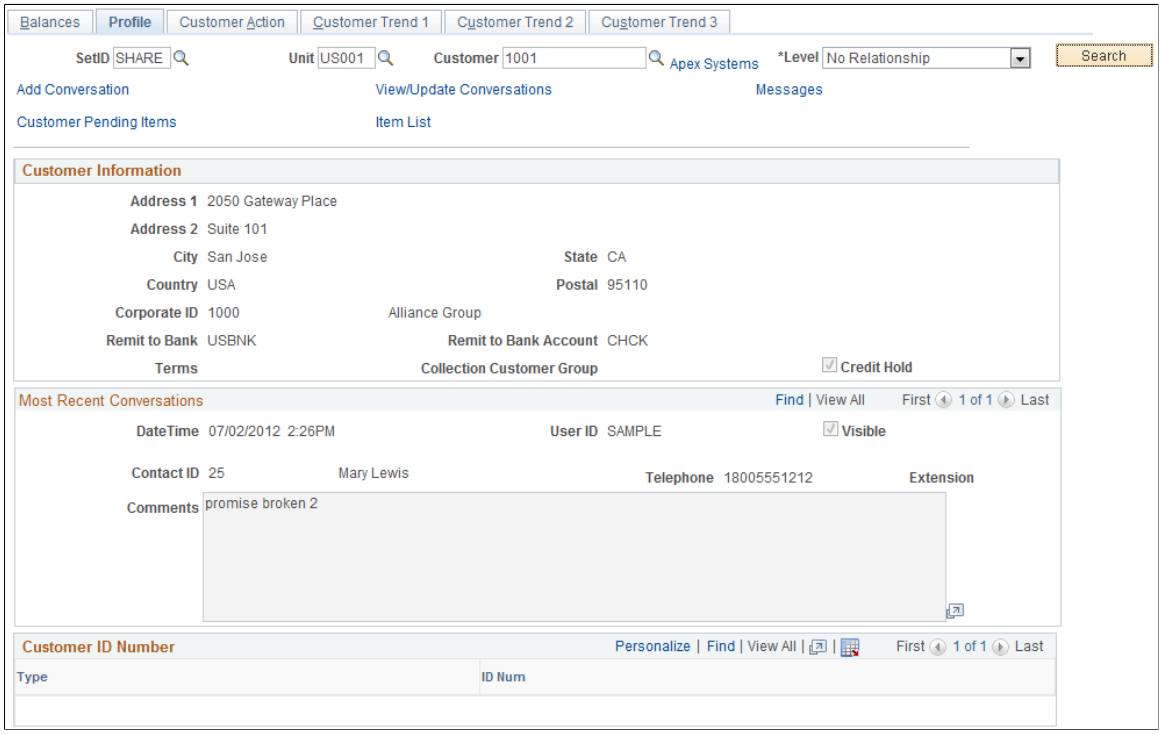
Account Overview - Profile Page

Use the Account Overview - Profile page (CUST_PROFILE_HDR) to view customer profile information and use links to view in-process payments and outstanding items.

Navigation:

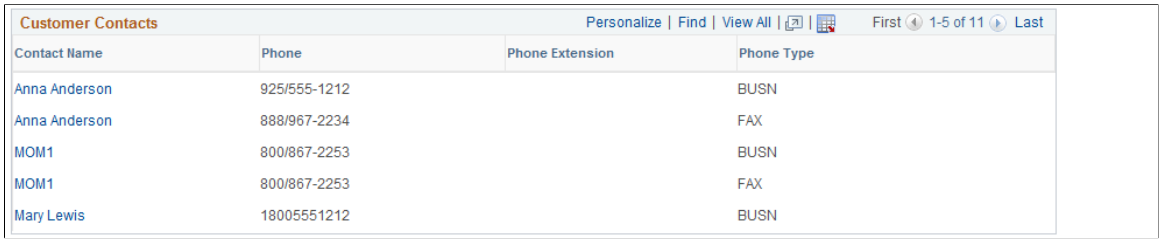
Accounts Receivable > **Customer Accounts** > **Customer Information** > **Account Overview** > **Profile**

This example illustrates the fields and controls on the Account Overview - Profile page (1 of 2).



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Account Overview - Profile page (2 of 2).



Customer Contacts — Personalize | Find | View All | First 1-5 of 11 Last

Contact Name	Phone	Phone Extension	Phone Type
Anna Anderson	925/555-1212		BUSN
Anna Anderson	888/967-2234		FAX
MOM1	800/867-2253		BUSN
MOM1	800/867-2253		FAX
Mary Lewis	18005551212		BUSN

Enter search criteria for the customer, and click **Search.**

Field or Control	*Description*
Remit to Bank and **Remit to Bank Account**	Displays the bank and bank account to which you instructed the customer to send payments. The address for this bank account appears on correspondence. You assign the bank to the customer on the Correspondence Options page. If you do not assign one to the customer, you assign the default value to each business unit on the Receivables Options - General 1 page.
Terms	Displays the payment term ID that is assigned to the customer. The terms determine the rules for calculating item due dates and discount amounts and dates.
Collection Customer Group	Displays the code for the collection customer group to which the customer belongs. You can define collection and assessment rules for the Condition Monitor Application Engine process (AR_CNDMON) for customers in a specific collection group. You assign a customer to a collection group on the Customer Group Info (customer group information) page.
Credit Hold	If this check box is selected, the customer has been put on a credit hold. When you run the Condition Monitor process, the process searches for customers with credit holds and creates an action based on the rules that you define.

Most Recent Conversations

The **Most Recent Conversations** scroll area displays the comments for all conversation entries for the customer.

Field or Control	*Description*
DateTime	Displays the date and time that the conversation entry was entered.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
User ID	Displays the user ID of the individual who entered the conversation entry.
Visible	Indicates whether self-service users (customers, brokers, and salespeople) can view the conversation on the Receivables self-service pages. If this field is selected the conversation entry can be viewed.
Contact ID	Displays the customer contact information with whom the user spoke, including the **Telephone** number and **Extension** for the contact.
Comments	Displays the text that was recorded for the conversation entry.

Customer ID Number

Field or Control	*Description*
Show DB Information (show Dun & Bradstreet information)	Click to access the Dun & Bradstreet component (CUSTOMER_DB) and view the details of the Dun & Bradstreet report.
Type and **ID Number**	Displays the type of reporting entity, such as Dun & Bradstreet, and the ID code, such as the Data Universal Numbering System (DUNS) number.

Customer Contacts

The **Customer Contacts** grid displays all contacts that are associated with the customer and contact information. Click a contact link to access the Contact page, where you view details for the contact.

Links to Additional Pages

Field or Control	*Description*
Drafts Needing Approval	Click to view a list of drafts needing approval on the Drafts Needing Approval page (CUST_DRAFTS_SEC).
Unapplied Payments	Click to view unapplied payments for the customer on the Unapplied Payments page (CUST_PEND_PAY_SEC).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
In Process Payments	Click to view a list of in-process payments for the customer on the In Process Payments page (CUST_PEND_PAY_SEC).
Customer Pending Items	Click to view a list of pending items for the customer on the Customer Pending Items page (CUST_PEND_ITEM_SEC).

Customer Trend Pages

Use the Customer Trend 1 page (AR_CUST_TREND1) to review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page.

The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Account Overview** > **Customer Trend 1**

Use the Customer Trend 2 page (AR_CUST_TREND2) to review a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page.

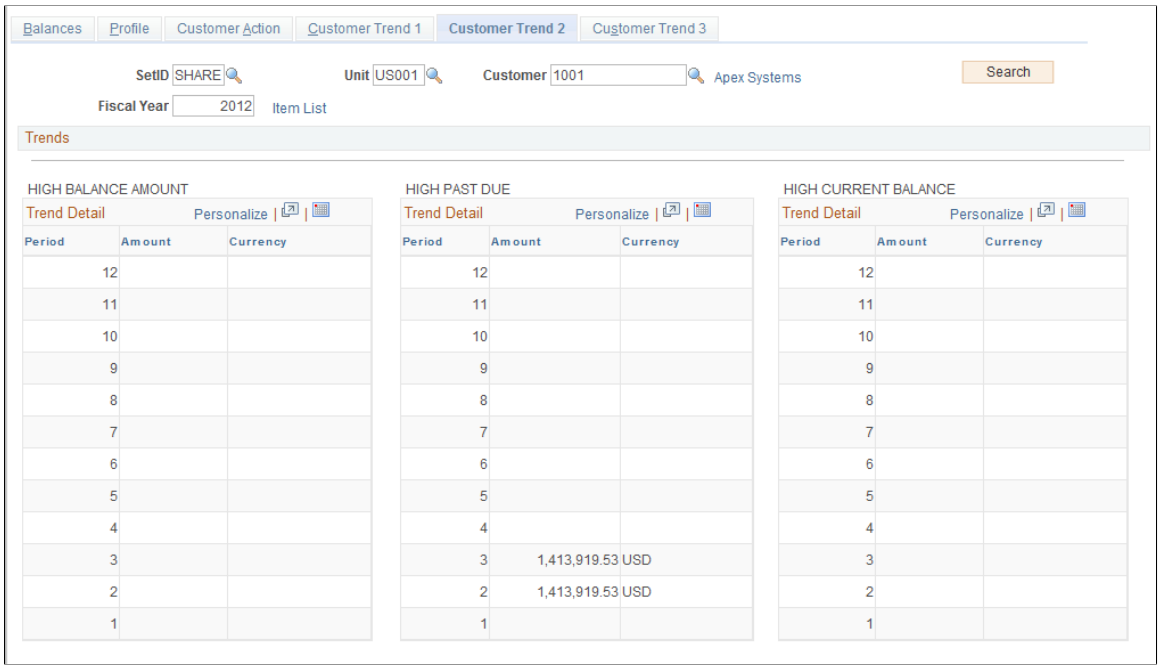
The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Account Overview** > **Customer Trend 2**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Account Overview - Customer Trend 2 page. You can find definitions for the fields and controls later on this page.



The three pages that display customer trends work the same way.

Enter search criteria for the customer.

Field or Control	*Description*
Fiscal Year	Enter the calendar year that contains the periods for which you want to compare data.

Field or Control	*Description*
Customer Trend Chart	Click to access either the Customer Trend 1 Chart page or the Customer Trend 2 Chart page, where you view a chart with the historical statistics.

Viewing Trend Information in a Chart

Use the Customer Trend 1 Chart page (CUST_TRD1CHRT_SEC) to view a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page.

The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.

Navigation:

Click the **Customer Trend Chart** link on the Customer Trend 1 page or the Customer Trend 3 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

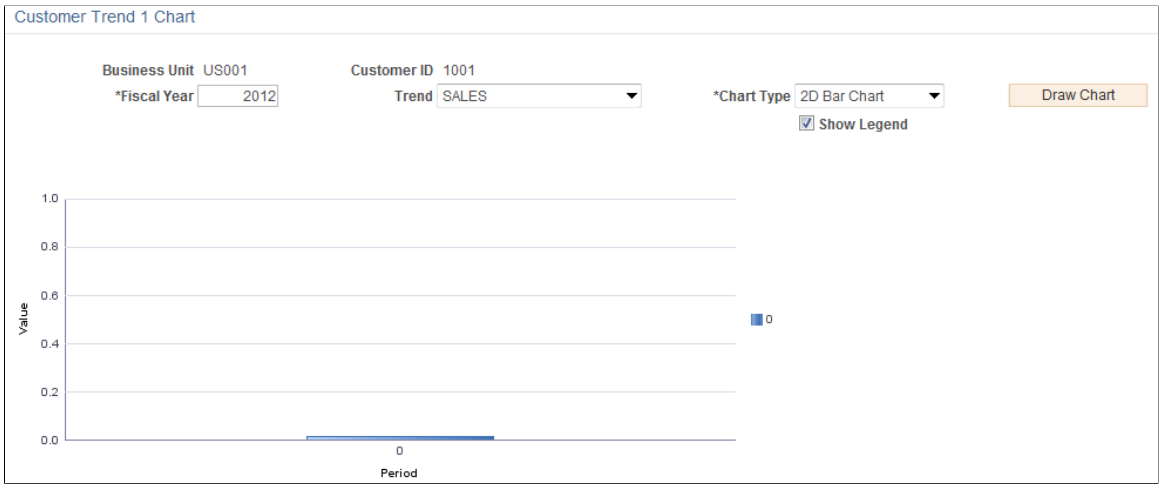
Use the Customer Trend 2 Chart page (CUST_TRD1CHRT_SEC) to view a chart with a customer's historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page.

The page displays up to three historical statistics for history IDs that track amounts by period, for example, the high balance amount.

Navigation:

Click the **Customer Trend Chart** link on the Customer Trend 2 page.

This example illustrates the fields and controls on the Customer Trend 2 Chart page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Trend	Select the history for the historical statistics that you want to view.
Chart Type	Select the type of chart for the statistics. Values are *2D Bar Chart*, *2 Pie Chart*, *3D Bar Chart*, *3 Pie Chart*, *Horizontal Bar*, *Line Chart*, and *Stacked Bar*.

Reviewing Additional Customer Account Information

Pages Used to Review Additional Customer Account Information

Page Name	*Definition Name*	*Usage*
Outstanding Customer Items Page	CUST_PENDING_ITEM	View information about pending items for all maintenance, billing, overdue charge, or transfer items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Customer Balances Page	CUSTOMER_BALS	View the customer's balance.
Customer Credit Profile Page	CUST_CREDIT_PROF	View customer balances and aging information in the currency that is associated with the customer's credit limit. The system converts all open items for the customer from the base currency to the credit limit currency using the currency code and the rate type on the Credit Profile page. This information is useful when you need to manage a customer's credit and the transactions in multiple currencies. The page also displays the customer credit limit information.
History Page	CUSTOMER_HISTORY	View both user-defined history and system-defined history. The system stores customer history based on the fiscal years and periods that you define on the Detail Calendar page.
History Chart Page	CUSTOMER_HISTCHRT	View a chart with customer history information.
Customer Hierarchy Page	CUSTOMER_HIERARCHY	Review a customer hierarchy in grid format.
Customer Drafts Page	CUSTOMER_DRAFTS	View customer draft balances and other draft information.
Customer Information - Aging Page	CUSTOMER_AGING	View or update aged accounts. You must run the Aging process to view information on this page.
Profile by Corporate Tree Page	CUST_PROF_CORPTREE	View customers in the corporate tree AR_CORPORATE_CUST, which you defined in PeopleSoft Tree Manager. You can also define a two-level customer relationship using the General Information page and the Corporate Customer page. See also “Setting Up Tree-Based Corporate Customers” (PeopleSoft Order to Cash Common Information).
Customer Payments Page	CUSTOMER_PAYMENTS	View customer payments at a high or low level of detail.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Customer Payment History Page	CUSTOMER_PROFILEB	View payment history, balance, and sales information.
Outstanding Customer Payments Page	CUST_PENDING_PAY	View payments received, their identification, and their status in the processing cycle. View the number of outstanding payments and the total payment amount if the items are associated with multiple business units and have different currencies.
Item Activity Page	ITEM_ACT_QRY	View customer activity for a specific customer and date range.
Direct Journal Page	DIRECT_JRNL_QRY	View all direct journal payments for a specific customer and date range.

Understanding Reviewing Additional Customer Account Information

PeopleSoft Receivables provides several inquiry pages that enable you to review specific information for a customer, such as a list of outstanding items and their balance. These pages display amounts in the base currency for the business unit. If you selected the **Use an AR Display Currency** check box for the business unit on the Display Currency Options page, the pages also display the amounts in the display currency for the business unit. You can override the display currency. If the items that make up the amounts are in different currencies, the system displays the note ***Multiple Currencies*** instead of an amount.

Use Receivables inquiry pages to:

- Review customer history.
- Review customer history in a chart.
- Review customer hierarchy.
- Review draft information.
- Review aged customer accounts.
- View activities for customers.
- View customers' direct journal payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Common Elements Used for Reviewing Additional Customer Account Information

Field or Control	*Description*
Balance	Click to view a list of items that make up the balance on the Account Overview - Balances page.
Hi Balance (high balance)	Displays the highest balance for the customer since you last ran the Aging process.
Hi Past Due (high past due)	Displays the highest past due amount for the customer since you last ran the Aging process.
Past Due	Click to view past due items on the Item List page.

Outstanding Customer Items Page

Use the Outstanding Customer Items page (CUST_PENDING_ITEM) to view information about pending items for all maintenance, billing, overdue charge, or transfer items.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer Pending Items** > **Outstanding Customer Items**

Customer Balances Page

Use the Customer Balances page (CUSTOMER_BALS) to view the customer's balance.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Breakdown Balances** > **Customer Balances**

Customer Credit Profile Page

Use the Customer Credit Profile page (CUST_CREDIT_PROF) to view customer balances and aging information in the currency that is associated with the customer's credit limit.

The system converts all open items for the customer from the base currency to the credit limit currency using the currency code and the rate type on the Credit Profile page. This information is useful when you need to manage a customer's credit and the transactions in multiple currencies. The page also displays the customer credit limit information.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Credit Profile** > **Customer Credit Profile**

Copyright © 1988, 2025, Oracle and/or its affiliates.

History Page

Use the History page (CUSTOMER_HISTORY) to view both user-defined history and system-defined history.

The system stores customer history based on the fiscal years and periods that you define on the Detail Calendar page.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer History** > **History**

The Aging process and the Receivables Update Application Engine process (ARUPDATE) update the customer history elements. If you have not run these processes recently, the history figures that you see do not reflect up-to-date activity.

Field or Control	*Description*
History ID	Select either a system-defined or user-defined history ID. Use the percent sign (%) to group the IDs that begin or end with the same characters. For example, enter *DSO%* to display both DSO30 and DSO90 history IDs.
History	Select the periods to display. Values are: • *All:* Displays all available periods. • *Most Recent:* Displays only the most recent period.

History Chart Page

Use the History Chart page (CUSTOMER_HISTCHRT) to view a chart with customer history information.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer History** > **History Chart**

The default search parameters for the customer history information come from the History page. Override the values as needed.

Field or Control	*Description*
Fiscal Year	Enter the year for which you want to see the customer history. You can view history for only one year at a time.
Chart Type	Select the type of chart to display. Values are *2D Bar, 2D Pie, 3D Bar, 3D Pie, Horiz Bar* (horizontal bar) *Line Chart,* and *Stacked Bar.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

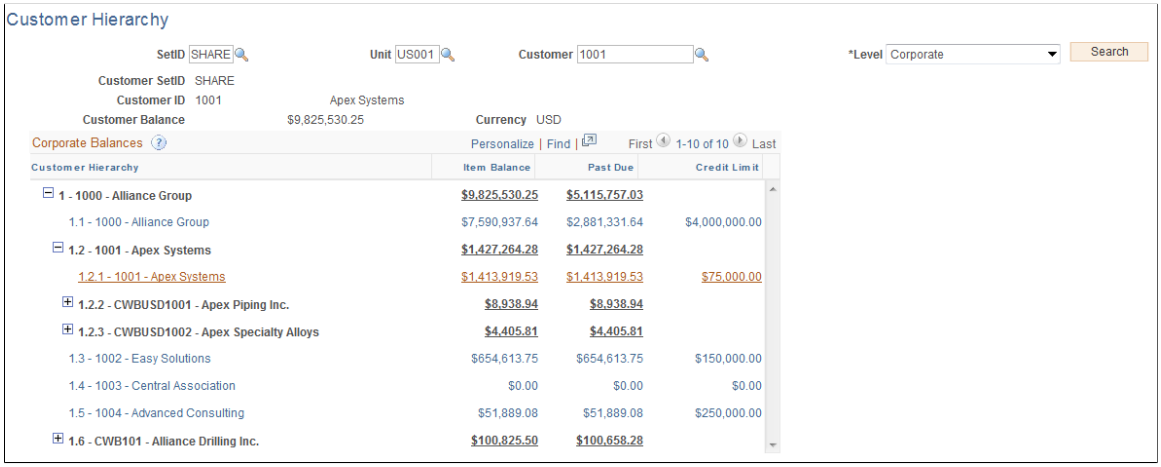
Customer Hierarchy Page

Use the Customer Hierarchy page (CUSTOMER_HIERARCHY) to review a customer hierarchy in grid format.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer Hierarchy** > **Customer Hierarchy**

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



The Correspondence, Remit From, and Corporate Customer hierarchies are created from selections on the "Customer Information - General Info Page" (PeopleSoft Order to Cash Common Information).

Related Links

"Adding General Customer Information" (PeopleSoft Order to Cash Common Information)
Understanding the Interactive Customer Hierarchy Chart

Customer Drafts Page

Use the Customer Drafts page (CUSTOMER_DRAFTS) to view customer draft balances and other draft information.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer Balance Drafts** > **Customer Drafts**

Enter search criteria and sort criteria in the **Draft Selection** group box.

Field or Control	***Description***
Draft Amount	Click to view the Draft Receivables page, which shows all of a customer's accepted drafts that have been posted but are not yet complete.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Risk Amount	Click to view the Draft Receivables page, which shows the customer balance total and the draft amount for the customer.

Customer Information - Aging Page

Use the Customer Information - Aging page (CUSTOMER_AGING) to view or update aged accounts.

You must run the Aging process to view information on this page.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer Aging** > **Aging**

Search Criteria

Use the search fields at the top of the page to select the details about the customer.

Aging Information

The page displays *New Balance* if the customer's balance has changed since it was last aged. This indicates that you may want to rerun the Aging process.

Field or Control	*Description*
Aged Date	Displays the system date from the beginning of the aging run. For example, if the Aging process starts at 11:58 p.m. on September 12 and ends at 12:01 a.m. on September 13, the aged date is September 12.
Aging ID	Displays the aging ID. Click the **Aging ID** link to display the aging definition on the Aging page (AGING_TABLE).
	Click the **Update Aging** button to age the customer's items during the next run of the Aging process.

Customer Balances

The monetary amounts in the **Customer Balances** group box appear in either the base currency or the display currency for the business unit. To change from the base currency to the display currency, select the **Use an AR Display Currency** field for the business unit on the Display Currency Options page.

Customer Aging

The **Customer Aging** group box has one line for each aging category that is defined on the Aging page. Click the **Aging Count** link to access the item list for the selected aging category.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

Setting Up Aging

Profile by Corporate Tree Page

Use the Profile by Corporate Tree page (CUST_PROF_CORPTREE) to view customers in the corporate tree AR_CORPORATE_CUST, which you defined in PeopleSoft Tree Manager.

You can also define a two-level customer relationship using the General Information page and the Corporate Customer page.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Corporate Tree Profile** > **Profile by Corporate Tree**

Customer Payments Page

Use the Customer Payments page (CUSTOMER_PAYMENTS) to view customer payments at a high or low level of detail.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Review Customer Payments** > **Customer Payments**

Customer Payment History Page

Use the Customer Payment History page (CUSTOMER_PROFILEB) to view payment history, balance, and sales information.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Payment History** > **Customer Payment History**

Outstanding Customer Payments Page

Use the Outstanding Customer Payments page (CUST_PENDING_PAY) to view payments received, their identification, and their status in the processing cycle.

View the number of outstanding payments and the total payment amount if the items are associated with multiple business units and have different currencies.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Outstanding Payments** > **Outstanding Customer Payments**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Item Activity Page

Use the Item Activity page (ITEM_ACT_QRY) to view customer activity for a specific customer and date range.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Customer Activity** > **Item Activity**

The system sorts the activities in the **Item Activity** grid by business unit, customer ID, accounting date, and entry type.

Field or Control	*Description*
Item ID	Click an item ID link to access the View/Update Item Details component, where you can view details about the item, including accounting entries and all activity for the item.
Entry Type	Identifies the type of activity.

Direct Journal Page

Use the Direct Journal page (DIRECT_JRNL_QRY) to view all direct journal payments for a specific customer and date range.

Navigation:

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Review Customer Activity** > **Direct Journal**

The system sorts the direct journal payments in the list by accounting date, deposit business unit, deposit ID, and payment ID.

Field or Control	*Description*
Payment ID	Click a payment ID to access the Directly Journalled Payments page, where you view the details for the direct journal payment, including the distribution lines.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 37

Using the PeopleSoft Classic Comprehensive Customer View

Understanding the PeopleSoft Classic Comprehensive Customer View

Built using the Configurable Analysis Framework (CAF), the PeopleSoft Classic Comprehensive Customer View consolidates content focused around key performance indicators into a dashboard, which provides the following:

- Customer profile information.
- Customer analytics.
- Transactional information at both summary and detail levels.
- Comparative analysis of customers.

The PeopleSoft Classic Comprehensive Customer View displays multiple pagelets containing metrics, analytics, graphs, various transaction details, and pivot grids corresponding to customers. The Customer Transaction Wheel provides direct access to transaction pages associated with a customer. Access to customer data depends on the user role and authorization.

Your company can review various metrics related to single or multiple customers in an analysis or comparative view. In the analysis view, the metrics associated with a single customer appear in the dashboard whereas in the comparative view, you can select two or more customers and compare their data side-by-side. You can also edit, save, and share the Comprehensive Customer View with other users.

Related Links

"Understanding Configurable Analysis Framework" (Enterprise Components)
"Setting Up Configurable Analysis Framework" (Enterprise Components)

Using the PeopleSoft Classic Comprehensive Customer View

This topic describes how to use the PeopleSoft Classic Comprehensive Customer View for analysis and comparison of customer data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to View the PeopleSoft Classic Comprehensive Customer Dashboard

Page Name	*Definition Name*	*Usage*
Comprehensive Customer View Search Page	C360_CUST_SEARCH	Search for customers and filter results. Access the PeopleSoft Classic Comprehensive Customer View for a specific customer.
Comprehensive Customer View Page (Analysis Mode)	CAF_DISPLAY	View data related to a single customer on the dashboard.
Comprehensive Customer View Page (Comparison Mode)	CAF_DISPLAY	Compare data for two or more customers on the dashboard. Select customers and metrics for comparison.

Customizing the PeopleSoft Classic Comprehensive Customer View

All the fields presented in the PeopleSoft Classic Comprehensive Customer View are system-defined. To copy a system-defined configuration to create a user-defined configuration, access the Configurable Analysis component (**Set Up Financials/Supply Chain** > **Common Definitions** > **Configurable Analysis**). Here you can define a new analysis configuration and define the various entities, factors, pagelets, and related actions for the view.

You can also view and edit the default dashboard by accessing the Analysis Display page (**Set Up Financials/Supply Chain** > **Common Definitions** > **Configurable Analysis** > **Analysis Display**).

User authentication is required to access pivot grids in the PeopleSoft Classic Comprehensive Customer view, and BU security is part of the authentication. However, the BU security must be manually configured by the user. The Advanced Query Security option must be set on the record property. To do this, the user must update the appropriate record name via the Application Designer to enforce the BU security.

For more information about configuring the PeopleSoft Classic Comprehensive Customer View, see “Setting Up Configurable Analysis Framework” (Enterprise Components).

For more information about user-defined customizations, see “Using Configurable Analysis Framework” (Enterprise Components).

Defining an Analysis View

Users can define an Analysis View or display using fields in the header of the PeopleSoft Classic Comprehensive Customer View:

Field or Control	*Description*
Analysis View	Displays the current view name.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Select Analysis View	Select any existing view that you have saved or are authorized to access.
	Click the Save As icon after modifying an analysis view, and overwrite an existing user-defined view or save the changes as a new view.
	Click the Edit icon to select an available analysis view to delete or make public, depending on security.
	Click the Email icon to send an email notification including a link to the analysis view as well as a description of the data shown in the view.
	Click the Refresh icon to refresh an analysis view with current customer data.
	Click the Actions icon to open the My Personalization page, where you can customize user-level pagelet filter data.

Comprehensive Customer View Search Page

Use the Comprehensive Customer View Search page (C360_CUST_SEARCH) to search for customers and filter results.

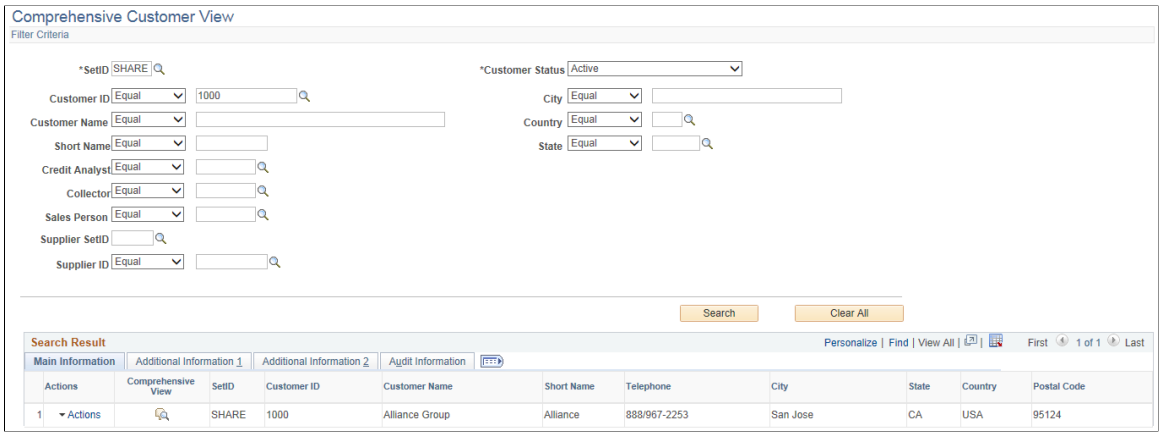
Access the Comprehensive Customer View dashboard for a specific customer.

Navigation:

Customers > **Comprehensive Customer View**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Comprehensive Customer View Search page. You can find definitions for the fields and controls later on this page.



Enter suitable filter criteria to search for and find relevant customers. In the **Search Result** grid, a list of related actions display for each customer along with other customer information. Additional customer information displays in the **Additional Information** tabs and in the **Audit Information** tab.

Field or Control	***Description***
Actions list	Select a related action from the list to open the corresponding page in a new window. The related actions include these: • **General Information** - Click to open the Customer - General Info page. • **Attachments** - Click to open the Attachments page. • **Messages** - Click to view message details for the customer on the Messages page.
	Click the Comprehensive View icon to open the comprehensive view of a specific customer. The view appears in analysis mode for one customer.

Comprehensive Customer View Page (Analysis Mode)

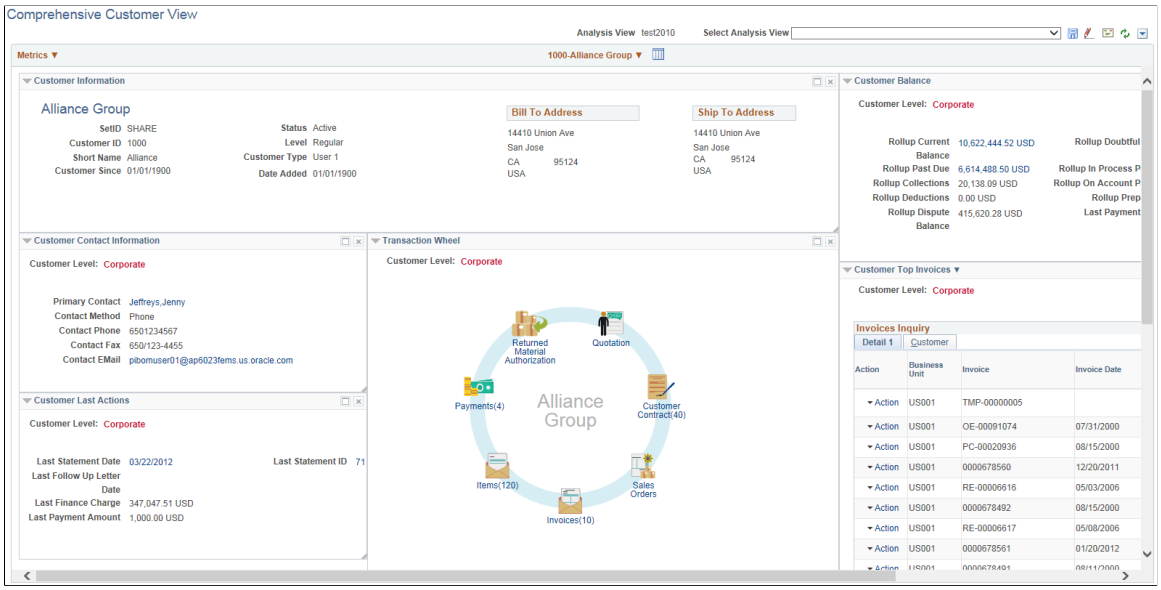
Use the analysis mode of the Comprehensive Customer View page (CAF_DISPLAY) to view data related to a single customer on the dashboard.

Navigation:

Customers > **Comprehensive Customer View**. In the Search Results grid, click the Comprehensive View icon for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Comprehensive Customer View page in the analysis mode of the dashboard. You can find definitions for the fields and controls later on this page.



The Comparative Customer View opens in a new window. System-defined data appears in various pagelets that can be expanded or removed from the dashboard. The pagelets can be dragged and placed at different locations in the display.

Field or Control	***Description***
<Customer ID>-<Customer Name> action list	Click the customer action list to view and select one of the given related actions that opens in a new window: • **Collection Workbench** • **Customer Attachments** • **Customer Hierarchy** • **Customer Information** • **Customer Message**
	Click the **Compare to other Customers** icon to view data in the comparison mode. If the comparison mode is not defined or available, no data displays.

Comprehensive Customer View Page (Comparison Mode)

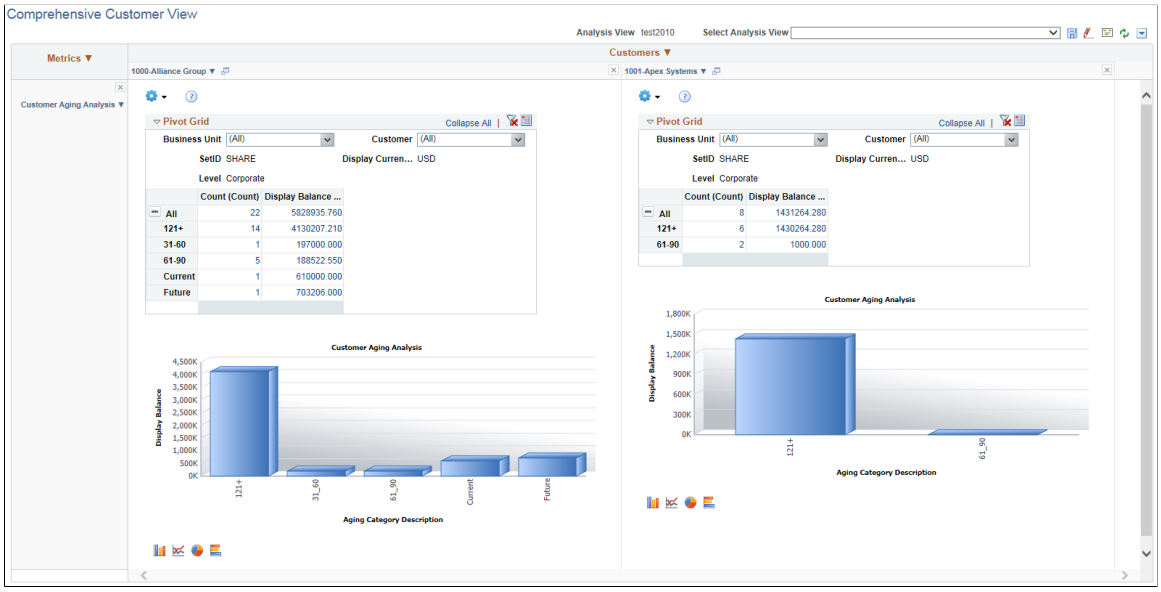
Use the comparison mode of the Comprehensive Customer View page (CAF_DISPLAY) to compare data for two or more customers on the dashboard. Select customers and metrics for comparison.

Navigation:

In the analysis mode, click the **Compare to other Customers** icon next to the customer name.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Comprehensive Customer View page in the comparison mode of the dashboard. This example shows the side-by-side comparison of the Aging pivot grid for two customers. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Choose Displayed Customers	Click the **Customers** action list in the header in comparison mode and select Choose Displayed Customers to add or remove customers for comparative analysis. A secondary page opens where you can view the list of available customers. Drag and drop customers to select for comparison.
	Click the Analyze This Customer icon to close the comparison mode and go to the analysis mode for the selected customer.

Understanding Pagelets in the PeopleSoft Classic Comprehensive Customer View

The PeopleSoft Classic Comprehensive Customer View provides customer data displayed in pagelets on the dashboard, and includes these pagelets:

- Transaction Wheel
- Pivot grids for analysis
- Information grids to display rolled-up data
- Inquiry pagelets with related actions

Defining Display Options and Metrics Criteria

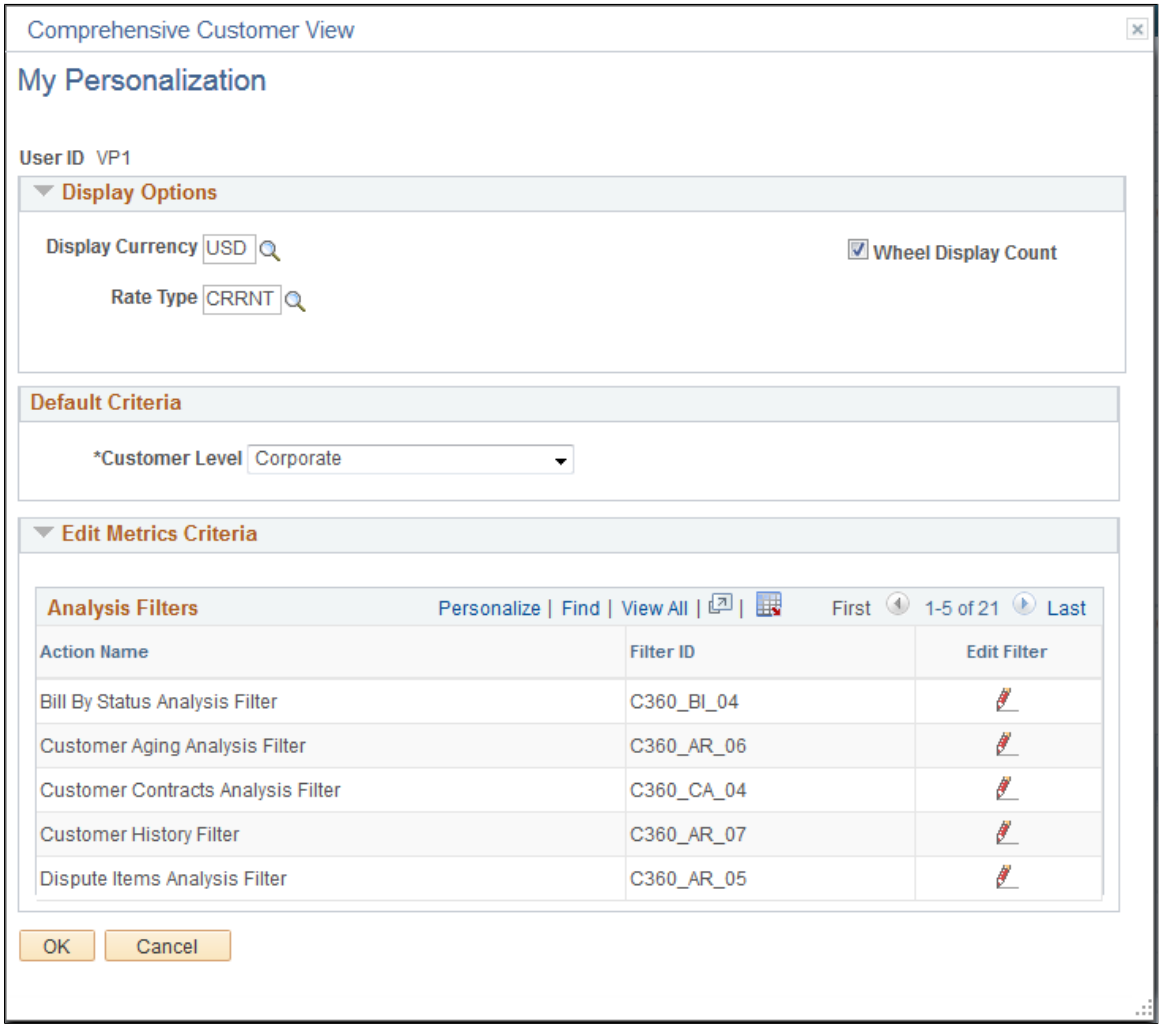
Use the My Personalization page to customize user-level display options and pagelet metrics criteria.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Click the Actions icon in the Comprehensive Customer View header and select My Personalization.

This example illustrates the fields and controls on the Comprehensive Customer View - My Personalization page.



Term	*Definition*
Wheel Display Count	Select this check box to display the counts in parentheses for transactions on the Transaction Wheel.
Customer Level	Select from these levels: • *Corporate* • *Correspondence* • *No Relationship* • *Remit From*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Analysis Filters	Click the **Edit** icon for the filter to save new values for displaying data on pagelets that use the selected filter. You can also access and edit the filter values by clicking the action glyph next to the pagelet title. This is a temporary filter and values are not saved for later use. To save filters, edit the filters on the My Personalization page.

Selecting Metrics for Display in the View

Users can select the customer metrics to show in the analysis or comparison modes and create customized metrics lists using the links in the Metrics action list. The Metrics action list is located on the left side of the Comprehensive Customer View header.

Term	*Definition*
Choose Displayed Metrics	Click to select, remove, and rearrange the pagelets in the dashboard view. Place the cursor in the pagelet title and drag to the dashboard.
Switch to Metric List	Click to choose between multiple metric lists, where available. One system-defined metric list is delivered for the Comprehensive Customer View.
Save to Metric List	Click to save the current metric list to a user-defined list. After modifying a metric list, you can overwrite an existing user-defined list or save the changes as a new list.
Edit Metric Lists	Click to make a user-defined list public, active, or inactive, as well as delete a specified list.
Global Date Filter	Click to enter From and To dates used to filter data displayed in the analysis view.

Working with the Customer Transaction Wheel

This topic describes the Customer Transaction Wheel on the PeopleSoft Classic Comprehensive Customer View.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages/Pagelets Used to Work with the Customer Transaction Wheel

Page/Pagelet Name	*Definition Name*	*Usage*	*Product*
Transaction Wheel Pagelet	C360_TRANS_WHEEL	Access transaction status and document inquiry pages for the selected customer in analysis mode.	All
Transaction Wheel - Quotations Inquiry Page	C360_OM_QUO_SRCH	Click the **Quotation** icon to access the transaction inquiry page.	Order Management
Transaction Wheel - Contracts Inquiry Page	C360_CA_CNT_SRCH	Click the **Customer Contract** link to access the transaction inquiry page.	Contracts
Transaction Wheel - Sales Orders Inquiry Page	C360_OM_SO_SRCH	Click the **Sales Orders** icon to access the transaction inquiry page.	Order Management
Transaction Wheel - Invoices Inquiry Page	C360_BI_INV_SRCH	Click the **Invoices** icon to access the transaction inquiry page.	Billing
Transaction Wheel - Items Inquiry Page	C360_AR_ITM_SRCH	Click the **Items** icon to access the transaction inquiry page.	Receivables
Transaction Wheel - Payments Inquiry Page	C360_AR_PAY_SRCH	Click the **Payments** icon to access the transaction inquiry page.	Receivables
Transaction Wheel - Returns Inquiry Page	C360_OM_RMA_SRCH	Click the **Returned Material Authorization** icon to access the transaction inquiry page.	Order Management

Understanding the Transaction Wheel

In the Transaction Wheel, the user can access up to seven transactions associated with a particular customer. The number of transactions available depends on the products installed by the customer. You can click any icon to access the respective transaction search component, where you can filter transactions, and review transaction status and document status. All inquiry pages open in a new window.

Access to the transaction inquiry pages depends on the user role. If a user is not authorized to access certain components, a message denying them access appears.

The Transaction Wheel is accessible in the analysis mode and includes these transactions:

- Quotations
- Customer Contracts

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Sales Orders
- Invoices
- Items
- Payments
- Returned Material Authorizations

Transaction Wheel Pagelet

Use the Transaction Wheel pagelet (C360_TRANS_WHEEL) to access transaction status and document inquiry pages for the selected customer in analysis mode.

Navigation:

Customers > **Comprehensive Customer View**

For information about adding the Transaction Wheel or other metrics and pagelets to the analysis mode view for a customer, see Using the PeopleSoft Classic Comprehensive Customer View.

This example illustrates the fields and controls on the Transaction Wheel pagelet. You can find definitions for the fields and controls later on this page.



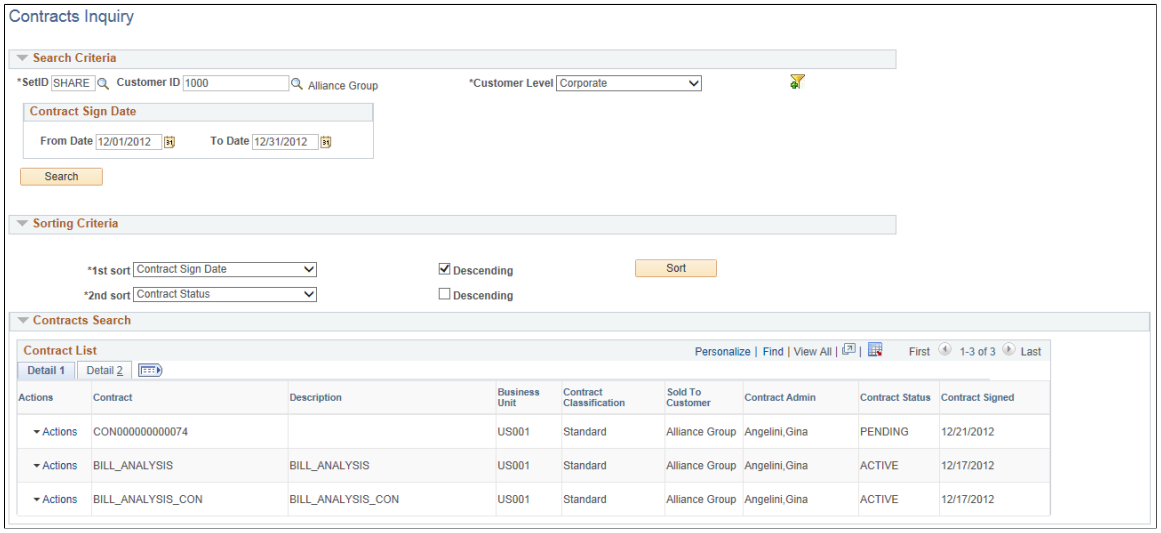
Copyright © 1988, 2025, Oracle and/or its affiliates.

For systems using PeopleTools 8.43, the Transaction Wheel pagelet can best be viewed in the Mozilla Firefox browser.

To add the transaction count to the transaction link, select the **Wheel Display Count** check box on the My Personalization page. For more information about the My Personalization page, see Understanding Pagelets in the PeopleSoft Classic Comprehensive Customer View.

The following example shows the transaction inquiry page for contracts. Click the **Customer Contract** icon to access the Contracts Inquiry page.

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

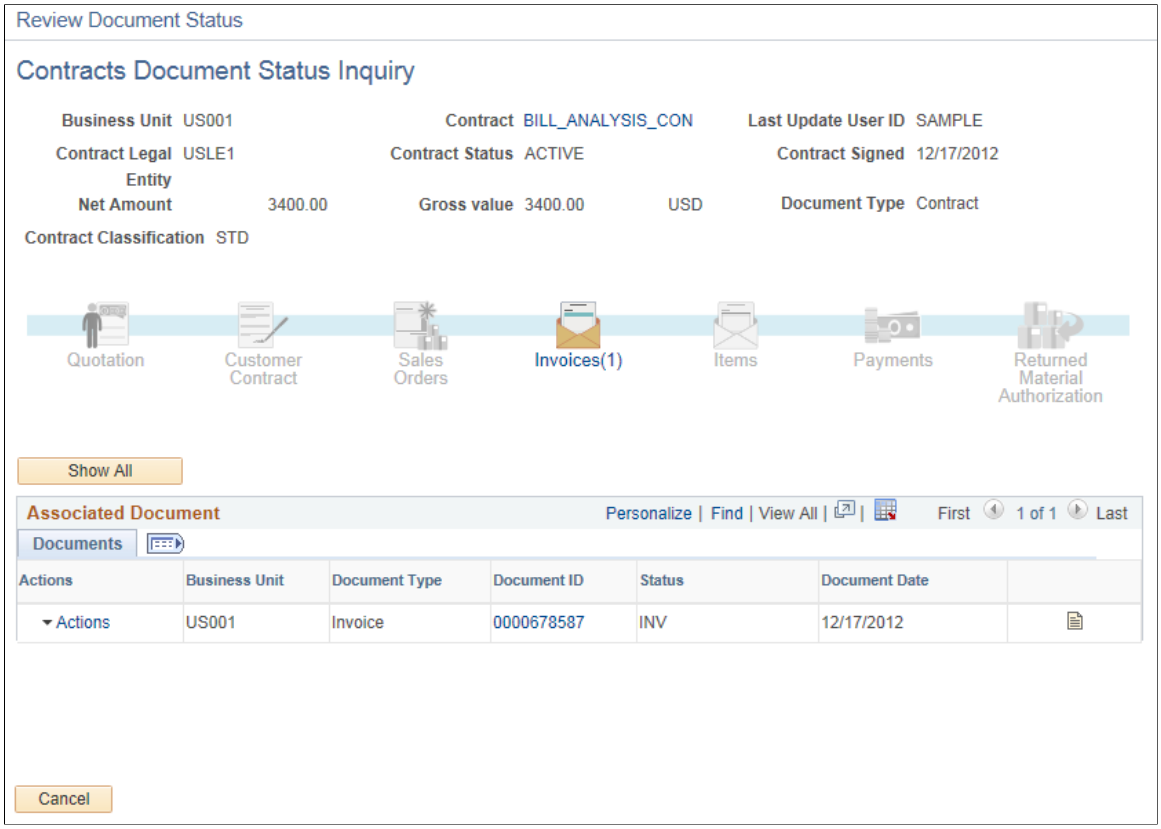


Field or Control	*Description*
Actions	Select an action from the available actions: • Review Document Status • Review Contract

Click the **Review Document Status** link to open the Contracts Document Status Inquiry page. This page provides contract details and shows associated transaction documents.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Contracts Document Status Inquiry page.



For systems using PeopleTools 8.43, the Document Status Inquiry page can best be viewed in the Mozilla Firefox browser.

Working with Customer Analysis Pagelets

This topic describes the customer analysis pagelets in the PeopleSoft Classic Comprehensive Customer View.

Pagelets Used to Work with Customer Analysis

Pagelet Name	*Query Name*	*Usage*	*Product*
Customer Aging Analysis Pagelet	C360_AR_DB_CUST_AGING	View the aging balance by aging category and a count of open items making up the aging balance. The Aging ID in the query defaults from the AR Business Unit options.	Receivables

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pagelet Name	*Query Name*	*Usage*	*Product*
Customer Items Balance Analysis Pagelet	C360_AR_ITEM_PVG	View the customer's items balance by month and year.	Receivables
Customer Bill By Status Analysis Pagelet	C360_BI_BILL_STATUS	View the customer's invoice amount by status.	Billing
Customer Contract Status Analysis Pagelet	C360_CONTRACT_STATUS_PVG	View contract status and type by net amount.	Contracts
Customer Dispute Amount Analysis Pagelet	C360_DISPUTE_AMT_PVG	View the customer's amount in dispute by month and year.	Receivables
Customer Invoice Analysis by Month Pagelet	C360_PV_RINV_QRY	View the invoice amount by month and year.	Billing
Customer Overdue Amount Analysis Pagelet	C360_OVERDUE_AMT_ANALYSIS	View a customer's overdue amount by month and year.	Receivables
Customer Write-Off Analysis Pagelet	C360_WRITE_OFF_ANALYSIS	View customer write-off amounts by year.	Receivables

Understanding Customer Analysis Pagelets

The customer analysis pagelets use pivot grids to display and filter analysis data.

Pivots grids are based on PS Queries and can display the results in a grid format, a chart format, or both. You use the Pivot Grid Wizard (**Reporting Tools** > **Pivot Grid** > **Pivot Grid Wizard**). For more information about fields and controls in pivot grids, see the product documentation for *PeopleTools: Pivot Grid*.

You can choose the type of graph – including bar, line, and pie charts – to display. The system uses the following prompts to display data in the graph:

- SetID
- Display Currency (all balances converted to this currency)
- Business Unit
- Customer (multiple values, according to Customer Level – Corporate, Remit From, or Correspondence)

Use the collapsible Pivot Grid section to customize the returned data in the graph after the system filters are applied. You can also access and edit the filter values by clicking the action glyph next to the pagelet title. This is a temporary filter and values are not saved for later use. To save filters, edit the Analysis Filters on the My Personalization page. See Understanding Pagelets in the PeopleSoft Classic Comprehensive Customer View.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Detailed View	Click the pie sections or bars in the graph, or the display amount value links in the Pivot Grid section table, to view details on the Pivot Grid Drilldown page.

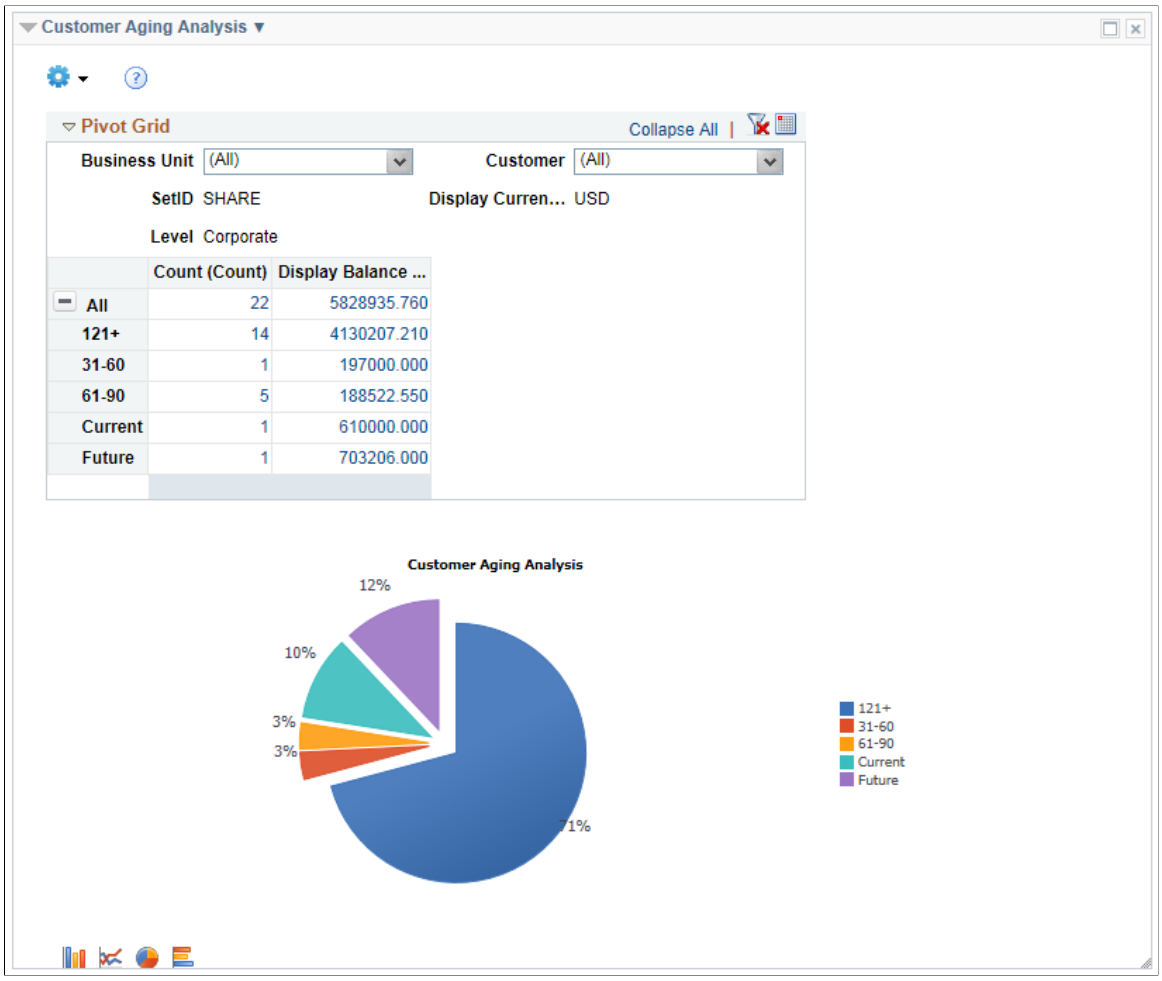
Related Links

Using the PeopleSoft Classic Receivables Dashboard

Customer Aging Analysis Pagelet

Use the Customer Aging Analysis pagelet (C360_AR_DB_CUST_AGING) to view the aging balance by aging category and a count of open items making up the aging balance. The Aging ID in the query defaults from the AR Business Unit options.

This example illustrates the fields and controls on the Customer Aging Analysis pagelet.



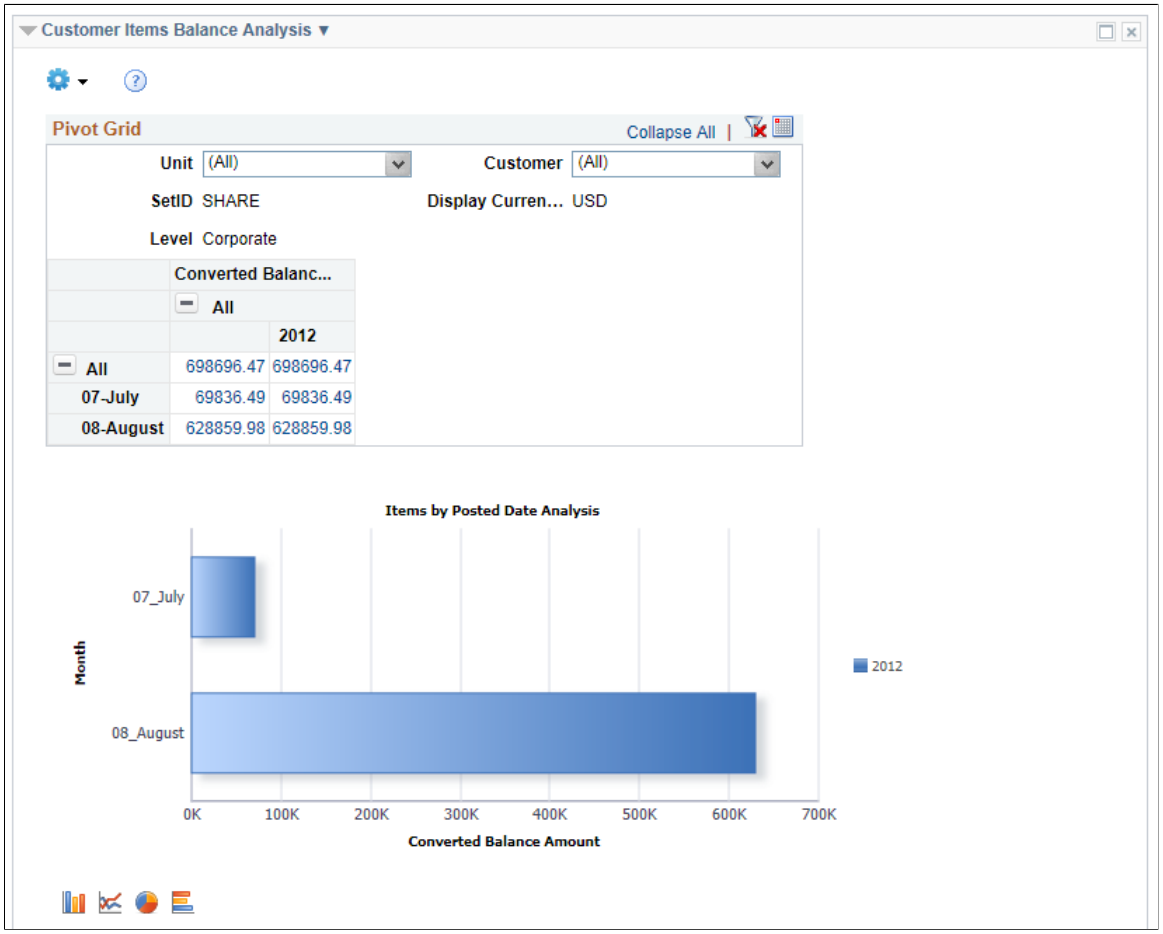
You can also use the Customer Aging Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Items Balance Analysis Pagelet

Use the Customer Items Balance Analysis pagelet (C360_AR_ITEM_PVG) to view the customer's items balance by month and year.

This example illustrates the fields and controls on the Customer Items Balance Analysis pagelet.



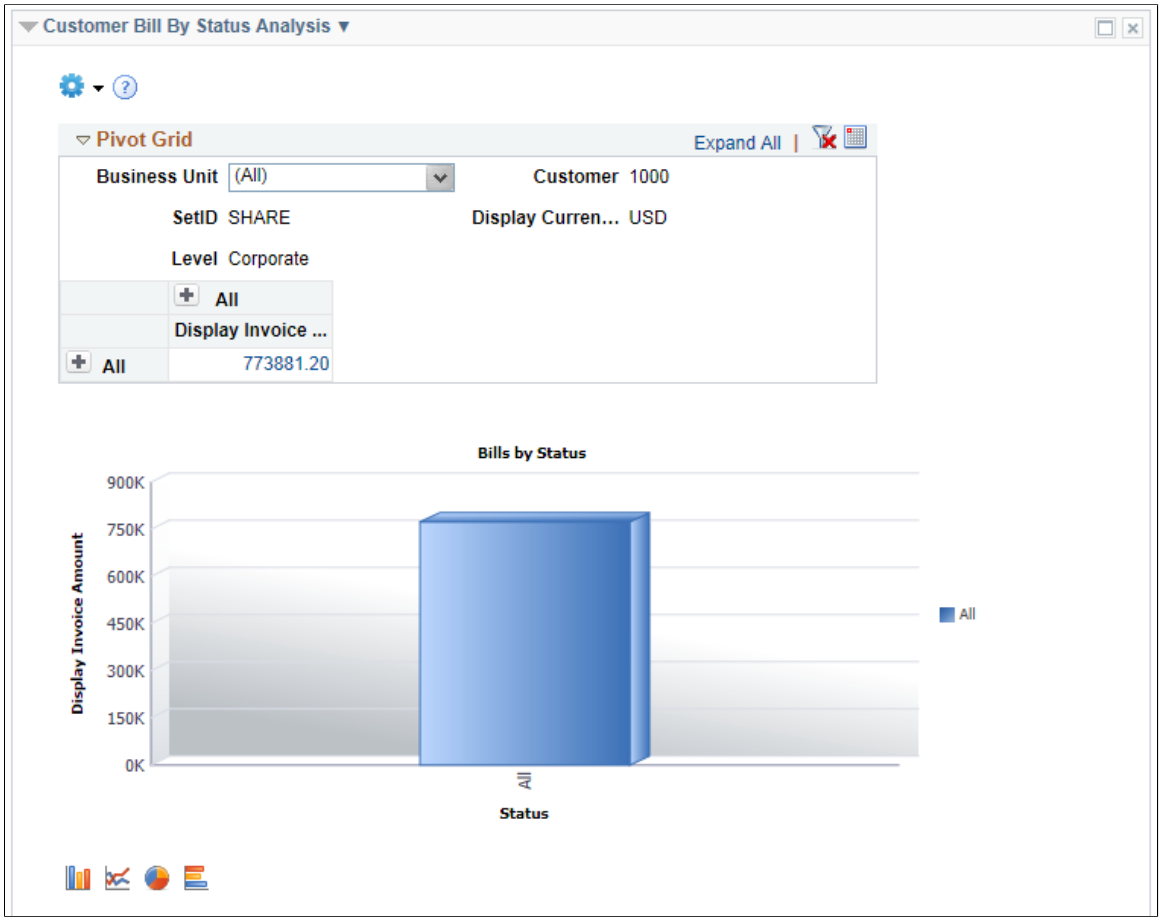
You can also use the Customer Items Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Bill By Status Analysis Pagelet

Use the Customer Bill By Status Analysis pagelet (C360_BI_BILL_STATUS) to view the customer's invoice amount by status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Bill By Status Analysis pagelet.



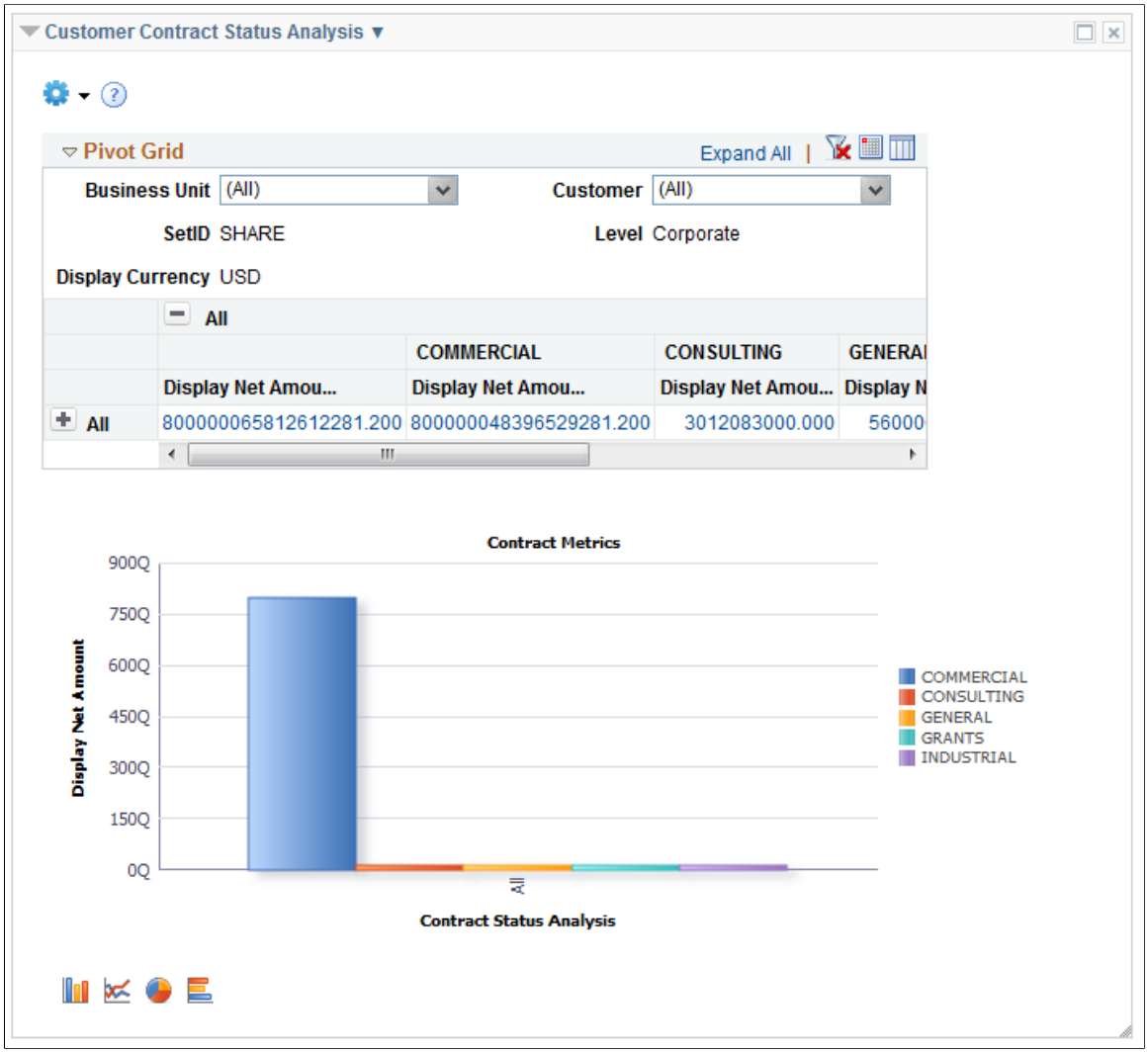
You can also use the Customer Bill By Status Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Contract Status Analysis Pagelet

Use the Customer Contract Status Analysis pagelet (C360_CONTRACT_STATUS_PVG) to view contract status and type by net amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Contract Status Analysis pagelet.



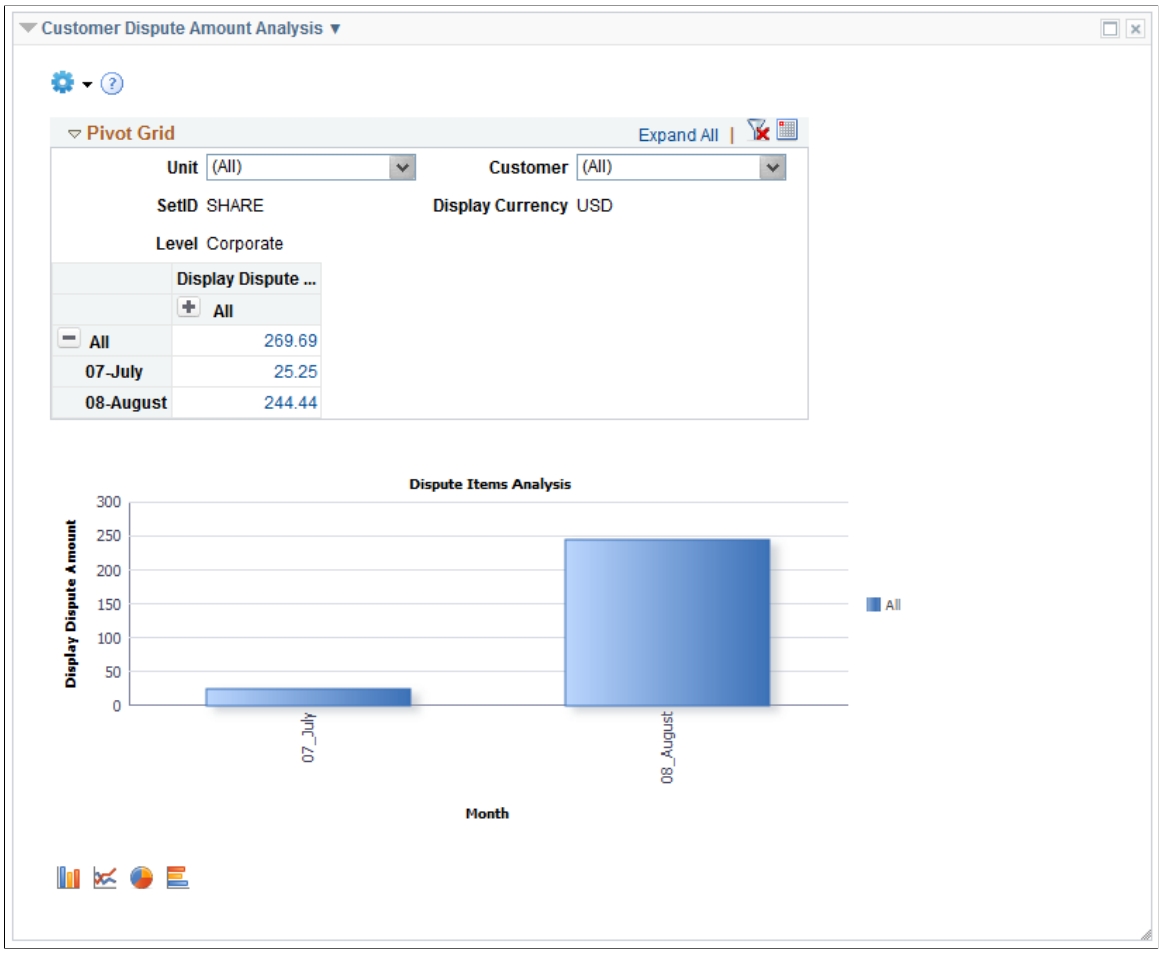
You can also use the Customer Contracts Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Dispute Amount Analysis Pagelet

Use the Customer Dispute Amount Analysis pagelet (C360_DISPUTE_AMT_PVG) to view the customer's amount in dispute by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Dispute Amount Analysis pagelet. You can find definitions for the fields and controls later on this page.



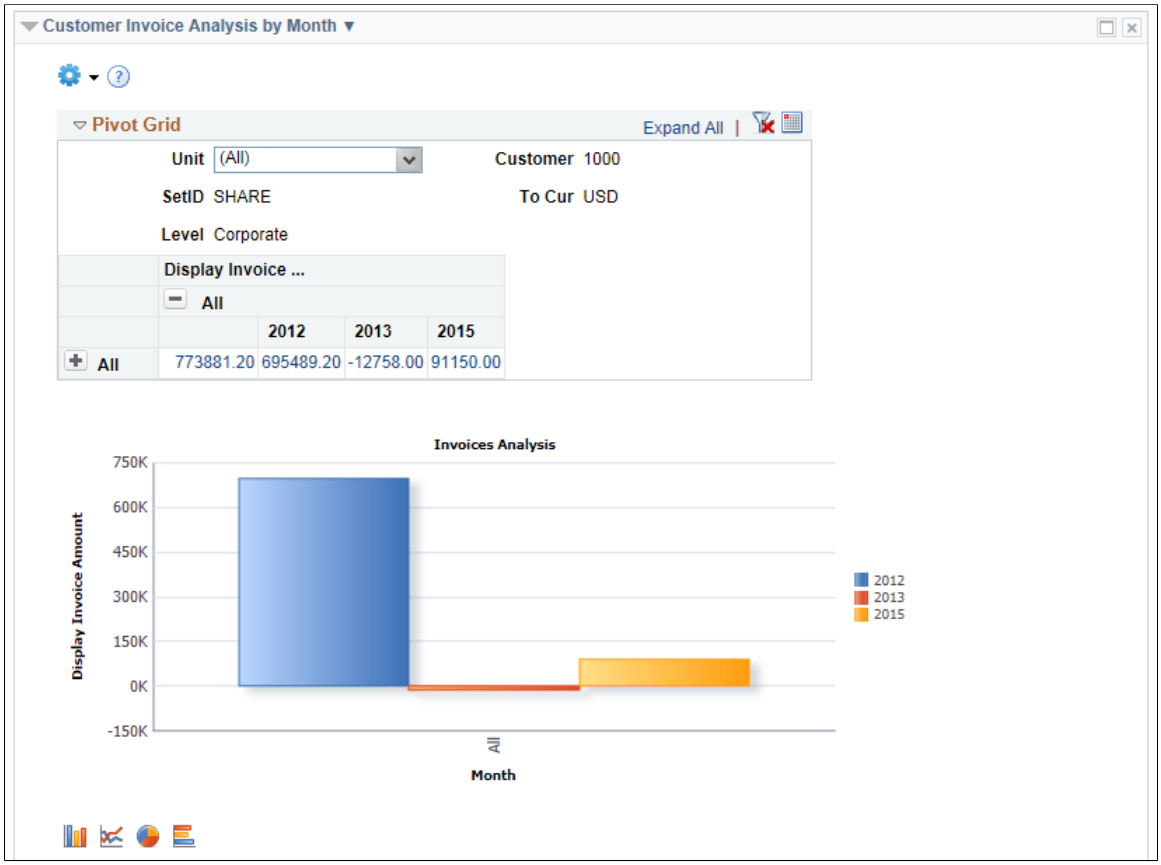
You can also use the Customer Dispute Items Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Invoice Analysis by Month Pagelet

Use the Customer Invoice Analysis by Month pagelet (C360_PV_RINV_QRY) to view the invoice amount by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Invoice Analysis by Month pagelet.



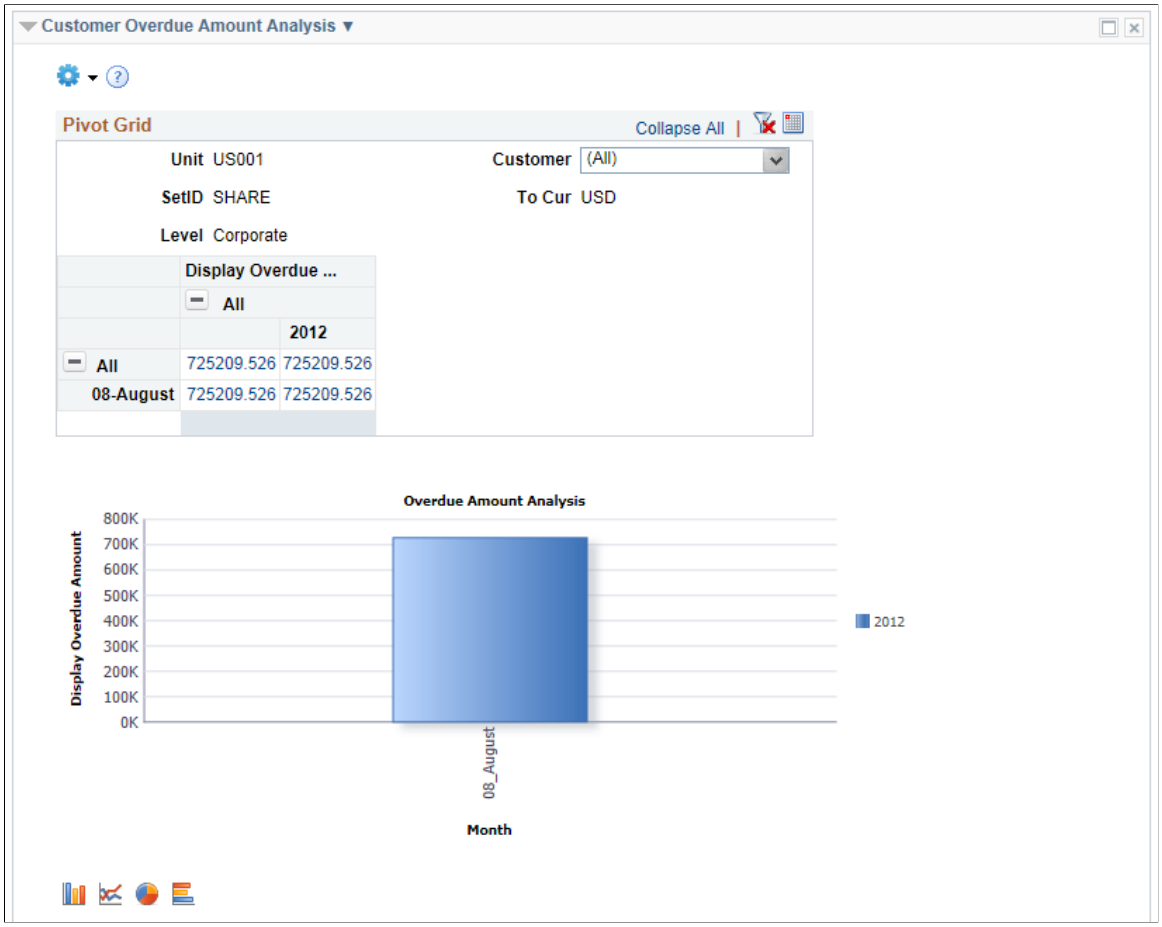
You can also use the Customer Invoices Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Overdue Amount Analysis Pagelet

Use the Customer Overdue Amount Analysis pagelet (C360_OVERDUE_AMT_ANALYSIS) to view a customer’s overdue amount by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Overdue Amount Analysis pagelet.



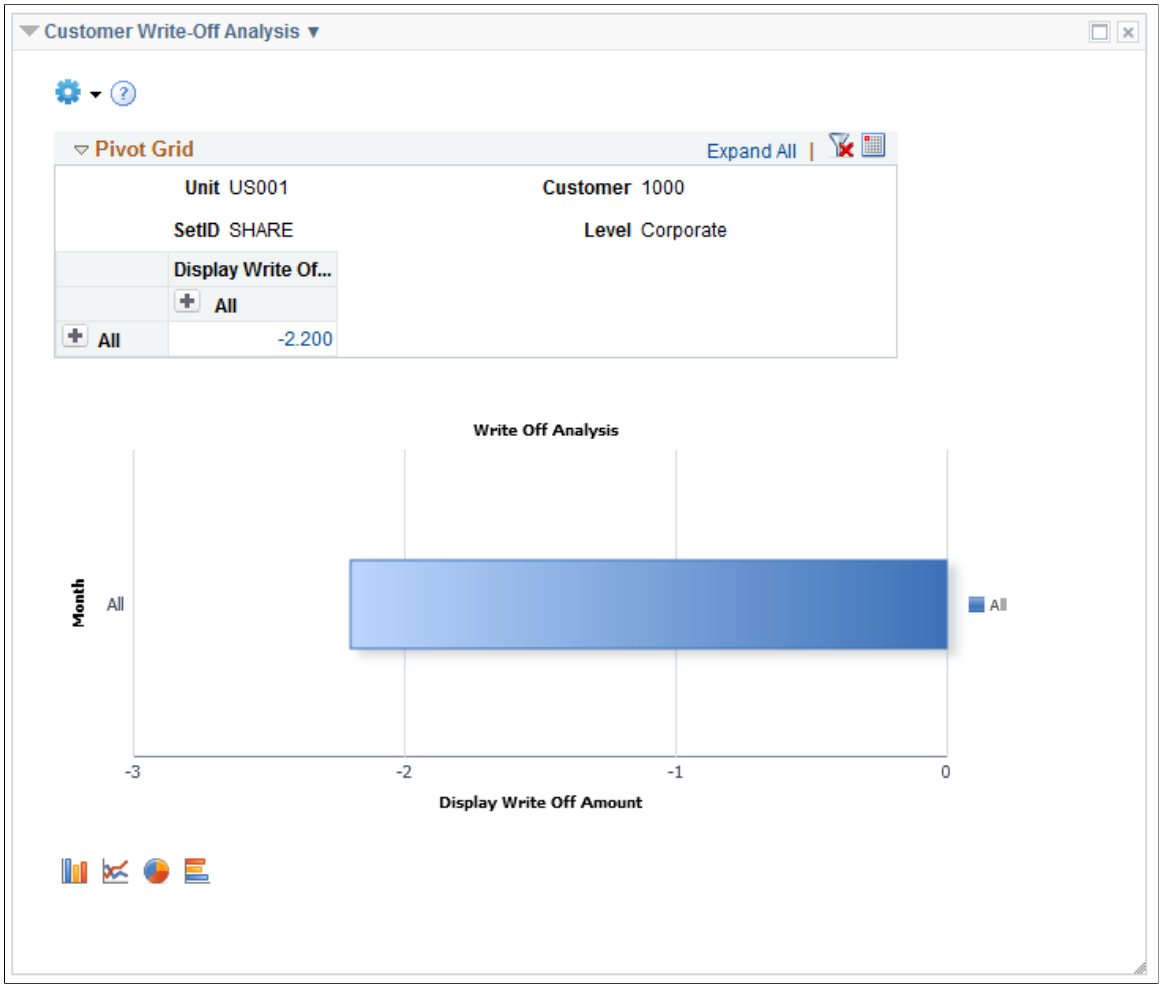
You can also use the Customer Overdue Amounts Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Customer Write-Off Analysis Pagelet

Use the Customer Write-Off Analysis pagelet (C360_WRITE_OFF_ANALYSIS) to view customer write-off amounts by year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Write-Off Analysis pagelet.



You can also use the Customer Write Off Amounts Analysis Filter to further refine the returned data. To save filters, edit the filters on the My Personalization page.

Field or Control	***Description***
Detailed View	Click the bars in the graph or the display amount value links in the Pivot Grid section to view details on the Pivot Grid Drilldown page.

Working with Customer Information Pagelets

This topic describes customer information pagelets in the PeopleSoft Classic Comprehensive Customer View.

Copyright © 1988, 2025, Oracle and/or its affiliates.

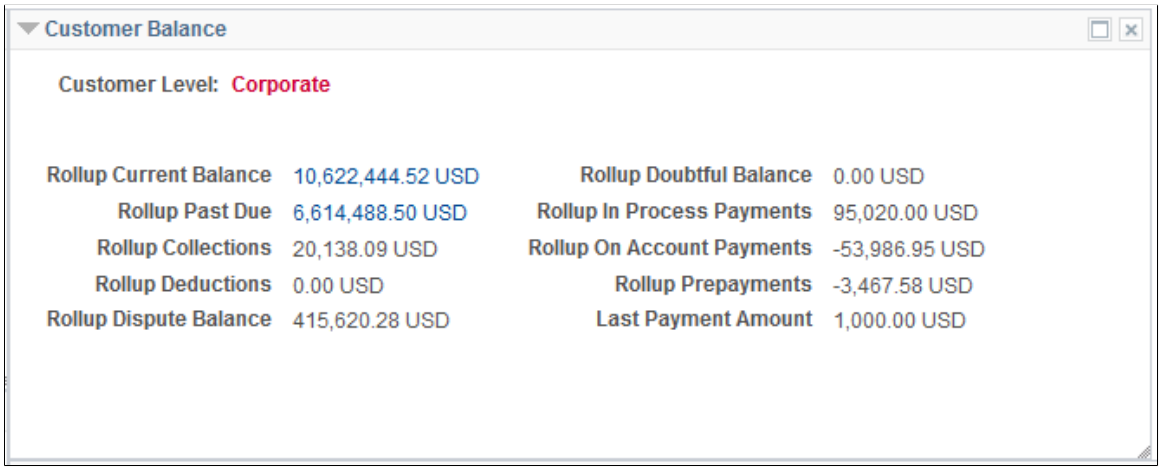
Pagelets Used to Work with Customer Information

Pagelet Name	*Definition*	*Usage*
Customer Balance Pagelet	C360_CUST_HIER_DTL	View customer balances and access additional information for Rollup Current Balance and Rollup Past Due values.
Customer Contact Information Pagelet	C360_CUST_HIER_DTL	View information for the primary contact, including phone, fax, email, and preferred contact method.
Customer Credit Information Pagelet	C360_CUST_HIER_DTL	View the customer's credit class, risk, limit, and risk score.
Customer History Summary Pagelet	C360_CUST_HISTORY	View customer history amounts and details.
Customer Last Actions Pagelet	C360_CUST_HIER_DTL	View the dates of the customer's most recent actions, including statement, follow-up letter, finance charge, and payment amount.

Customer Balance Pagelet

Use the Customer Balance pagelet (C360_CUST_HIER_DTL) to view customer balances and access additional information for Rollup Current Balance and Rollup Past Due values.

This example illustrates the fields and controls on the Customer Balance pagelet.

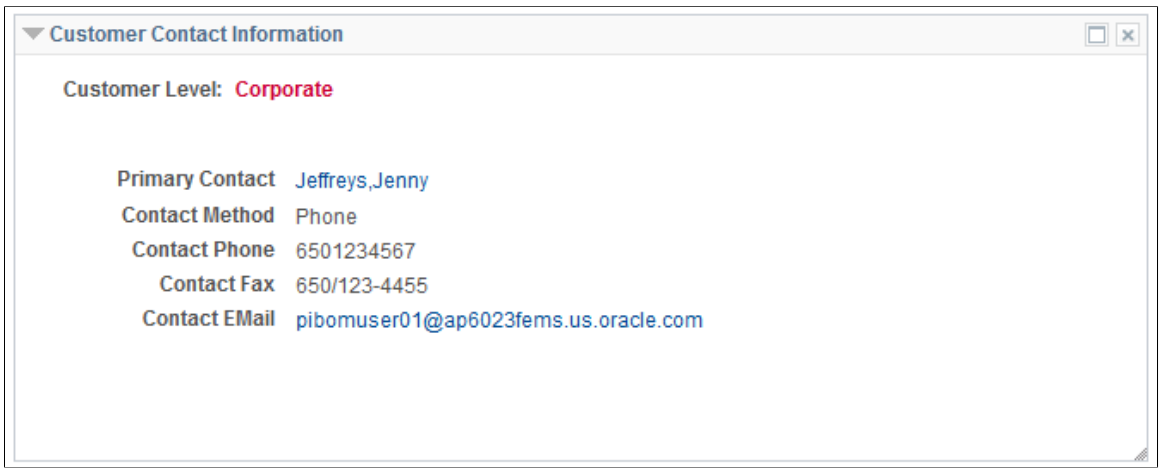


Customer Contact Information Pagelet

Use the Customer Contact Information pagelet (C360_CUST_HIER_DTL) to view information for the primary contact, including phone, fax, email, and preferred contact method.

Copyright © 1988, 2025, Oracle and/or its affiliates.

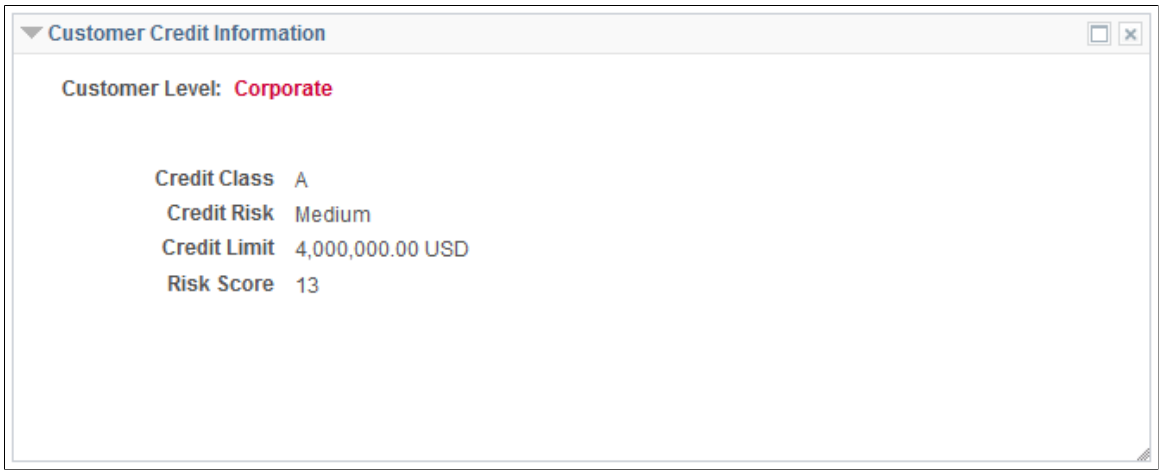
This example illustrates the fields and controls on the Customer Contact Information pagelet.



Customer Credit Information Pagelet

Use the Customer Credit Information pagelet (C360_CUST_HIER_DTL) to view the customer's credit class, risk, limit, and risk score.

This example illustrates the fields and controls on the Customer Credit Information pagelet.

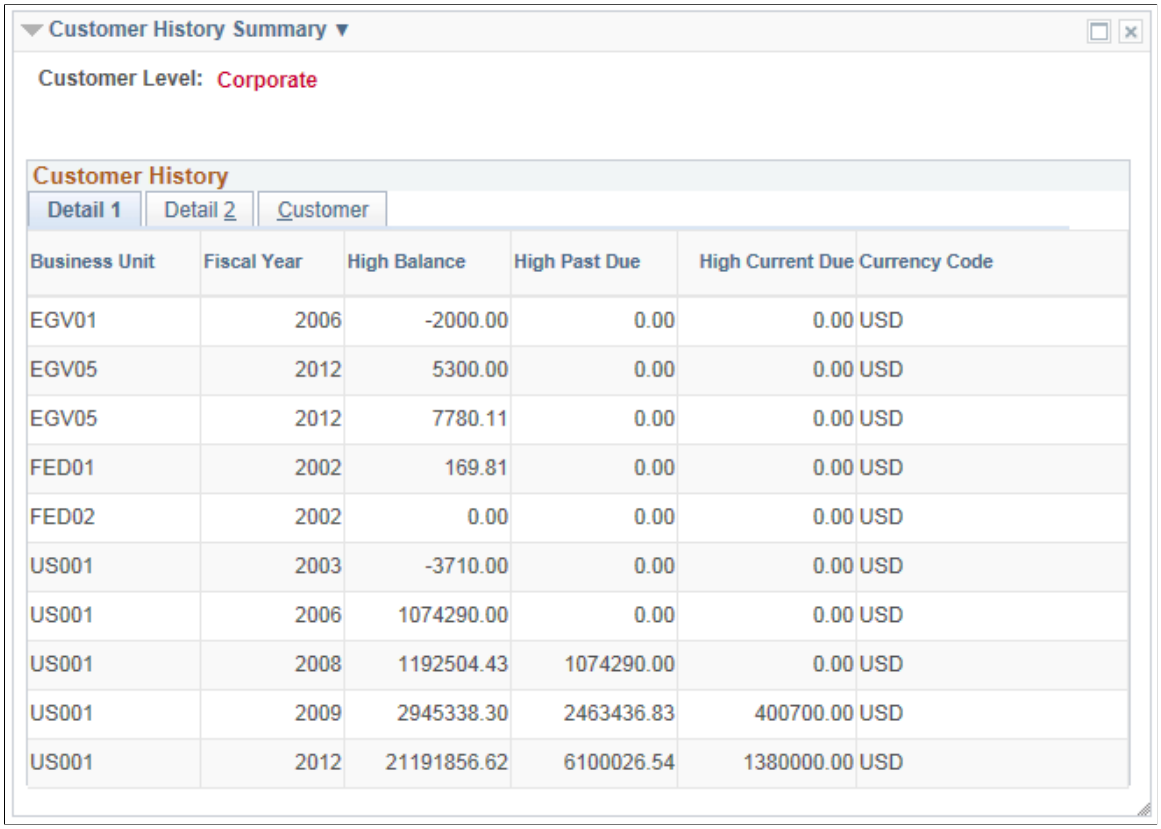


Customer History Summary Pagelet

Use the Customer History Summary pagelet (C360_CUST_HISTORY) to view customer history amounts and details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer History Summary pagelet.



Business Unit	Fiscal Year	High Balance	High Past Due	High Current Due	Currency Code
EGV01	2006	-2000.00	0.00	0.00	USD
EGV05	2012	5300.00	0.00	0.00	USD
EGV05	2012	7780.11	0.00	0.00	USD
FED01	2002	169.81	0.00	0.00	USD
FED02	2002	0.00	0.00	0.00	USD
US001	2003	-3710.00	0.00	0.00	USD
US001	2006	1074290.00	0.00	0.00	USD
US001	2008	1192504.43	1074290.00	0.00	USD
US001	2009	2945338.30	2463436.83	400700.00	USD
US001	2012	21191856.62	6100026.54	1380000.00	USD

Customer Last Actions Pagelet

Use the Customer Last Actions pagelet (C360_CUST_HIER_DTL) to view the dates of the customer's most recent actions, including statement, follow-up letter, finance charge, and payment amount.

This example illustrates the fields and controls on the Customer Last Actions pagelet.



Click the value for the last statement date or the last statement ID to review statement details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Working with Customer Inquiry Pagelets

This topic describes customer inquiry pagelets in the PeopleSoft Classic Comprehensive Customer View.

Pagelets Used to Work with Customer Inquiries

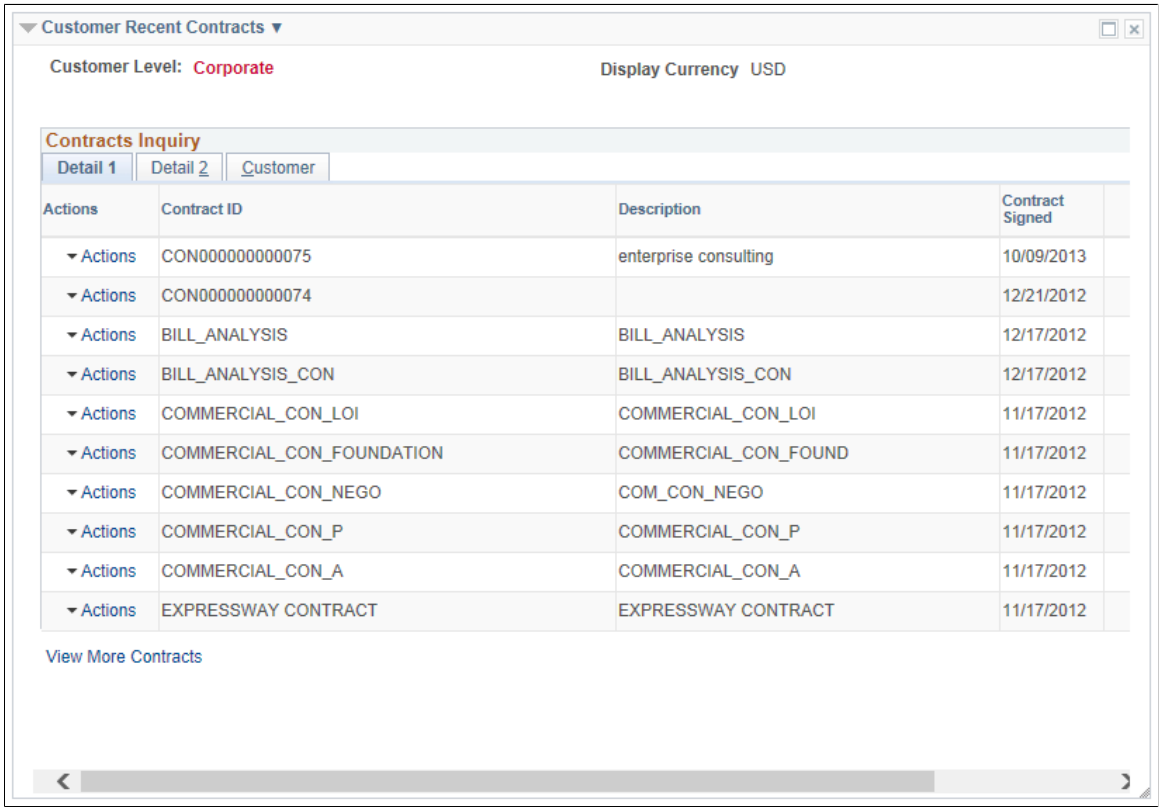
Pagelet Name	*Definition Name*	*Usage*	*Product Required*
Customer Recent Contracts Pagelet	C360_RECENT_CNTR	View the customer's 10 most recent contracts and access contract details.	Contracts
Customer Recent Invoices Pagelet	C360_RECENT_INVOIC	View the customer's 10 most recent invoices.	Billing
Customer Recent Items Pagelet	C360_RECENT_ITEMS	View the customer's 10 most recent items.	Receivables
Customer Recent Payments Pagelet	C360_RECENT_PAYMT	View the customer's 10 most recent payments.	Receivables
Customer Recent Quotations Pagelet	C360_RECENT_QUOTES	View the customer's 10 most recent quotations.	Order Management
Customer Recent Sales Orders Pagelet	C360_RECENT_SO	View the 10 most recent sales orders.	Order Management
Customer Recent Returns Pagelet	C360_RECENT_RMA	View the 10 most recent returned material authorizations.	Order Management
Customer Recent Shipments Pagelet	C360_RECENT_SHIP	View the 10 most recent shipments.	Order Management
Customer Top Contracts Pagelet	C360_TOP_N_CNTR	View the top 10 contracts by a contract's total bill amount.	Contracts
Customer Top Items Pagelet	C360_TOP_N_ITEM	View the top 10 items by item balance amount base.	Receivables
Customer Top Invoices Pagelet	C360_TOP_N_INVOIC	View the top 10 invoices by invoice amount.	Billing
Customer Top Payments Pagelet	C360_TOP_N_PAYMT	View the top 10 payments by payment amount base.	Receivables

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Recent Contracts Pagelet

Use the Customer Recent Contracts pagelet (C360_RECENT_CNTR) to view the customer's 10 most recent contracts.

This example illustrates the fields and controls on the Customer Recent Contracts pagelet.



The pagelet displays contracts by the contract signed date in the range defined on the Global Date Filter.

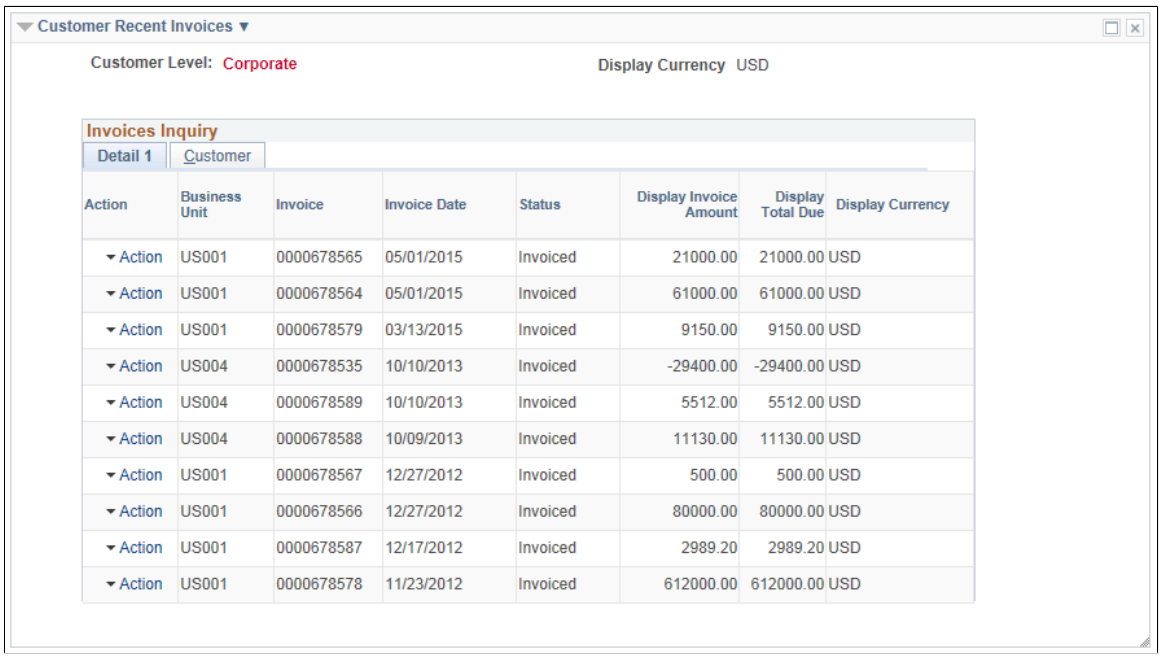
Field or Control	*Description*
Recent Contracts Filter	Click the action glyph next to the pagelet title. Click the **Recent Contracts Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Contracts Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Contract**
View More Contracts	Appears when the inquiry returns more than 10 transactions. Click the link to open the Contracts Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Recent Invoices Pagelet

Use the Customer Recent Invoices pagelet (C360_RECENT_INVOIC) to view the customer's 10 most recent invoices.

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



Action	Business Unit	Invoice	Invoice Date	Status	Display Invoice Amount	Display Total Due	Display Currency
Action	US001	0000678565	05/01/2015	Invoiced	21000.00	21000.00	USD
Action	US001	0000678564	05/01/2015	Invoiced	61000.00	61000.00	USD
Action	US001	0000678579	03/13/2015	Invoiced	9150.00	9150.00	USD
Action	US004	0000678535	10/10/2013	Invoiced	-29400.00	-29400.00	USD
Action	US004	0000678589	10/10/2013	Invoiced	5512.00	5512.00	USD
Action	US004	0000678588	10/09/2013	Invoiced	11130.00	11130.00	USD
Action	US001	0000678567	12/27/2012	Invoiced	500.00	500.00	USD
Action	US001	0000678566	12/27/2012	Invoiced	80000.00	80000.00	USD
Action	US001	0000678587	12/17/2012	Invoiced	2989.20	2989.20	USD
Action	US001	0000678578	11/23/2012	Invoiced	612000.00	612000.00	USD

The pagelet displays contracts by the invoice date in the range defined on the Global Date Filter.

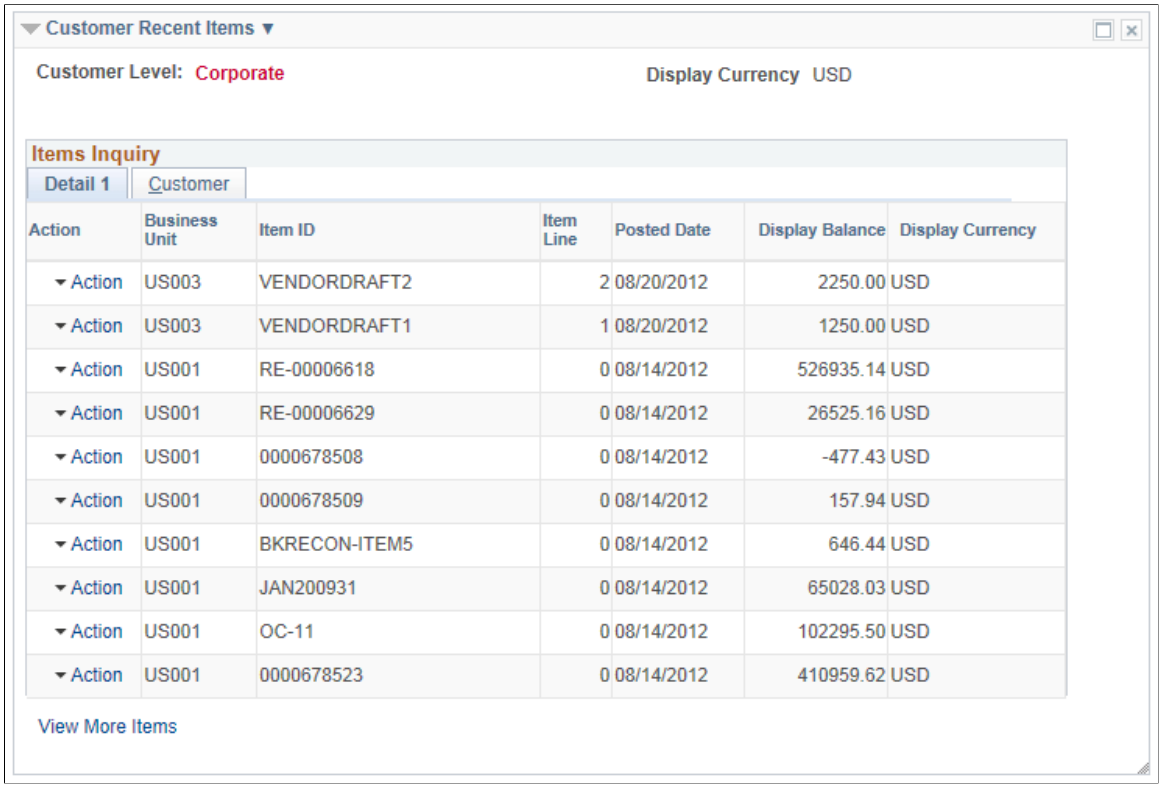
Field or Control	*Description*
Recent Invoices Filter	Click the action glyph next to the pagelet title. Click the **Recent Invoices Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Invoices Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Invoice**
View More Invoices	Appears when the inquiry returns more than 10 transactions. Click the link to open the Invoices Inquiry search page.

Customer Recent Items Pagelet

Use the Customer Recent Items pagelet (C360_RECENT_ITEMS) to view the customer's 10 most recent items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Recent Items pagelet.



The pagelet displays items by the item posted date in the range defined on the Global Date Filter.

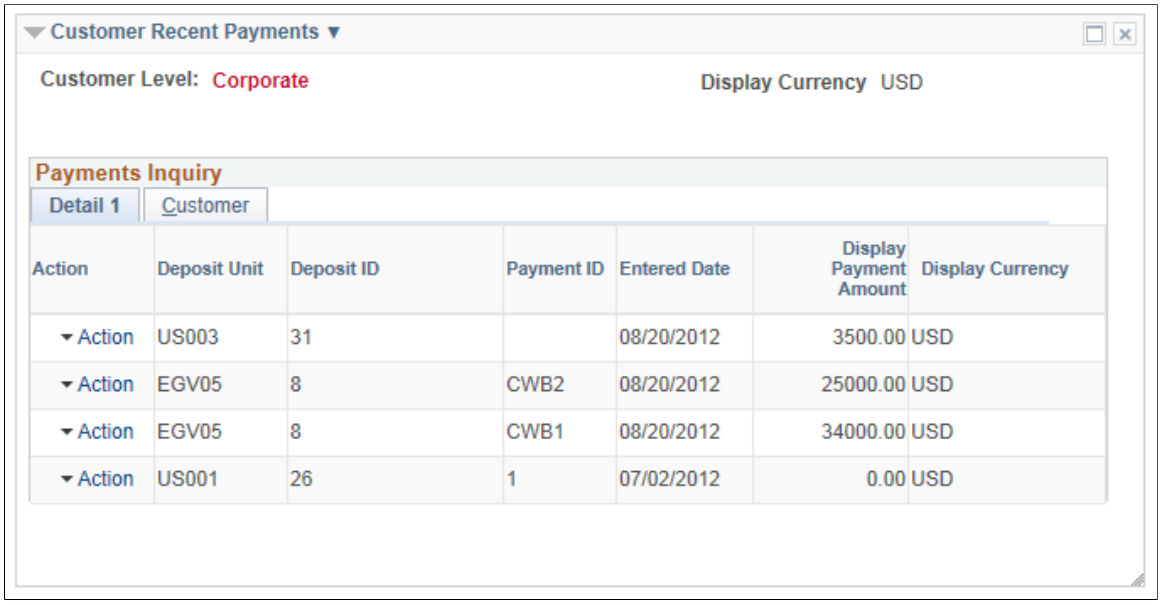
Field or Control	*Description*
Recent Items Filter	Click the action glyph next to the pagelet title. Click the **Recent Items Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Items Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Item**
View More Items	Appears when the inquiry returns more than 10 transactions. Click the link to open the Items Inquiry search page.

Customer Recent Payments Pagelet

Use the Customer Recent Payments pagelet (C360_RECENT_PAYMT) to view the customer's 10 most recent payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Recent Payments pagelet.



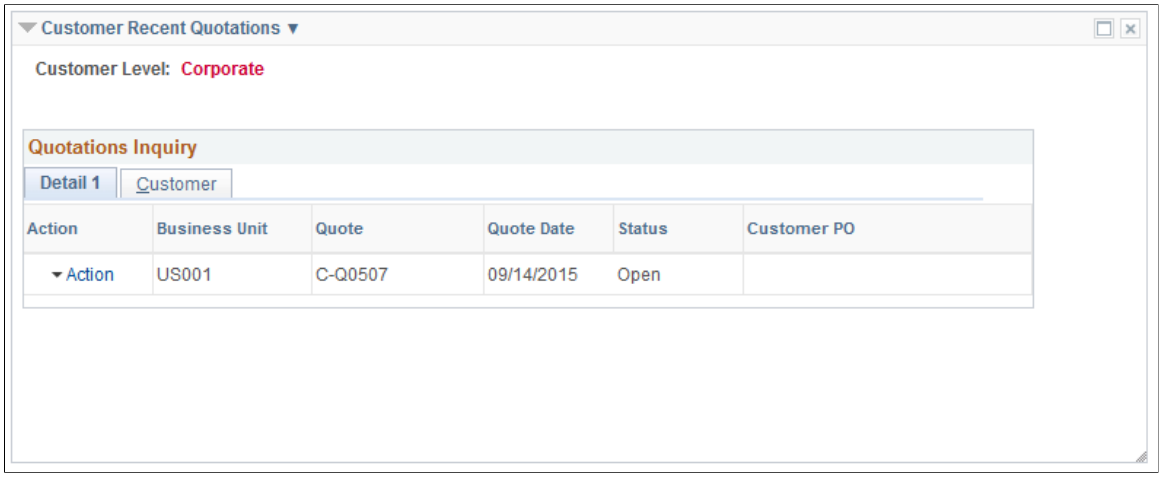
Field or Control	*Description*
Recent Payments Filter	Click the action glyph next to the pagelet title. Click the **Recent Payments Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Payments Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Payment**
View More Payments	Appears when the inquiry returns more than 10 transactions. Click the link to open the Payments Inquiry search page.

Customer Recent Quotations Pagelet

Use the Customer Recent Quotations pagelet (C360_RECENT_QUOTES) to view the customer's 10 most recent quotations.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Recent Quotations pagelet.



The pagelet displays quotes by the quotation date in the range defined on the Global Date Filter.

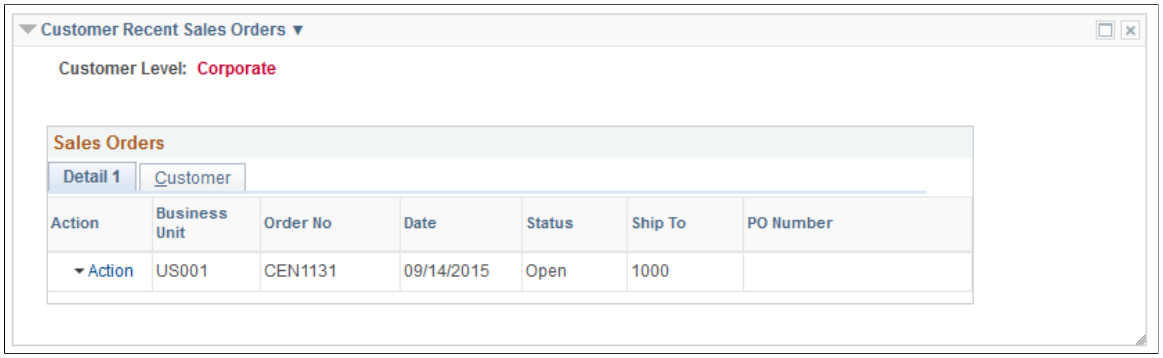
Field or Control	*Description*
Recent Quotations Filter	Click the action glyph next to the pagelet title. Click the **Recent Quotations Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Quotations Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Quote**
View More Quotations	Appears when the inquiry returns more than 10 transactions. Click the link to open the Quotations Inquiry search page.

Customer Recent Sales Orders Pagelet

Use the Customer Recent Sales Orders pagelet (C360_RECENT_SO) to view the 10 most recent sales orders.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Recent Sales Orders pagelet.



The pagelet displays sales orders by the order date in the range defined on the Global Date Filter.

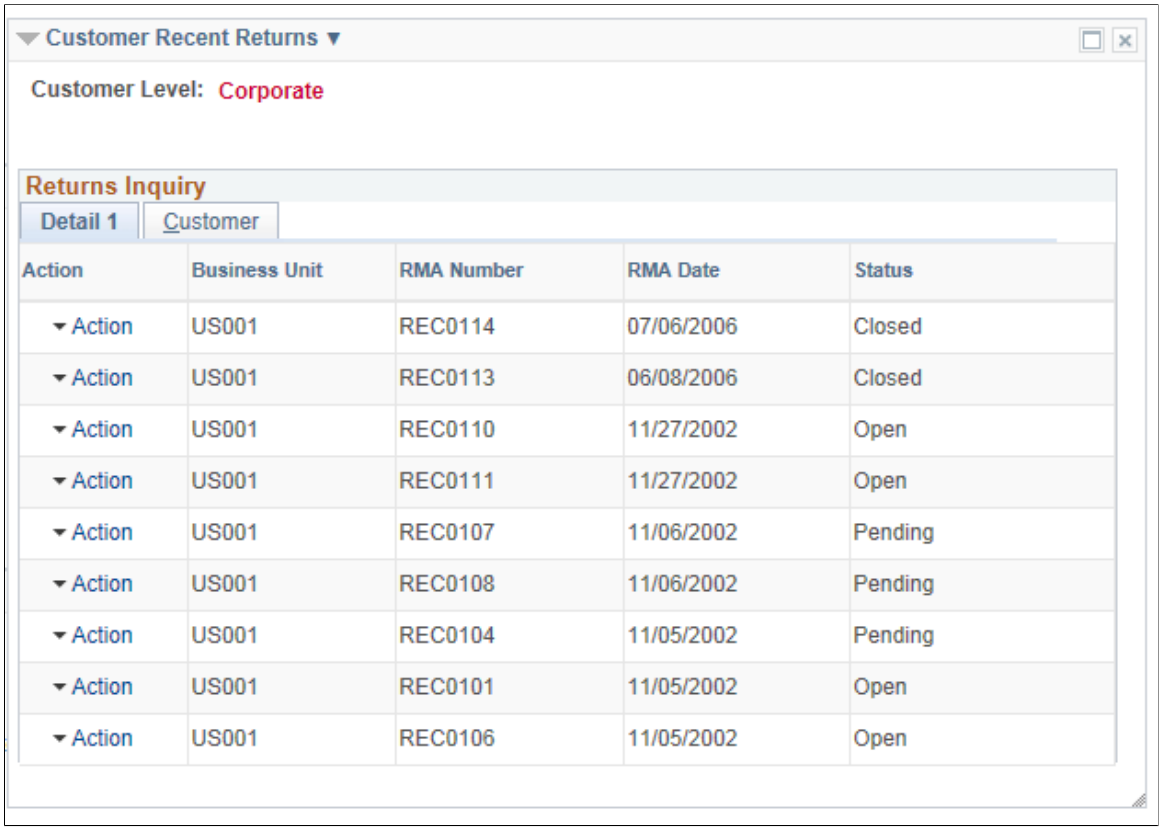
Field or Control	*Description*
Recent Sales Orders Filter	Click the action glyph next to the pagelet title. Click the **Recent Sales Orders Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Sales Orders Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Order**
View More Sales Orders	Appears when the inquiry returns more than 10 transactions. Click the link to open the Sales Orders Inquiry search page.

Customer Recent Returns Pagelet

Use the Customer Recent Returns pagelet (C360_RECENT_RMA) to view the 10 most recent returned material authorizations.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Recent Returns pagelet.



The pagelet displays returns by the returned material authorization (RMA) date in the range defined on the Global Date Filter.

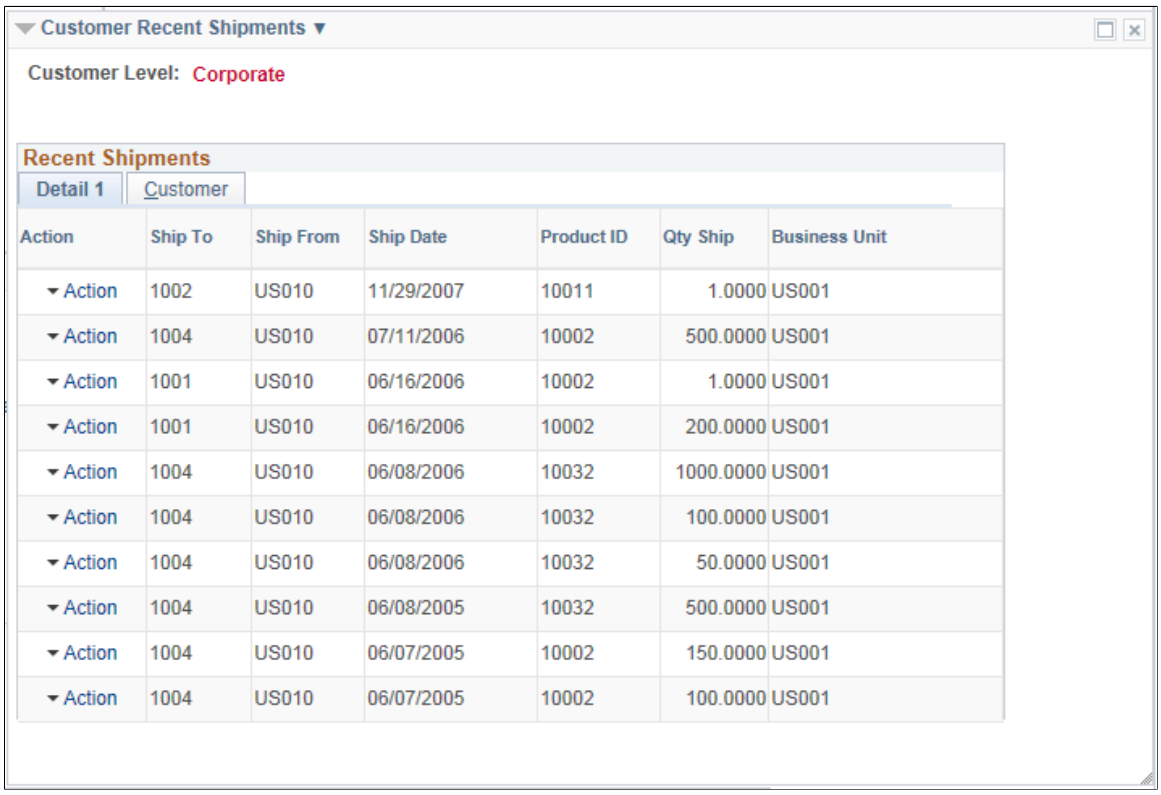
Field or Control	***Description***
Recent Returns Filter	Click the action glyph next to the pagelet title. Click the **Recent Returns Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Returns Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Return**
View More Returns	Appears when the inquiry returns more than 10 transactions. Click the link to open the Returns Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Recent Shipments Pagelet

Use the Customer Recent Shipments pagelet (C360_RECENT_SHIP) to view the 10 most recent shipments.

This example illustrates the fields and controls on the Customer Recent Shipments pagelet.



The pagelet displays shipments by the ship date in the range defined on the Global Date Filter.

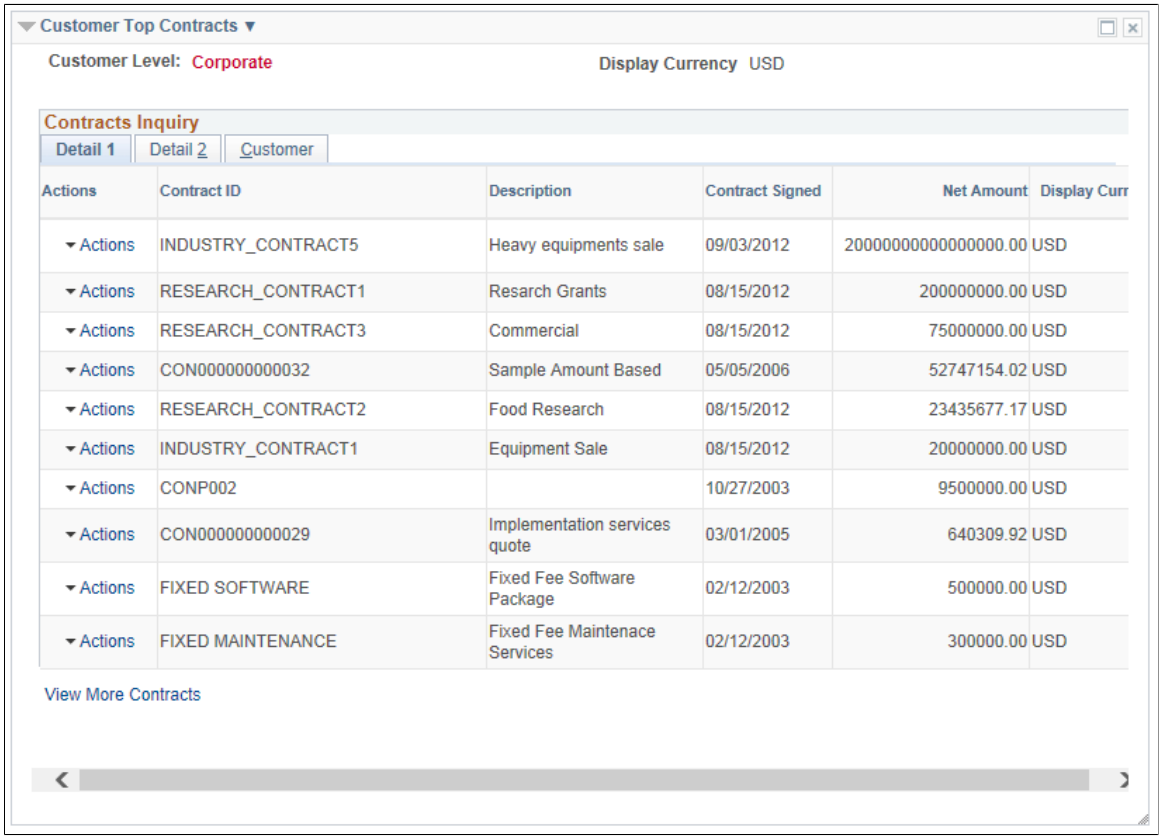
Field or Control	***Description***
Recent Shipments Filter	Click the action glyph next to the pagelet title. Click the **Recent Shipments Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Shipments Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Shipment**
View More Shipments	Appears when the inquiry returns more than 10 transactions. Click the link to open the Shipments Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Top Contracts Pagelet

Use the Customer Top Contracts pagelet (C360_TOP_N_CNTR) to view the top 10 contracts by a contract's total bill amount.

This example illustrates the fields and controls on the Customer Top Contracts pagelet.



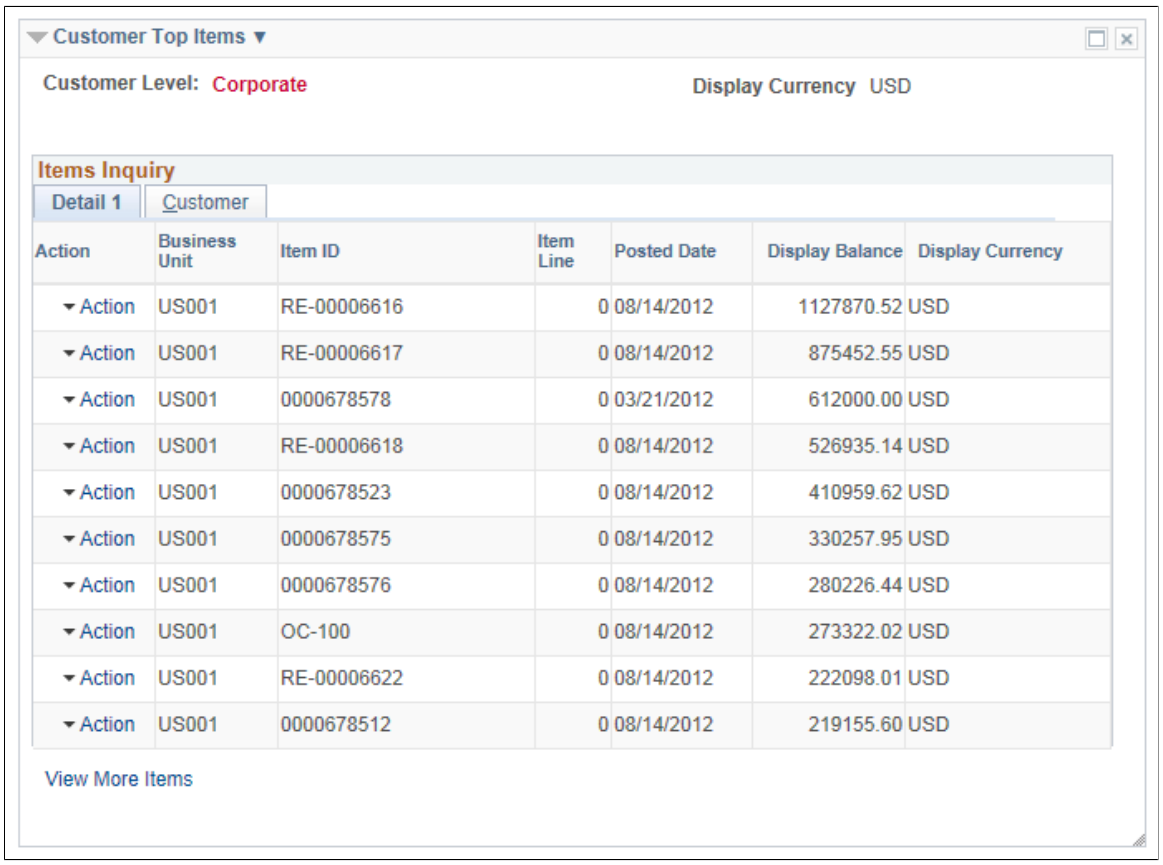
Field or Control	*Description*
Top Contracts Filter	Click the action glyph next to the pagelet title. Click the **Top Contracts Filter** link to open the Filter Values - Refine Search Criteria page and enter new values for the Top Contracts Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • Review Document Status • Review Contract
View More Contracts	Appears when the inquiry returns more than 10 transactions. Click the link to open the Contracts Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Top Items Pagelet

Use the Customer Top Items pagelet (C360_TOP_N_ITEM) to view the top 10 items by item balance amount base.

This example illustrates the fields and controls on the Customer Top Items pagelet.



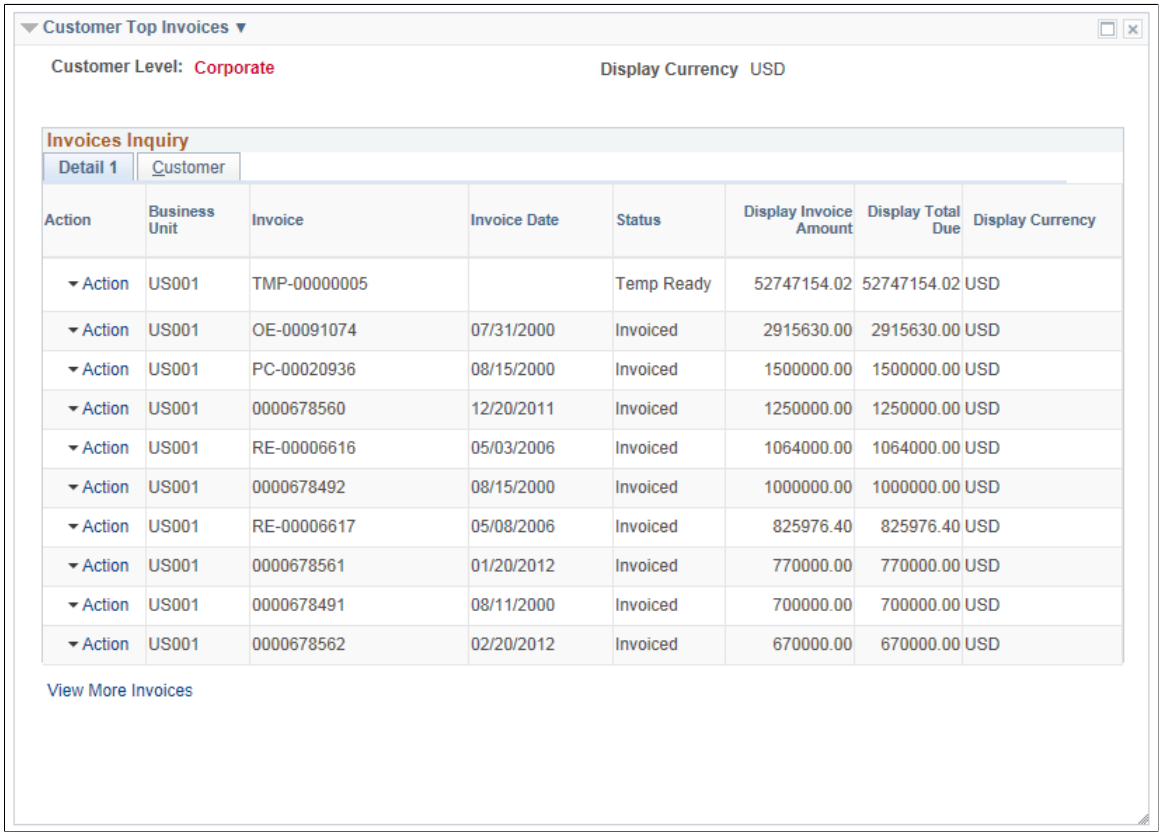
Field or Control	*Description*
Top Items Filter	Click the action glyph next to the pagelet title. Click the **Top Items Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Top Items Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Item**
View More Items	Appears when the inquiry returns more than 10 transactions. Click the link to open the Items Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Top Invoices Pagelet

Use the Customer Top Invoices pagelet (C360_TOP_N_INVOIC) to view the top 10 invoices by invoice amount.

This example illustrates the fields and controls on the Customer Top Invoices pagelet.



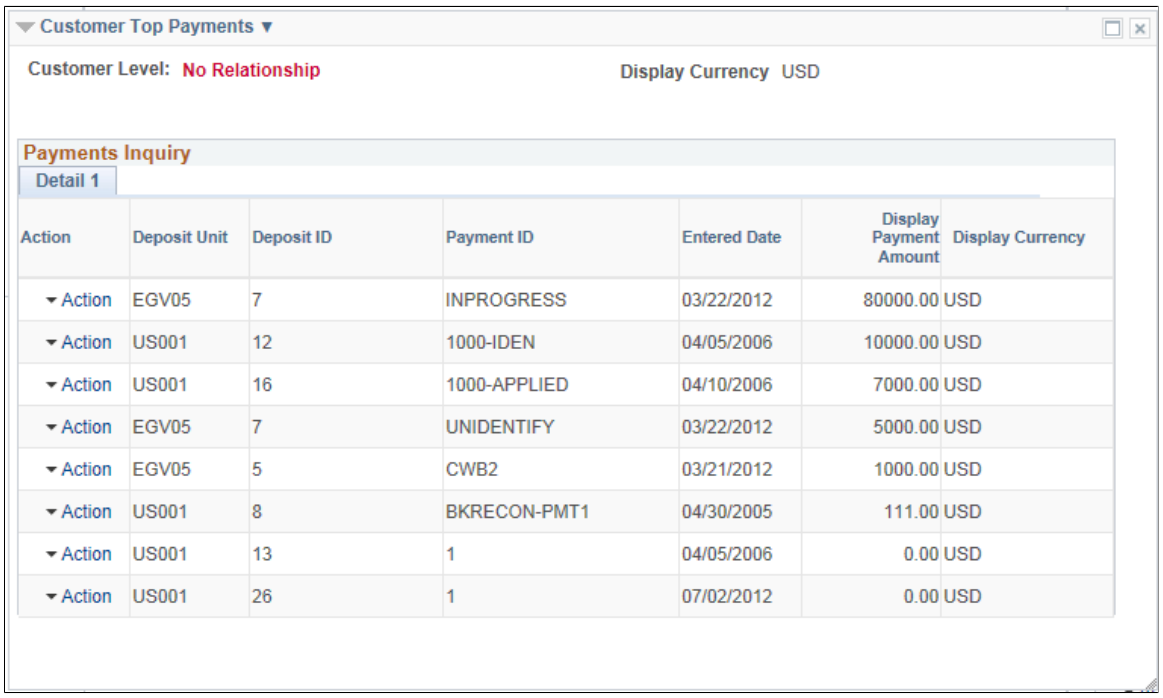
Field or Control	*Description*
Top Invoices Filter	Click the action glyph next to the pagelet title. Click the **Top Invoices Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Top Invoices Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Invoice**
View More Invoices	Appears when the inquiry returns more than 10 transactions. Click the link to open the Invoices Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Top Payments Pagelet

Use the Customer Top Payments pagelet (Customer) to view the top 10 payments by payment amount base.

This example illustrates the fields and controls on the Customer Top Payments pagelet.



Field or Control	*Description*
Recent Payments Filter	Click the action glyph next to the pagelet title. Click the **Recent Payments Filter** link to open the Filter Values - Refine Search Criteria page and enter new values on the Recent Payments Filter. You can also access this filter on the My Personalizations page.
Action	Click the Action menu to select the following: • **Review Document Status** • **Review Payment**
View More Payments	Appears when the inquiry returns more than 10 transactions. Click the link to open the Payments Inquiry search page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 38

Using the PeopleSoft Fluid Comprehensive Customer View

Understanding the PeopleSoft Fluid Comprehensive Customer View

Built using the Fluid Configurable Analysis Framework, the Fluid Comprehensive Customer View consolidates content focused around key performance indicators and provides the following:

- Customer profile information.
- Customer analytics.
- Transactional information at both summary and detail levels.
- Comparative analysis of customers.

The Fluid Comprehensive Customer View consists of the *Comparison* and *Analysis* views, and displays multiple pivot grids containing metrics, analytics, graphs, and transaction details that correspond to customers.

In Comparison view you can select two or more customers and compare their data side-by-side. In Analysis view you can drill down to the metrics associated with a single customer. The Customer Transaction Wheel provides direct access to transaction pages associated with a customer.

The Fluid Comprehensive Customer View is similar to the PeopleSoft Classic Comprehensive Customer View, but has all the advantages of PeopleSoft Fluid technology, including the ability to analyze key performance indicators using a mobile device.

Note: The Fluid Comprehensive Customer View supports tablets and desktops, but not cell phones.

Related Links

Understanding the PeopleSoft Classic Comprehensive Customer View
Using the PeopleSoft Classic Comprehensive Customer View

Using the PeopleSoft Fluid Comprehensive Customer View

This topic describes how to use the PeopleSoft Fluid Comprehensive Customer View for analysis and comparison of customer data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customizing the Fluid Comprehensive Customer View

You can customize the Fluid Comprehensive Customer View using these methods:

- Fluid Configurable Analysis Framework.

  PeopleSoft's Fluid Configurable Analysis Framework (CAF) enables administrators to use a common framework to design end-user pages and determine what factors (data) to display for an entity.

  For more information, see "Using Configurable Analysis Framework" (Enterprise Components)

- Actions list.

  Use the Actions list to specify page characteristics, set date filters, and manage metric lists

- My Personalization page.

  Use the My Personalization page to define user-level display options.

- Choose Metrics page.

  Use the Choose Metrics page to specify the metrics to display in the analysis or comparison views.

- Customers Selection page.

  Use the Customers Selection page to search for and select customers to filter results.

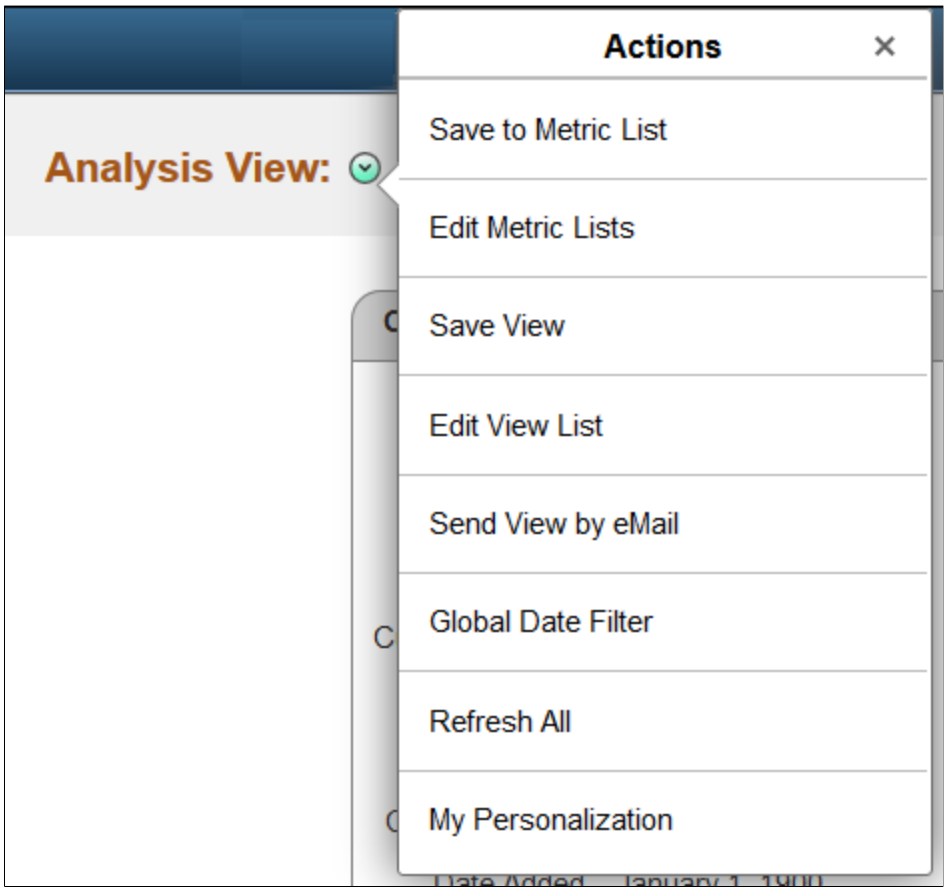
Note: These options are common to both the Comparison and Analysis views.

Actions List

Use the Actions list to specify page characteristics, such as the number of top transactions to display, set date filters, and manage metric lists. You can also manage user access to lists and page views.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Actions list options



Term	*Definition*
Save to Metric List	Use this option to save the current metric list to a custom list. This list will appear within the Metric List tab of the Choose Metrics page.
Edit Metric Lists	Use this option to add or remove metrics from a metric list, make a list public, active, or inactive, and delete lists.
Save View	Use this option to save the current view. A saved view contains: • The customers and all the metrics at Comparison Mode. • The customer and all the metrics at Analysis Mode. • The current Global Date range.
Edit View List	Use this option to delete or make public the views created by the current user.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Send View by Email	Use this option to send an email notification including a link to the current view as well as a description of the data shown in the view. A view includes: • The customers and all the metrics at Comparison Mode. • The customer and all the metrics at Analysis Mode. • The current Global Date range.
Global Date Filter	Use this option to enter From and To dates used to filter data displayed in the current view. When you change this parameter, the Fluid Comprehensive Customer View page immediately refreshes the data to reflect the change. The filter is applied to all metrics except top metrics (customer top contracts, top items, and so on). **Note:** To prevent slow loading of metric data, PeopleSoft recommends you do not exceed 3 months in your global date search.
Refresh All	Use this option to refresh the current view with current customer data.
My Personalization	Use this option to define user-level display options.

My Personalization Page

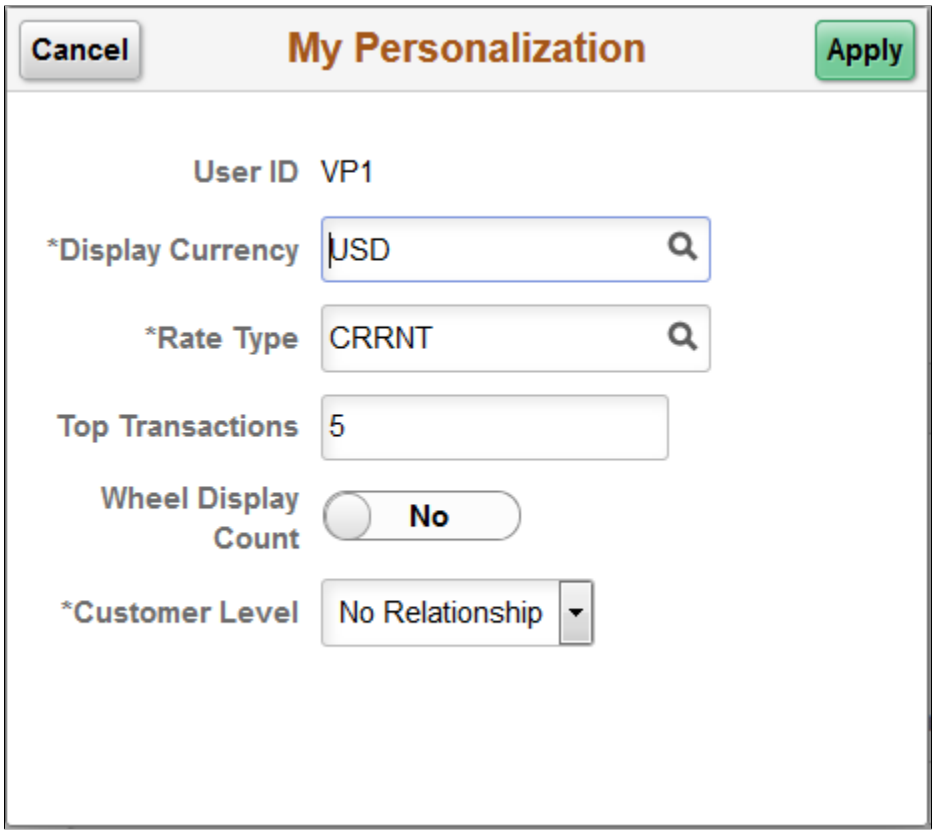
Use the My Personalization page (C360_PRFS_DFLT_FL) to define user-level display options.

Navigation:

PeopleSoft Fluid Home page > Comprehensive Customer View tile > Actions list > My Personalization

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the My Personalization page.



Term	*Definition*
Display Currency	Select the currency code you want to use for the metrics.
Rate Type	Select the currency rate you want to use for the metrics.
Top Transactions	Enter the number of transactions you would like displayed for each top metric in the current view. For example, if you enter '*5,*' the Customer Top Contracts metric displays only five lines of contract information. **Note:** In Analysis view the top metric displays the individual transactions. In Comparison view the top metric only displays the total and the quantity of top transactions.
Wheel Display Count	Toggle this option to *Yes* to display the counts in parentheses for transactions on the Transaction Wheel.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Customer Level	Specify the customer hierarchy type by selecting one of these options: • *Corporate* • *Correspondence* • *No Relationship* • *Remit From* When you select an option, data for all customers within the hierarchy displays. If you do not select an option, only the data for the selected customer displays.

When you change any of these parameters, the Fluid Comprehensive Customer View page immediately refreshes the data to reflect the change.

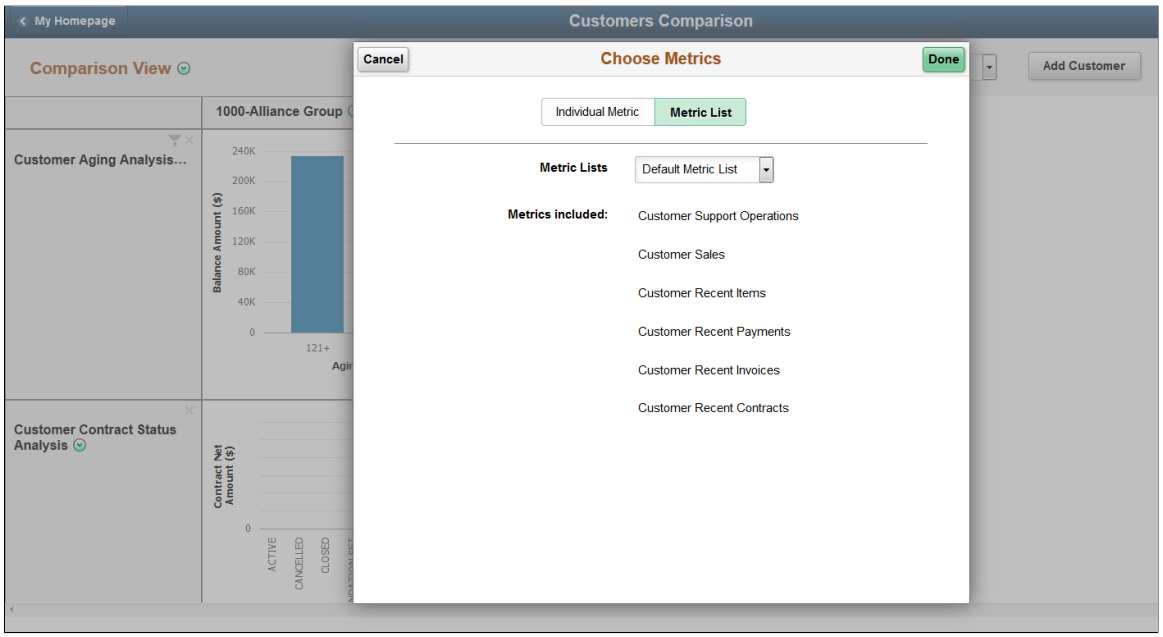
Choose Metrics Page

Use the Choose Metrics page (CAFNUI_FCTCMP_SCF) to specify the customer analysis pagelets (metrics) to display in the Analysis or Comparison views.

Navigation:

PeopleSoft Fluid Home page > Comprehensive Customer View tile > Choose Metrics (button)

This example illustrates the fields and controls on the Choose Metrics page.



The Choose Metrics page provides two tabs, **Individual Metric** and **Metric List.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Use the **Individual Metric** tab to select individual metrics from a list of total available metrics.

Use the **Metric List** tab to select predefined groups of metrics. Choose from these available options:

- *Customer Balances Metrics*
- *Customer Information Metrics*
- *Default Metric List*
- *Information and Totals*
- *Pivot Grid Metrics*
- *Recent Metrics*
- *Top Metrics*
- In addition, any metric list you created using the *Save to Metric List* option displays here.

For more information about the customer analysis pagelets accessed using the Choose Metrics page, see Working with Fluid Comprehensive Customer View Pagelets.

Customers Selection Page

Use the Customers Selection page (CAFNUI_SRCHPAGE_FL) to search for and select customers to filter results.

Navigation:

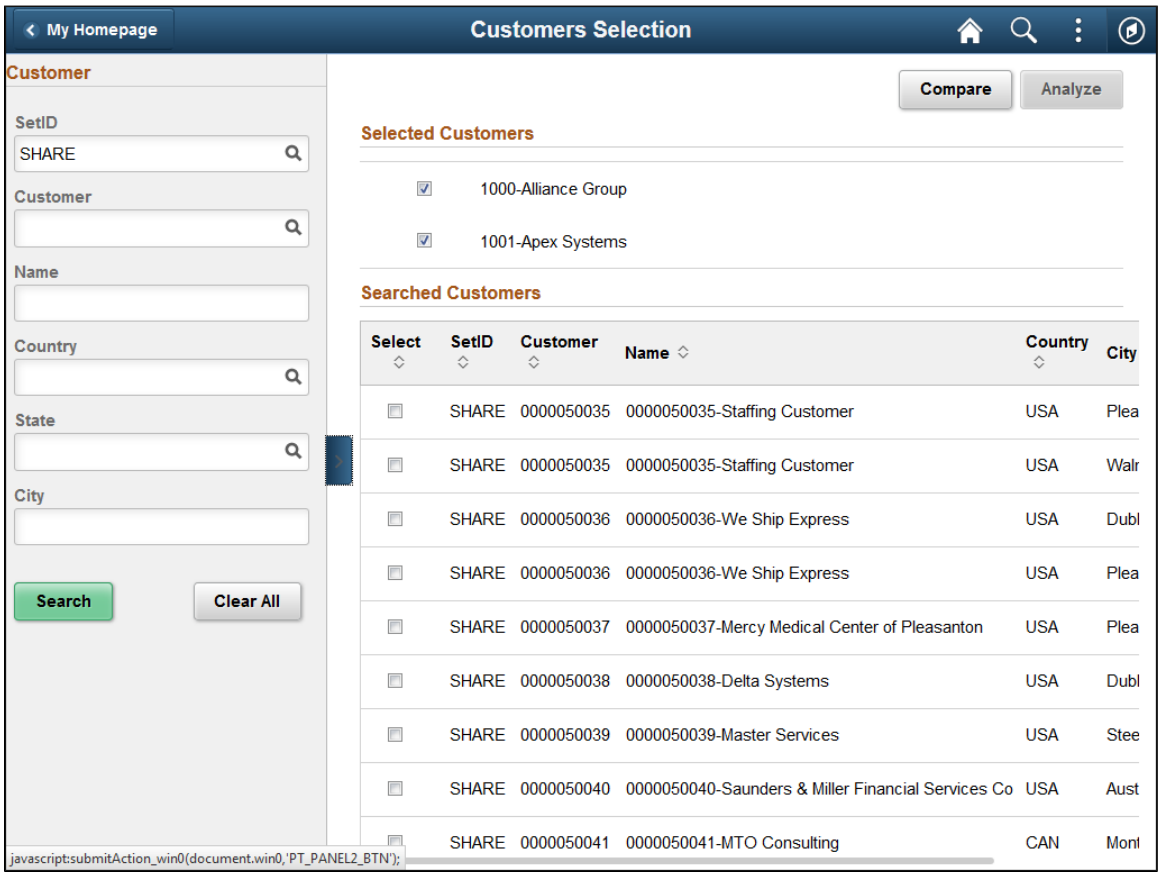
PeopleSoft Fluid Home page > Comprehensive Customer View tile.

Click the Add Customer button when in Comparison view.

Click the Change Customer button when in Analysis view.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customers Selection page.



Use the Customer panel on the left side of the page to enter suitable filter criteria and search for relevant customers. Click Search.

In the **Searched Customers** grid, select the customer or customers you wish to use in Comparison or Analysis view. Customers you select appear in the **Selected Customers** grid.

Click **Compare** to access the Comparison view of the Comprehensive Customer View page. Click **Analyze** to access the Analyze view of the Comprehensive Customer View page. If you select two or more customers from the **Searched Customers** grid, the Analyze button is unavailable.

Working with Common Actions in the Fluid Comprehensive Customer View

This section discusses actions common to both Analysis and Comparison views of the Fluid Comprehensive Customer View.

Metric Actions

You can access different metric actions for each metric.

Click the **Metric Related Actions** button to perform the following actions:

- *<metric name> Filter:* used to access the Edit Filter Values page, where you can select and apply different filter options to the metric.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- *Show Filter Values:* used to access the Show Filter Values page, where you can view the filter values you applied to the metric.

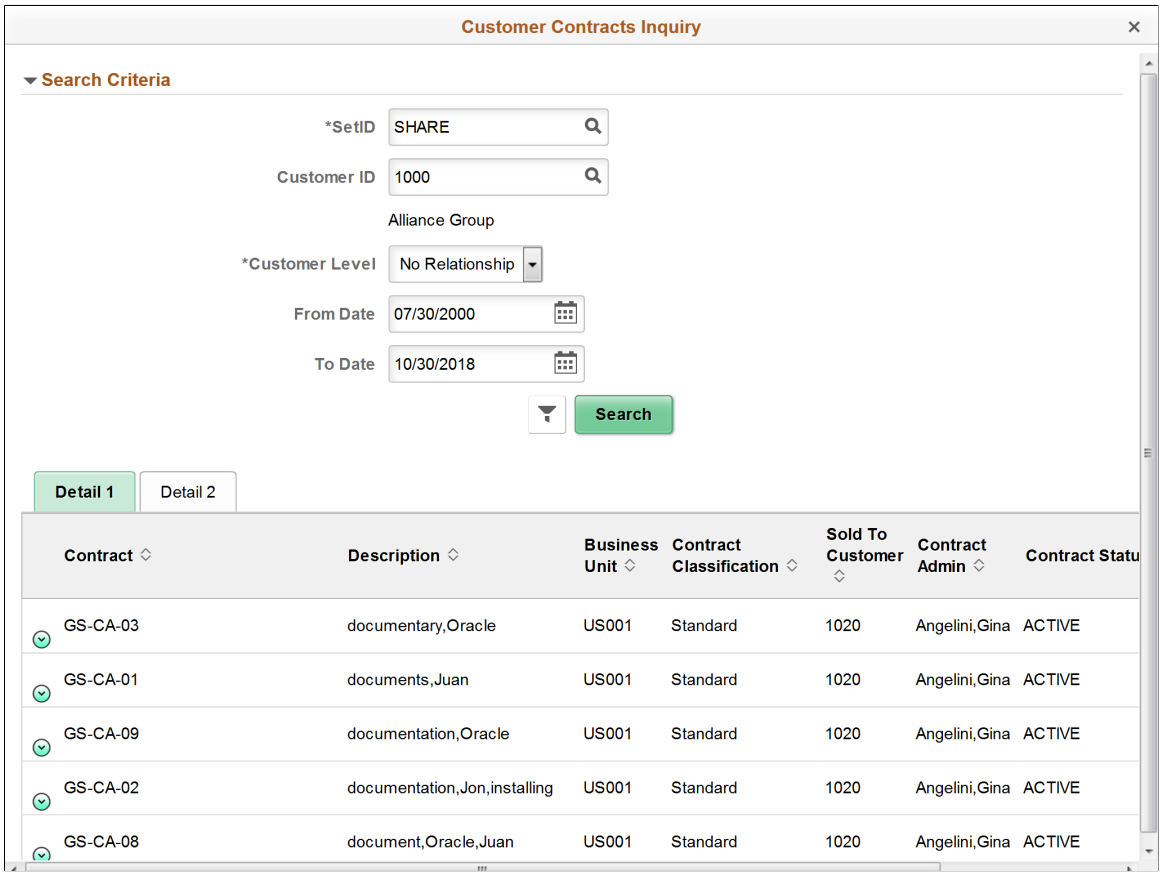
A filter icon indicates when the data was filtered.

Note: The filter criteria changed at Metrics Actions are saved. When a filter ID is used by more metrics, if you change it for one metric, this change will be reflected at the other metrics that use it.

View Details

For each metric, click the **View Details** link to access the <*metric name*> Inquiry page and view additional details for the metric. You can also modify search criteria.

Customer Contracts Inquiry page



Working with Pivot Grids in The Fluid Comprehensive Customer View

Some customer analysis pagelets in the Fluid Comprehensive Customer View use pivot grids, which enable you to display data in different views by performing operations such as pivoting and filtering. This enables you to interpret data in a variety of ways. Pivots grids are based on PS Queries and can display results in a grid format, a chart format, or both.

Copyright © 1988, 2025, Oracle and/or its affiliates.

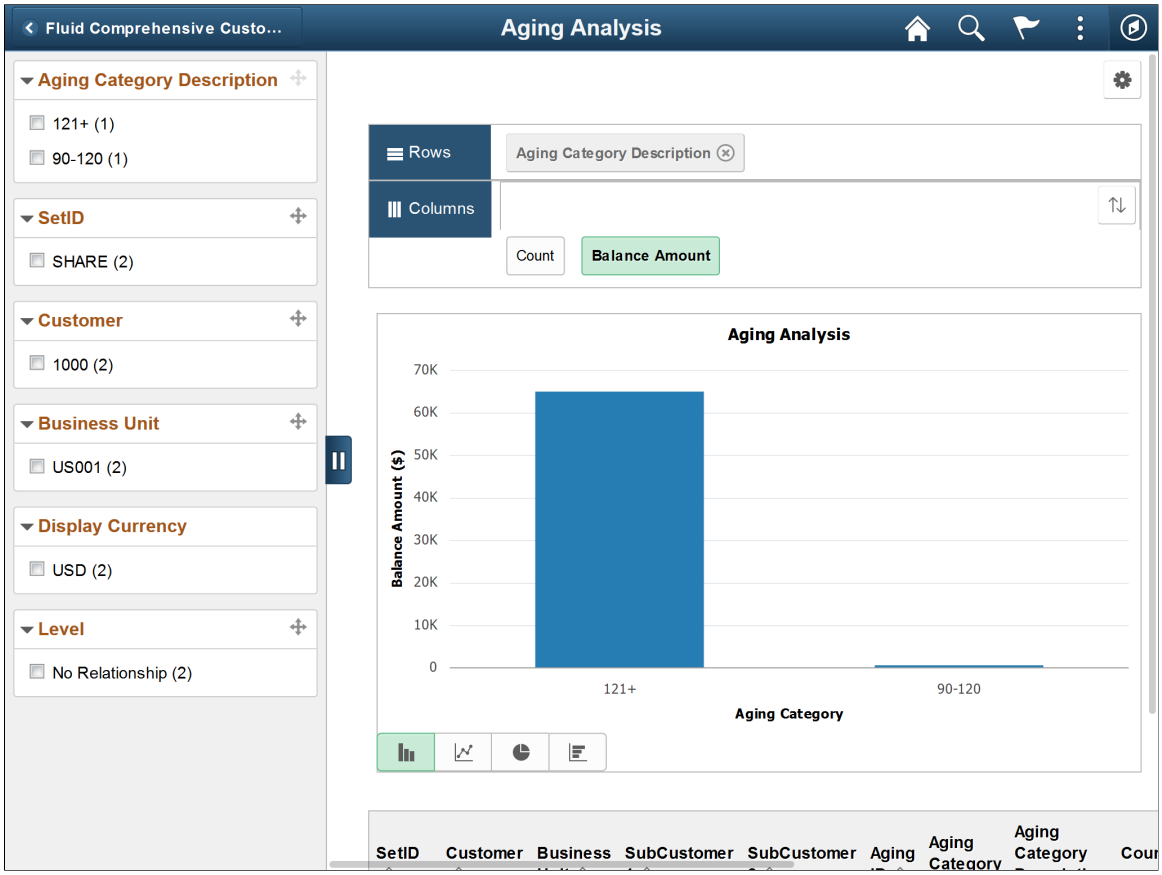
Pivot grids in the Fluid Comprehensive Customer View



You can click anywhere on the pivot grid to access the Pivot Grid Detail page and select different dimensions, graph and filtering options, and so forth.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pivot Grid Detail page



The left panel of the editing page enables you to modify the prompts and filters. Users can select from a range of data using field prompts, filter data by selecting specific facets values, and analyze pivot data by dragging and dropping facets into the Pivot Grid Columns and Rows.

Each pivot grid has its own set of prompts—such as SetID, Business Unit, and so forth—that you can modify to display data in the graph.

You can also choose the type of graph—including bar, line, and pie charts—to display your data.

Click the bars in a graph, pie slices, or the display amount value links in the pivot grid or table to view details or drill down by various dimensions.

The Options Menu (cog icon) provides these pivot grid controls:

- *View Grid*
- *Update Filters*
- *Chart Options*
- *Export Data*
- *Threshold Options*
- *Save*

Copyright © 1988, 2025, Oracle and/or its affiliates.

- *Save As*
- *Sort Option*
- *Add to Homepage*

Note: When you return to the Comprehensive Customer View, filters you applied during editing will not be reflected on the page.

For more information about fields and controls in pivot grids, see the product documentation for *PeopleTools: Pivot Grid*.

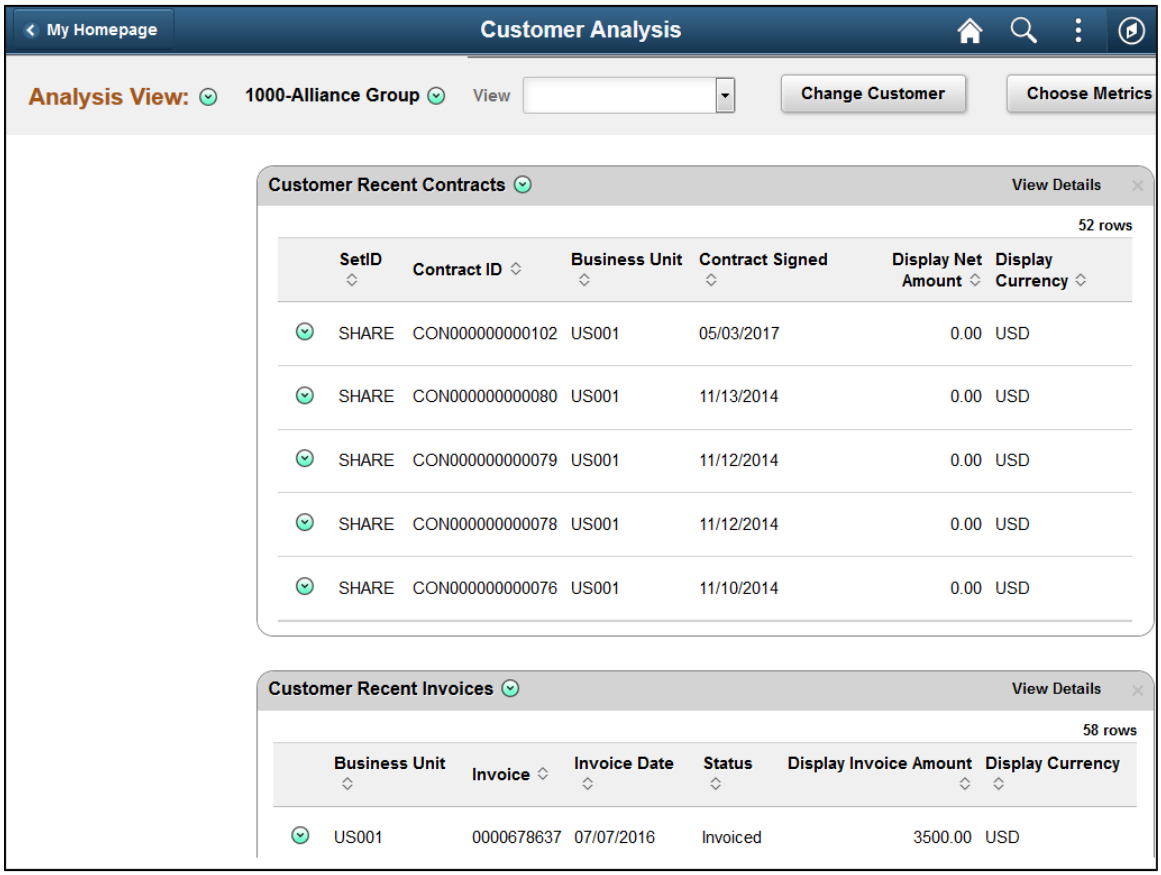
Comprehensive Customer View Page (Analysis View)

Use the Comprehensive Customer View page - Analysis View (CAFNUI_360_FL) to view data related to a single customer.

Navigation:

PeopleSoft Fluid Home page > Comprehensive Customer View tile > Add Customer (button) > Analyze (button)

This example illustrates the fields and controls on the Comprehensive Customer View page - Analysis View.



In Analysis view, each metric and its corresponding data display in individual grids.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Transaction Wheel

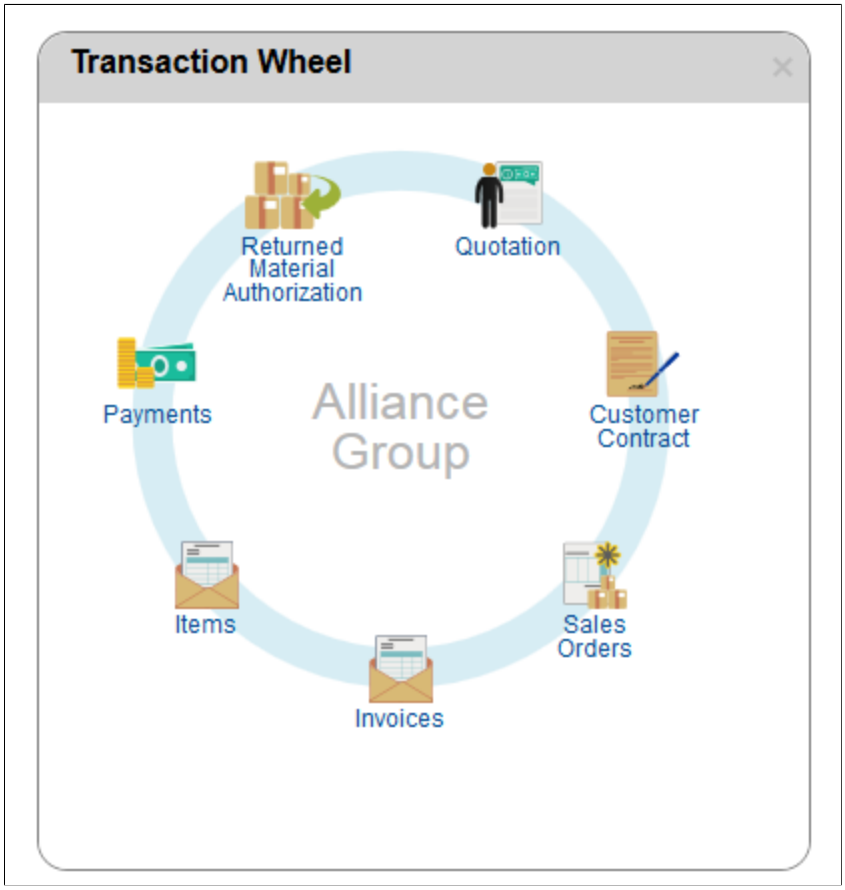
The *Transaction Wheel* is available in the Analysis view. In the Transaction Wheel you can access up to seven types of transactions associated with a particular customer. You can click any icon to access the respective transaction search component, where you can filter transactions, and review transaction status and document status. All inquiry pages open in a new window.

Access to the transaction inquiry pages depends on the user role. If a user is not authorized to access certain components, a message denying them access appears.

The Transaction Wheel is accessible in the analysis mode and includes these transactions:

- Quotations
- Customer Contracts
- Sales Orders
- Invoices
- Items
- Payments
- Returned Material Authorizations

Fluid Transaction Wheel



Copyright © 1988, 2025, Oracle and/or its affiliates.

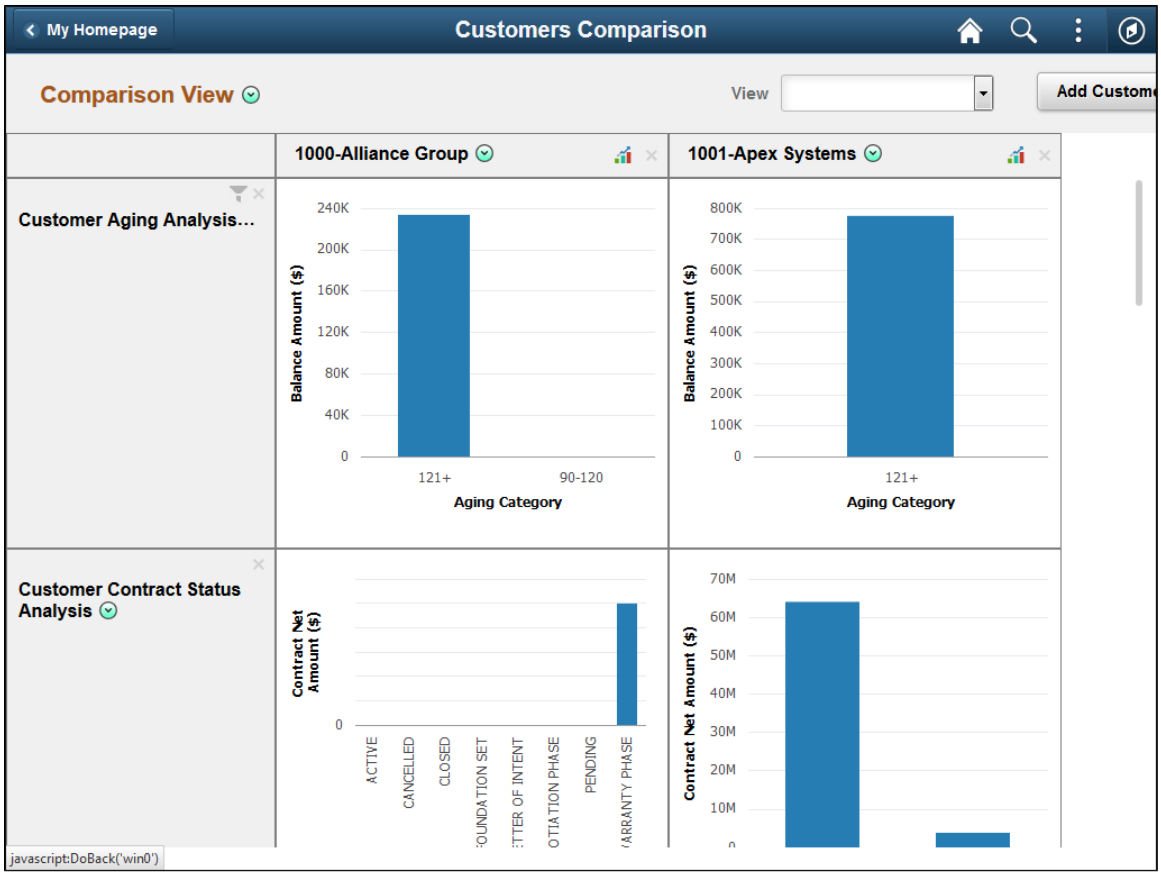
Comprehensive Customer View Page (Comparison View)

Use the Comprehensive Customer View page - Comparison View (CAFNUI_DISPLAY_FL) to compare data for two or more customers.

Navigation:

PeopleSoft Fluid Home page > Comprehensive Customer View tile > Add Customer (button) > Compare (button)

This example illustrates the fields and controls on the Comprehensive Customer View page - Comparison View.



In Comparison view, customers and their related data appear in tabular format. Customers appear in the header row at the top of the table. Metric data appear as rows. Customer and metric data will vary depending on the customers selected and metrics specified for analysis. Customer Related Actions are available only in Comparison view.

Customer Related Actions

On the customer header row, click the **Customer Related Actions** button to perform the following actions:

- *Flag this Customer:* used to indicate the customer is flagged.
- *Collection Workbench:* used to access the Collections Workbench, where you can view detailed customer collection data for the customer, as well as related contracts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- *Customer Attachments:* used to access the Attachments page, where you can view attachments related to the customer.
- *Customer Hierarchy:* used to access the Customer Hierarchy page, where you can review customer hierarchy information for the customer.
- *Customer Information:* used to access the Customer Information - General Info page, where you can review the customer name, address, level information, and associated roles.
- *Customer Message:* used to access the Messages page, where you can identify and manage messages for the customer.

Click the **Analysis Mode** icon to access the Comprehensive Customer View page - Comparison View for a customer and view detailed information for each metric.

Working with Fluid Comprehensive Customer View Pagelets

This topic describes the customer analysis pagelets in the PeopleSoft Fluid Comprehensive Customer View.

Fluid Pagelets Used to Work with Customer Analysis

Pagelet Name	*Query Name*	*Usage*	*Product*
Customer Sales Pagelet	N/A	View Sales amounts for a customer.	Receivables
Customer Past Due Pagelet	N/A	View past due amounts for a customer.	Receivables
Customer Prepayments Pagelet	N/A	View prepayments for a customer.	Receivables
Customer Collections Pagelet	N/A	View collections information for a customer.	Receivables
Customer Deductions Pagelet	N/A	View deduction amounts for a customer.	Receivables
Customer Dispute Balance Pagelet	N/A	View the amount in dispute for a customer.	Receivables
Customer Doubtful Balance Pagelet	N/A	View the total amount and number of payments that you transferred to a doubtful receivables account for a customer.	Receivables

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pagelet Name	*Query Name*	*Usage*	*Product*
Customer Contact Information Pagelet	N/A	View information for the primary contact, including phone, fax, email, and preferred contact method for a customer.	Receivables
Customer Credit Information Pagelet	N/A	View the credit class, risk, limit, and risk score for a customer.	Receivables
Customer Information Pagelet	N/A	View basic information for a customer, such as name, status, and customer type.	Receivables
Customer Support Operations Pagelet	N/A	View information related to key members of your customer support operations, such as AR Specialist, Collector, and Analyst.	Receivables
Customer Address Pagelet	N/A	View bill to and ship to address information for a customer.	Receivables
Customer History Summary Pagelet	C360_CUST_HISTORY	View customer history amounts and details.	Receivables
Aging Analysis Pagelet	C360_AR_DB_CUST_ AGING	View the aging balance by aging category and a count of open items making up the aging balance. The Aging ID in the query defaults from the AR Business Unit options.	Receivables
Contract Status Analysis Pagelet	C360_CONTRACT_STATUS _PVG	View contract status and type by net amount.	Contracts
Dispute Analysis Pagelet	C360_DISPUTE_AMT_PVG	View the customer’s amount in dispute by month and year.	Receivables
Invoice Status Analysis Pagelet	C360_BI_BILL_STATUS	View the customer’s invoice amount by status.	Billing
Invoices by Month Analysis Pagelet	C360_PV_RINV_QRY	View the invoice amount by month and year.	Billing

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pagelet Name	*Query Name*	*Usage*	*Product*
Items by Month Analysis Pagelet	C360_AR_ITEM_PVG	View the customer's items balance by month and year.	Receivables
Overdue Analysis Pagelet	C360_OVERDUE_AMT_ ANALYSIS	View a customer's overdue amount by month and year.	Receivables
Write Off Analysis Pagelet	C360_WRITE_OFF_ ANALYSIS	View customer write-off amounts by year.	Receivables
Customer Top Contracts Pagelet	C360_TOP_N_CNTR	View the top 10 contracts by a contract's total bill amount.	Contracts
Customer Top Payments Pagelet	C360_TOP_N_PAYMNT	View the top 10 payments by payment amount base.	Receivables
Customer Top Items Pagelet	C360_TOP_N_ITEM	View the top 10 items by item balance amount base.	Receivables
Customer Top Invoices Pagelet	C360_TOP_N_INVOIC	View the top 10 invoices by invoice amount.	Billing

Understanding Customer Analysis Pagelets

The Fluid Comprehensive Customer View delivers several customer analysis pagelets you can use to measure customer performance. You can access these pagelets using the **Choose Metrics** button on the Fluid Comprehensive Customer View. The pagelets are grouped by performance indicator type.

Note: The pagelets are available in Analysis and Comparison view.

For more information on using these pages, see:

Working with Common Actions in the Fluid Comprehensive Customer View

Working with Pivot Grids in The Fluid Comprehensive Customer View

Customer Balances Analysis

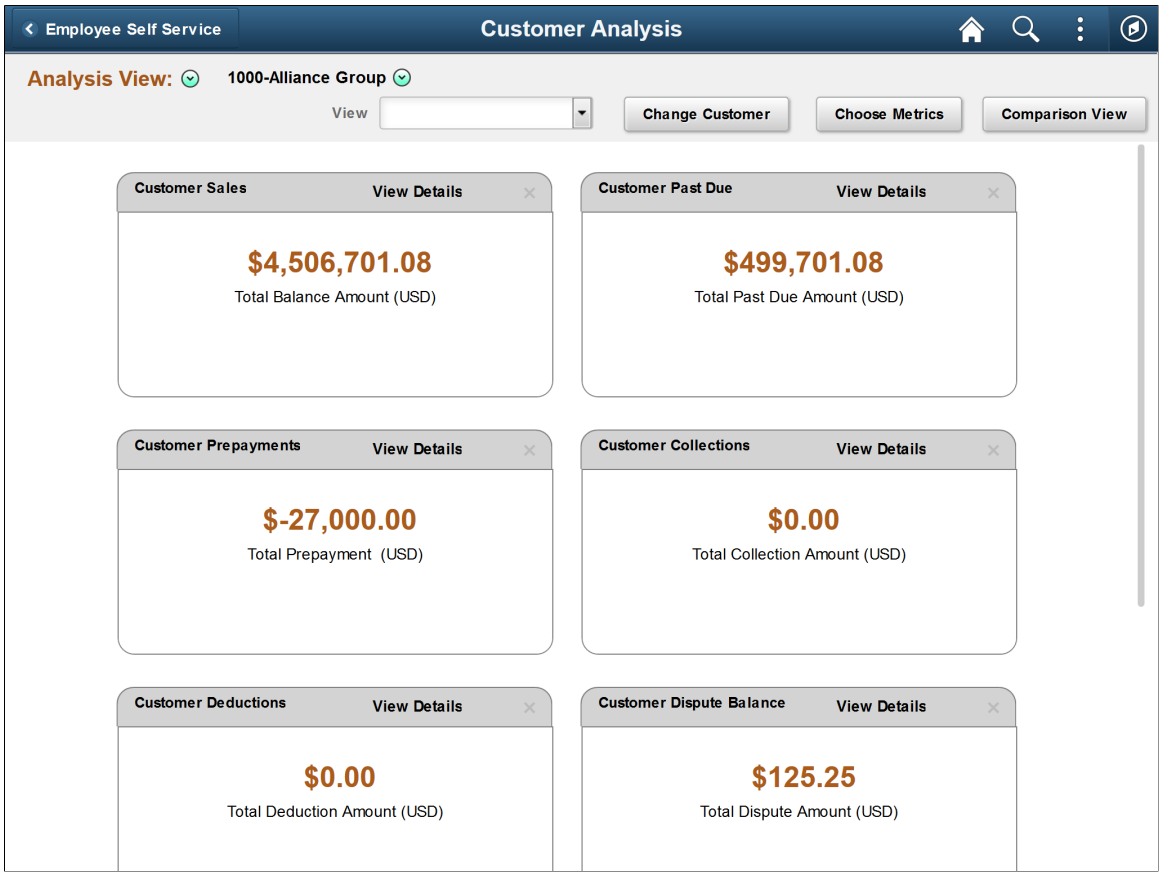
Customer Balances analysis includes these pagelets:

- Customer Sales
- Customer Past Due
- Customer Prepayments
- Customer Collections
- Customer Deductions

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Customer Dispute Balance
- Customer Doubtful Balance

Customer Balances Analysis



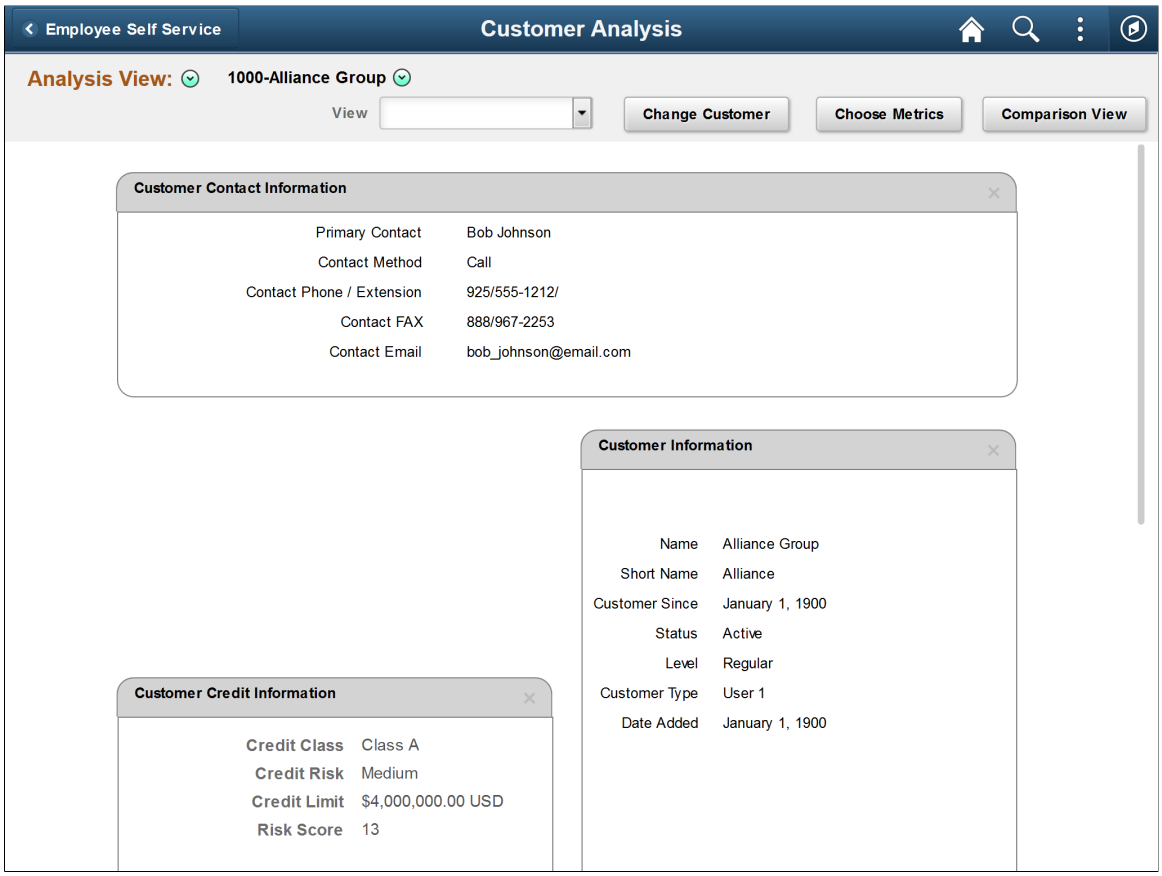
Customer Information Analysis

Customer Information analysis includes these pagelets:

- Customer Contact Information
- Customer Credit Information
- Customer Information
- Customer Support Operations
- Customer Address

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Information Analysis



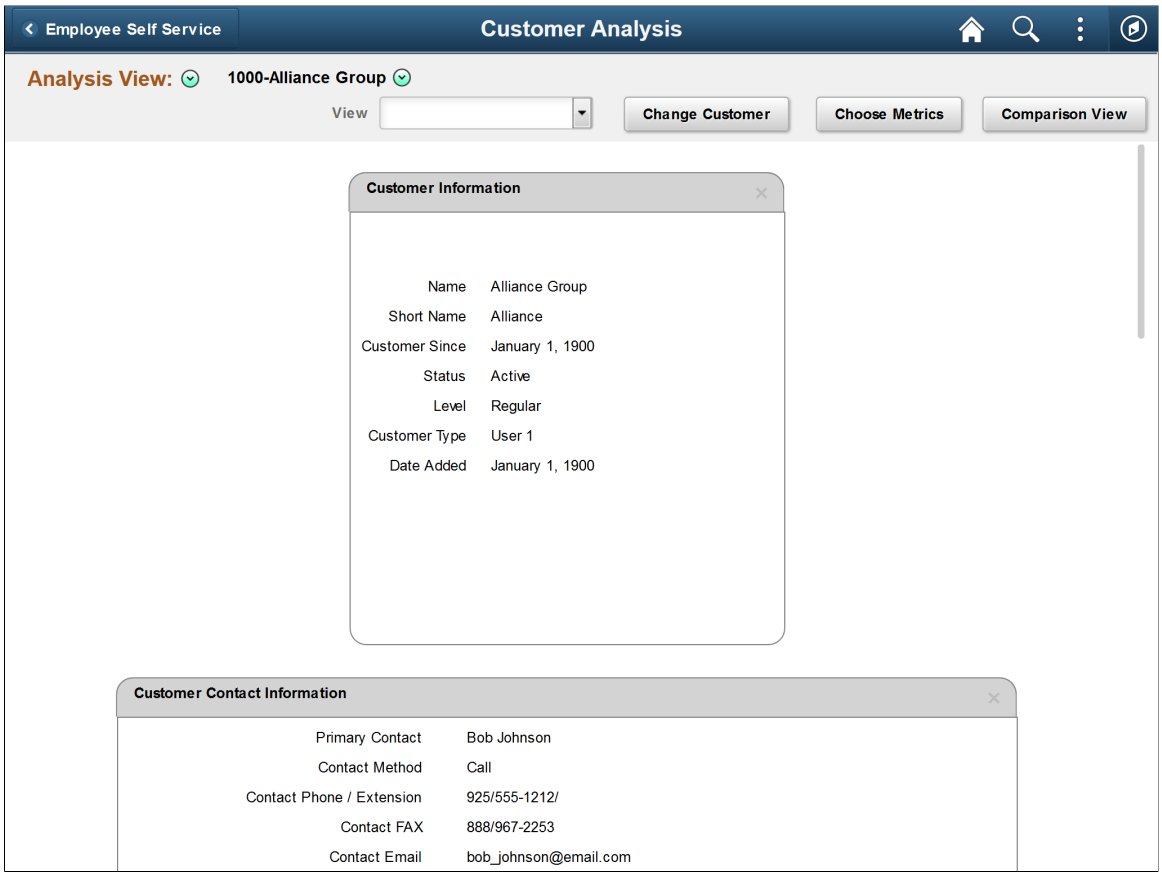
Default Analysis

Default analysis includes these pagelets:

- Customer Information
- Customer Contact Information
- Transaction Wheel
- Customer Top Contracts
- Customer Top Invoices
- Customer Sales

Copyright © 1988, 2025, Oracle and/or its affiliates.

Default Analysis



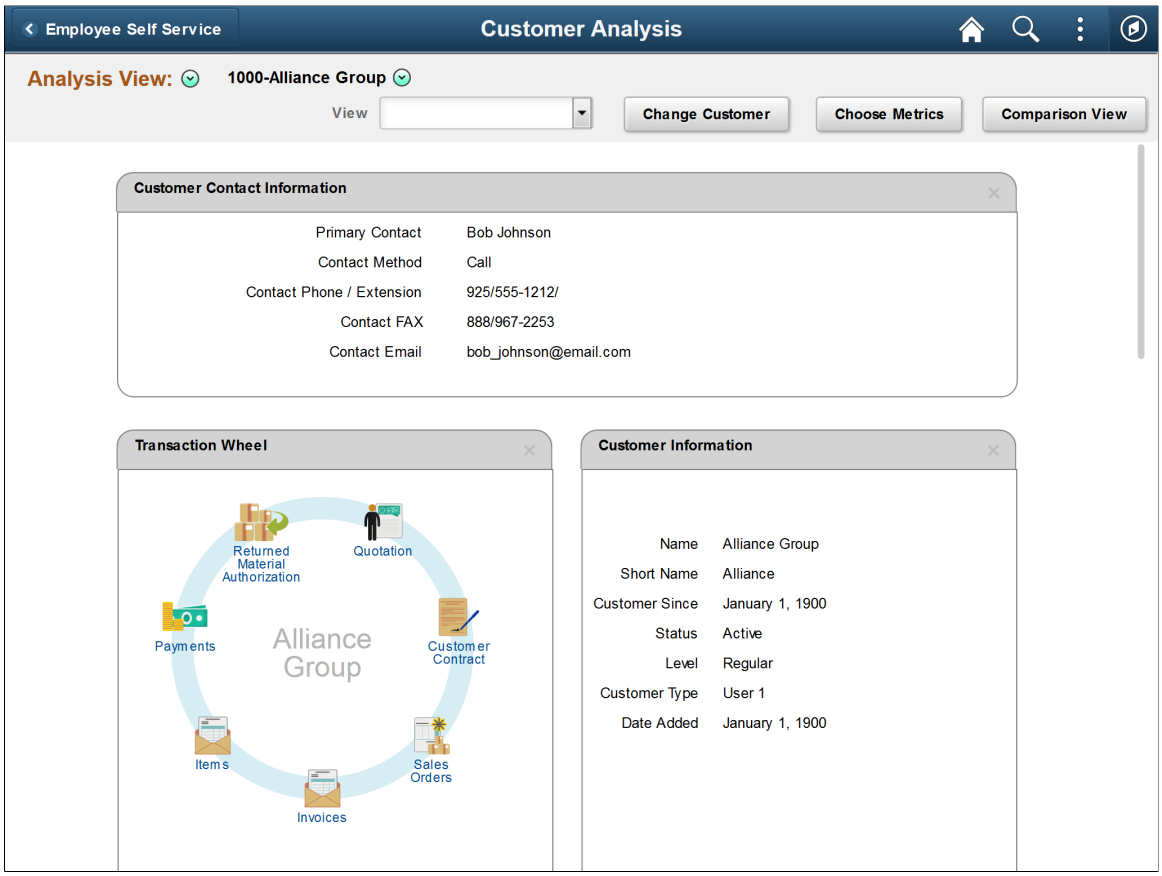
Information and Totals Analysis

Information and Totals analysis includes these pagelets:

- Customer Sales
- Customer Collections
- Customer Contact Information
- Transaction Wheel
- Customer Support Operations
- Customer Information
- Customer Past Due
- Customer Deductions
- Customer History Summary

Copyright © 1988, 2025, Oracle and/or its affiliates.

Information and Totals Analysis



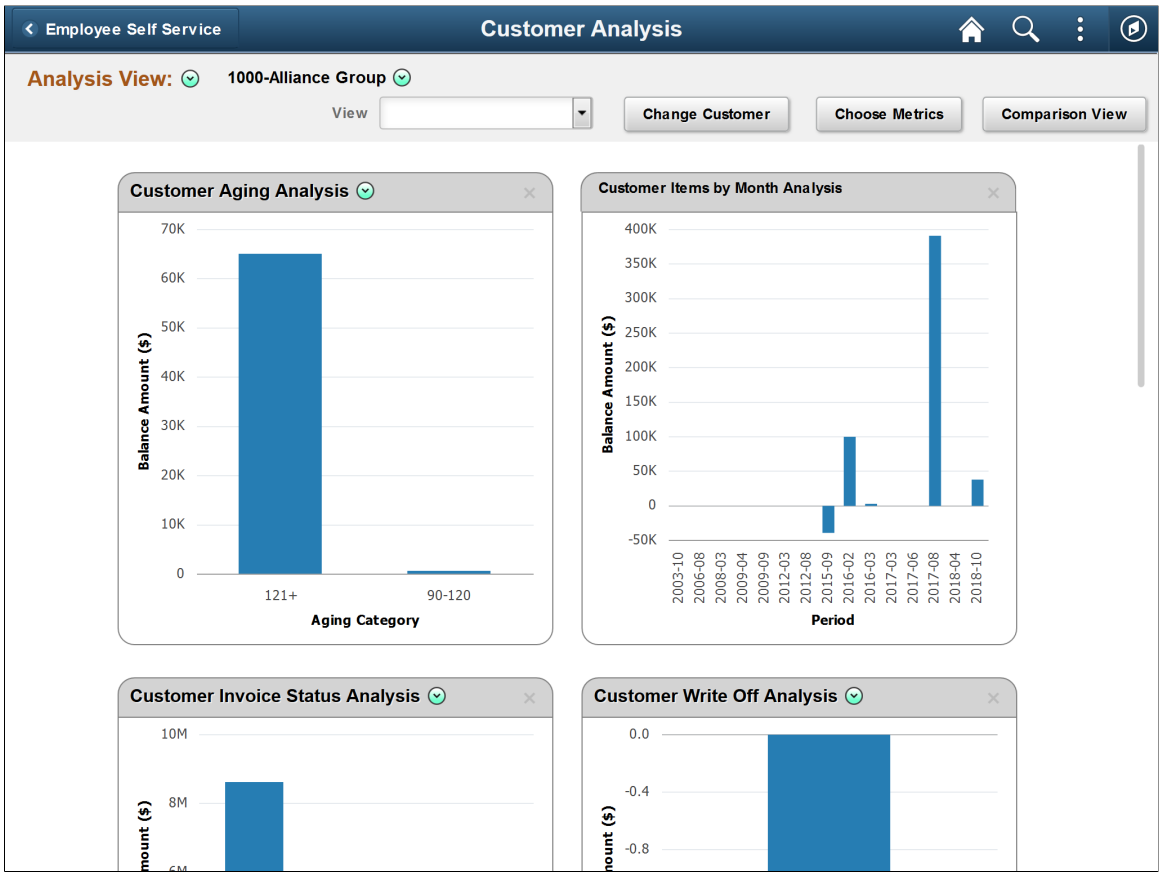
Pivot Grid Analysis

Pivot Grid analysis includes these pagelets:

- Customer Aging Analysis
- Customer Items by Month Analysis
- Customer Invoice Status Analysis
- Customer Write Off Analysis
- Customer Dispute Analysis
- Customer Invoices by Month Analysis
- Customer Overdue Analysis
- Customer Contract Status Analysis

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pivot Grid Analysis



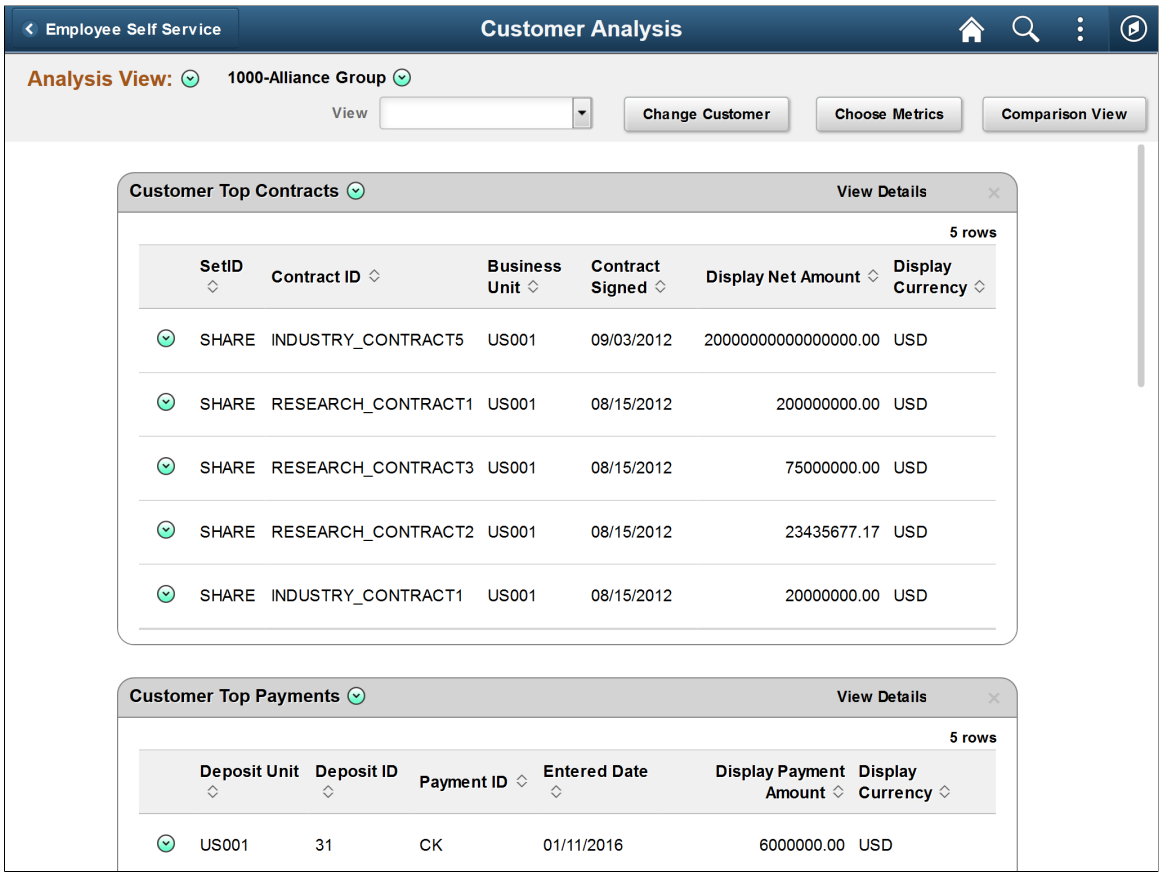
Top Analysis

Top analysis includes these pagelets:

- Customer Top Contracts
- Customer Top Payments
- Customer Top Items
- Customer Top Invoices

Copyright © 1988, 2025, Oracle and/or its affiliates.

Top Analysis



Customer Sales Pagelet

Use the Customer Sales pagelet to view sales amounts for a customer.

This example illustrates the fields and controls on the Customer Sales pagelet.

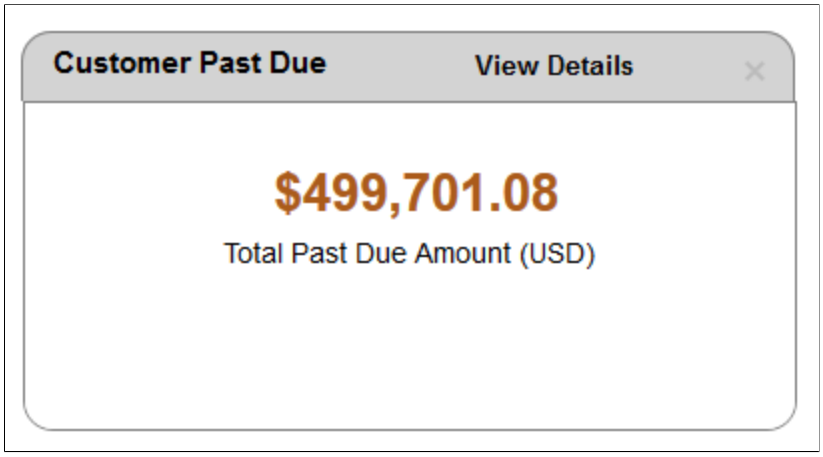


Customer Past Due Pagelet

Use the Customer Past Due pagelet to view past due amounts for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Past Due pagelet.



Customer Prepayments Pagelet

Use the Customer Prepayments pagelet to view prepayments for a customer.

This example illustrates the fields and controls on the Customer Prepayments pagelet.

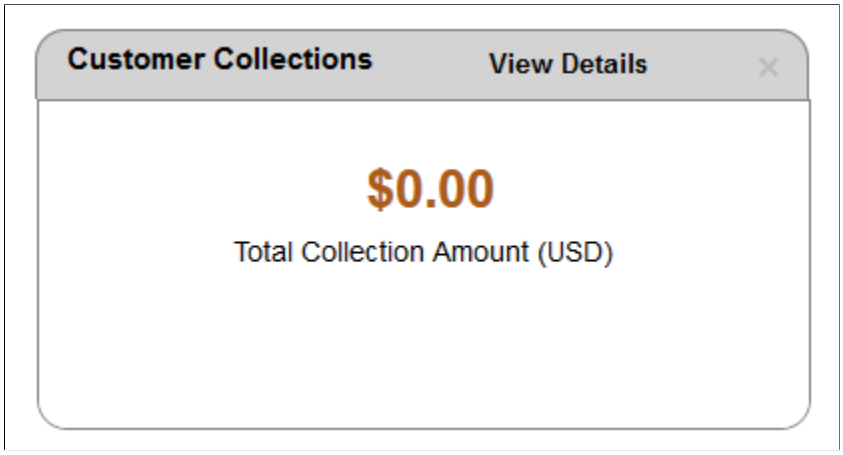


Customer Collections Pagelet

Use the Customer Collections pagelet to view collections information for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Collections pagelet.



Customer Deductions Pagelet

Use the Customer Deductions pagelet to view deduction amounts for a customer.

This example illustrates the fields and controls on the Customer Deductions pagelet.

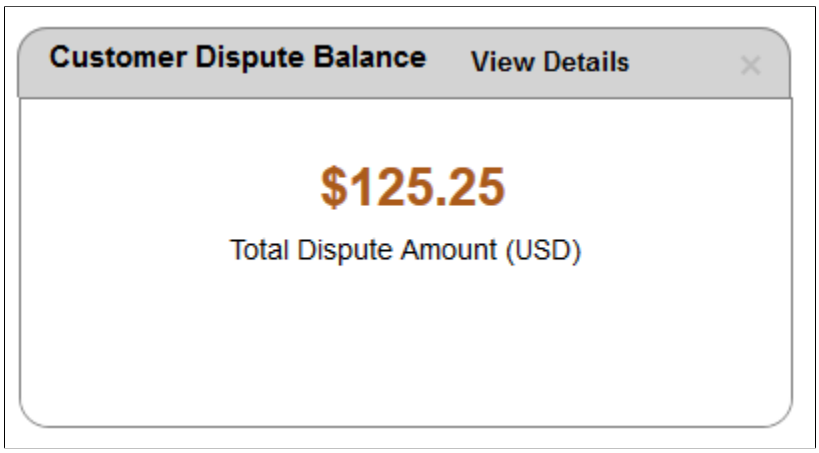


Customer Dispute Balance Pagelet

Use the Customer Dispute Balance pagelet to view the amount in dispute for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

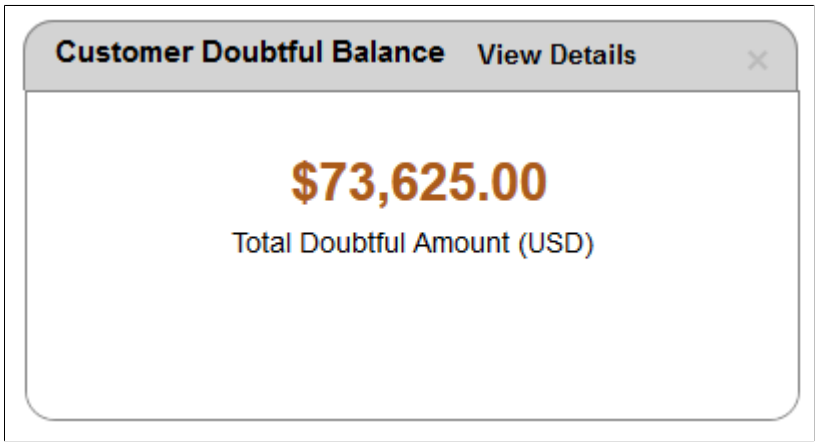
This example illustrates the fields and controls on the Customer Dispute Balance pagelet.



Customer Doubtful Balance Pagelet

Use the Customer Doubtful Balance pagelet to view the total amount and number of payments that you transferred to a doubtful receivables account for a customer.

This example illustrates the fields and controls on the Customer Doubtful Balance pagelet.



Customer Contact Information Pagelet

Use the Customer Contact Information pagelet (C360_CUST_HIER_DTL) to view information for the primary contact, including phone, fax, email, and preferred contact method for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

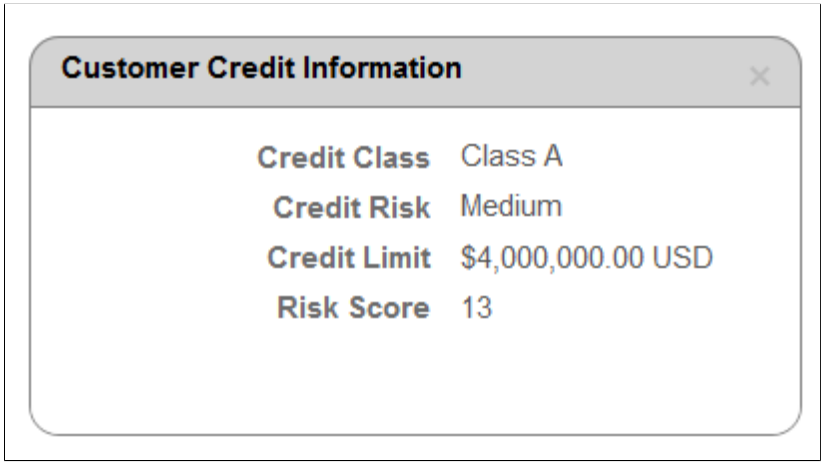
This example illustrates the fields and controls on the Customer Contact Information pagelet.



Customer Credit Information Pagelet

Use the Customer Credit Information pagelet (C360_CUST_HIER_DTL) to view the credit class, risk, limit, and risk score for a customer.

This example illustrates the fields and controls on the Customer Credit Information pagelet.

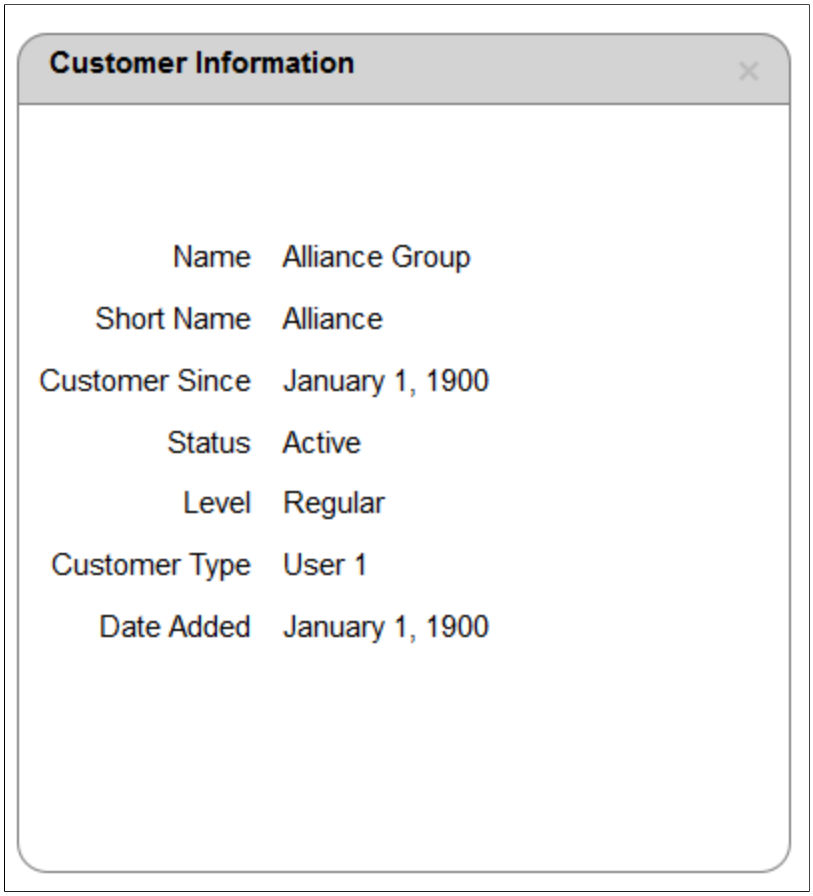


Customer Information Pagelet

Use the Customer Information pagelet to view basic information for a customer, such as name, status, and customer type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Information pagelet.

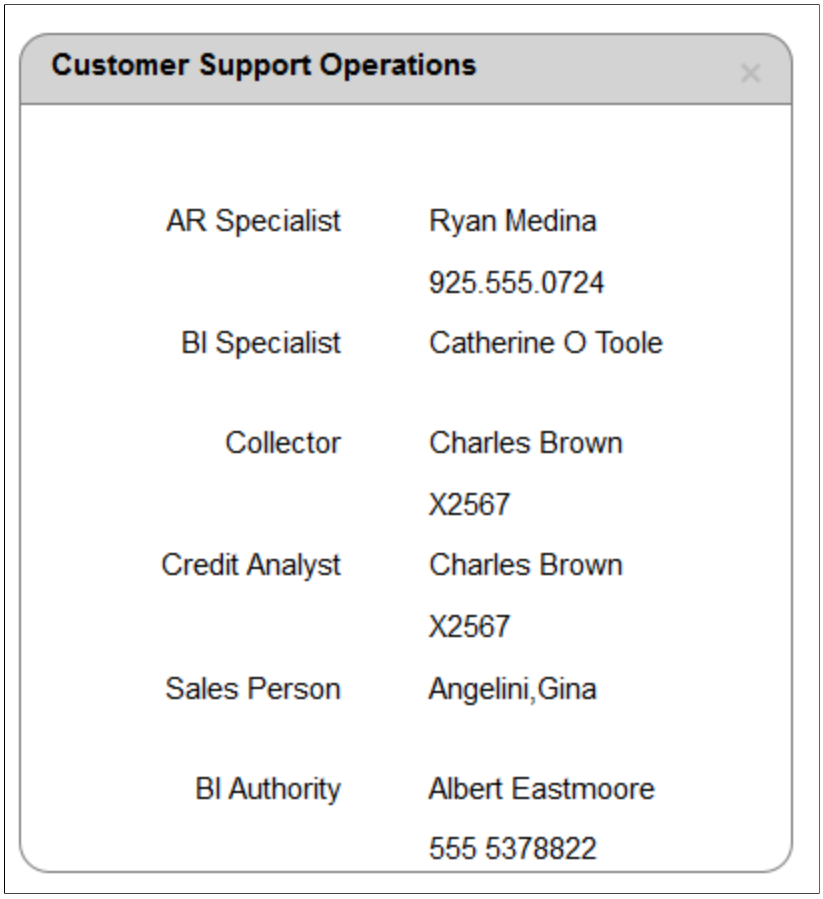


Customer Support Operations Pagelet

Use the Customer Support Operations pagelet to view information related to key members of your customer support operations, such as AR Specialist, Collector, and Analyst.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Support Operations pagelet.

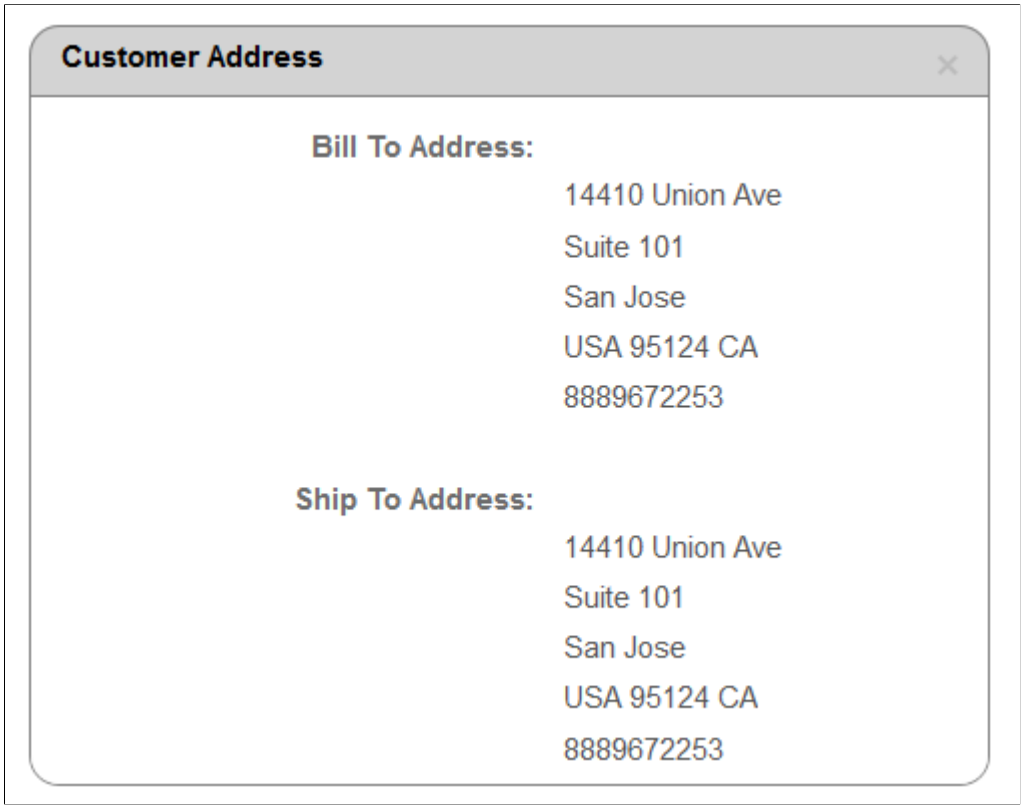


Customer Address Pagelet

Use the Customer Address pagelet to view bill to and ship to address information for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

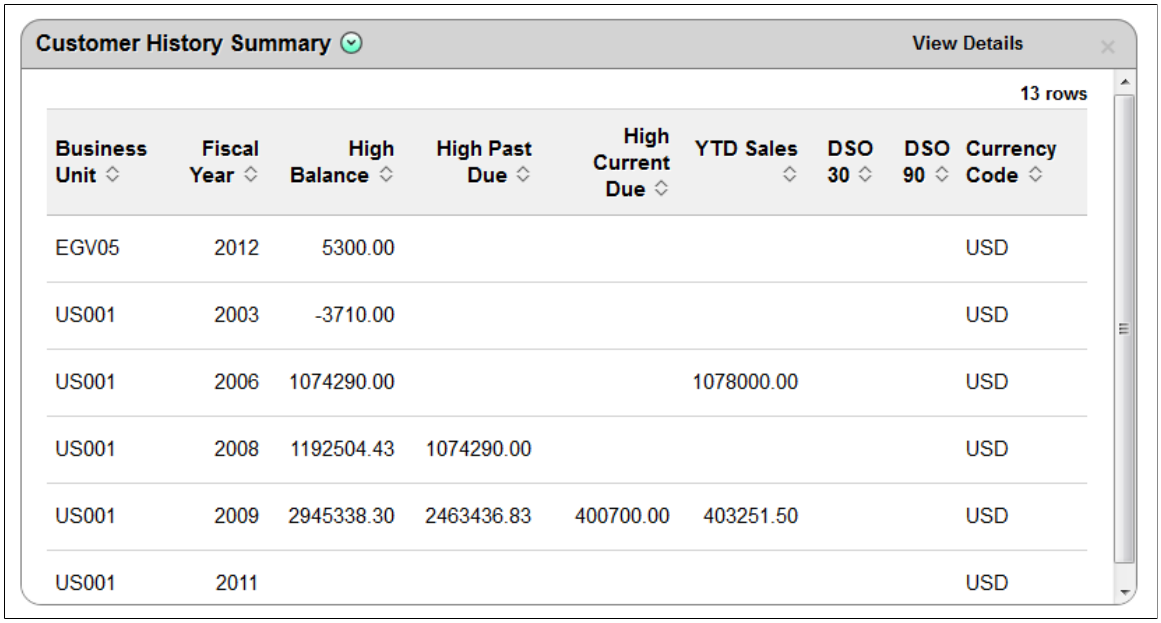
This example illustrates the fields and controls on the Customer Address pagelet.



Customer History Summary Pagelet

Use the Customer History Summary pagelet (C360_CUST_HISTORY) to view customer history amounts and details.

This example illustrates the fields and controls on the Customer History Summary pagelet.

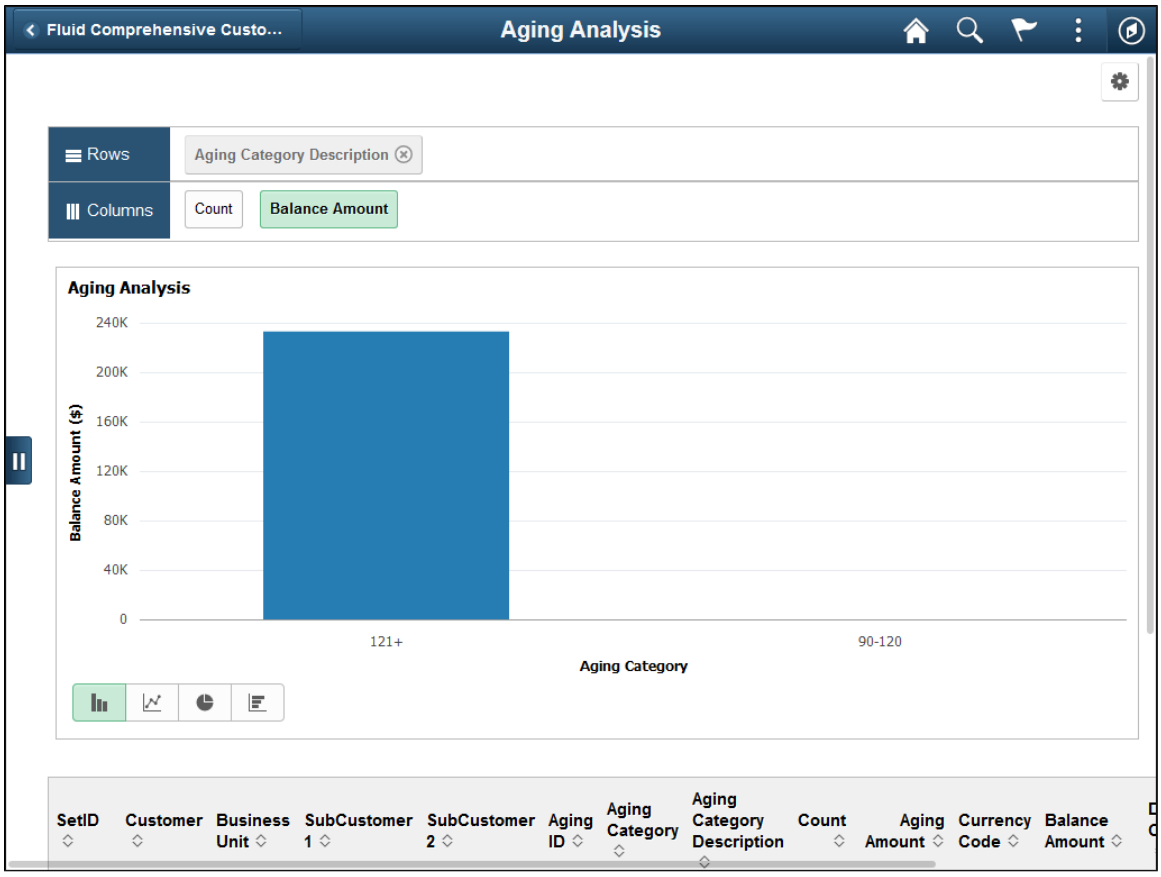


 Copyright © 1988, 2025, Oracle and/or its affiliates.

Aging Analysis Pagelet

Use the Aging Analysis pagelet (C360_AR_DB_CUST_AGING) to view the aging balance by aging category and a count of open items making up the aging balance. The Aging ID in the query defaults from the AR Business Unit options.

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

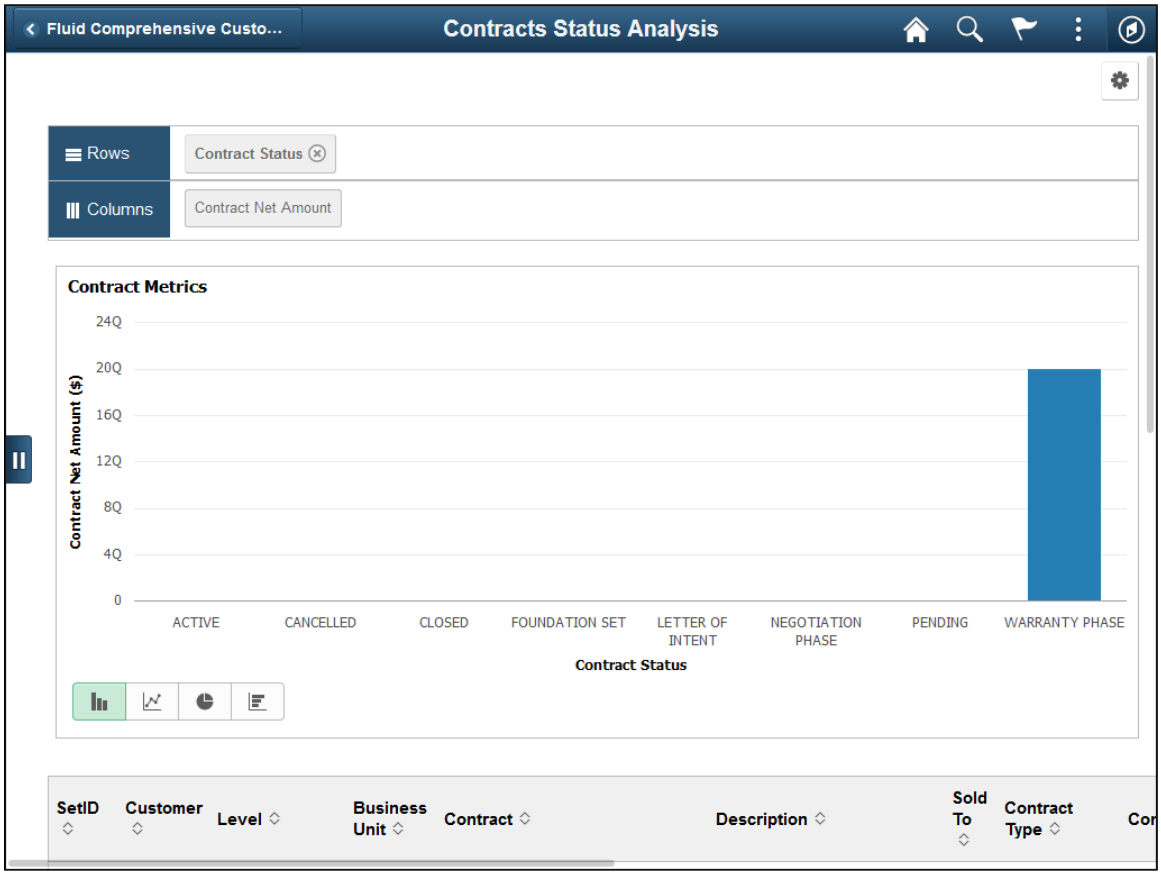


Contract Status Analysis Pagelet

Use the Contract Status Analysis pagelet (C360_CONTRACT_STATUS_PVG) to view contract status and type by net amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Contract Status Analysis pagelet.

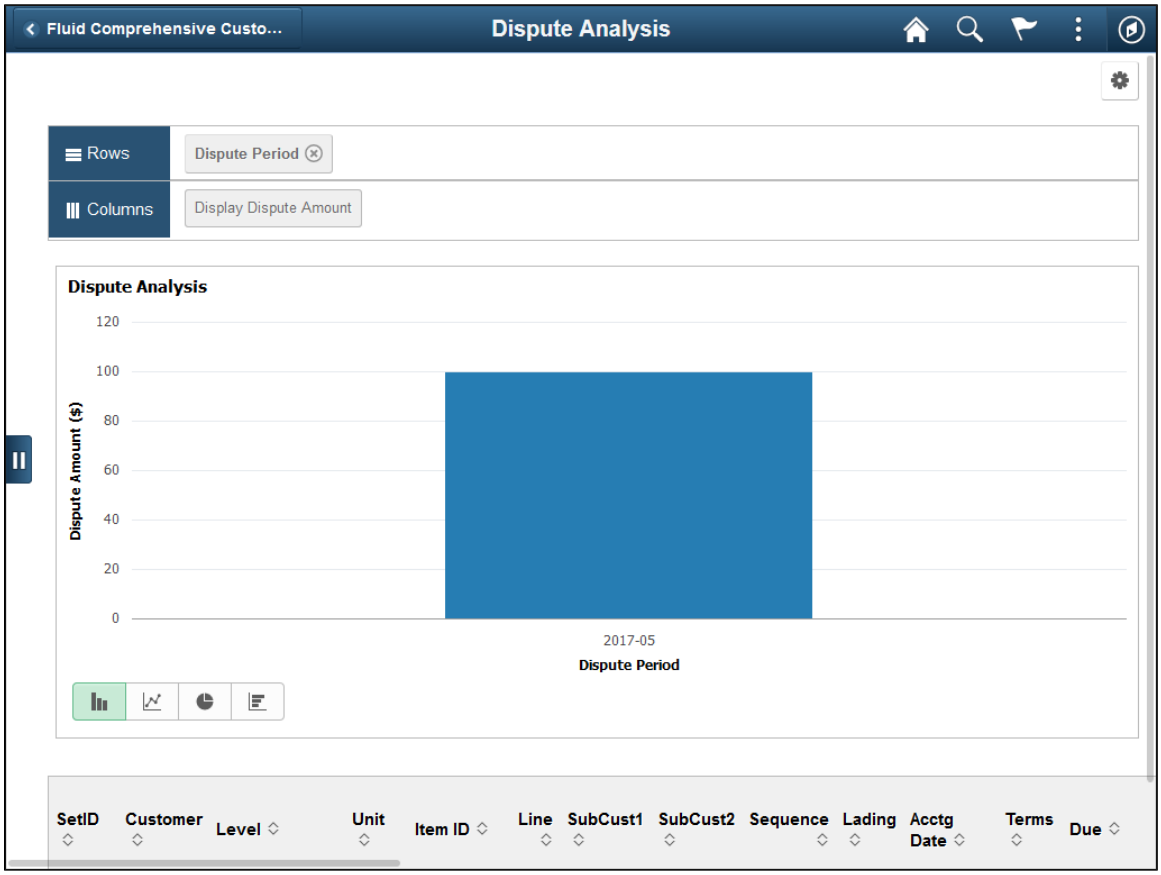


Dispute Analysis Pagelet

Use the Dispute Analysis pagelet (C360_DISPUTE_AMT_PVG) to view the customer's amount in dispute by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Dispute Analysis pagelet.

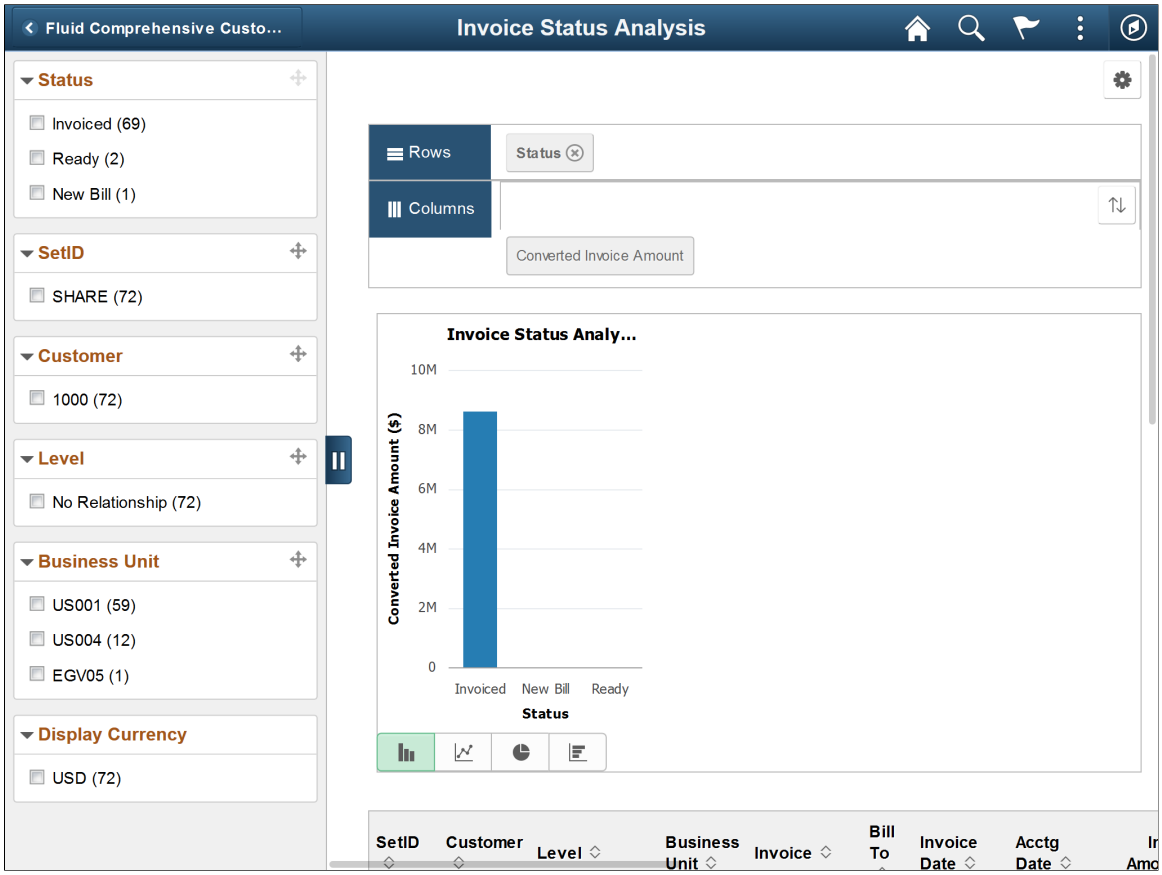


Invoice Status Analysis Pagelet

Use the Invoice Status Analysis pagelet (C360_BI_BILL_STATUS) to view the customer's invoice amount by status.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Invoice Status Analysis pagelet.

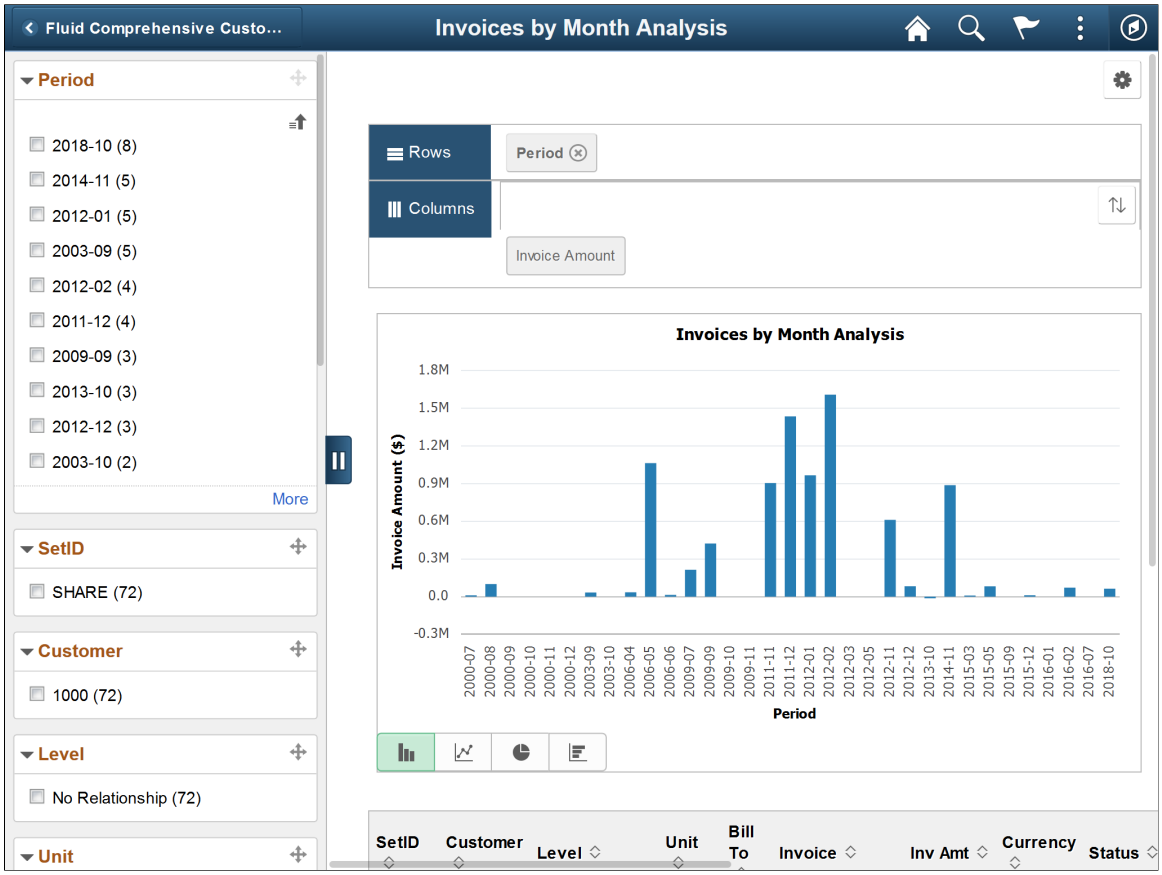


Invoices by Month Analysis Pagelet

Use the Invoices by Month Analysis pagelet (C360_PV_RINV_QRY) to view the invoice amount by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Month Analysis pagelet.

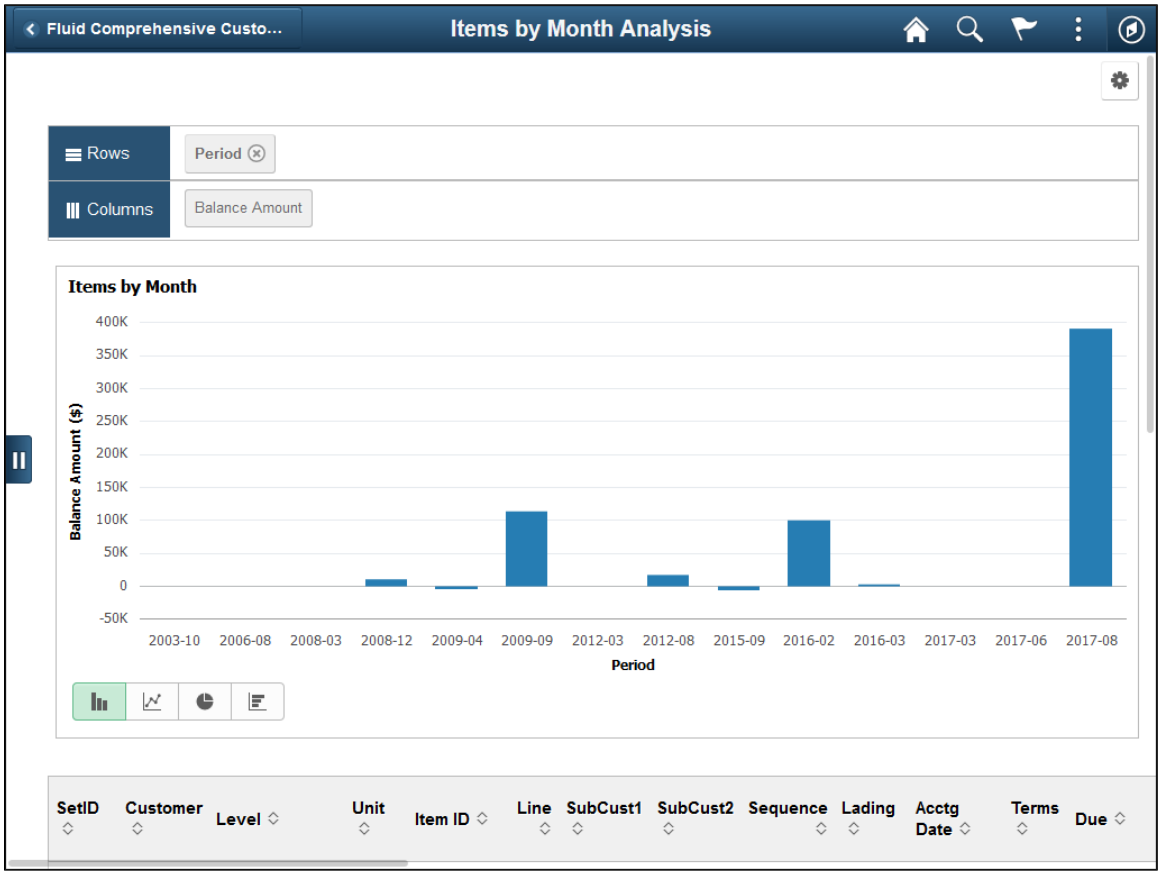


Items by Month Analysis Pagelet

Use the Items by Month Analysis pagelet (C360_AR_ITEM_PVG) to view the customer's items balance by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Items by Month Analysis pagelet.

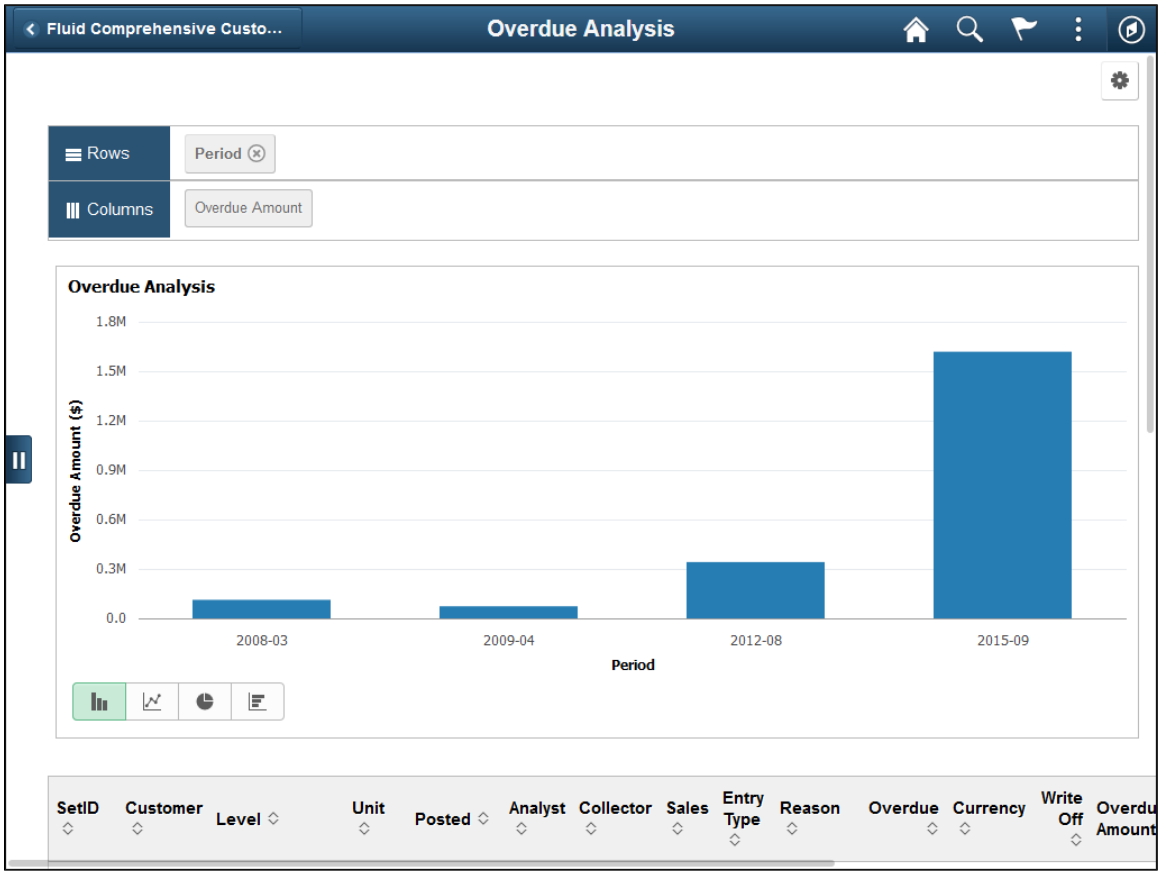


Overdue Analysis Pagelet

Use the Overdue Analysis pagelet (C360_OVERDUE_AMT_ANALYSIS) to view a customer's overdue amount by month and year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Overdue Analysis pagelet.

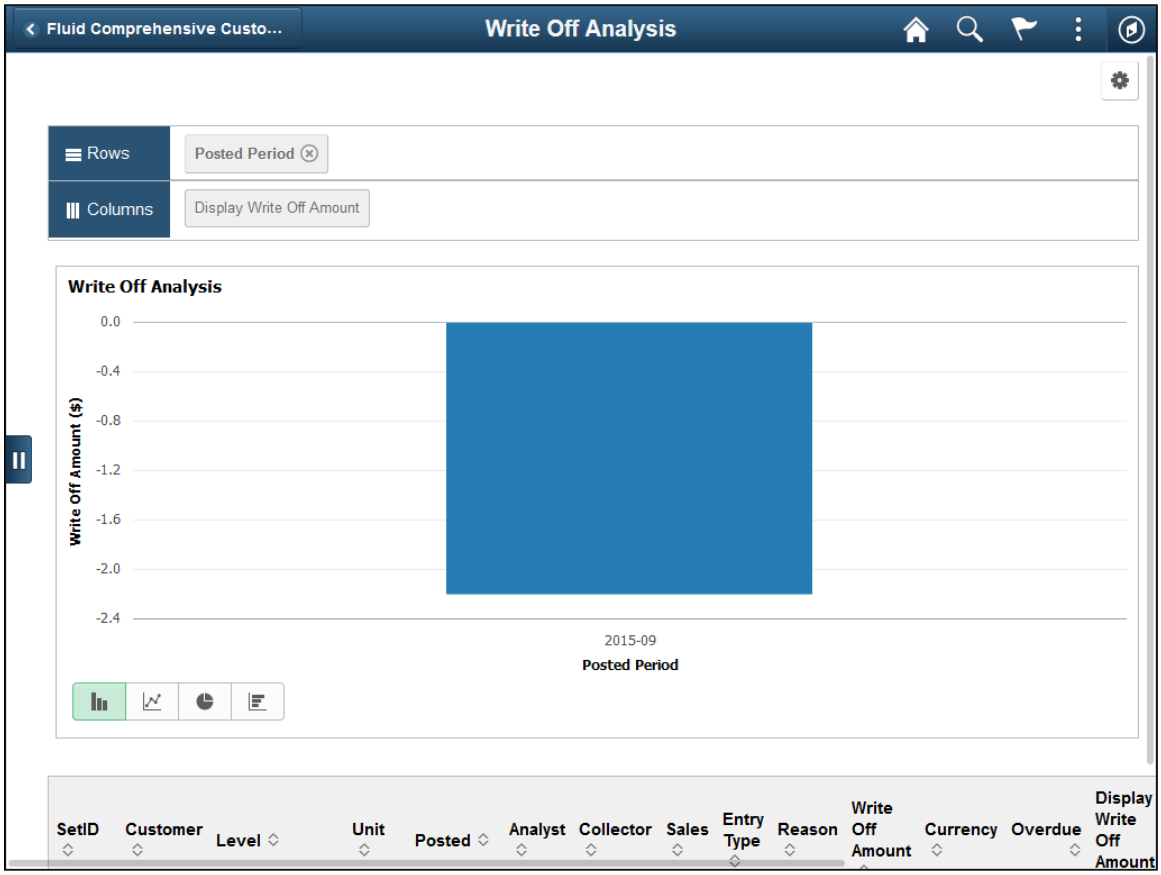


Write Off Analysis Pagelet

Use the Write Off Analysis pagelet (C360_WRITE_OFF_ANALYSIS) to view customer write-off amounts by year.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Write Off Analysis pagelet.

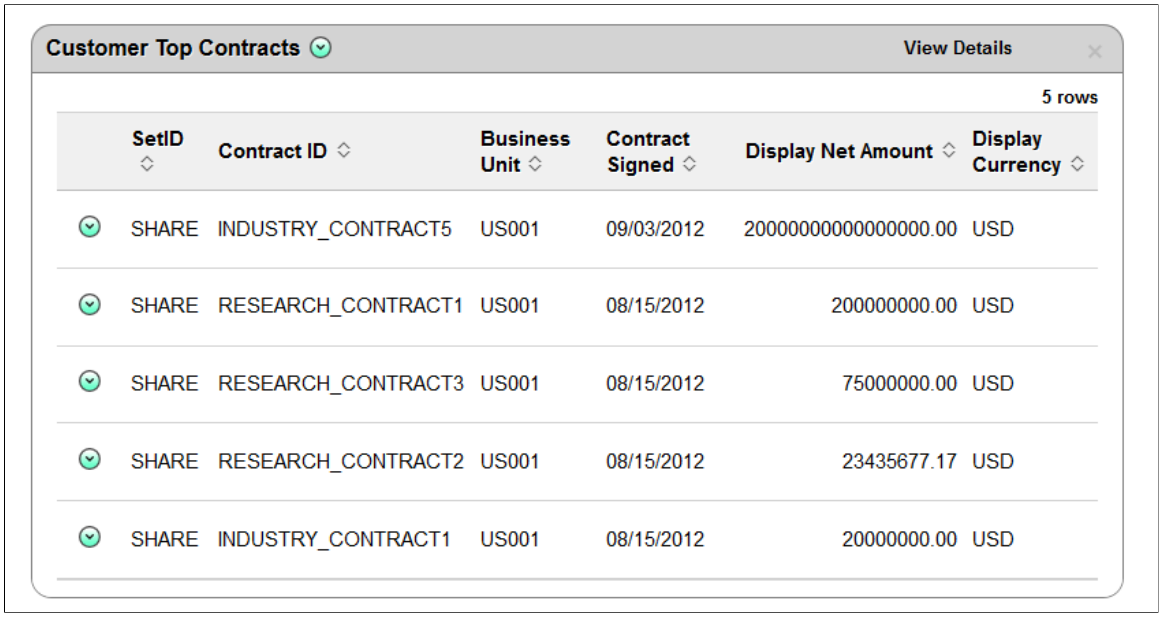


Customer Top Contracts Pagelet

Use the Customer Top Contracts pagelet (C360_TOP_N_CNTR) to view the top 10 contracts by a contract's total bill amount.

Copyright © 1988, 2025, Oracle and/or its affiliates.

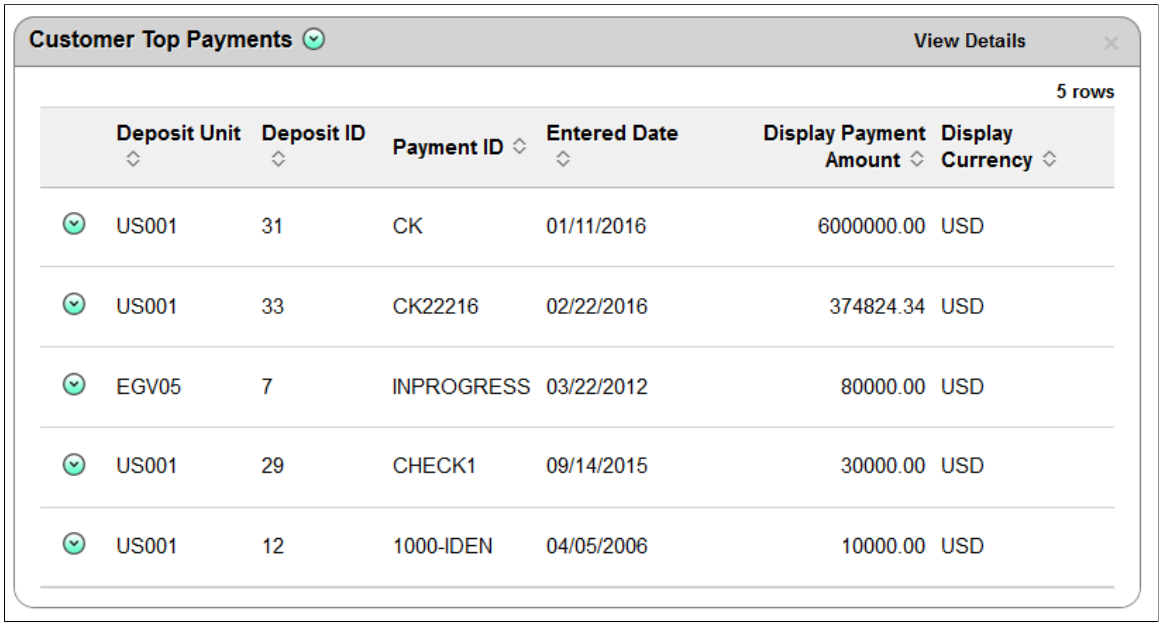
This example illustrates the fields and controls on the Customer Top Contracts pagelet.



Customer Top Payments Pagelet

Use the Customer Top Payments pagelet (C360_TOP_N_PAYMNT) to view the top 10 payments by payment amount base.

This example illustrates the fields and controls on the Customer Top Payments pagelet.

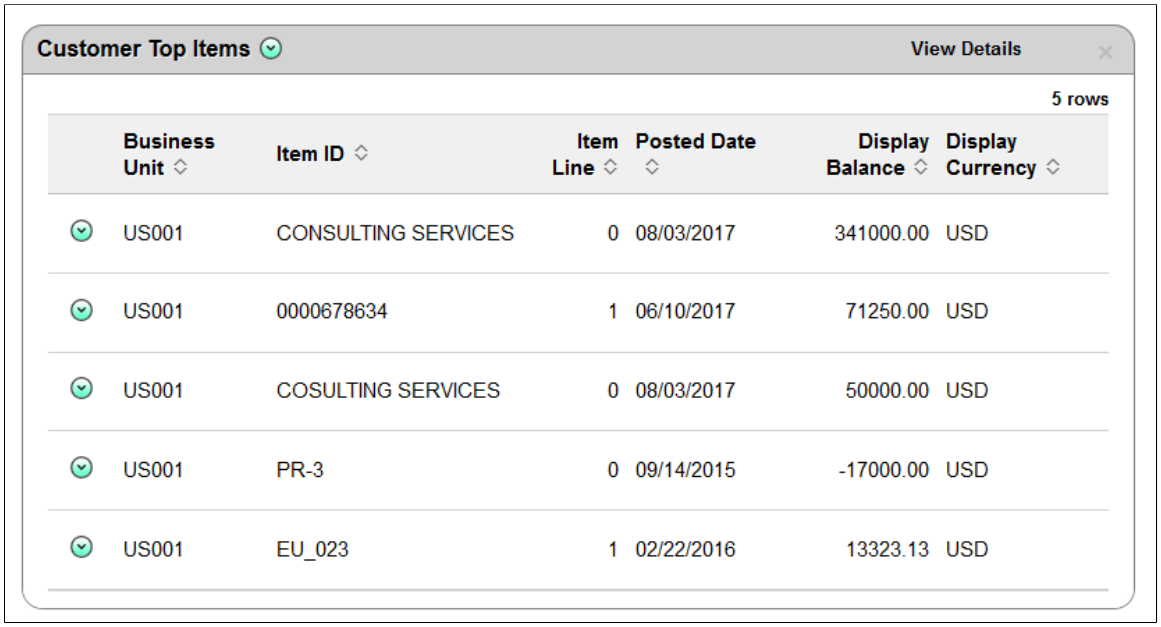


Customer Top Items Pagelet

Use the Customer Top Items pagelet (C360_TOP_N_ITEM) to view the top 10 items by item balance amount base.

Copyright © 1988, 2025, Oracle and/or its affiliates.

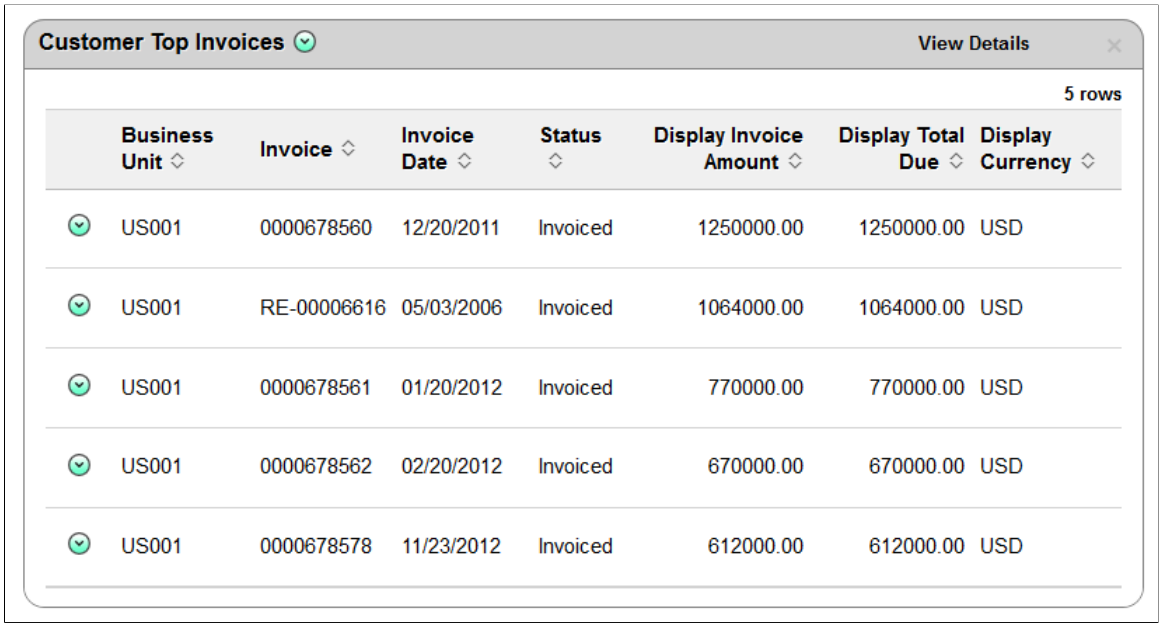
This example illustrates the fields and controls on the Customer Top Items pagelet.



Customer Top Invoices Pagelet

Use the Customer Top Invoices pagelet (C360_TOP_N_INVOIC) to view the top 10 invoices by invoice amount.

This example illustrates the fields and controls on the Customer Top Invoices pagelet.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 39

Using the Interactive Customer Hierarchy Chart

Understanding the Interactive Customer Hierarchy Chart

Oracle's PeopleSoft FSCM provides three hierarchies—the Customer Hierarchy, the Self-Service Customer Hierarchy, and the Supplier Hierarchy—in a configurable and interactive format developed using PeopleTools OrgChart functionality. Customer Hierarchy charting leverages data from customer records in PeopleSoft Order to Cash applications. The Supplier Hierarchy leverages data from supplier records in Payables and Purchasing components. The interactive hierarchy charts enable users to visualize multi-tiered customer and supplier relationships from different perspectives, view financial balances, drill into details, and access transaction pages.

Receivables Customer Hierarchy Chart

The Receivables Customer Hierarchy displays customer relationships and data in an interactive chart format that enables users to:

- Visualize different types of customer hierarchies, including corporate, remit to, and correspondence hierarchies.
- View rolled-up data for the selected customer, or for the customer and its children.
- Drill to customer details.
- Access more customer information using configurable display templates.
- Take actions on the customer, such as put the customer on-hold.
- Save search criteria.
- Customize display templates.

Security setup at the user, role, or system level restricts customer information, template modifications, and actions to authorized users. For example, users with appropriate permissions can review open balances or put customers on hold, as well as review the details of the top five customers in a hierarchy, which provides data on customers with the highest open balances in a corporate hierarchy.

The Receivables documentation includes how to set up and use the interactive Customer Hierarchy chart.

Self-Service Customer Hierarchy

This self-service hierarchy enables customers to view customer relationships and access invoice and account balances for a specific customer, depending on eBill Payment security setup. The hierarchy also shows individual customer balances and a balance rolled up at the corporate customer level.

See documentation for "Using the Customer Hierarchy (Classic)" (PeopleSoft eBill Payment).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Supplier Hierarchy

The Supplier Hierarchy leverages parent/child relationship functionality of the supplier while adding a graphical representation of the supplier relationship within the group as well as a rollup of the supplier exposure. Configurable hierarchy nodes support rollup displays and show supplier information such as open liability, balance over due, schedules to be paid, total spend by item, aging balance, purchase order contract amount, recurring voucher amount, and contract spend amount.

See documentation for the “PeopleSoft Payables Control Hierarchy” (PeopleSoft Payables).

Setting Up the Customer Hierarchy Chart

Pages Used to Set Up Customer Hierarchy Charts

Page Name	*Definition Name*	*Usage*
Customer Data Item Page	CUST_DATA_ITEM	Review a list of customer data items available for charting in the customer hierarchy.
Define Customer Data Item Page	CUST_DATA_ITEM_SEC	Define customer data items for charting in the customer hierarchy.
Customer Data Field Page	CUST_DATA_FIELD	Review data field information available to show on the Customer Hierarchy chart.
Define Customer Data Field Page	CUST_DATA_FIELD_SEC	Define data field information to show on the Customer Hierarchy chart.
Define Node Template Page	ACV_NODE_TEMPLATE	Define the groups of data fields to show on the nodes of the customer hierarchy in the Customer Hierarchy chart display. Access to active node templates is determined by user ID or role.
Customer Hierarchy Page (Interactive Chart)	AR_CUST_VISUALIZE	Displays the customer hierarchy in an interactive chart, with information based on the search criteria and structured according to the active node template. See also Viewing Information on the Customer Hierarchy Chart.

Understanding Setting Up the Customer Hierarchy Chart

The system administrator configures the Customer Hierarchy chart display (**Customers** > **Customer Hierarchy**) and security on the hierarchy template at three levels: user ID, role (for the CSR, or

 Copyright © 1988, 2025, Oracle and/or its affiliates.

collector), and system. Depending on their roles and permissions, the users access multiple levels of information within the chart as well as perform related actions directly from the chart.

To set up the Customer Hierarchy chart:

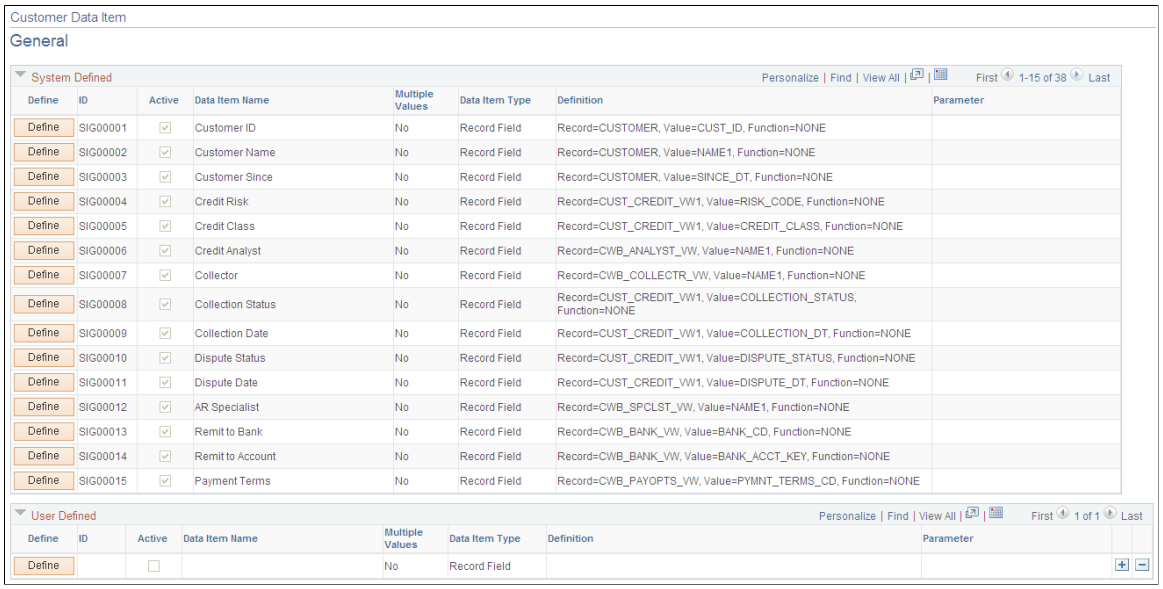
1. (Optional) Define additional customer data item sources.
2. (Optional) Define additional customer data field information.
3. Define templates to configure the appearance of the data for display in the nodes of the main chart.

Customer Data Item Page

Use the Customer Data Item page (CUST_DATA_ITEM) to define the data source to show in the Customer Hierarchy chart.

Data categories include Activity, Balance, General, Metrics, and User. This example shows system-defined customer items in the General data category.

This example illustrates the fields and controls on the Customer Data Item page. You can find definitions for the fields and controls later on this page.



System Defined

Field or Control	*Description*
Define	Click this button to view the customer data item definition. The system-defined customer data items are display-only.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
ID	Generated by the system using these rules: <K>I<C><99999> Where: • <K> = S (system-defined) or U (user defined) • I indicates this is a Customer Data Item ID • <C> = Category of data item, including A (activity), B (balance), G (general), M (metrics), or U (user) • <99999> = a sequence number For example, SIG00001, SIM00002, and so on. Customer Data Item ID is the key field.
Data Item Name	Displays the name of the customer data item.
Multiple Values	Displays *Yes* to indicate that multiple return values for the data item are allowed, or *No* to indicate that only one value for the data item is allowed.
Data Item Type	Indicates the data item type of the source data item: • *Record Field* - The source data item is a record field. • *App Class* - The source data item is an Application Class. The App Class must implement this interface: AR_CUSTOMER:DataItem:Handler:DataItemHandler.
Definition	Displays a short version of the data item definition. For example, the data item is a record, the definition shows the record and field names. If the data item is an Application Class, the definition shows the Application Class name.
Parameter	Shows additional parameters if defined for data items with an Application Class type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

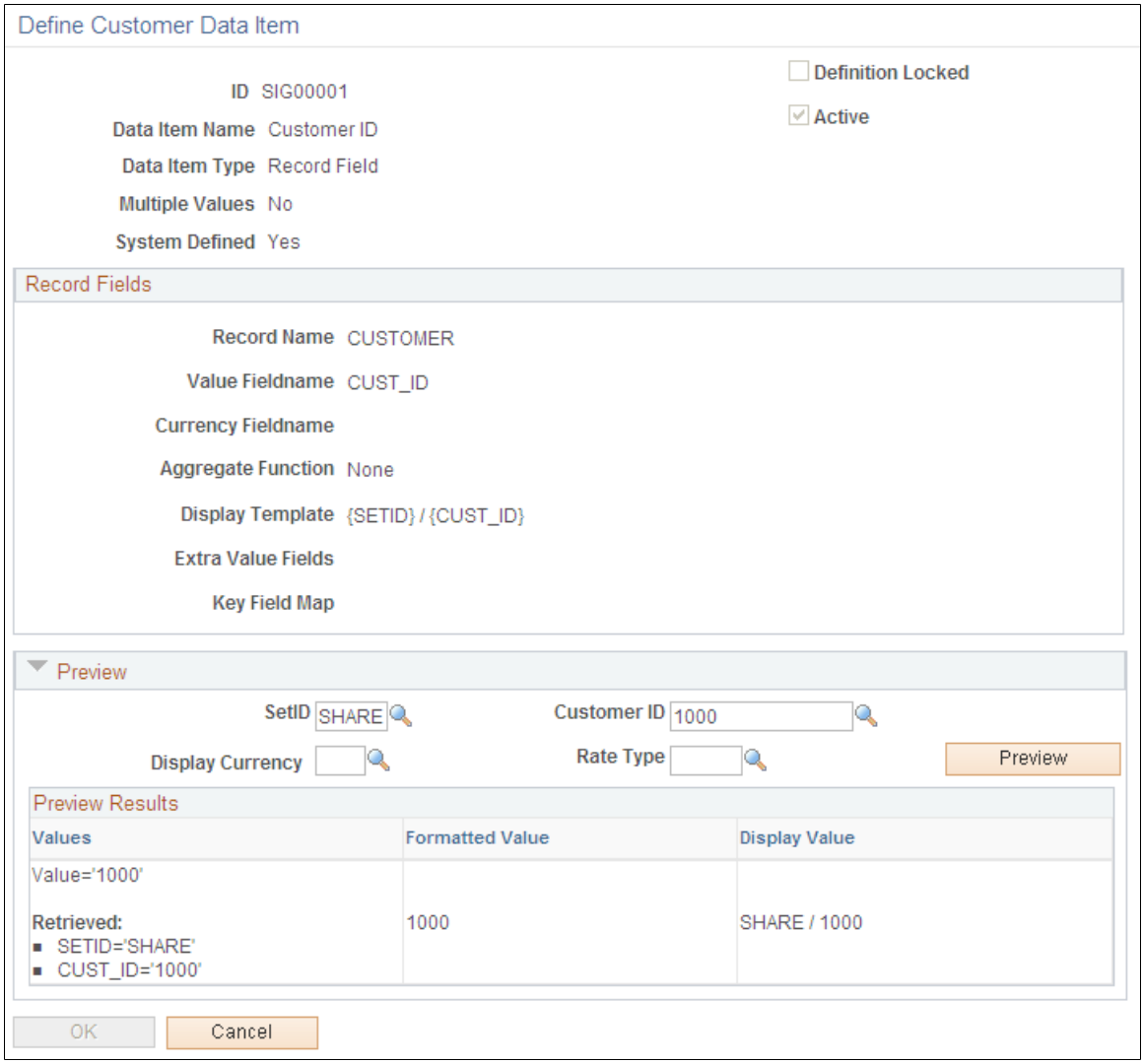
User Defined

Field or Control	*Description*
Define	Click this button to access the Define Customer Data Item page, where you can create user-defined customer data items according your specific business requirements.

Define Customer Data Item Page

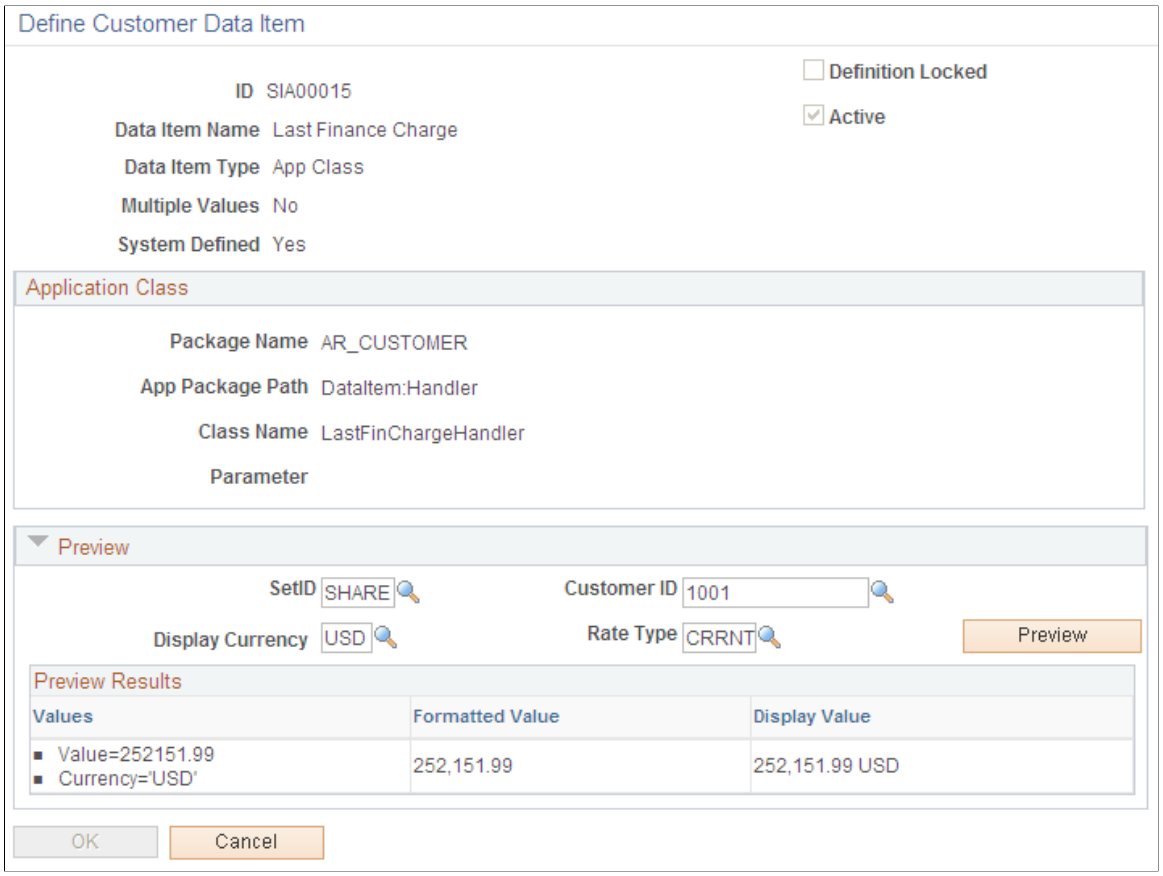
Use the Define Customer Data Item page (CUST_DATA_ITEM_SEC) to view system-defined customer data items or enter user-defined customer data items.

This example illustrates the fields and controls on the Define Customer Data Item page for record fields. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Define Customer Data Field page for Application Class packages. You can find definitions for the fields and controls later on this page.



Field or Control	***Description***
ID	Generated by the system using these rules: <K>I<C><99999> Where: • <K> = S (system-defined) or U (user defined) • I indicates this is a Customer Data Item ID • <C> = Category of data item, including A (activity), B (balance), G (general), M (metrics), or U (user) • <99999> = a sequence number For example, SIG00001, SIM00002, and so on. Customer Data Item ID is the key field.
Data Item Name	Enter the name of the customer data item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Data Item Type	Select from these options: • *Record Field* - Indicates that the source data item is a record field. When you select this option, the page displays the Record Fields setup section. • *App Class* - Indicates the source data item is an Application Class. When you select this option, the page displays Application Class setup fields.
Multiple Values	Select *No* to indicate that only one value for the data item is allowed. **Note:** For data items used in the Customer Hierarchy chart, only one value is allowed. You should select *No* for multiple values.
System Defined	Displays *Yes* if the customer data item is system-defined and *No* if the customer data item is user-defined.
Definition Locked	Select this check box to lock a data item to prevent editing. You can unlock user-defined data item definitions, but the system returns a warning. For system-defined data items, the Definition Locked check box is unavailable and users cannot make changes.
Active	Indicates that the data item is available for use.

Record Fields

These fields are available when you define a Record Field type data item:

Field or Control	*Description*
Record Name	Enter the source record name for the data item. The record name must be a valid record name in PeopleSoft Application Designer and must have SetID and customer ID as part of the primary key.
Value Fieldname	Enter the source field name, which must be a valid field on the record source.
Currency Fieldname	Define the currency control field, when the value fieldname is an amount field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Aggregate Function	Define an aggregate function for the data item. The default value is *None*. **Note:** If the record's primary key includes keys in addition to SetID and customer ID, make sure to select one of the aggregate functions so that the system can properly aggregate data for the customer. You can choose from these aggregate functions: • *Count* • *Max* • *Min* • *None* • *Sum* • *Unique*
Display Template	Define a display template for the data item. The template can include value substitution in the format of `{field_name}` to substitute the value from field `field_name` at runtime. For example, this format `{BAL_AMT} {CURRENCY_CD}` displays this: 100.00 USD. The display template is not required.
Extra Value Fields	Define additional fields that the system can retrieve from the same record. Extra value fields can be used by processes that use the data item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*

Key Field Map	Define a key field map if the key fieldname in the source record is different from the default value. For example, all source records must have SETID and CUST_ID key fields in order for the system to select the data by customer. However, if the source record has BILL_TO_SETID and BILL_TO_CUST_ID, you can enter the following to instruct the system to use BILL_TO_SETID instead of SETID and BILL_TO_CUST_ID instead of CUST_ID:
	
	`SETID=BILL_TO_SETID,CUST_ID=BILL_TO_CUST_ID`
	
	To mark a key field as required, prefix with an asterisk (*), even if the fieldnames are the same:
	
	`*SETID=SETID,*CUST_ID=CUST_ID,*BUSINESS_UNIT=BUS_UNIT_AR`

Application Class

These fields are available when you define an Application Class data item:

Field or Control	*Description*
Package Name	Enter a valid application package name for the application class.
App Package Path	Define the path of the Application Class in the Application Package.
Class Name	Define the Application Class source of the data item.
Parameter	Define additional parameter values, if necessary.

Note: The Application Class must implement this interface: AR_CUSTOMER:DataItem:Handler:DataItemHandler.

Preview

Enter values for these parameters and click the Preview button to see preview results of matching data item values. When data items have a different required key field (for example, Business Unit), the system cannot show a preview value.

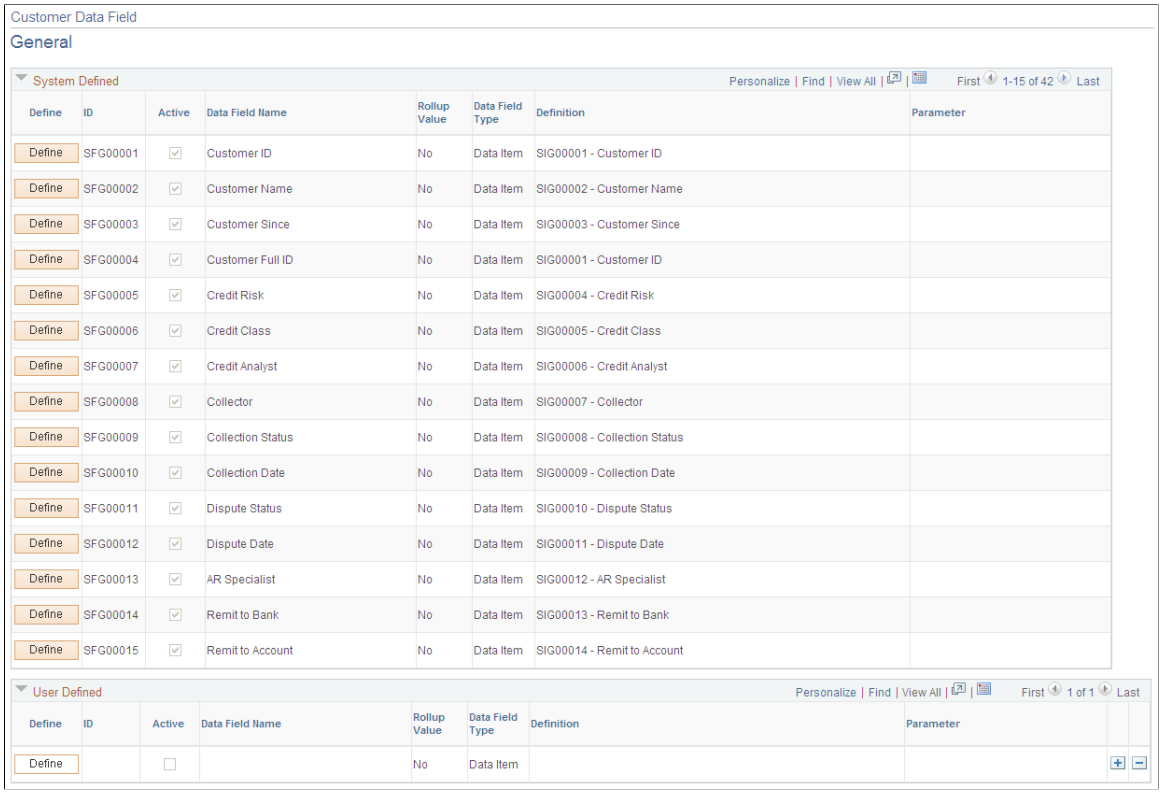
Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
SetID	Enter a SetID for which you want to see preview results.
CustomerID	Enter a customer ID for which you want to see preview results.
Display Currency	Enter the display currency to preview data items with a currency fieldname.
Rate Type	Define the currency Rate Type to be displayed.

Customer Data Field Page

Use the Customer Data Field page (CUST_DATA_FIELD) to define the data field information to show on the Customer Hierarchy interactive chart.

This example illustrates the fields and controls on the Customer Data Field page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

System Defined

Field or Control	*Description*
Define	Click this button to access the Define Customer Data Field page, where you can view system-defined customer data fields or add user-defined customer data fields to the Customer Hierarchy interactive chart.
ID	Generated by the system using these rules: `<K>F<C><99999>` Where: • <K> = S (system defined) or U (user defined) • F indicates this is a Customer Data Item ID • <C> = Category of data field, including A (activity), B (balance), G (general), M (metrics), or U (user) • <99999> = a sequence number For example, SFG00001, SFM00002, and so on. Customer Data Field ID is the key field.
Data Field Name	Displays the name of the customer data field.
Rollup Value	Displays *Yes* to indicate that the data field is a rollup value. If *Yes*, an aggregate function has been defined.
Data Field Type	Indicates the type of data field value that appears on the Customer Hierarchy interactive chart: • *App Class* - Indicates the data field value is defined by an Application Class. The Data Field Handler must be defined if the Data Field Type is *App Class* or if the User Clickable check box is selected. **Note:** The App Class must implement this interface: AR_CUSTOMER_VISUALIZATION:DataField:Handler:DataFieldHandler. • *Data Item:* Indicates the data field value is defined by a data item. *String:* Indicates that the data field is defined by a text string.
Definition	Displays a short version of the data field definition.

Copyright © 1988, 2025, Oracle and/or its affiliates.

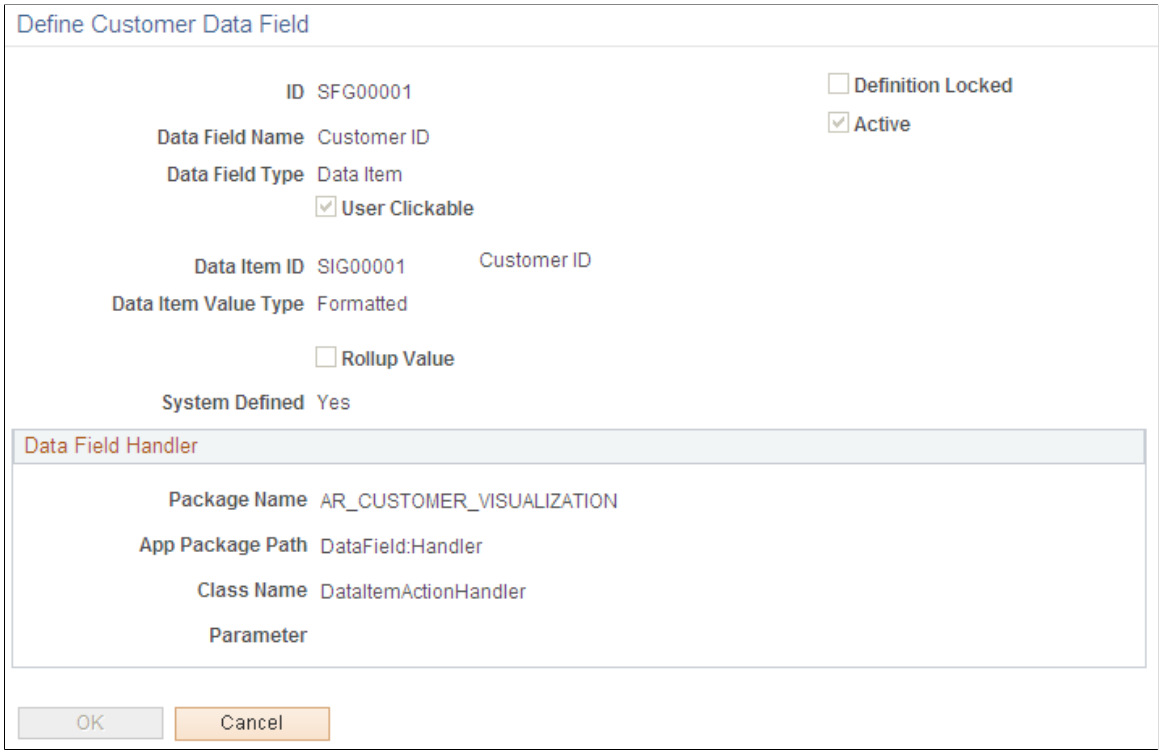
Field or Control	*Description*
Parameter	Shows additional parameters if defined for data items with an Application Class type.

Define Customer Data Field Page

Use the Define Customer Data Field page (CUST_DATA_FIELD_SEC) to view system-defined customer data fields or enter user-defined customer data fields for display on the Customer Hierarchy interactive chart.

This example shows a system-defined customer data field with a *Data Item* field type.

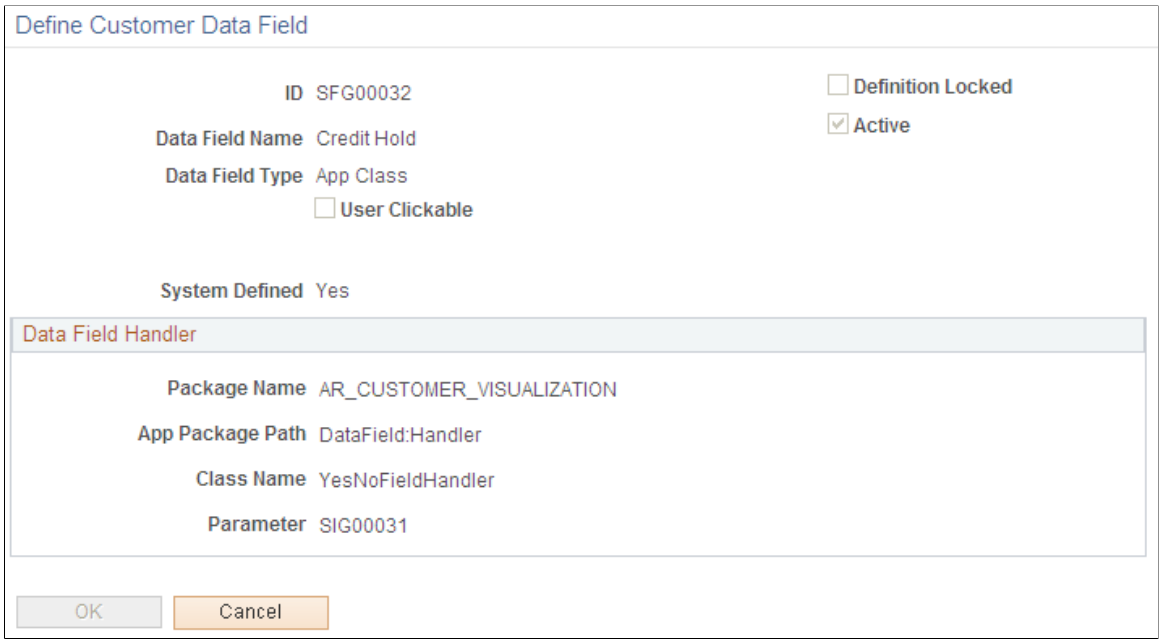
This example illustrates the fields and controls on the Define Customer Data Field page for data items. You can find definitions for the fields and controls later on this page.



This example shows a system-defined customer data field with an *App Class* data field type.

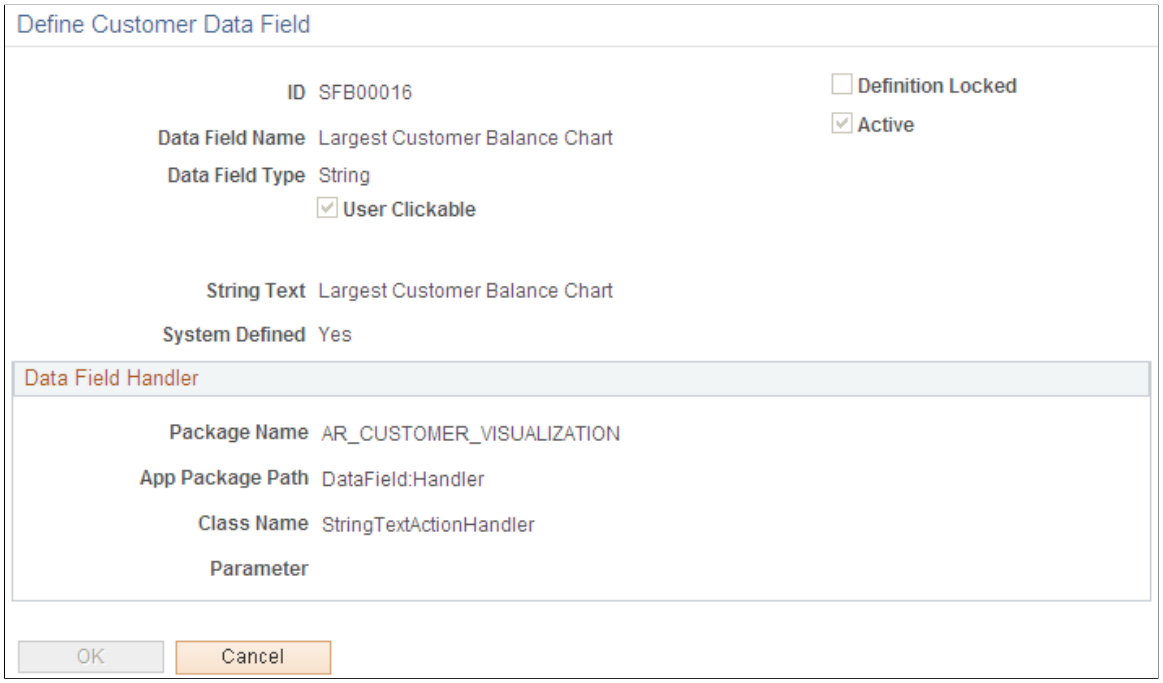
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Define Customer Data Field page for Application Class packages. You can find definitions for the fields and controls later on this page.



This example shows a system-defined customer data field with a *String* data field type.

This example illustrates the fields and controls on the Define Customer Data Field page for string data. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
ID	Generated by the system using these rules: <K>F<C><99999> Where: • <K> = S (system defined) or U (user defined) • F indicates this is a Customer Data Item ID • <C> = Category of data field, including A (activity), B (balance), G (general), M (metrics), or U (user) • <99999> = a sequence number For example, SFG00001, SFM00002, and so on. Customer Data Field ID is the key field.
Data Field Name	Enter a display name for the data field.
Data Field Type	Select a data field type: • *App Class* - Indicates the data field value is defined by an Application Class. When you select this option, the system activates the Data Field Handler fields. The Data Field Handler fields must be defined if the data field type is *App Class* or if the **User Clickable** check box is selected. **Note:** The App Class must implement this interface: AR_CUSTOMER_VISUALIZATION:DataField:Handler:DataFieldHandler. • *Data Item* - Indicates the data field value is defined by a data item. When you select this option, the **Data Item ID**, **Data Item Value Type**, **Rollup Value**, and **Aggregate Function** fields appear. • *String* - Indicates that the data field is defined by a text string. When you select this option, the **String Text** field appears.
User Clickable	Select this check box to activate linking for a value that appears on the Customer Hierarchy chart. When you select User Clickable, you must also define Data Field Handler to implement that logic when user clicks on the field.

Data Item Fields

Field or Control	*Description*
Data Item ID	Enter the data item ID for the data item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Data Item Value Type	Select *Display* to use the Display Template defined in the Data Item definition or *Formatted* to use the Data Item formatted according to its native type.
Rollup Value	Select this check box to designate this Customer Data Field as a rollup value, that is, an aggregate value from the customer and its children/descendants in the hierarchy. If this Data Field is a rollup value, you must also define an aggregate function.
Aggregate Function	Choose an aggregate function to display the rollup value for the data field: • *Max* - Returns the largest value. • *Min* - Returns the smallest value. • *Sum* - Returns the sum or total value.

Data Field Handler

These fields become available and are required when you create a User Clickable data field or define a data field based on an Application Class:

Field or Control	*Description*
Package Name	Enter a valid Application Package name for the Application Class.
App Package Path	Define the path of the Application Class in the Application Package.
Class Name	Define the Application Class that handles the Data Field process.
Parameter	Define additional parameter values, if necessary.

Note: The App Class must implement the AR Customer Visualization interface: AR_CUSTOMER_VISUALIZATION:DataField:Handler:DataFieldHandler.

Define Node Template Page

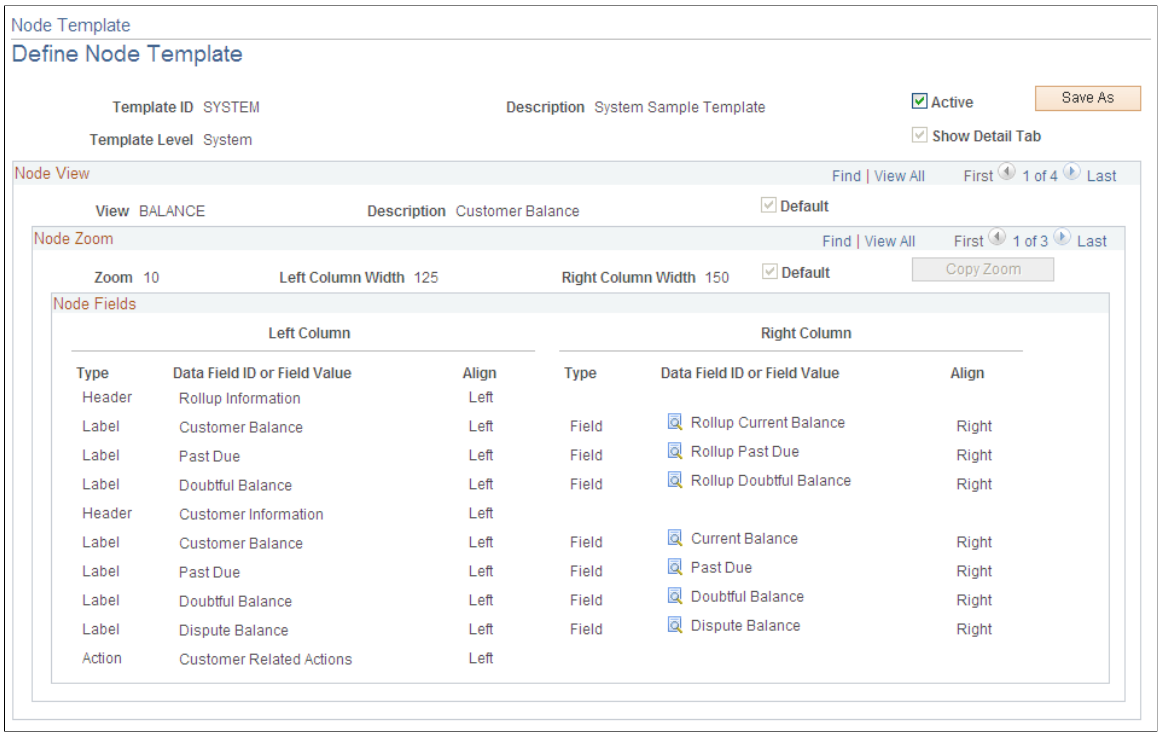
Use the Define Node Template page (ACV_NODE_TEMPLATE) to define the groups of data fields to show on the nodes of the customer hierarchy in the Customer Hierarchy chart display.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

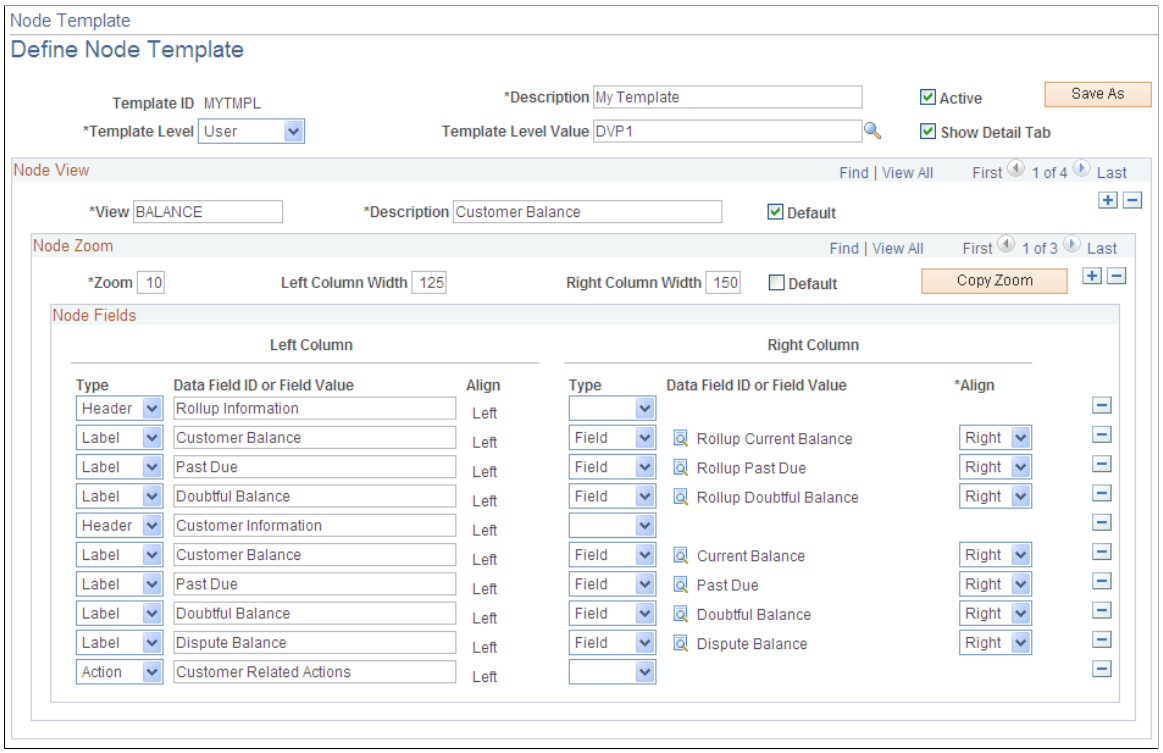
Set Up Financials/Supply Chain > Common Definitions > Customers > Customer Hierarchy > Customer Hierarchy Node > Define Node Template

This example illustrates the fields and controls on the Define Node Template page for a system-level node template.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Define Node Template page for a user-level node template.



A Node Template must include one or more Node Views, and each Node View must include at least one Node Zoom and corresponding Node Fields to display on the chart.

Field or Control	***Description***
Template ID and **Description**	Enter a template ID when you create a new Node. The Template ID value must to be unique.
Template Level and **Template Level Value**	Define the level of access to this node template. Select from these template levels: • *All* - All users can access this node template. • *User* - Permission to access this node template is limited to the user ID entered in the **Template Level Value** field. • *Role* - Permission to access this node template is limited to the users with the role ID entered in the **Template Level Value** field. • *System* - All users can view but not edit this node template. The system node template provides sample data delivered with PeopleSoft Receivables
Active	Select this check box to indicate this node template is active. Only active templates are available for use. Although multiple templates may be active for a user, the user must choose one at a time for displaying the data in the chart.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Show Detail Tab	Select this check box to display the Customer Details tab in addition to the Customer Hierarchy chart.

Node View

Define one or more views for the Node Template. This way the user can define groups of information on different views according to the business requirements.

Field or Control	*Description*
View and **Description**	Create a node view ID and description for this view. The value in the View field must be unique for this node template.
Default	Select to indicate the default node view displayed on the Customer Hierarchy chart.

Node Zoom

Define the zoom levels associated with a node view. You can use the Node Zoom fields to define different levels of customer detail.

Field or Control	*Description*
Zoom	Enter a node zoom level that is unique for the Node View. The zoom level is a relative number. In general, a higher number indicates zoom in, or display more data fields in each nodes for a higher level of detail. A lower number indicates zoom out, or display fewer data fields in each node, which usually shows more nodes and better displays the customer relationships. You can navigate through the zoom levels in the Customer Hierarchy chart using the Zoom Slider control. The Zoom Slider is available only when multiple zoom levels have been defined.
Left Column Width and **Right Column Width**	Define the widths of left and right columns, respectively, to display in the node for the corresponding node view in the Customer Hierarchy chart. **Note:** If the fields displayed on the node appear to not line up correctly, try to adjust the column widths.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Default	Select this check box to indicate the default node zoom for this node view.
Copy Zoom	Create a copy of this node zoom level.

Node Fields

These fields define the structure of information in each node. There are always two columns. Fields in the left column are left-aligned. You can choose right or left alignment of information in the right column.

Field or Control	*Description*
Type	Define the field type for each line in each column. Choose from these types: • *(Blank)* - Leaves the field in the selected column empty. • *Action* - Select to add a Related Action link. Enter a description for the link to Related Actions in the text box for Data Field ID or Field Value. The Related Actions are predefined by the system. • *Field* - Select to map to a Customer Data Field. You can use the Search icon to access the Look Up Data Field ID page, where you can find and select a Data Field by category, name, or ID. • *Header* - Select to enter header text for a group of fields in the node. • *Label* - Select to define a label for a node line in the text box for Data Field ID or Field Value. • *Value* - Select to enter a fixed value in the text box for Data Field ID or Field Value.
Data Field ID or Field Value	Enter header or label text, a field value, or a Data Field ID, depending on your selection in the Type field.

Viewing Information on the Customer Hierarchy Chart

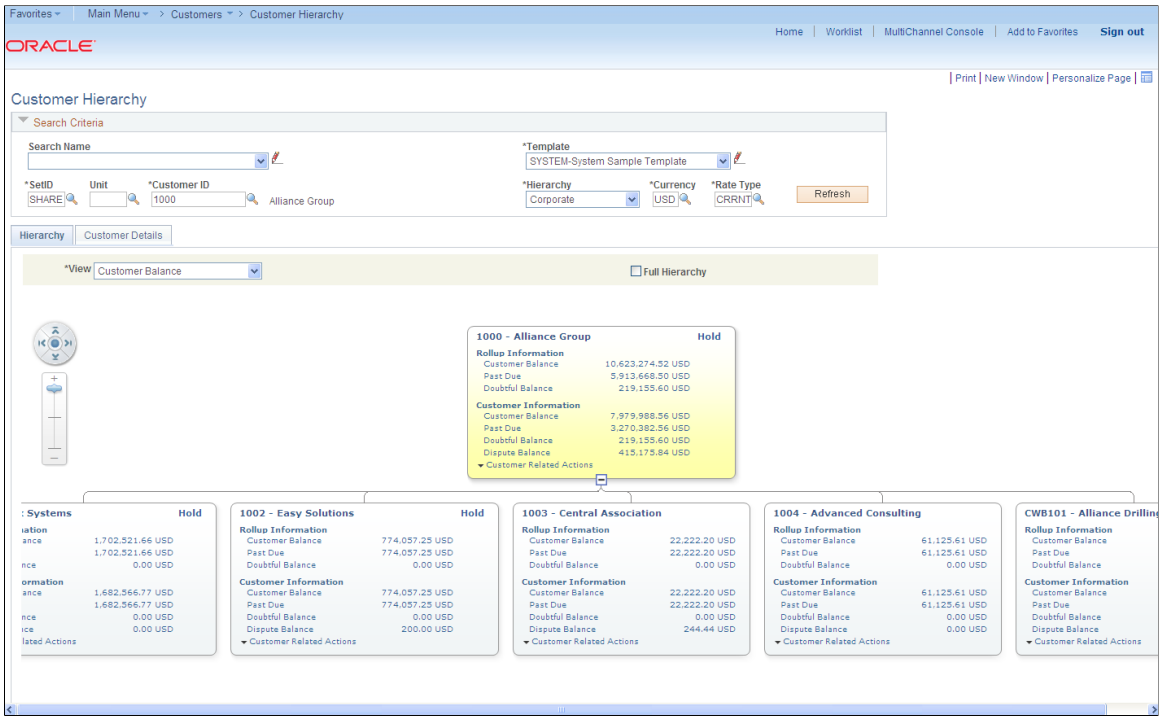
Use the Customer Hierarchy interactive chart (AR_CUST_VISUALIZE) to view and navigate customer details and hierarchical relationships as well as access transactional pages to take action.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customers > Customer Hierarchy

This example illustrates the fields and controls on the Customer Hierarchy chart. You can find definitions for the fields and controls later on this page.



Common Elements Used to Describe the Customer Hierarchy Chart

Field or Control	*Description*
Child node	Denotes node position. A node that is one level below its parent node (except for the top-level node). Every node except the top-level node has one parent node.
Connector	Lines that link the boxes in an interactive chart. Connectors denote parent and child relationships.
Focus node	Represents the individual entity for which data and relationships are retrieved. For example, in the Customer Hierarchy chart, the focus node contains the customer data displayed based on the Customer ID and SetID search criteria.
Level	An interactive chart is made up of boxes, representing nodes, at different levels. The position of a node in a chart is determined by its hierarchical relationship to other entities (parent, sibling, or child).

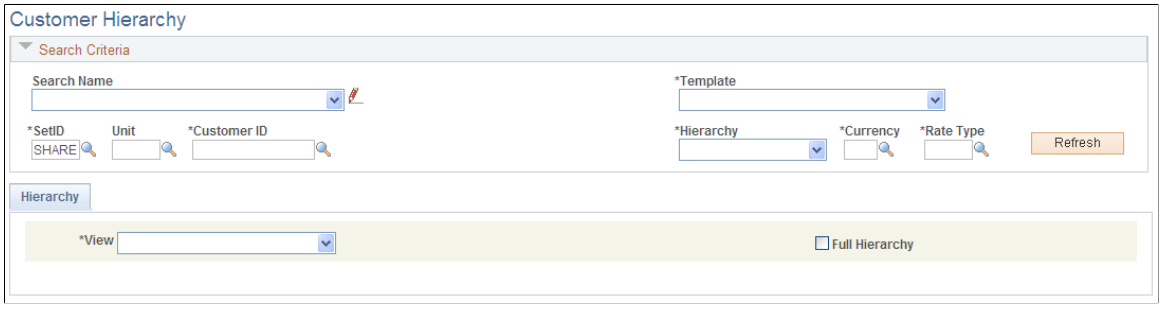
Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Main chart	The primary chart in an interactive chart showing individual entities, such as customers or suppliers, in boxes related to one another hierarchically. A user can invoke PeopleCode that displays pop-up information by clicking a link in a box, or node, of the main chart.
Node	A representation of a single entity, an individual instance of data, in an interactive chart. A node is represented as a box with vertical lines connecting it to its parent node and to its child nodes, if any.
Parent node	Denotes node position. A node that has one or more subordinate nodes, or child nodes, one level below it. Each node can be a parent for other nodes.
Pop-up	A new window that displays information specifically related to a node on the main chart or another pop-up. A pop-up can be invoked from a link on a main chart node or from a link on a pop-up node.
Related-actions menu	You can configure a descriptor as a related actions menu. A user can select a link from a cascading drop down menu that invokes a related action predefined in the system.
Sibling node	Denotes node position. Sibling nodes are relative to each other in that they share the same level.

Populating the Customer Hierarchy Chart

Enter customer data in the Customer Hierarchy Search Criteria fields and click the **Refresh** button to populate the interactive chart with customer data.

This example illustrates the fields and controls on the Customer Hierarchy - Search Criteria section. You can find definitions for the fields and controls later on this page.

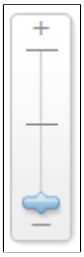


Field or Control	*Description*
Search Name and  (Edit Saved Search icon)	Click the drop down list to select and load saved search criteria. The search names in the list are searches that the user has saved. The system saves search names based on user ID. Click the Edit Saved Search icon to save entered search criteria for future use or to load, edit, or delete existing saved searches. New searches must be saved with a unique name at the user level.
Template and  (Edit Template icon)	Select a Node Template for displaying the customer data. Users can access only the Node Templates for which they have user-level or role-level permission, as defined on the template. Click the Edit Template icon to modify a user-level template. If the template is not a user-level template, the user can create a copy of the template for editing. **Note:** Functionality to edit templates is available only to users with appropriate permissions. The user must have security permission to update/display in the AR_CUST_VISUALIZATION_USER menu, ACV_NODE_TEMPLATE component, Node Template for the Edit Template icon to be available. See the product documentation for *PeopleTools: Security Administration*. See documentation for the Define Node Template Page.
SetID, **Unit**, and **Customer ID**	Enter a SetID and Customer ID. Both are required fields. The Unit field for a business unit is optional. However, when the business unit is a required key in the key field map for a customer data item, the data item value will be empty in the node on the chart if the Unit field is blank.
Hierarchy	Define the type of hierarchy to display. Choose from these types: • *Corporate* • *Correspondence* • *Remit From* You can define a multilevel customer hierarchy on the Customers > Customer Information > General Information page by selecting appropriate check boxes for customer roles (Correspondence, Remit From, or Corporate). See documentation for the “Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information).
Currency	Define the currency used in displaying the amounts in the chart.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rate Type	Define the currency Rate Type in displaying the amounts in the chart.
Refresh	Click this button to load or refresh customer data based on the selected search criteria.

Using Interactive Features on the Customer Hierarchy Chart

Field or Control	*Description*
View	Select a Node View name from the drop down list. Node views are defined on the Node Template page; the views available and the default view depend on your selection in the Template field.
Full Hierarchy	Select this check box to view all relationship levels in the customer hierarchy structure for the selected customer. By default, the chart displays three levels in the customer hierarchy: the selected customer's parent, siblings, and children.
 (Position Dial icon)	Use the Position Dial to navigate left, right, up, or down on the chart.
 (Zoom Slider icon)	Use the Zoom Slider to adjust the zoom level, or level of detail in the nodes. Click + (plus) at the top or slide the control up to increase the detail, and click – (minus) or slide the control down to decrease the detail, depending on the zoom levels defined for a node view. Zoom levels are defined on the Node Template page.
Clickable value link	Click the link to display more information about the value. Clickable values are defined on Customer Data Field page, for any type of data field.

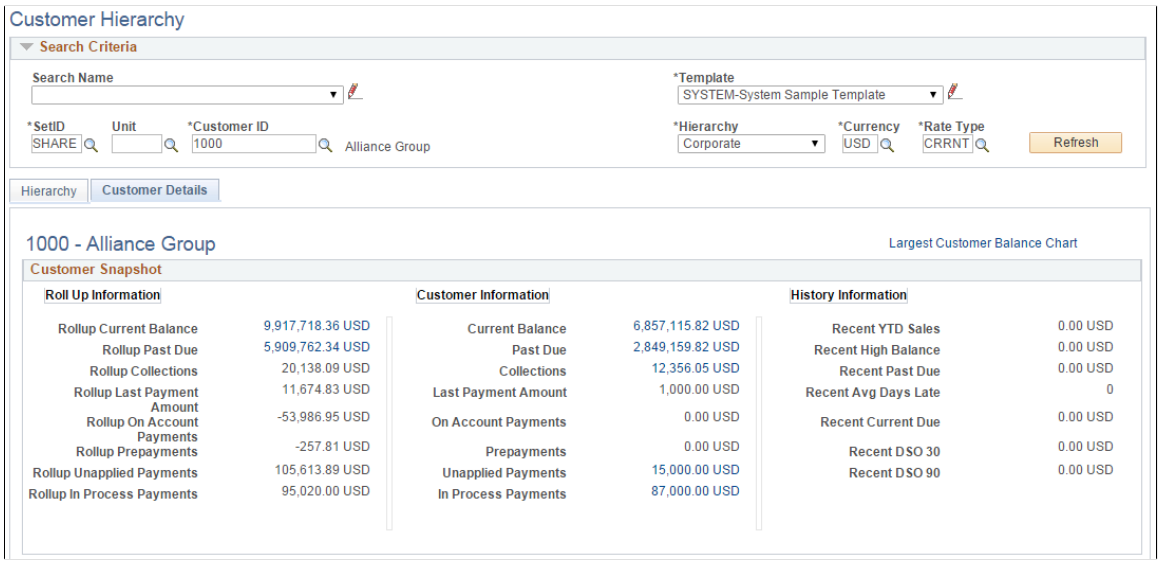
Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer Related Actions	Click to select from a system-defined list of related actions to open a secondary page: • *Recent Items* - Click this link to view the customer's eight most recent items, based on the Posted Date of the item. • *Recent Payments* - Click this link to view the customer's eight most recent payments, based on the received date of the payment. • *Customer On Hold* - Click this link to access the related action goes to the Customer Messages page, where you can create a Hold message for the customer. From this page, you can also click a General Info link to exit the Customer Hierarchy chart and open the customer's profile. **Note:** Related actions are delivered as system data with the Customer Hierarchy, however, they are configurable using PeopleTools Security. See the product documentation for developing and configuring related content in *PeopleTools: Portal Technology*.

Viewing Customer Details on the Customer Hierarchy Chart

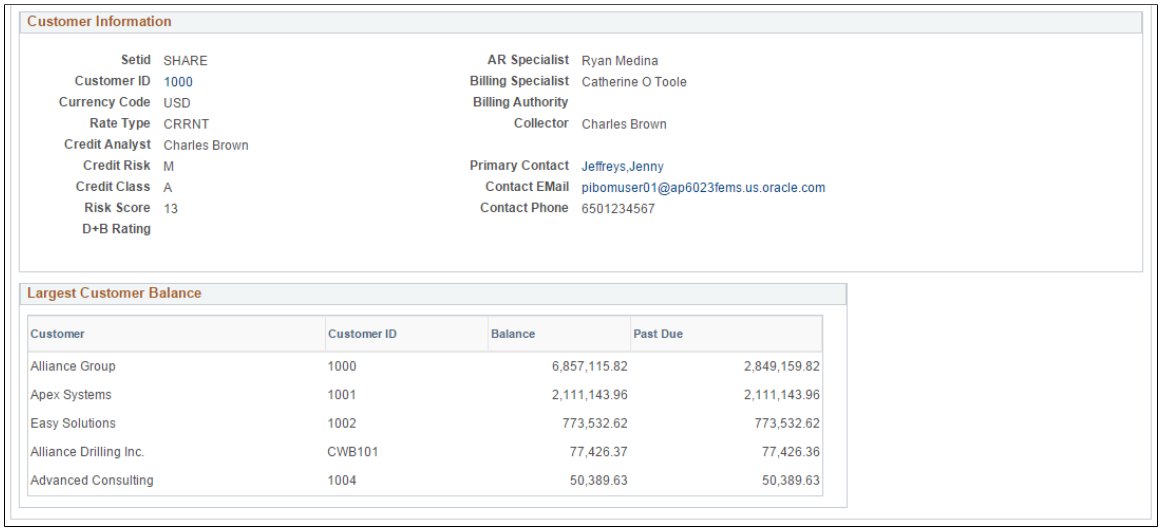
Click the Customer Details tab to view detailed information for the customer ID entered in the search criteria.

This example illustrates the fields and controls on the Customer Hierarchy - Customer Details tab (1 of 2).



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Hierarchy - Customer Details tab (2 of 2).



Information is grouped into three sections:

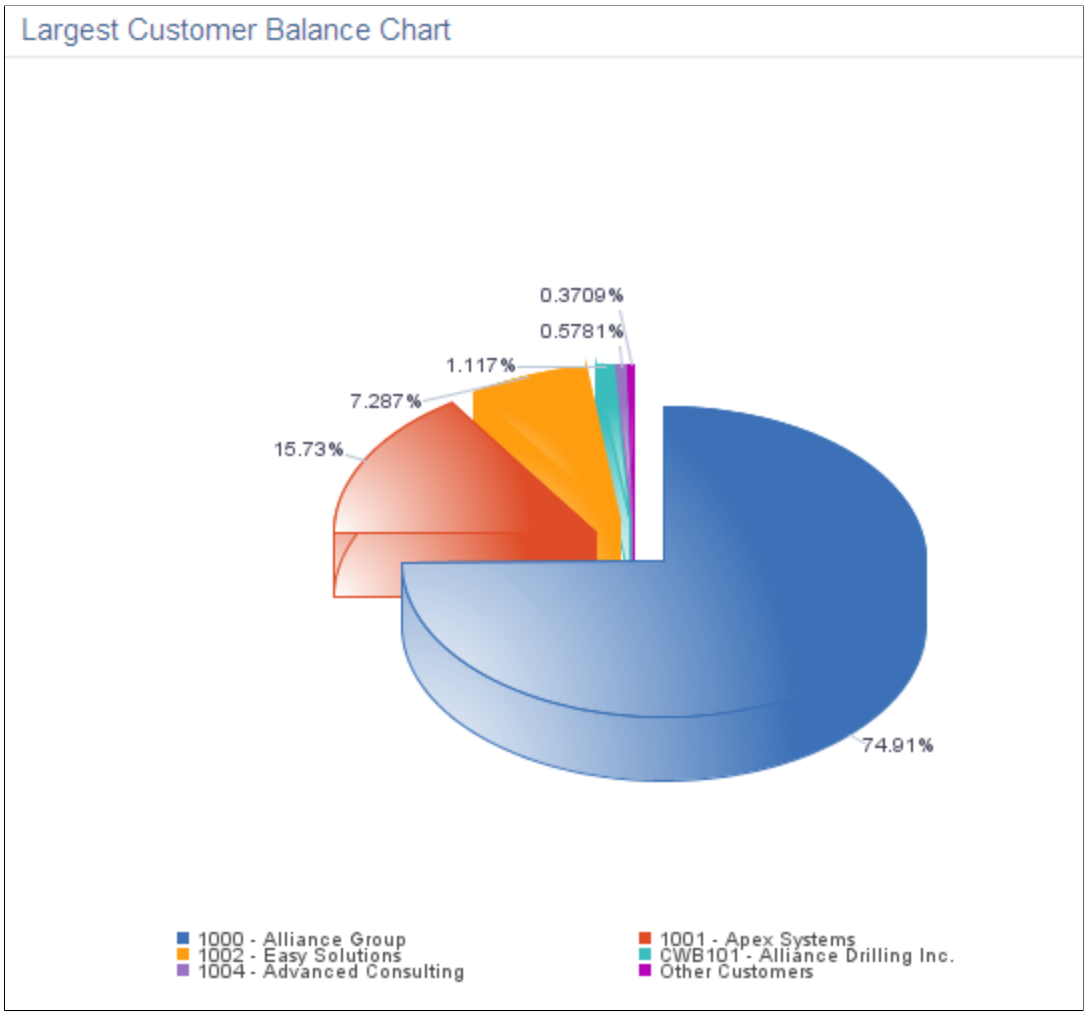
- Customer Snapshot
- Customer Information
- Largest Customer Balance

The Customer Snapshot section summarizes rollup balance amounts, customer balance amounts, customer history metrics values. The Customer Information section contains general customer information, including the credit, billing, collector, and primary contact in the company.

The grid in the Largest Customer Balance section shows the top five customers in the hierarchy based on Balance amount. For a visual representation, click the Largest Customer Balance Chart link at the top of the page to display a pie chart:

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Hierarchy - Largest Customer Balance Chart.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 40

Researching Receivables

Common Elements Used to Research Receivables

Field or Control	*Description*
Balance	Displays the open amount for an item.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations associated with the item. If there are multiple conversations, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Reviewing Item Information

Pages Used to Review Item Information

Page Name	*Definition Name*	*Usage*
Item List Page	ITEM_LIST	Build and view a list of items for a customer that matches your search criteria. Use links to view details for a specific item.
Item List - Advanced Search Page	ITEM_LIST_SEARCH	Enter search parameters to generate a list of items based on field values in the Item table.

Understanding Item Searches and Item Lists

Use the Item List component (ITEM_LIST) to search for items for a specified customer or business unit. You can also generate a list of items spanning multiple customers based on the search parameters that you entered. Use the Advanced Search function to enter and save search criteria based on field values in the Item table (PS_ITEM).

Related Links

Changing and Reviewing Item Information

Copyright © 1988, 2025, Oracle and/or its affiliates.

Item List Page

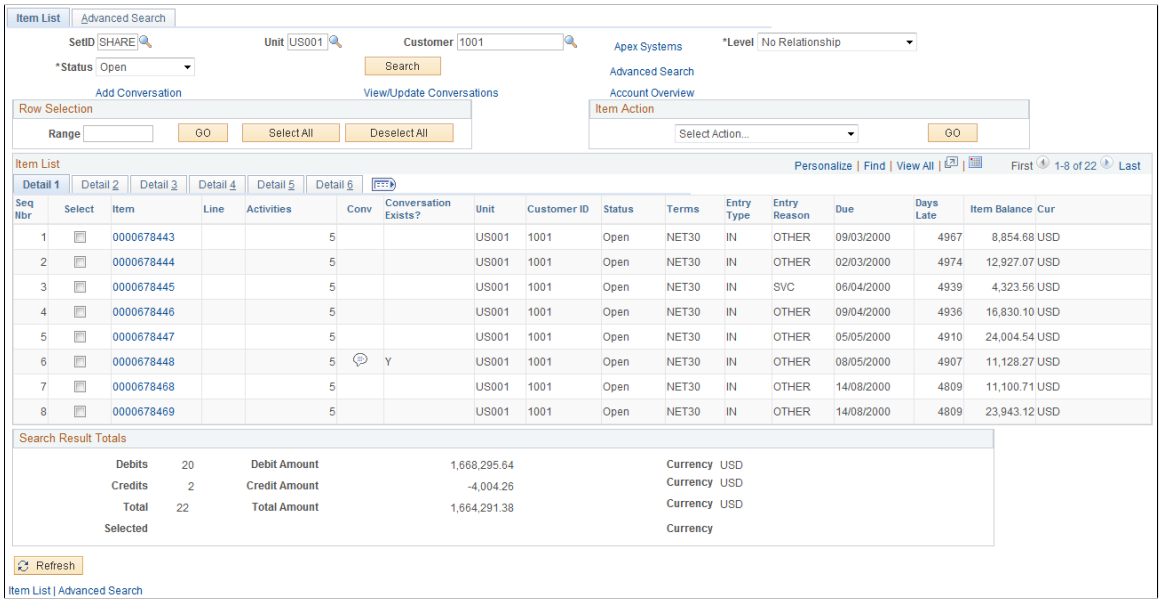
Use the Item List page (ITEM_LIST) to build and view a list of items for a customer that matches your search criteria.

Use links to view details for a specific item.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item List** > **Item List**

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



Field or Control	*Description*
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries for active customers by clicking the Add Conversation Entry button on the Conversation page.
Account Overview	Click to access the Account Overview - Balances page, where you can view various balances for the customer and access customer profile information, customer trend information, and the customer action list. See Reviewing Customer Account Information.
Display Currency	Click to open a page where you can change the display currency. This button is available only if you selected the **Use an AR Display Currency** (use an accounts receivable display currency) option for the business unit on the Currency Display Options page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entering Search Criteria

Use the search fields at the top of the page to identify customers whose items you want to review, or use the Advanced Search page to enter detailed search parameters.

Field or Control	*Description*
Unit	Leave blank to view items for the customer across all business units.
Customer	Enter the customer ID of the customer whose items you want to view, or leave blank to view all items in the business unit. Click the customer link to the right of this field to access the General Information component (CUSTOMER_GENERAL), where you can view and change customer information.
Level	Select *No Relationship* (no customer relationships are considered), *Corporate* (corporate customer), *Correspondence* (correspondence customer), or *Remit From* (remit from customer).
SubCust1 (subcustomer 1) and SubCust2 (subcustomer 2)	Enter the subcustomer identifier code assigned to a customer to record history and aging information for a subset of customers. These fields are available only if you set up the customer to include subcustomers.
Status	Select a value to see a subset of items in the list. Values are: *All* (all items), *Closed* (closed items), *Collections* (items in collection), *Deduction* (deduction items), *Dispute* (items in dispute), *Doubtful* (items marked as doubtful), *Last Conv* (items from the last conversation), *Open* (open items), or *Past Due* (items that are past due).
Search	Click to search for items for the customer or business unit. If you have saved search preferences, the system limits the list to items that match the search criteria.

Selecting Items

Field or Control	*Description*
Range and **Go**	Enter the row numbers for the range of items to select and click **Go.**
Select All and **Deselect All**	Click to select or deselect the selections for all items in the list.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Working with Items

The **Item List** grid displays the results of the search criteria that you selected. It can display a limited number of items. The maximum number of items that appears in the **Item List** grid is known as a *chunk.* Use the *chunking* arrow buttons to move from chunk to chunk to find items. You define the maximum number of items in a chunk on the Installation Options - Receivables page by entering a number in the **Max Number of Rows in Scrolls** (maximum number of rows in scrolls) field.

Click the **Customize** link to sort by column, reorder, hide, and freeze columns. This enables you to put the key fields that you want to review on the Detail 1 tab and sort the data.

See the section on using grid and scroll area controls in the *PeopleTools: PeopleSoft Applications User's Guide.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Item Action and **Go**	Select an Item Action option to perform an action and click **Go**. For example, you can generate a report for a customer, such as generate a dunning letter (DUNONL multiprocess job) or run the customer item inquiry report (ARX34003). Or you can view or perform an action for all of the selected items. Values are: *Create a Maintenance Worksheet:* Create a maintenance worksheet showing all selected items on the Worksheet Application page. *Create a Payment Plan:* Create a payment plan for the customer. You can define a payment plan and plan type, select items to include in the plan, and create installments. *Generate A Dunning Letter:* Create a dunning letter for the customer. If you select the option for printing dunning letters, the system runs the system-defined multiprocess job DUNONL, which contains ARX33000, and ARX33A00 if you enabled acceptgiro processing for the item's business unit. You must define a server for the job definition before you use this option. See (NLD) Understanding Acceptgiro Form Printing. *Generate An Open Item Report:* Run the Customer Item Inquiry report (ARX34003) for the customer. This report lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date. *Multi-Item Update:* Use the Multi-Item Update page and change field values for all selected items. *Pay by Credit Card:* Use the Credit Card Details page to authorize and settle the transaction. --- **Note:** If an item cannot be selected the item is highlighted in red and an error message that explains why the item cannot be paid by credit card appears. --- See Account Overview - Balances Page. See Understanding Credit Card Processing. *Reprint Invoices:* Reprint invoices for selected items. See Reprinting Invoices.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Tie To A New Conversation: Use the Conversations page and add a new conversation. The system associates the selected items with the conversation. *Tie To The Last Conversation:* Use the Conversations page and add information to the most recent conversation for the customer. The system associates the selected items with the conversation. *View Items And Item Activity:* Use the Selected Items page and view summarized item details and activity for selected items.
Sort All	Use to sort *all* items in the worksheet, not just the items that are displayed in the scroll area. This field is not available if the number of rows does not exceed the maximum chunk size. Options are *Due Date* or *Item.* Click **Go** to resort all items in the grid. Click the arrows to view different chunks of data. For better performance, you can limit the number of rows that appear in the scroll area on the Installation Options - Receivables page. Oracle suggests a maximum chunk size of 100 rows, although larger chunks may perform satisfactorily.
Item	Click the link for an item to access the View/Update Item Details component (ITEM_MAINTAIN), where you can view and update item details and view item activity and accounting entries. You can also access details for the sales order, invoice, or contract associated with the item in PeopleSoft Order Management, PeopleSoft Billing, or PeopleSoft Contracts.
Activities	Displays the numbers of activities for the item. For example, you could have two activities: one for the original item and one for a partial payment.
	Click the **Conversation Exists** icon to access the Conversations page, where you can view conversations associated with the item. This button is available only if the item is associated with one or more existing conversations. If the item has multiple conversations associated with it, the system displays a list of conversations.
Conversation Exists?	Displays a *Y* in the field if the item has conversation entries associated with it. Use the option to sort the list by items that have associated conversation entries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Viewing Search Total Results

Field or Control	*Description*
Debits and **Debit Amount**	Displays the total number and amount of all retrieved debit items, not just the items in the current chunk.
Credits and **Credit Amount**	Displays the total number and amount of all retrieved credit items.
Total and **Total Amount**	Displays the total number and amount of all retrieved items.
Selected and **Selected Amount**	Displays the total number of selected items and the amount of the items. You must click **Refresh** before you can see these figures.

Note: The currency code and all amounts are blank if the items in the list contain multiple currencies.

Note: The fields *Invoice Billing Specialist* and *Bill Source information* originate from the PS_BI_HDR table that is associated with the invoice. The *Billing Specialist* field originates from a Contracts table.

Related Links

"Entering and Reviewing Conversations" (PeopleSoft Order to Cash Common Information)
Updating Multiple Items

Item List - Advanced Search Page

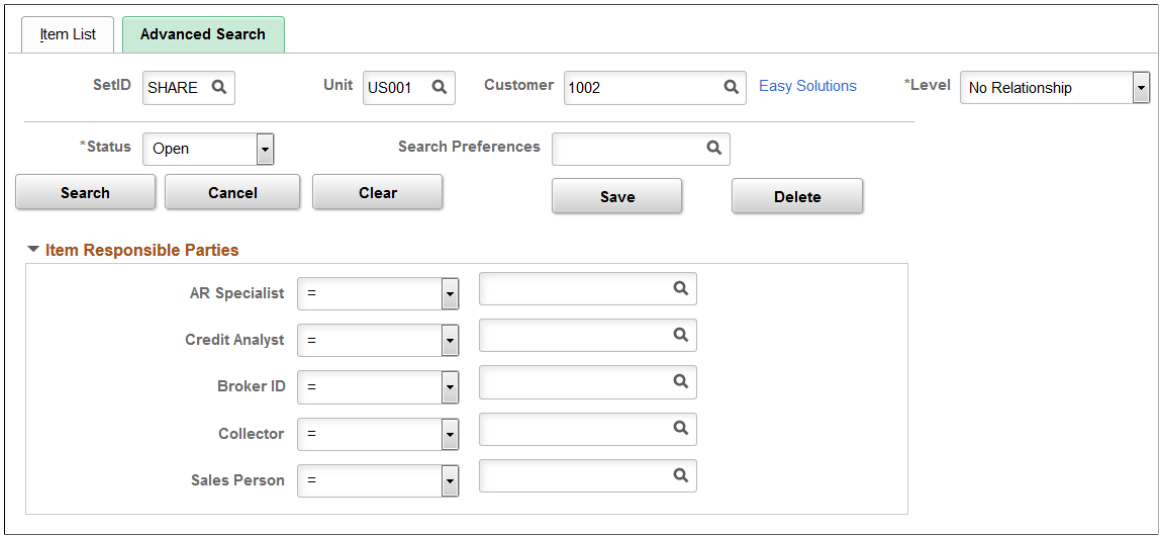
Use the Item List - Advanced Search page (ITEM_LIST_SEARCH) to enter search parameters to generate a list of items based on field values in the Item table.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item List** > **Advanced Search**

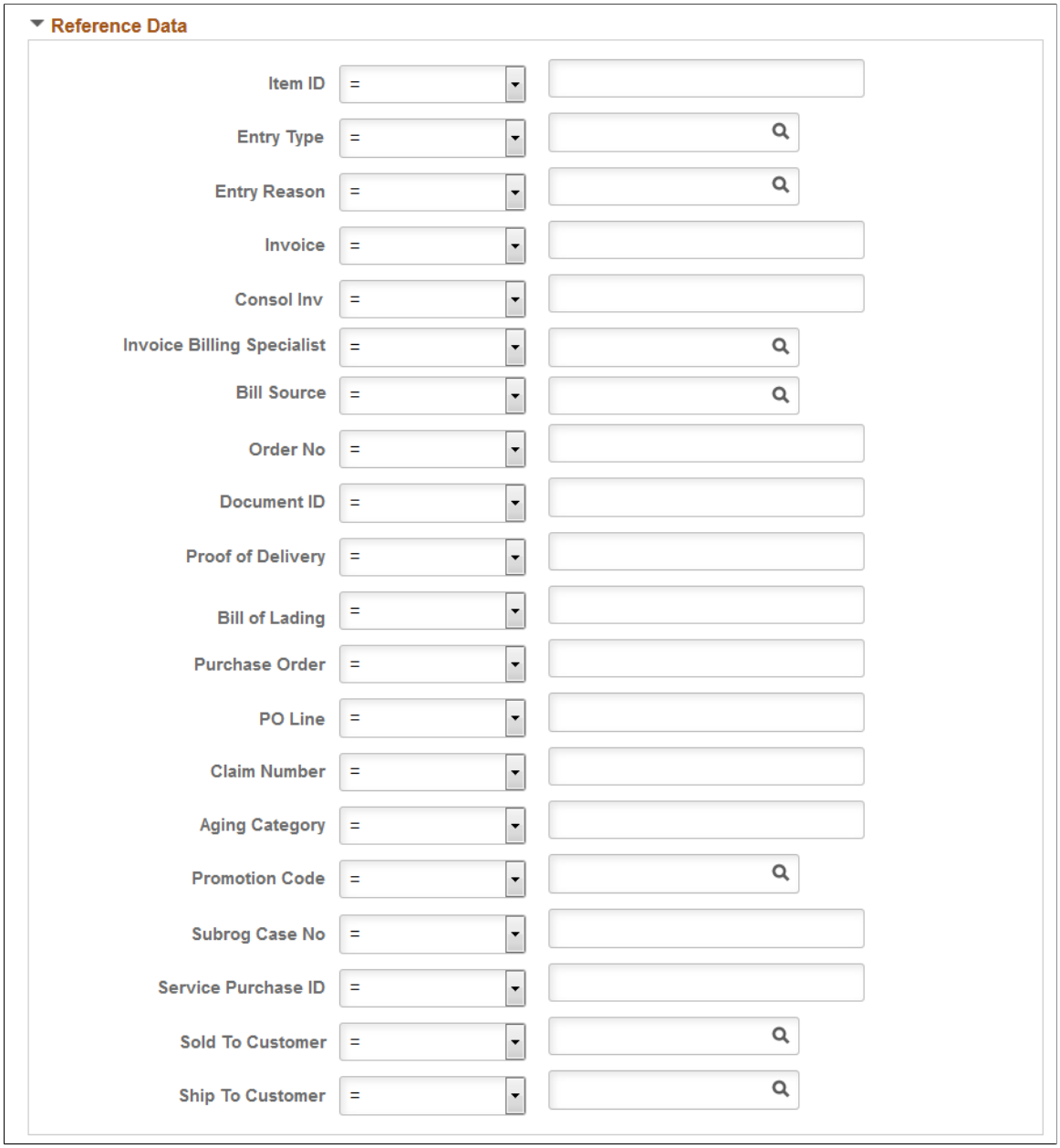
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Item List - Advanced Search page (1 of 4).



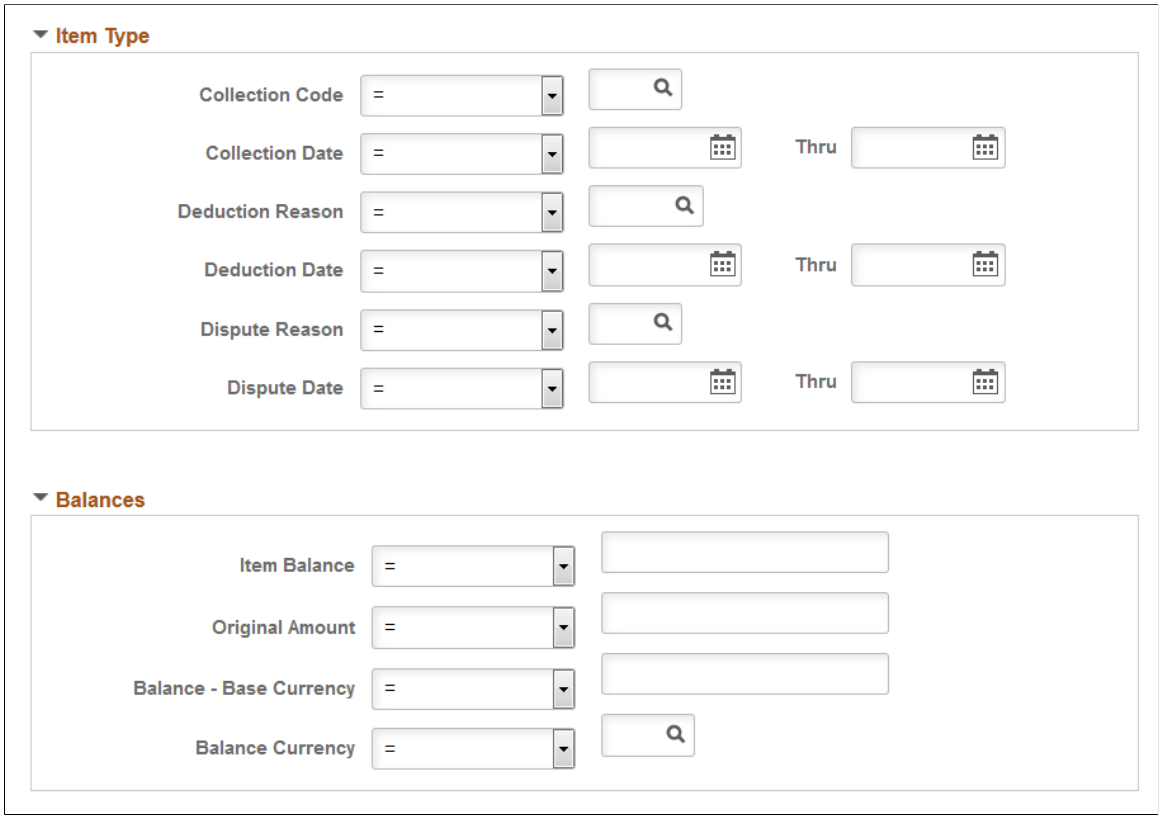
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Item Search - Advanced Search page (2 of 4).



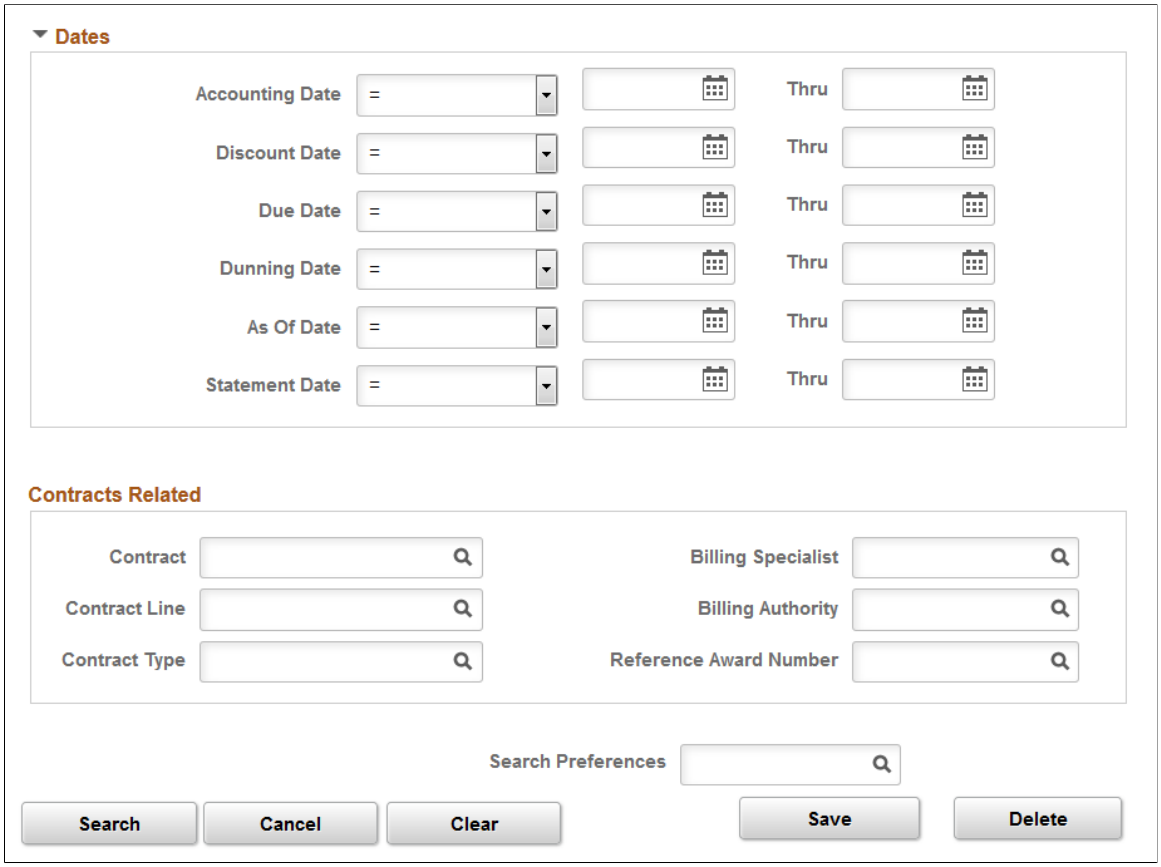
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Item List - Advanced Search page (3 of 4).



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Item List - Advanced Search page (4 of 4).



To limit items on the Item List page, enter search parameters. If you do not specify a value for a search parameter, the system retrieves all the records for the parameter. For example, if you do not enter a collector, the system retrieves items assigned to any collectors.

For some parameters, you can enter a range of values to include in the search. For example, you can search for all items with a due date that falls between January 1, 2005 and January 8, 2005. To search for a range, you must enter a value in the **Thru** field.

For each parameter, you enter the operator for the criteria, such as *Equal, Greater Than, Between,* or *Exists*. Select *Exists* for any non-date field to retrieve items with any value in the field.

Note: You can expand and collapse the sections to control the number of viewable fields.

Field or Control	***Description***
Search Preferences	Select an existing search preference or enter the name for a new search preference.
Search	Click to populate the Item List page with items that match your search preference criteria. **Important!** If you enter new search criteria that you want to reuse, you must click **Save.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Clear	Click to remove values from all fields on the Advanced Search page.
Save	Click to save a new search preference. The name that you specify for the search preference is available in the **Preference** field for future searches.
Delete	Click to delete the selected search preference.

Note: The fields *Invoice Billing Specialist* and *Bill Source information* originate from the PS_BI_HDR table that is associated with the invoice. The *Billing Specialist* field originates from a Contracts table.

Reviewing Item Activity Information

This topic lists the pages that you use to review item activity information.

Note: If the items associated with a document are in multiple currencies, the system displays the note ***Multiple Currencies*** instead of an amount.

Pages Used to Review Item Activity Information

Page Name	*Definition Name*	*Usage*
Item Accounting Entries Page	ITEM_DATA3	View the accounting entries for each item activity. See the Item Accounting Entries Page for more information.
Item Activity Summary Page	ITEM_DATA2_MULTI	View a single-line summary of each item-related activity.
Item Activity From A Group Page	ITEM_GROUP	View activity for all items in a group.
Item Activity From A Payment Page	ITEM_PAYMENT	View items that were paid by a single payment after the Receivables Update Application Engine process (ARUPDATE) processed the payment. After the payment has been posted, you cannot return to the payment worksheet to view how it was applied.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Item Activity From A Draft Page	ITEM_DRAFT	View activity for draft items. See Reviewing Draft Information for more information.
Item Activity From A Match Group Page	ITEM_SUB_GROUP	View all matched items in a match group from the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) as well as the amounts matched. See the Item Activity From a Match Group Page for more information.

Item Activity Summary Page

Use the Item Activity Summary page (ITEM_DATA2_MULTI) to view a single-line summary of each item-related activity.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item Activity Summary** > **Item Activity Summary**

Item Activity From A Group Page

Use the Item Activity From A Group page (ITEM_GROUP) to view activity for all items in a group.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item Activity From a Group** > **Item Activity From A Group**

Item Activity From A Payment Page

Use the Item Activity From A Payment page (ITEM_PAYMENT) to view items that were paid by a single payment after the Receivables Update Application Engine process (ARUPDATE) processed the payment. After the payment has been posted, you cannot return to the payment worksheet to view how it was applied.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Items Activity From a Payment** > **Item Activity From A Payment**

Related Links

Using the Collections Workbench

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Receivables Activity for a Business Unit

You can use inquiry pages to look up customer balances and various summaries of other receivables activity at the business unit level.

Pages Used to Review Receivables Activity for a Business Unit

Page Name	*Definition Name*	*Usage*
Out of Balance Customer Page	CUSTOMER_OOB	Determine whether a customer's balance matches the total amount of the customer's open items. This page is available only if the balance and the open item total do not match for a customer in the business unit.
Unit Activity Page	SYSTEM_ACTIVITY	View activity that you posted to a business unit. The system includes only payments that are completely posted in the totals.
Unit Cash Page	BUS_UNIT_CASH	View cash applied and cash received by a business unit.
Unit Draft Page	BUS_UNIT_DRAFT	View draft summary information at the business unit level.
Unit Aging Page	BUS_UNIT_AGING	View aging summary information at the business unit level.
Unit Aging Chart Page	BUS_UNIT_AGINGCHRT	View a chart with aging information for a business unit. The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.
Business Unit History Page	BUS_UNIT_HISTORY	View history summary at the business unit level.
Business Unit History Chart Page	BUS_UNIT_HIST_CHRT	View a chart with history information for a business unit. The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Receivables Activity Page	RUN_AR20005	Enter run parameters for the Receivables Activity report (AR20005). Use this SQR report to view activities and amounts for items with the ChartField values in the receivables (AR) distribution line specified on the run control. The AR20005 Receivable Activity report assumes that any manually created overdue charge items are designated by a user defined entry type that is equal to or prefixed with OC. System-generated overdue charges already satisfy this criteria and are included in the Overdue Charge Amount column. See also PeopleSoft Receivables Reports: A to Z.

Out of Balance Customer Page

Use the Out of Balance Customer page (CUSTOMER_OOB) to determine whether a customer's balance matches the total amount of the customer's open items.

This page is available only if the balance and the open item total do not match for a customer in the business unit.

This situation should never occur but if it does, then your database is out of sync. Contact the system administrator for your organization. This page helps the system administrator investigate the problem.

Navigation:

Accounts Receivable > **Receivables Update** > **Out of Balance Customers** > **Out of Balance Customer**

Unit Activity Page

Use the Unit Activity page (SYSTEM_ACTIVITY) to view activity that you posted to a business unit.

The system includes only payments that are completely posted in the totals.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit Activities** > **Unit Activity**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Activity Type	Use to select a business unit activity. Each activity is divided into different categories of related system functions that perform the calculations. You can modify these categories on the System Functions 1 page.
Display Amount Switch	Choose to display either the base amount and currency or the entry amount and currency on this page.

This table lists the business unit activities, categories, and system functions that should be associated with the categories on the System Function 1 page:

Description	*Categories*	*System Functions*
Activity Type	Billing	IT-01, IT-02
	Cash Applied	WS-01, -04, -05, -06, -07, -08
	Discounts	WS-02, WS-03
	Draft Management	DM-01, -02, -03, -04, -05,-06
	Direct Debit Management	DD-01,-02,-03,-04,-05
	Overdue Charges	FC-01
	Maintenance	MT-01, -04, -05
	Refunds	MT-08, MT-09
	Transfers	TR-01, TR-02
	Write-offs - Maintenance	MT-02, -03, -06, -07
	Write-offs - Payments	WS-09, -10, -11

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	*Categories*	*System Functions*
Activity Type/Origin/Bank Code	Billing Cash Applied Discounts Draft Management Direct Debit Management Overdue Charges Maintenance Refunds-Maintenance Transfers Write-offs - Maintenance Write-offs - Payments If you selected *Breakdown by Origin* in the **Activity Type/Origin/Bank Code** field on the System Function 1 page for a system function, the system displays one row per origin ID or bank code, depending on the system function. Draft and payment groups use bank codes; all other groups use origins.	IT-01, IT-02 WS-01, -04, -05, -06, -07, -08 WS-02, WS-03 DM-01, -02, -03, -04, -05, -06 DD-01,-02,-03,-04,-05 FC-01 MT-01, -04, -05 MT-08, MT-09 TR-01, TR-02 MT-02, -03, -06, -07 WS-09, -10, -11
Entry Type	The system displays one row for each entry type that has activity.	Not applicable
Group-Type/Origin/Bank Code	The system displays one row for each group type. If you selected *Breakdown by Origin* in the **Activity Type/Origin/Bank Code** field on the System Function 1 page for a system function, the system displays one row per origin ID or bank code, depending on the system function. Draft and payment groups use bank codes; all other groups use origins.	Not applicable
Entry Type/Entry Reason	The system displays one row for each entry type and reason combination that has activity.	Not applicable

Related Links

Understanding PeopleSoft Receivables Processing Options
Changing Activity Types

Copyright © 1988, 2025, Oracle and/or its affiliates.

Unit Cash Page

Use the Unit Cash page (BUS_UNIT_CASH) to view cash applied and cash received by a business unit.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit Cash** > **Unit Cash**

Unit Draft Page

Use the Unit Draft page (BUS_UNIT_DRAFT) to view draft summary information at the business unit level.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit Drafts** > **Unit Draft**

Unit Aging Page

Use the Unit Aging page (BUS_UNIT_AGING) to view aging summary information at the business unit level.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit Aging** > **Unit Aging**

Unit Aging Chart Page

Use the Unit Aging Chart page (BUS_UNIT_AGINGCHRT) to view a chart with aging information for a business unit. The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit Aging** > **Unit Aging Chart**

Business Unit History Page

Use the Business Unit History page (BUS_UNIT_HISTORY) to view history summary at the business unit level.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit History** > **Business Unit History**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Business Unit History Chart Page

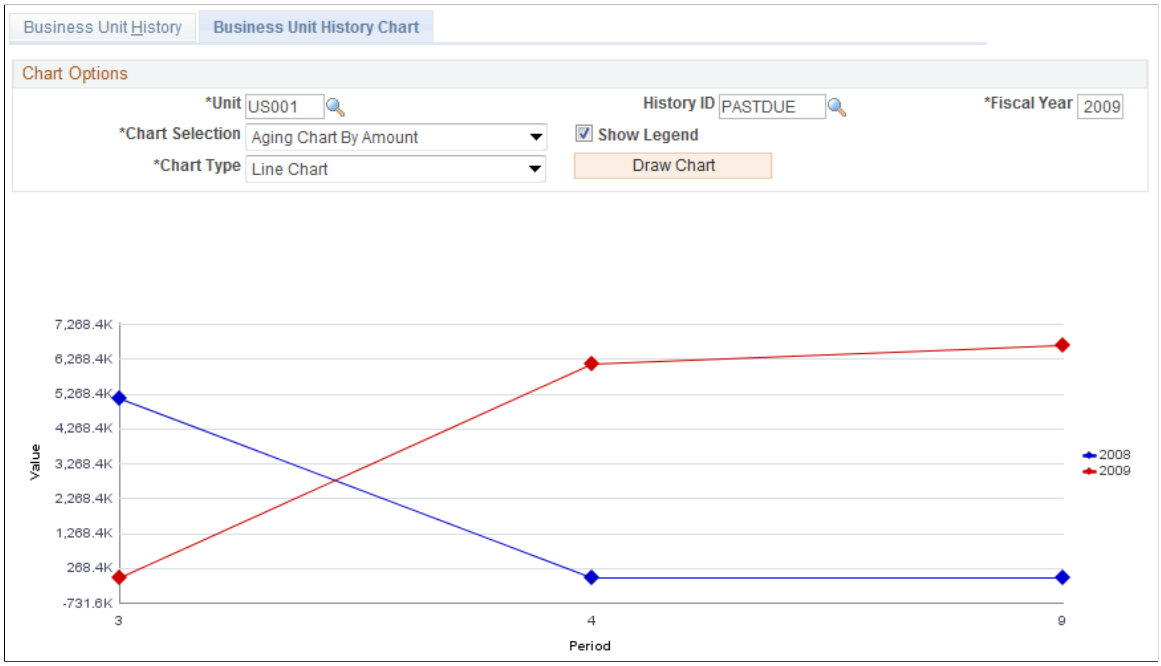
Use the Business Unit History Chart page (BUS_UNIT_HIST_CHRT) to view a chart with history information for a business unit.

The types of charts are two-dimensional bar, horizontal bar, line chart, or stacked bar.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Review Receivables Information** > **Unit History** > **Business Unit History Chart**

This example illustrates the fields and controls on the Business Unit History Chart page.



Enter search criteria, the chart selection, and the chart type, and then click **Draw Chart** to display the chart.

Receivables Activity Page

Use the Receivables Activity page (RUN_AR20005) to enter run parameters for the Receivables Activity report (AR20005).

Use this SQR report to view activities and amounts for items with the ChartField values in the receivables (AR) distribution line specified on the run control.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results-Upd Pend Items** > **Receivables Activity Report** > **Receivables Activity**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Remaining Amount	Enter an operator, such as equal to or greater than, and enter an amount. The report includes only items whose balance meets the condition.
Only Write-off Activity	Select to include only items that have a write-off activity.

ChartFields

Enter the ChartField values for each ChartField in the AR distribution line used to select items for inclusion in the report.

Reviewing the Source Accounting Entries for Journal Lines

This topic discusses how to link drill-down pages with accounting entry definitions.

Pages Used to Review Accounting Entries from General Ledger

Page Name	*Definition Name*	*Usage*
Accounting Entry Definition Page	JRNL_GEN_ACCTG_DEF	Identify the drill-down pages for each accounting entry definition that the Journal Generator Application Engine process (FS_JGEN) uses to generate journals for PeopleSoft Receivables. See Linking Drilldown Pages with Accounting Entry Definitions. See the “Accounting Entry Definition Page” (Application Fundamentals) for more information.
Journal Inquiry Page	INQ_JRNL_CRITERIA	Enter search criteria to retrieve a list of journals. See the “Journal Inquiry Page” (PeopleSoft General Ledger) for more information.
Journal Inquiry Details Page	INQ_JRNL_HDR_DTL	View journal lines for a journal and drill down to the source transactions in PeopleSoft Receivables. See the “Journal Inquiry Details Page” (PeopleSoft General Ledger) for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Drill to Source Page	EE_ARITM_DRILL	Review the accounting entries for receivables items for entry event journals. See the “Journal Inquiry Details Page” (PeopleSoft General Ledger) or the “Drill to Source Page” (PeopleSoft General Ledger) for more information.
Drill to Source Page	EE_ARDJR_DRILL	Review the accounting entries for direct journal deposits and cash control accounting entries for entry event journals. To access the Drill to Source page, go to: • **Accounts Receivable** > **Payments** > **Direct Journal Payments** > **Journal Entry Drill Down** > **Drill to Source** • Click the **Drill to Source** button for a journal line on the Journal Inquiry Details page.

Understanding How to Drill Down from Journal Lines

You can view source transactions for PeopleSoft Receivables accounting entries from journal lines in PeopleSoft General Ledger for both standard and entry event journals. You search for journals in the Journals component (JOURNAL_INQUIRY) and drill down to source transactions for individual journal lines. The page that you access is based upon the selections that you made on the Accounting Entry Definition page.

You can also review source transactions for entry event journals directly from the menu in PeopleSoft Receivables.

Before you can view source transactions for a journal entry in PeopleSoft General Ledger, you must specify the exact type of information that you want to drill down to from the Journals component. To do so, you link a drill-down page with each accounting entry definition for which you generate journals.

Related Links

“Viewing Journal Information” (PeopleSoft General Ledger)

Linking Drilldown Pages with Accounting Entry Definitions

Use the Accounting Entry Definition page (JRNL_GEN_ACCTG_DEF) to identify the drill-down pages for each accounting entry definition that the Journal Generator Application Engine process (FS_JGEN) uses to generate journals for PeopleSoft Receivables.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

General Ledger > **Journals** > **Subsystem Journals** > **Accounting Entry Definition** > **Accounting Entry Definition**

Select one of the accounting definition names in the following table. In the **Page Name** field, select the object name of the page that you want to view.

Accounting Definition Name	*Drill-Down Page*	*Object Name*	*Description*
ARDEFN	AR Item Drill	AR_ITEM_DRILL_PNL	Displays standard accounting entries for items, such as invoices and payments, that you created online or during background processing. This page does not display direct journal payments and revaluation entries.
ARDIRJRNL	AR Paymisc Drill	AR_PAYMISC_DRL_PNL	Displays standard direct journals and cash control entries created in PeopleSoft Receivables.
ARREVALUE	AR Rvl Drill	AR_RVL_DRILL_PNL	Displays standard accounting entries created to record gains and losses from the revaluation of foreign currencies.
EGAROIDEFN	Journal Drill Down	EE_ARITM_DRILL	Displays entry event accounting entries for items, such as invoices and payments, that you created online or during background processing. This page does not display direct journal payments and revaluation entries.
EGARDJDEFN	Journal Drill Down	EE_ARDJR_DRILL	Displays entry event direct journals and cash control entries created in PeopleSoft Receivables.

Select the **Cross-Product Drill Down** check box.

Related Links

“Accounting Entry Definition Page” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 41

Using the PeopleSoft Classic Receivables WorkCenter

Understanding the PeopleSoft Classic Receivables WorkCenter

The PeopleSoft Classic Receivables WorkCenter is a central navigational component that is designed for the end user. The goal of the WorkCenter is to help an end user become more efficient by accessing frequently used pages and pagelets. For more information about WorkCenters, see “Understanding PeopleSoft Classic WorkCenters and Dashboards” (Application Fundamentals).

Note: This feature is no longer supported. However, a fluid version of the Receivables WorkCenter functionality is supported on the Credit to Cash Operations Home Page. See Using the PeopleSoft Fluid Receivables WorkCenter.

Each pagelet contains links—subdivided into functional groupings—that assist users in completing their everyday work. Typically, each link is followed by a number, which indicates how many rows match the filter criteria for the grid. If no data exist for a link, the link is inactive. When a user clicks a pagelet link, a results grid appears with filtered data that pertains specifically to the user. The Receivables WorkCenter is configurable by organization and function to support different requirements.

The Receivables WorkCenter is delivered with sample data. It is the responsibility of the system administrator from your organization, to design and create links so that users can view and access specific links, pages, and pagelets.

PeopleSoft Accounts Receivable delivers the Receivables WorkCenter with a default Assigned User filter value, VP1, for the My Work pagelets, but your business or organization defines the filter values for each user, changing this to the appropriate value. Each user can then change or remove filters as necessary to customize data for their specific tasks.

For information about setting up PeopleTools options for the WorkCenter, see *PeopleTools: Global Technology*.

The PeopleSoft Classic Receivables WorkCenter can include these primary tabs and sections:

- Main tab:
  - My Work
  - Links
- Reports/Queries tab
  - Queries

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Reports and Processes

Related Links

“PeopleSoft Classic WorkCenters” (Application Fundamentals)
“Pagelets and Pagelet Setup, Maintenance, and Personalization” (Application Fundamentals)

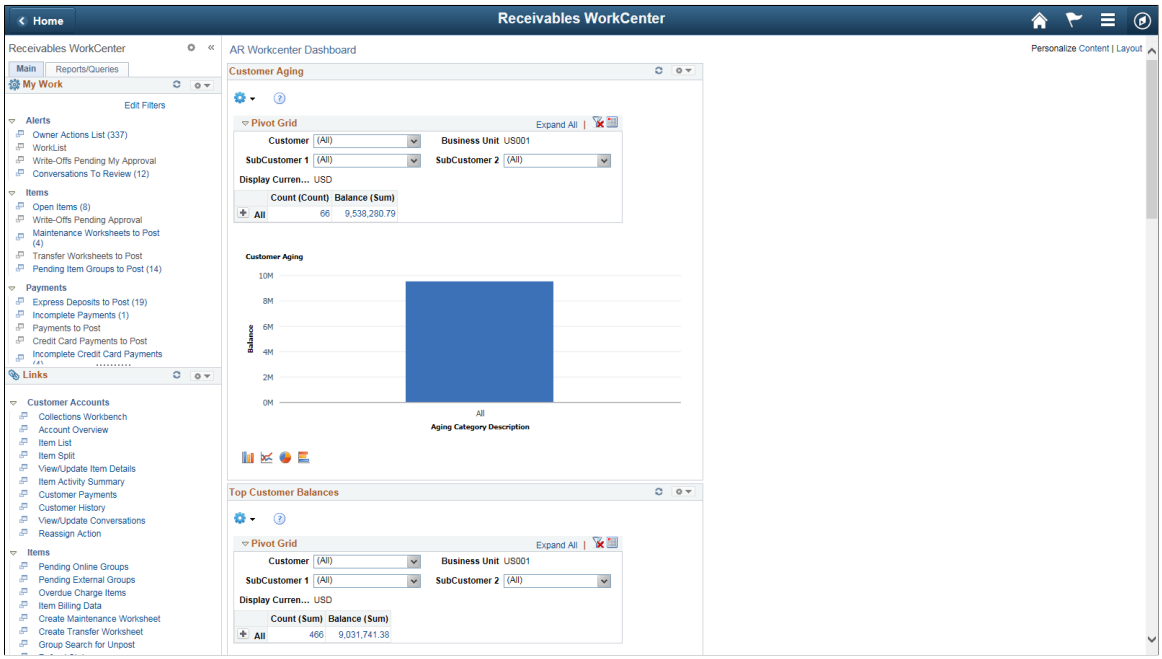
Example: PeopleSoft Classic Receivables WorkCenter

Use the PeopleSoft Classic Receivables WorkCenter Home page (AR_WORKCENTER) to manage Receivables activities in one location.

Navigation:

Receivables > **Receivables WorkCenter**

This example illustrates the fields and controls on the Receivables WorkCenter home page.



The WorkCenter navigation is located on the left side of the page and includes two main tabs: Main and Report/Queries. Some WorkCenter pagelets are common to multiple applications, and some pagelets are unique to individual applications.

For more information about the links that appear on the My Work pagelet, see Using the PeopleSoft Classic Receivables WorkCenter - My Work.

For more information about the links that appear on the Links pagelet, see Using the PeopleSoft Classic Receivables WorkCenter - Links.

For more information about the links that appear on the Queries pagelet, see Using the PeopleSoft Classic Receivables WorkCenter - Queries.

Copyright © 1988, 2025, Oracle and/or its affiliates.

For more information about the links that appear on the Reports/Processes pagelet, see Using the PeopleSoft Classic Receivables WorkCenter - Reports and Processes.

Related Links

“Understanding WorkCenters and Dashboards” (Enterprise Components)
“Configuring Pagelets” (Enterprise Components)
“Configuring Filter Definitions and Values” (Enterprise Components)

Using the PeopleSoft Classic Receivables WorkCenter - My Work

The My Work pagelet provides links that consolidate a user’s actionable tasks, using the user ID as the Assigned User ID to show only items in their own queue.

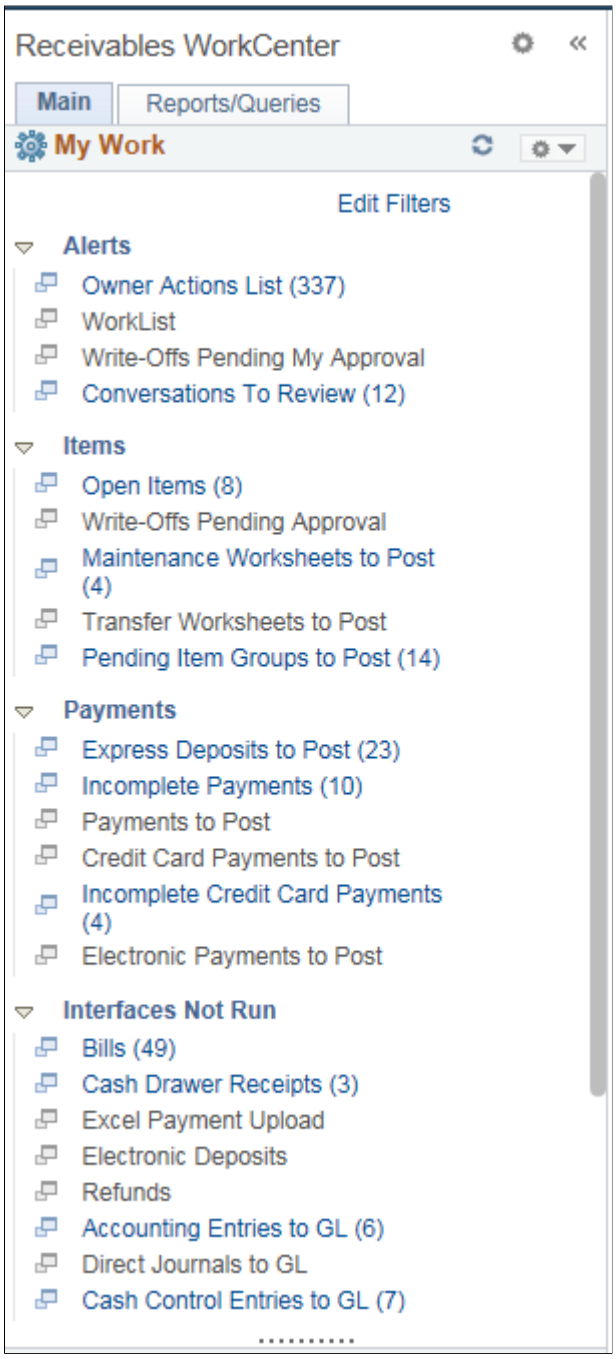
Note: This feature is no longer supported. However, a fluid version of the Receivables WorkCenter functionality is supported on the Credit to Cash Operations Home Page. See Using the PeopleSoft Fluid Receivables WorkCenter.

The My Work pagelet includes these functional groupings for links:

- Alerts
- Items
- Payments
- Interfaces Not Run
- Exceptions

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Classic Receivables WorkCenter - My Work pagelet.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Edit Filters	Click this link to modify filters on many links registered in the My Work pagelet as an end-user. On the Edit Filters page, click the Edit Filter icon of the filter you want to modify. Select filter values on the Configure Filter Values page. To configure filter definitions and values as a System Administrator, see the product documentation for the "Configure Filter Values Page" (Enterprise Components).

Alerts

Alerts are defined in Enterprise Component's Events & Notifications framework.

The Alerts group level includes these links to transaction areas:

- Owner Actions List
- Worklist
- Write-Offs Pending My Approval
- Conversations to Review

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Owner Actions List	AR_WC_ALERTS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**Click the **Alerts: Owner Actions List** link. Or **Accounts Receivable** > **Customer Interactions** > **Actions** > **Owner Action List** > **Owner Action List.**	Review and act upon action list items assigned to the user.
Worklist	WORKLIST	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**Click the **Alerts: Worklist** link. Or **Worklist** > **Worklist.**	Review and act upon workflow worklist tasks assigned to the user.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Write-Offs Pending My Approval	AR_WC_ITEMS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**Click the **Items: Write-Offs Pending My Approval** link. Or**Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Update Maintenance Worksheet** > **Worksheet Application**	Includes write-offs submitted for approval by a requestor and write-offs pushed back from a higher level approver. Allows the approver to approve, deny, or push back one or more worksheets.
Conversations to Review	AR_WC_ALERTS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**Click the **Alerts: Conversations to Review** link. Or **Accounts Receivable** > **Customer Interactions** > **Conversations** > **View/ Update Conversations** > **Conversations** Click the **Add Conversation** link on the Conversations tab or in the header region of the Collections Workbench.	Review conversations assigned to the user and access the Conversations page.

Owner Actions List Page

Use the Owner Actions Lists page (AR_WC_ALERTS_SEL) to review and act upon the action list items assigned to you.

Navigation:

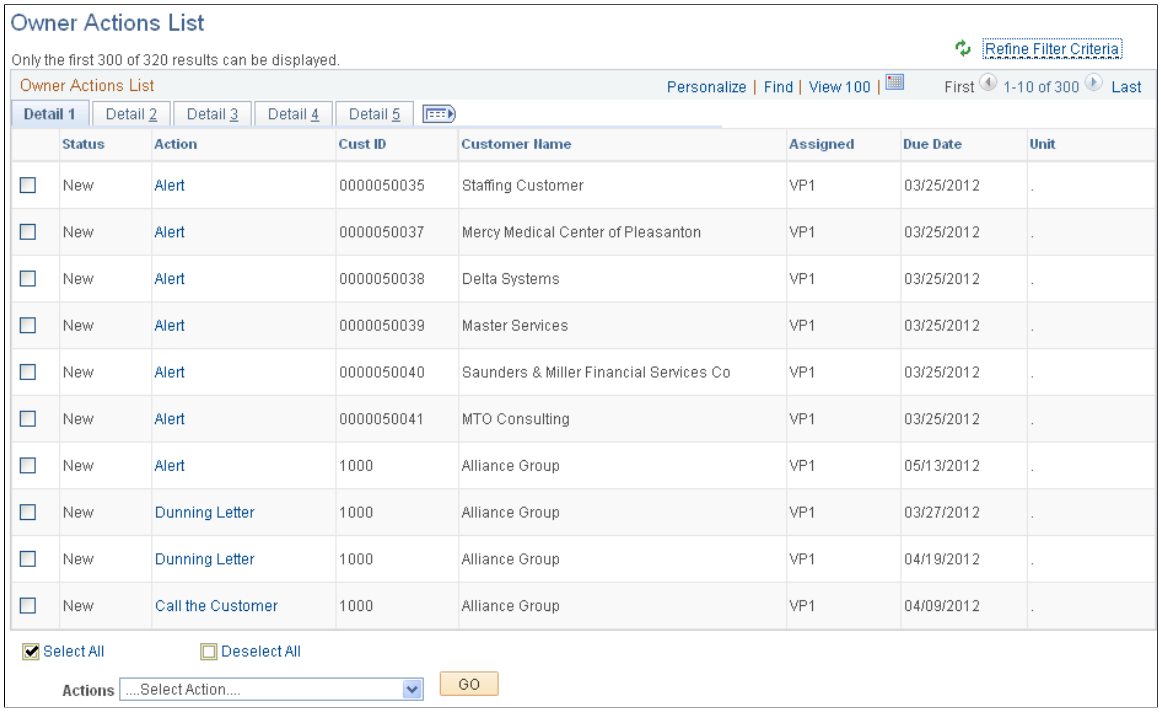
- **Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**

  Click the **Alerts: Owner Actions List** link.

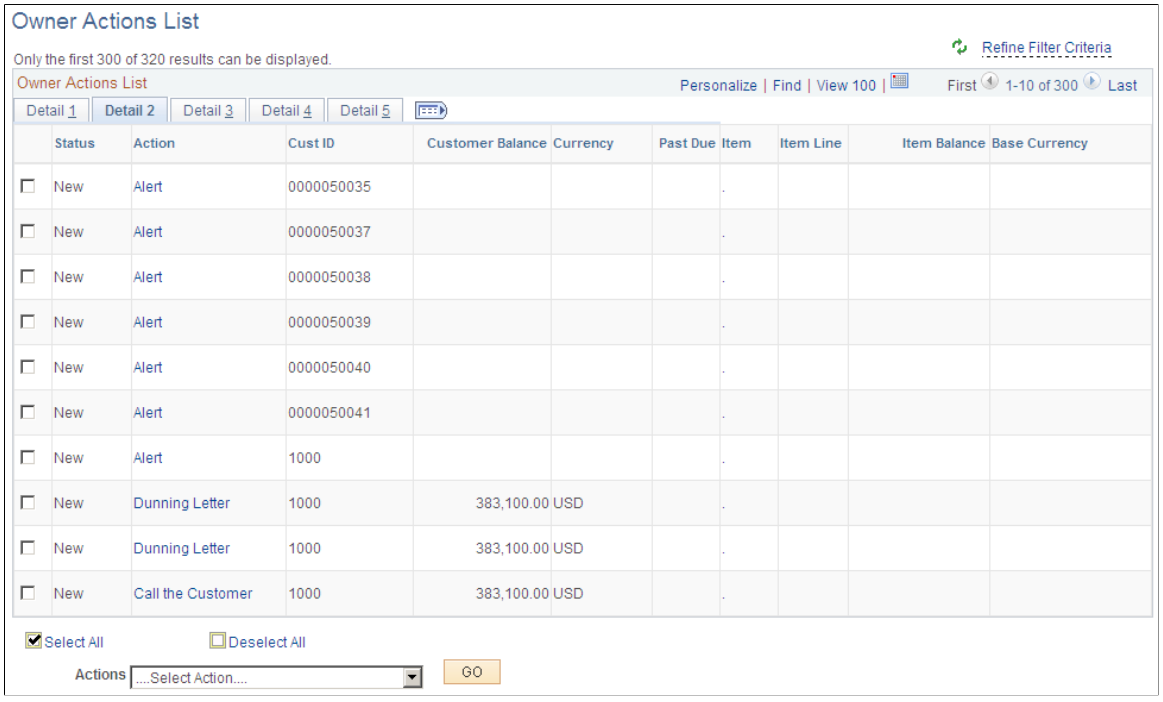
- **Accounts Receivable** > **Customer Interactions** > **Actions** > **Owner Action List** > **Owner Action List.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Actions List Page - Detail 1 Tab.

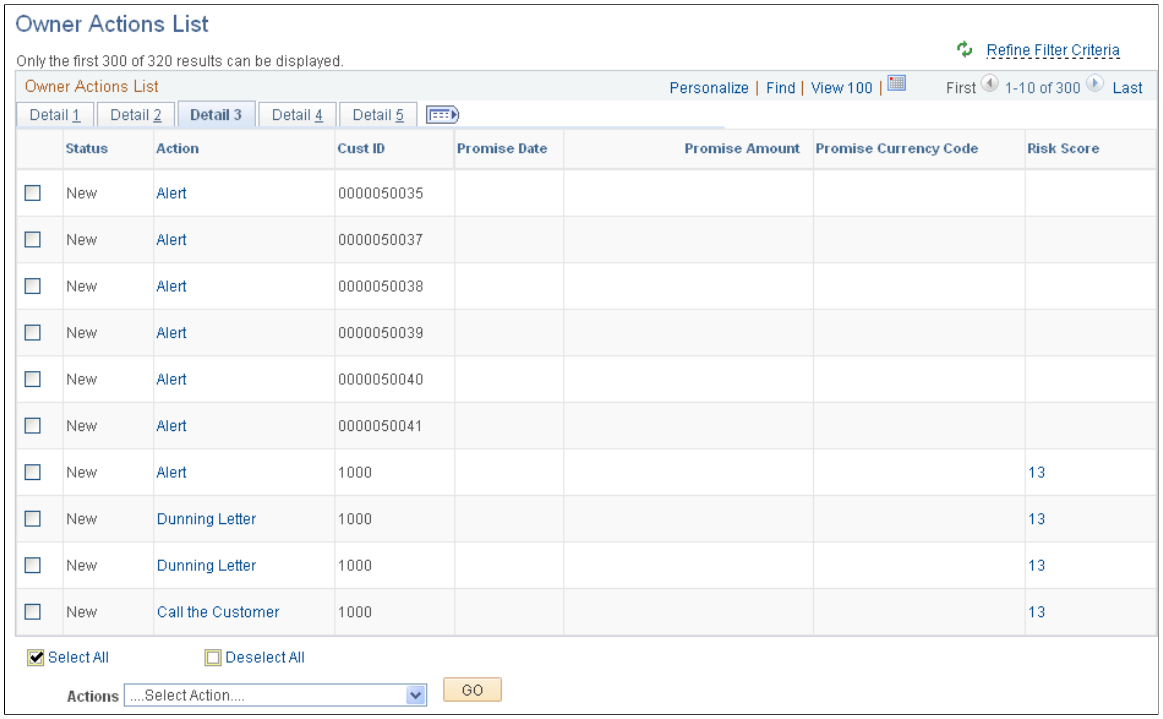


This example illustrates the fields and controls on the Owner Actions List Page - Detail 2 Tab.

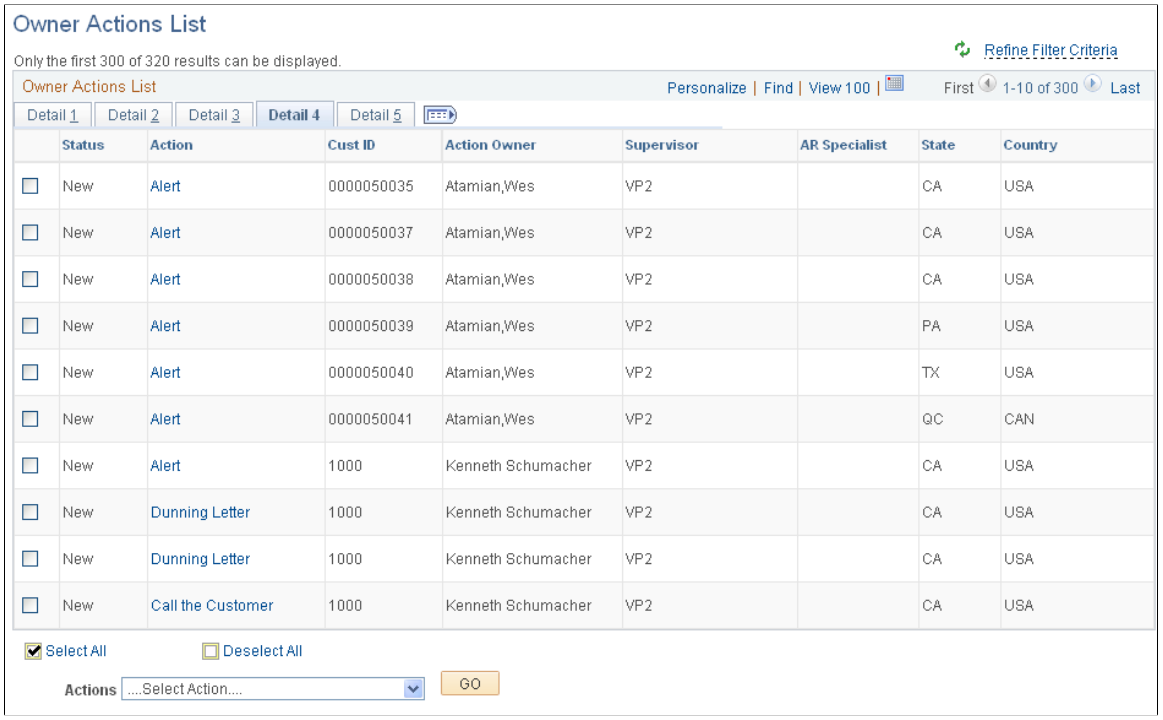


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Actions List Page - Detail 3 Tab.

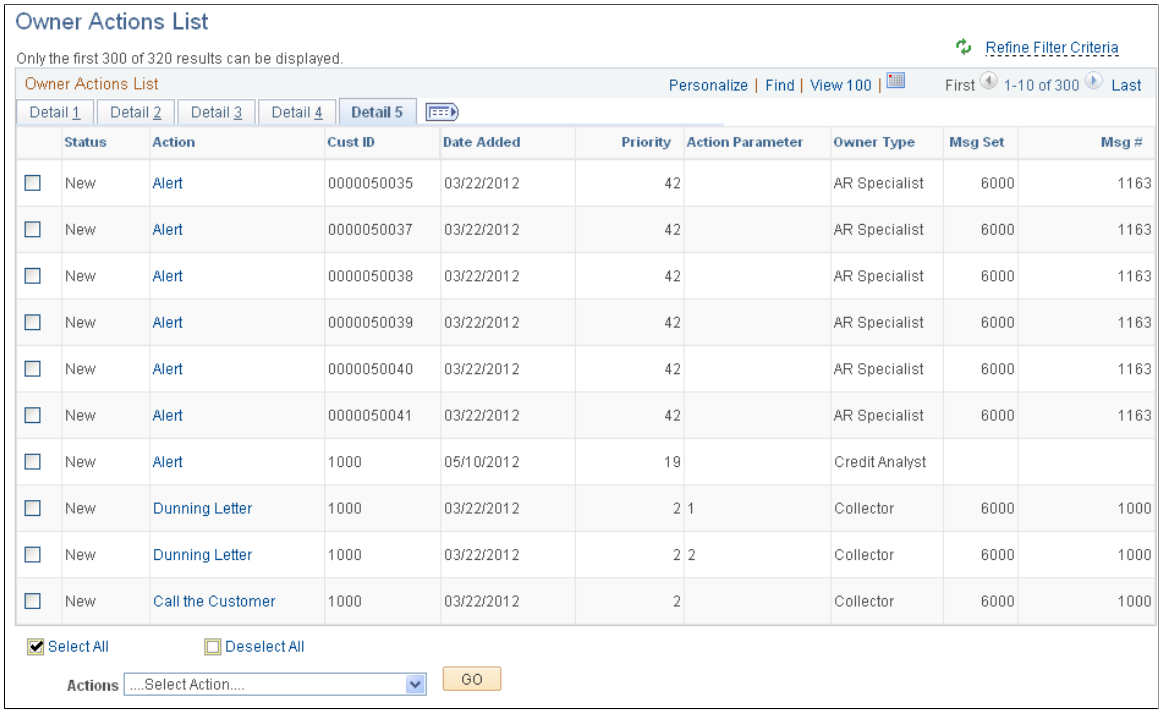


This example illustrates the fields and controls on the Owner Actions List Page - Detail 4 Tab.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Actions List Page - Detail 5 Tab.



Field or Control	*Description*
Action	Click the action link associated with an item to show action details on the Action page, where you can perform, cancel, or reassign the action, and add a conversation. Each action in the Action column must be performed individually by drilling into the action from this list. See the documentation for the Action Detail Page. See also Working with Actions.
Item	Click the item ID link to access item details in the View/Update Item Details component (ITEM_MAINTAIN), where you can view and update item details and view item activity and accounting entries (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details). See Changing and Reviewing Item Information. See Reviewing Item Information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Risk Score	Click the risk score link to open the Risk Score Details page, where you can view the risk score that is calculated based on setting up risk scoring rules and running the Request Risk Scoring process (AR_RISK). You can also access this information on the Risk Score Details page by clicking the Risk Score value link on the Credit Profile tab on the Collections Workbench. See Using the Collections Workbench.
Actions	Perform an action on one or more items that you select in the Owner Actions List grid, and click the GO button. Choose from these actions: • *Cancel* • *Reassign* When you choose the *Reassign* action, the system displays the Reassignment group box, where you can assign the selected item action to a different owner. You can also access the Owner Action List page through the Customer Interactions component (Accounts Receivable, Customer Interactions, Actions, Owner Action List, Owner Action List). See Working with Actions.

Worklist Page

Use the Worklist page (WORKLIST) to review and act upon workflow worklist tasks assigned to you.

When work is routed to a you, it is put in your worklist. To work on an item, you select it from the Worklist and the system presents the appropriate page to begin work.

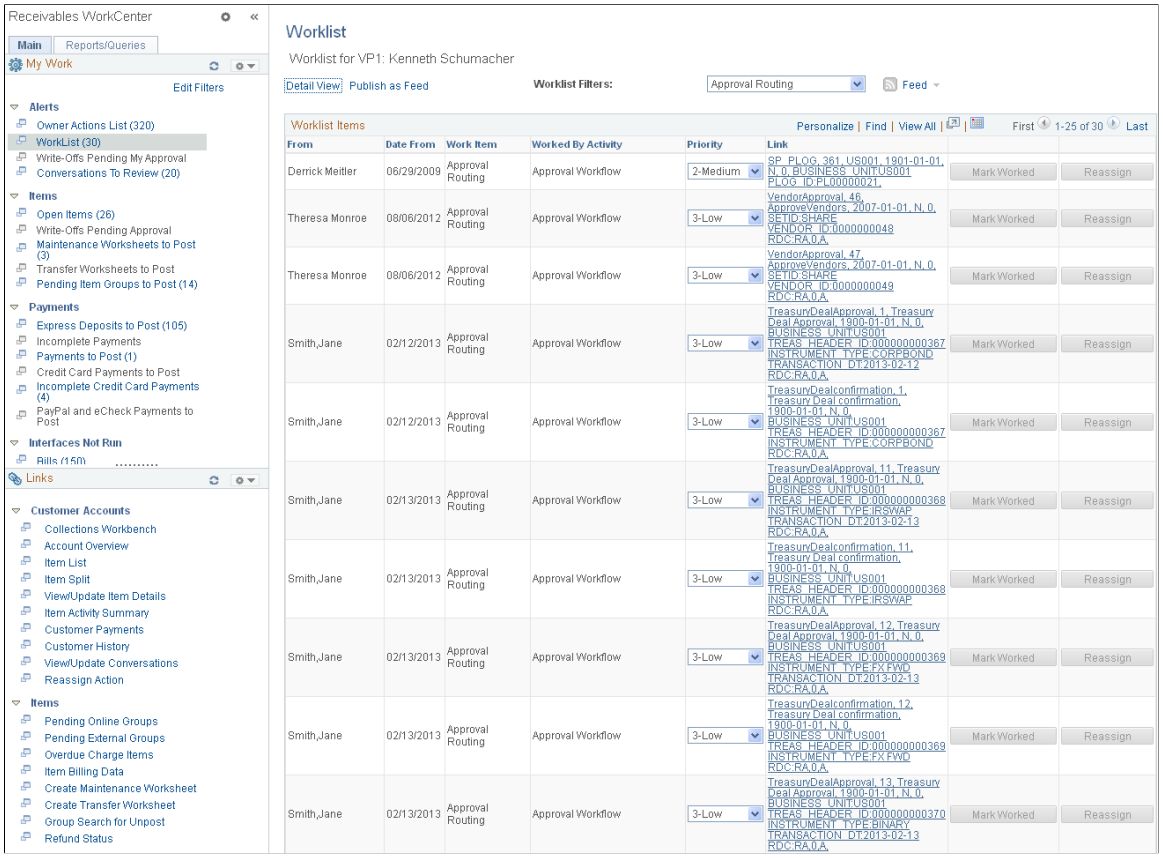
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.**Click the **Alerts: Worklist** link.

Or **Worklist** > **Worklist.**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Worklist Page.



The Worklist shows these items in the grid:

- New Write Off Requiring My Approval
- New Action List item Created
- New Debit/Credit Created
- New Payment Predictor On-Account Created

See also “Using the PeopleSoft Worklist to View Notification Messages” (Events and Notifications Framework) and Working with Actions

Write-Offs Pending My Approval Page

Use the Write-Offs Pending My Approval page (AR_WC_ITEMS_SEL) to review write-offs submitted for approval by a requestor and write-offs pushed back from a higher level approver. You can approve, deny, or pushback one or more worksheets.

Navigation:

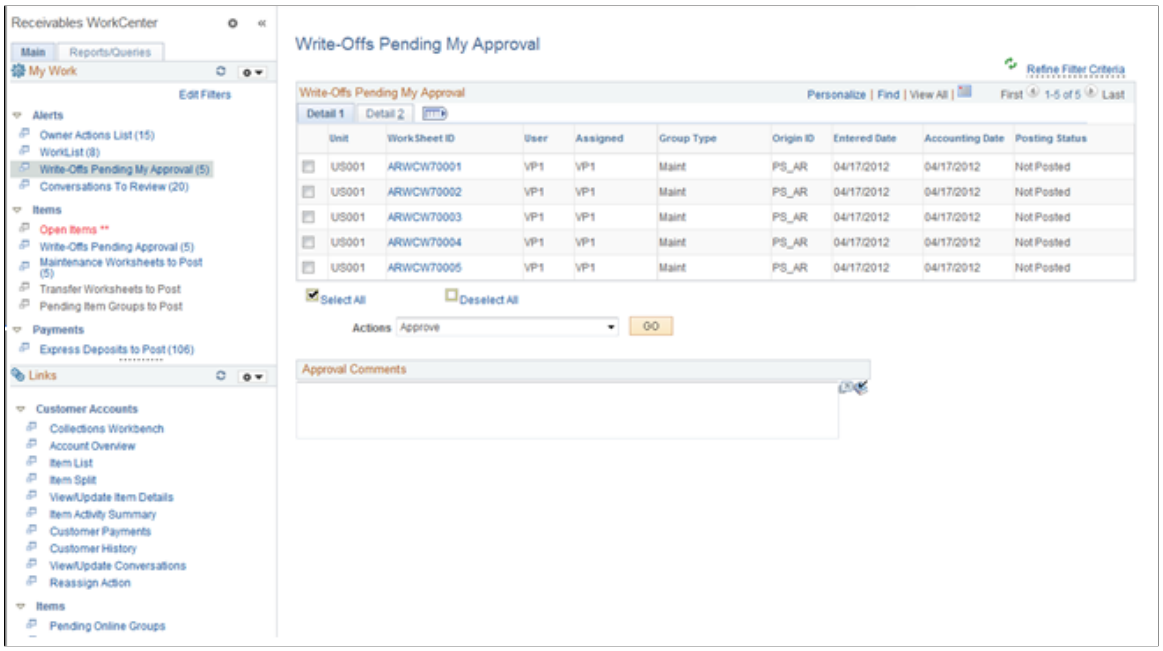
- **Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**

  Click the **Items: Write-Offs Pending My Approval** link.

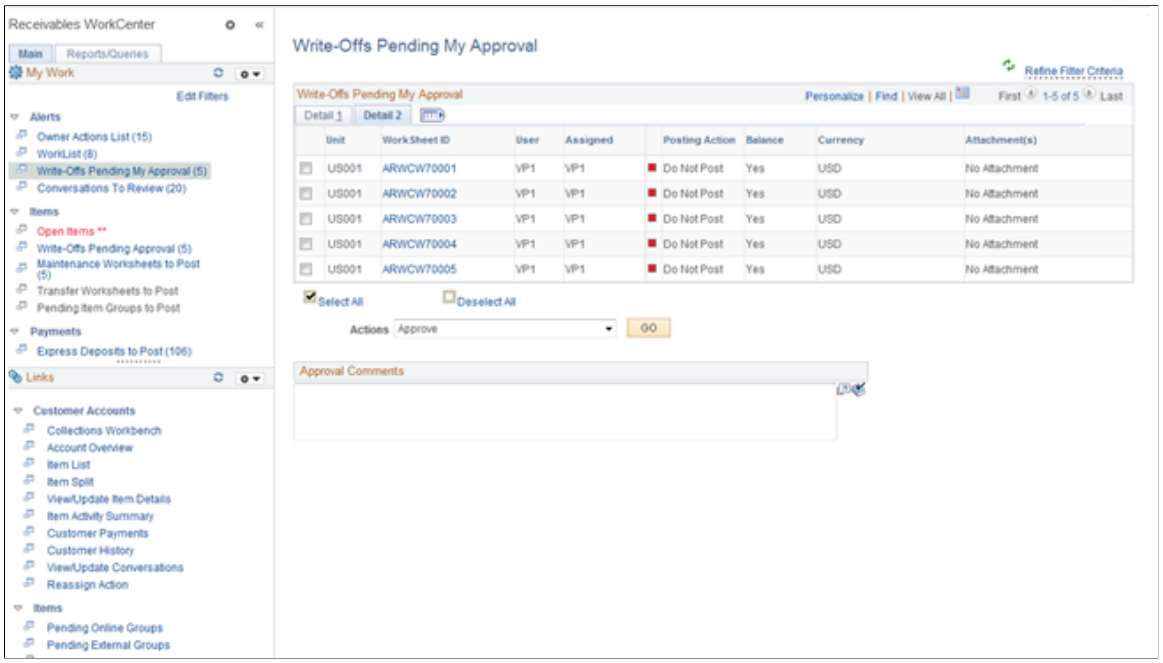
Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Update Maintenance Worksheet > Worksheet Application**

This example illustrates the fields and controls on the Write-Offs Pending My Approval Page - Detail 1 Tab.



This example illustrates the fields and controls on the Write-Offs Pending My Approval Page - Detail 2 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Worksheet ID	Click the link associated with a worksheet ID to show worksheet details on the Worksheet Application page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Maintenance Worksheet, Worksheet Application).
Actions	Perform an action on one or more worksheets that you select in the Write-Offs Pending My Approval grid, and click the GO button. Choose from these actions: • Approve • Deny • Pushback When you select the **Approve** action, the system displays the Comments field, where you can enter free-form comments. The approver can also review the write-off and choose to approve, deny, or pushback using the Worksheet Application page for Payment, Draft, or Maintenance worksheets. The bottom of the Worksheet Application pages display buttons to approve or deny the write-off amount and contains a section to enter comments. See Approving Write-Off Amounts Using Workflow

Conversations to Review Page

Use the Conversations to Review page (AR_WC_ALERTS_SEL) to review conversations assigned to you and to access the Conversations page.

Navigation:

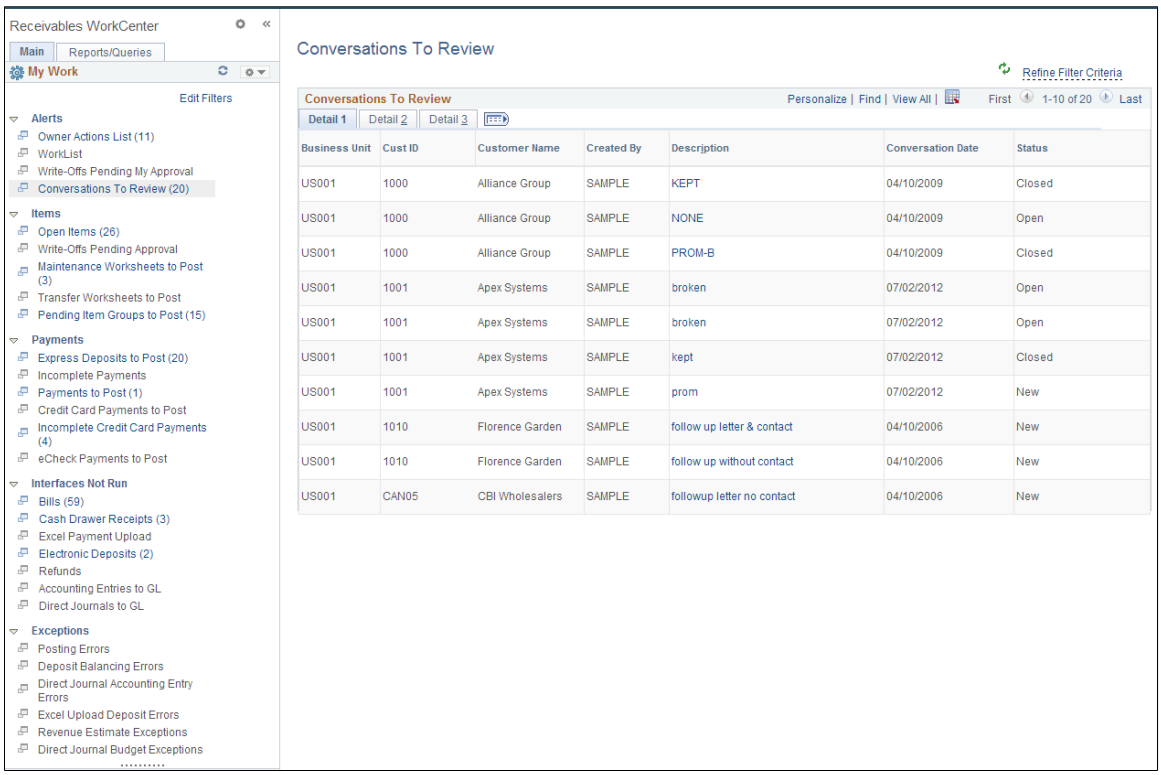
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.**Click the **Alerts: Conversations to Review** link.

Or **Accounts Receivable** > **Customer Interactions** > **Conversations** > **View/Update Conversations** > **Conversations**

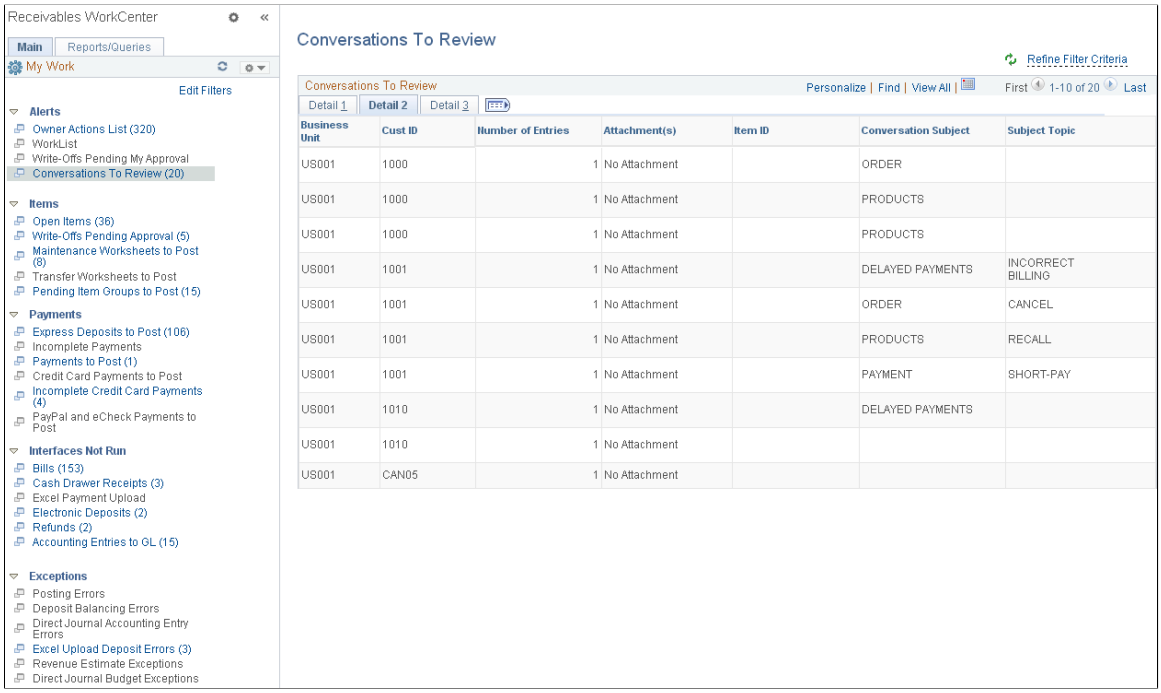
Click the **Add Conversation** link on the Conversations tab or in the header region of the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Conversations to Review Page - Detail 1 Tab.

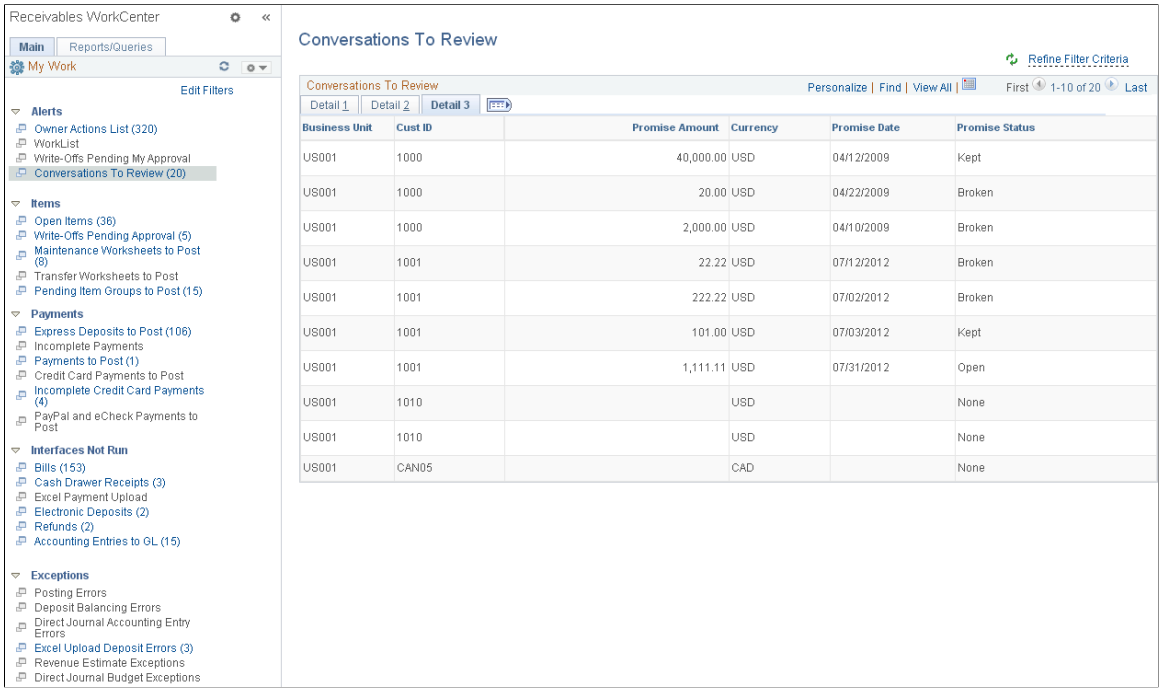


This example illustrates the fields and controls on the Conversations to Review Page - Detail 2 Tab.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Conversations to Review Page - Detail 3 Tab.



The Conversations to Review grid shows items for active customers with any of these statuses:

- Review Required
- Follow-Up Required
- Supervisor Review Required
- Promise Date Review
- Broken Promise Review

The grid also shows existing conversations for inactive customers; in this case, the conversation details are read-only.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Description	Click the link associated with a conversation description to access the Conversations page. You can also access the Conversations page through the Receivables Customer Interactions menu (Accounts Receivable, Customer Interactions, Conversations, View/ Update Conversations, Conversations), the Collections Workbench (click the Add Conversation link on the Conversations tab or in the header region of the Collections Workbench), or the Customers component (Customers, Conversations, Update Conversations, Conversations). See Reviewing Conversations and Promises. See also “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information)
Attachments (n)	Indicates whether attachments exist, and if so, a link appears that accesses the attachments. The number of attachments appears in parenthesis (n). Displays *No Attachment* in the column if none exists.

Items

The Items group level includes these links to transaction areas:

- Open Items
- Write-Offs Pending Approval
- Maintenance Worksheets to Post
- Transfer Worksheets to Post
- Pending Item Groups to Post

Note: Pages that do not include an alternate navigation are accessible only through the Receivables WorkCenter.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Open Items	AR_WC_ITEM_LIST	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Open Items** link. **Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item List** > **Item List**	Build and view a list of open items that require follow-up based on their status. Use links to view details for a specific item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Write-Offs Pending Approval	AR_WC_ITEMS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Write-Offs Pending Approval** link.	Review Payment, Maintenance and Draft worksheets containing write-offs pending approval.
Maintenance Worksheets to Post	AR_WC_ITEMS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Maintenance Worksheets to Post** link.	Review and manage one or more maintenance worksheets in the grid.
Transfer Worksheets to Post	AR_WC_ITEMS_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Transfer Worksheets to Post** link.	Review transfer worksheets available to post.
Pending Item Groups to Post	AR_WC_PNDITM_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Pending Item Groups to Post** link.	Review and select one or more pending item groups to delete or post.

Open Items Page

Use the Open Items page (AR_WC_ITEM_LIST) to build and view a list of open items that require follow-up based on their status. Use links to view details for a specific item. The total count displayed with the link is all open items in the system.

Navigation:

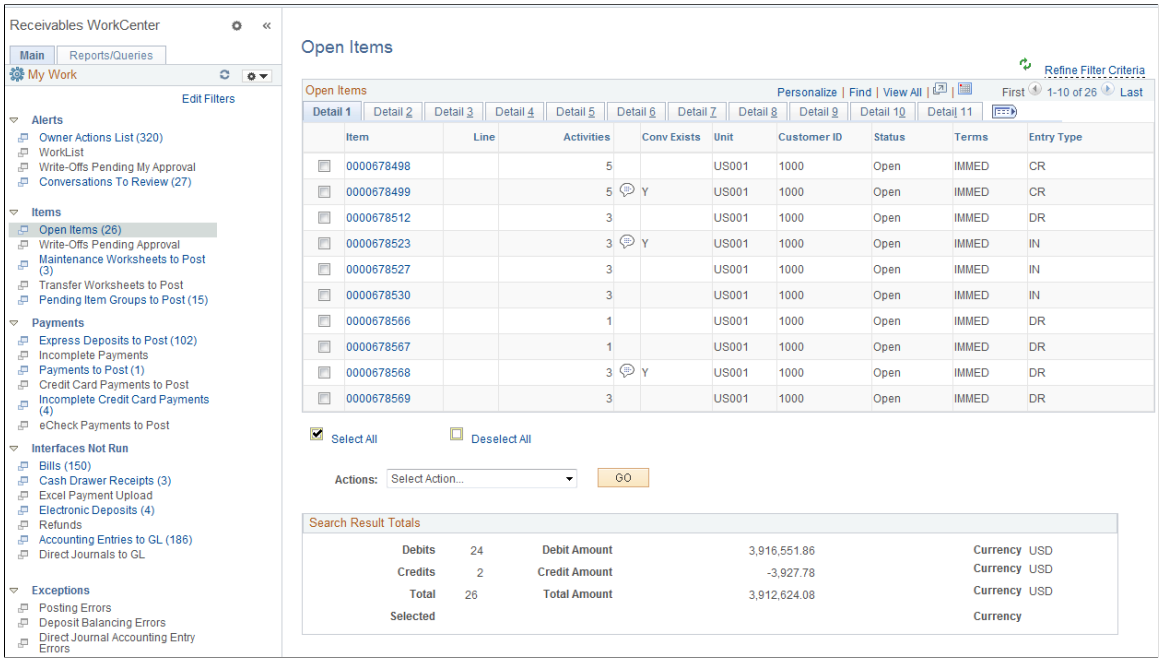
- **Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.**

  Click the **Items: Open Items** link.

- **Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item List** > **Item List**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Open Items page.



Depending on the filters selected for your Open Items page, the grid will show these items:

- Disputed
- Deduction
- Doubtful
- Collection
- Past Due
- By Entry Type (for example, On-Accounts, Prepayments)

Use the Item List component (ITEM_LIST) to search for items for a specified customer or business unit. You can also generate a list of items spanning multiple customers based on the search parameters that you entered (including but not limited to such as Disputed, Collection, Deduction, and Past Due). Use the Advanced Search function to enter and save search criteria based on field values in the Item table (PS_ITEM).

Field or Control	***Description***
Item	Click the item ID link to access item details in the View/Update Item Details component (ITEM_MAINTAIN), where you can view and update item details and view item activity and accounting entries (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details). See Changing and Reviewing Item Information and Reviewing Item Information

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
 and **Conv Exists** (conversation exists)	Click the Conversation Exists icon to drill into item conversation details. If one conversation exists for the item, clicking the icon opens the Conversations page, where you can review the conversation details. If multiple conversations exist for an item, clicking the icon opens the Conversations for Item page (AR_CONVER_LIST_SEC), where you can view the details for a specific conversation in the list.
 (View Invoice Image icon)	Click the View Invoice Image icon to view the invoice for the selected item.
 (Email icon)	Click the Email icon to open the Send Invoice page, where you can send a copy of the invoice image for an item by email.
Actions	Select an action from the following: • Generate a Dunning Letter • Generate an Open Item Report • Multi-item Update • Pay by Credit Card • Reprint Invoices • Tie to a New Conversation • Tie to the Last Conversation • View Items and Item Activity

Write-Offs Pending Approval Page

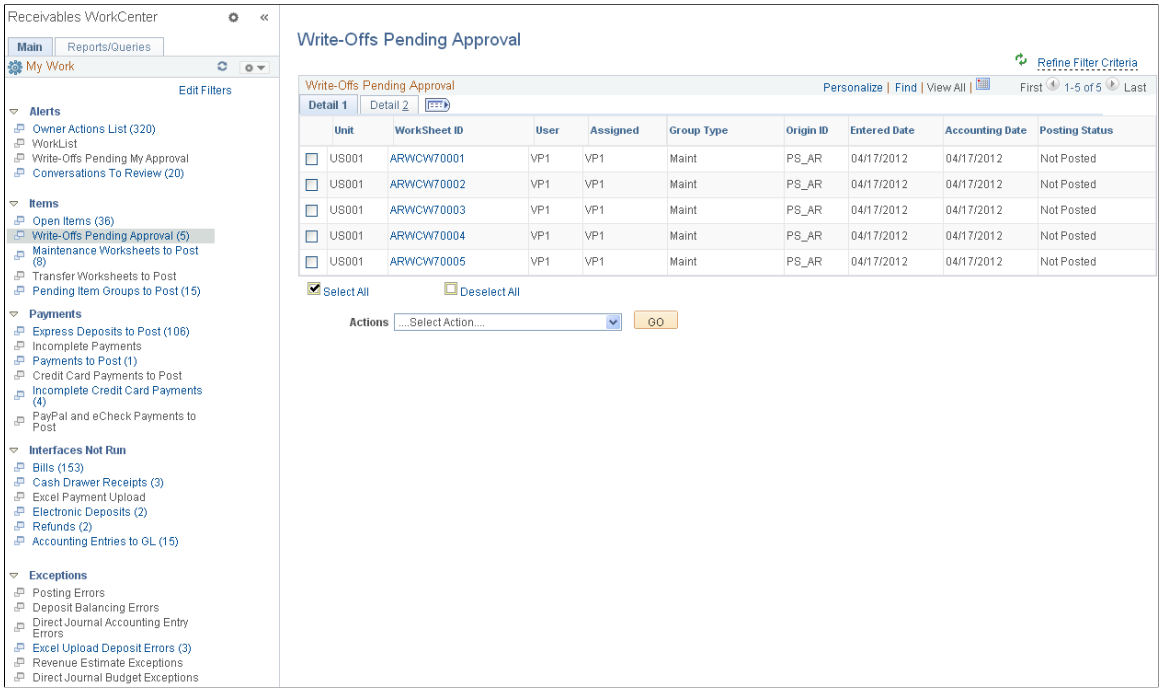
Use the Write-Offs Pending Approval page (AR_WC_ITEMS_SEL) to review Payment, Maintenance and Draft worksheets containing write-offs pending approval.

Navigation:

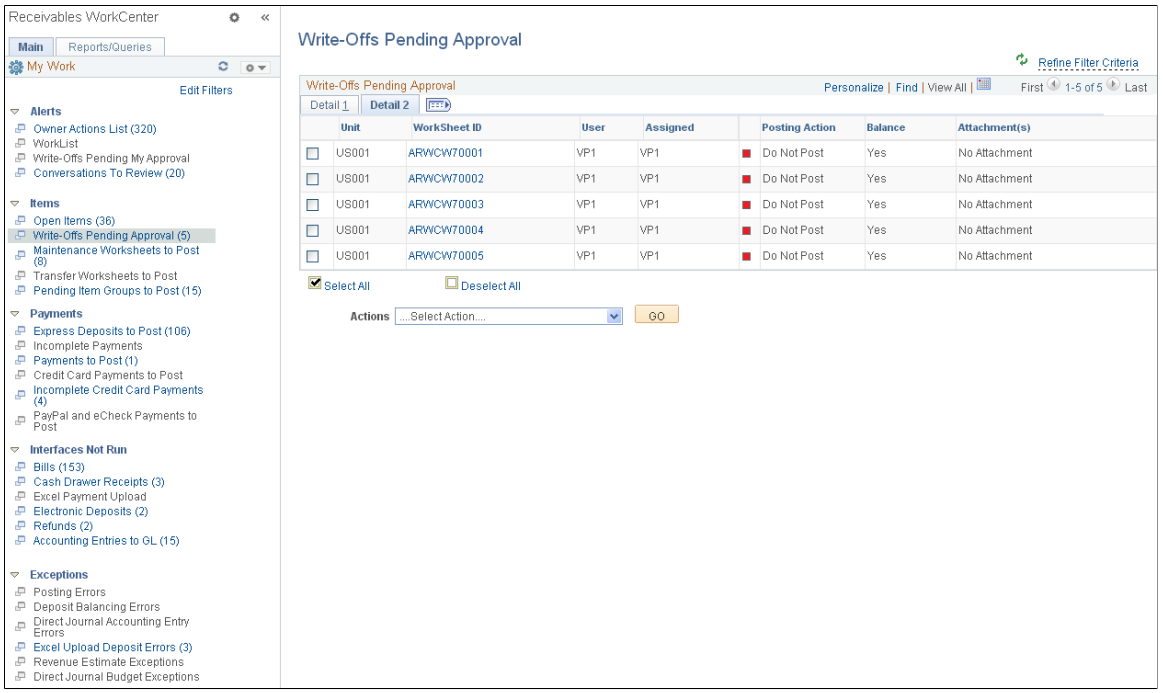
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Write-Offs Pending Approval** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Write-Offs Pending Approval Page - Detail 1 Tab.



This example illustrates the fields and controls on the Write-Offs Pending Approval page - Detail 2 tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
WorkSheet ID	Click the link associated with a worksheet ID to show worksheet details on the Worksheet Application page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Maintenance Worksheet, Worksheet Application). You can drill down into a worksheet to see approval history—including prior approvals, denials, and pushbacks—that exists for the selected worksheet.

See Maintaining Customer Accounts Using Worksheets

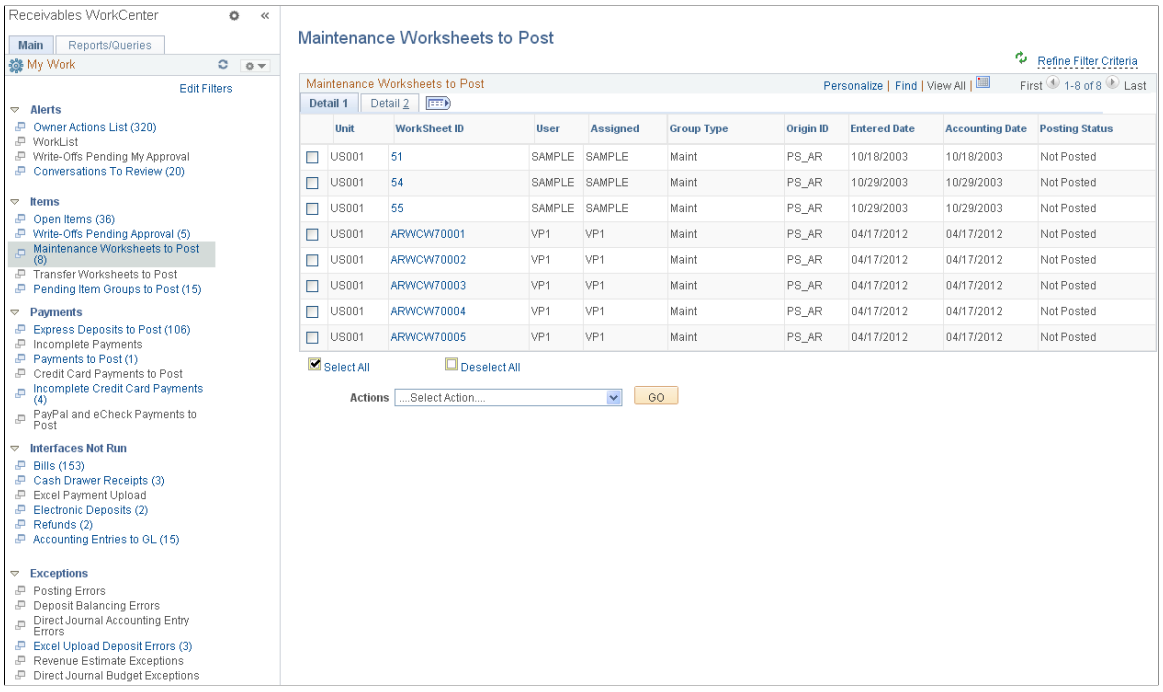
Maintenance Worksheets to Post Page

Use the Maintenance Worksheets to Post page (AR_WC_ITEMS_SEL) to review and manage one or more maintenance worksheets in the grid.

Navigation:

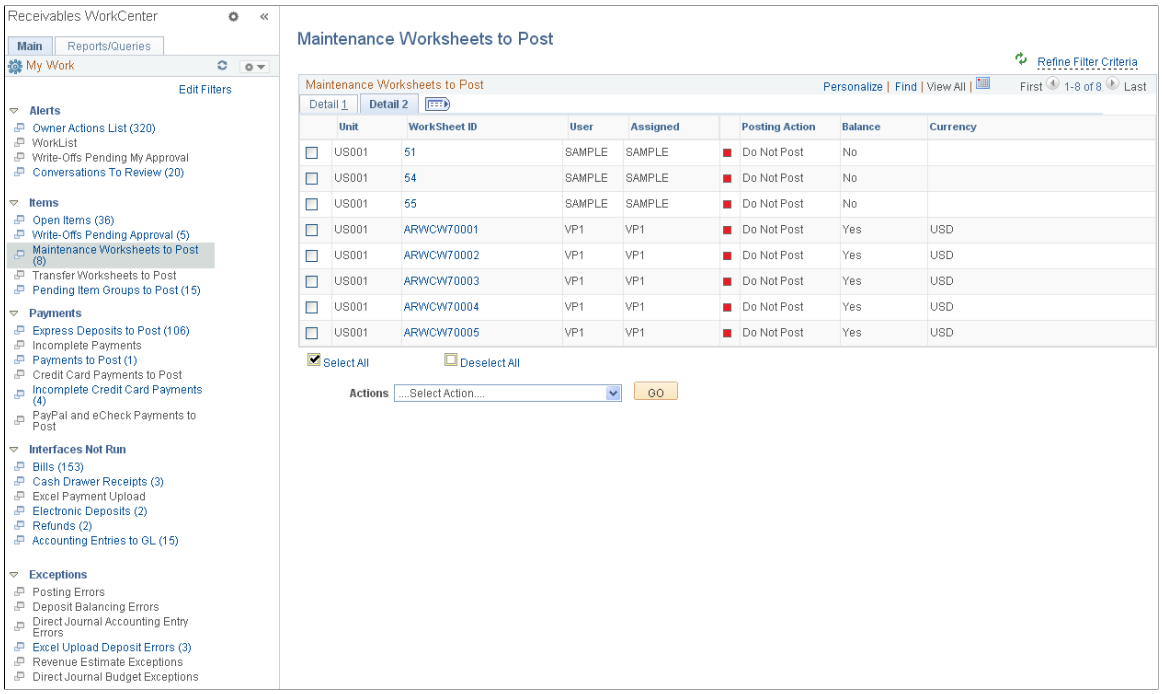
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Maintenance Worksheets to Post** link.

This example illustrates the fields and controls on the Maintenance Worksheets to Post Page - Detail 1 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Maintenance Worksheets to Post Page - Detail 2 Tab.



Note: Default filter values in this example show groups with a Posting Status = *Not Posted* and Posting Action = *No Action*. You must define these user filter values to achieve the same result.

Field or Control	***Description***
WorkSheet ID	Click the link associated with a worksheet ID to show the maintenance worksheet details on the Worksheet Application page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Maintenance Worksheet, Worksheet Application).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Perform an action on one or more maintenance worksheets that you select in the Maintenance Worksheets to Post grid, and click the GO button. Choose from these actions: • Delete Worksheet • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL To perform actions on individual worksheets, use the Worksheet Action page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet, Worksheet Action). See Maintaining Customer Accounts Using Worksheets.

Transfer Worksheets to Post Page

Use the Transfer Worksheets to Post page (AR_WC_ITEMS_SEL) to review transfer worksheets available to post.

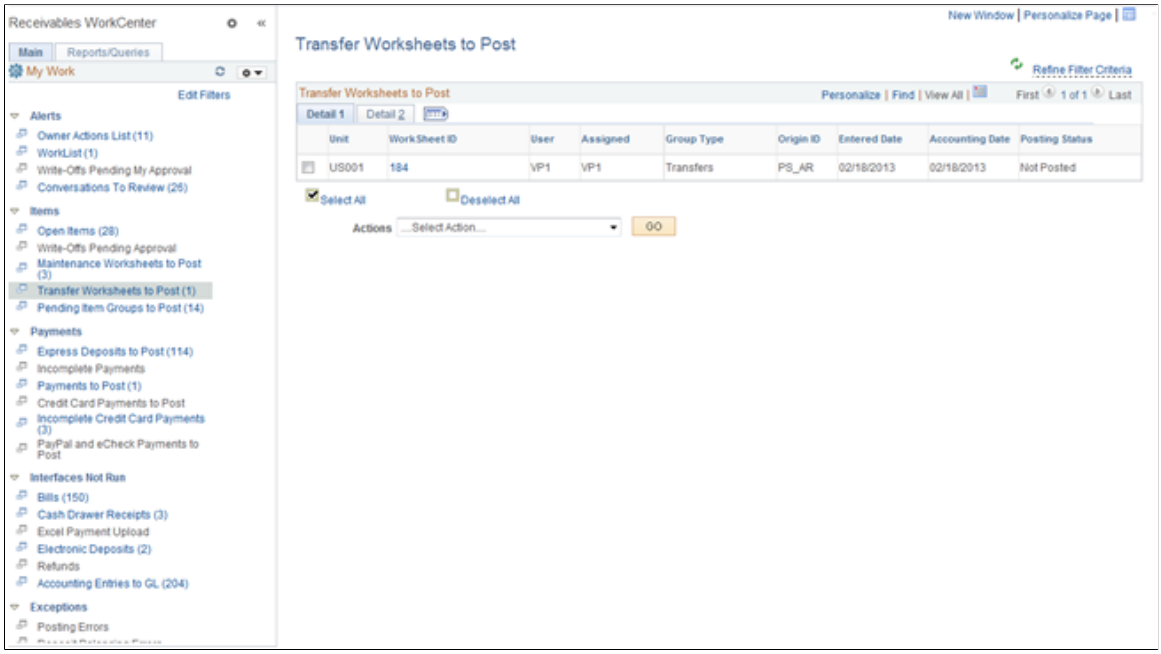
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.**

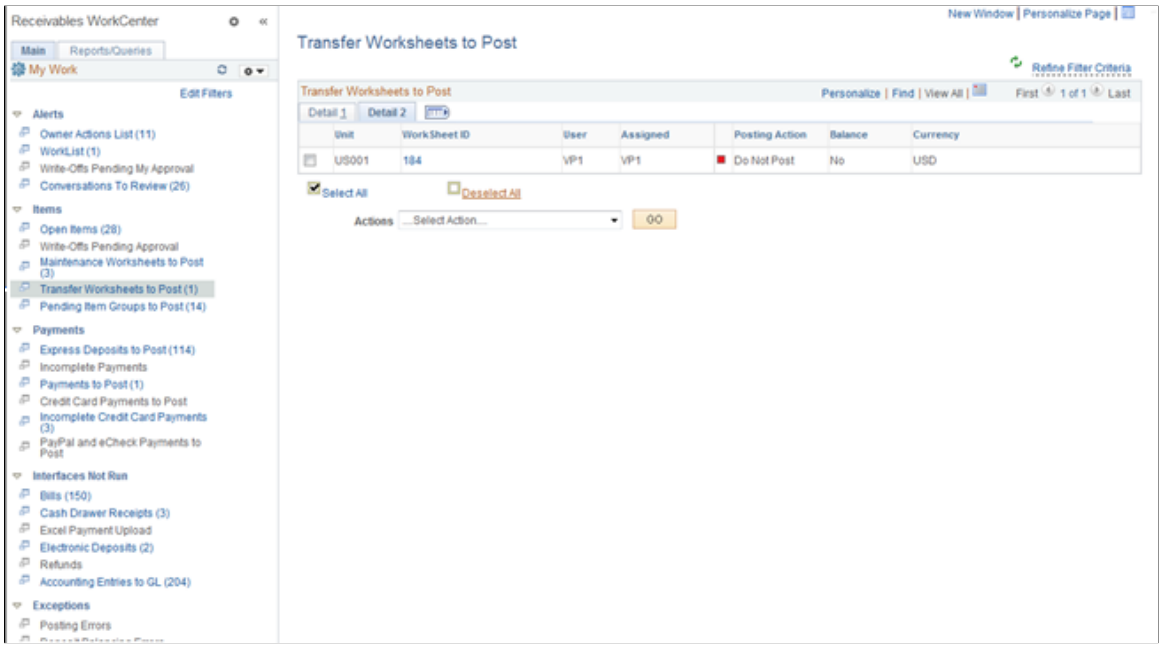
Click the **Items: Transfer Worksheets to Post** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Transfer Worksheets to Post Page - Detail 1 Tab.



This example illustrates the fields and controls on the Transfer Worksheets to Post Page - Detail 2 Tab.



Note: Default filter values in this example show groups with a Posting Status = *Not Posted* and Posting Action = *No Action*. You must define these user filter values to achieve the same result

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
WorkSheet ID	Click the link associated with a worksheet ID to show transfer worksheet details in the Transfer Worksheet component (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet), where you can transfer items to another customer or business unit, transfer doubtful receivables, and review and update accounting entries. See Transferring Items to Another Customer or Business Unit.
Actions	Perform an action on one or more transfer worksheets that you select in the Transfer Worksheets to Post grid, and click the GO button. Choose from these actions: • Delete Worksheet • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL See Transferring Items to Another Customer or Business Unit.

Pending Item Groups to Post Page

Use the Pending Item Groups to Post page (AR_WC_PNDITM_SEL) to review and select one or more pending item groups to delete or post.

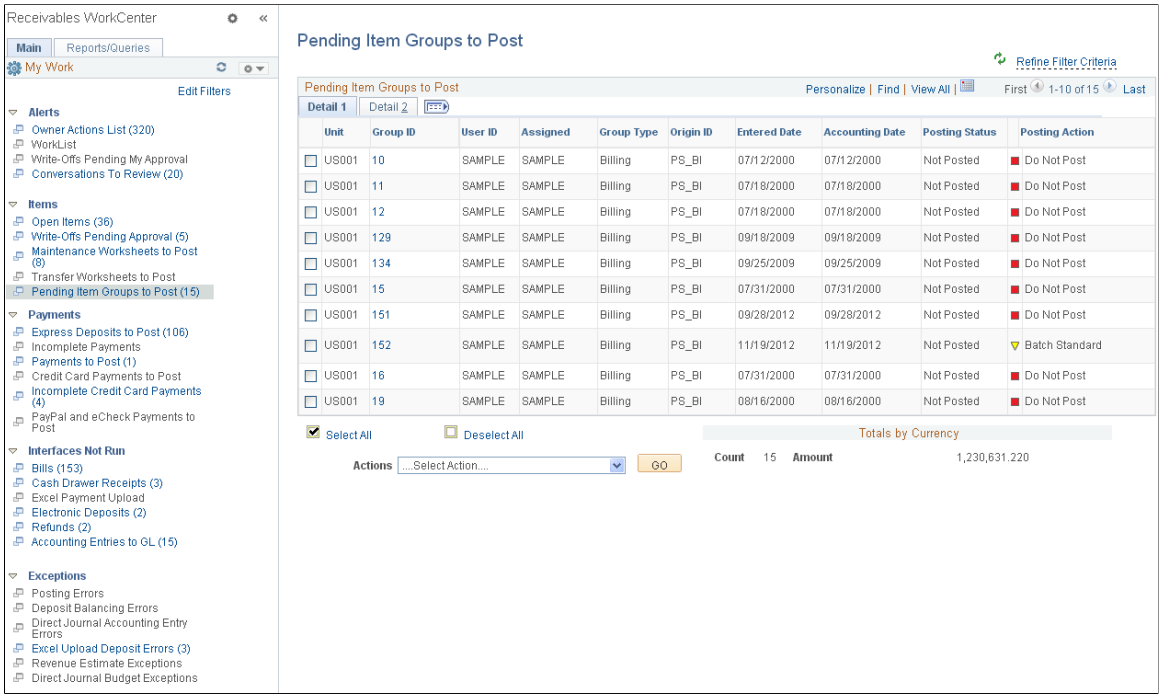
The Pending Item Groups to Post page displays pending items—including Online, External, and Overdue Charges items—to be processed in the Receivables system.

Navigation:

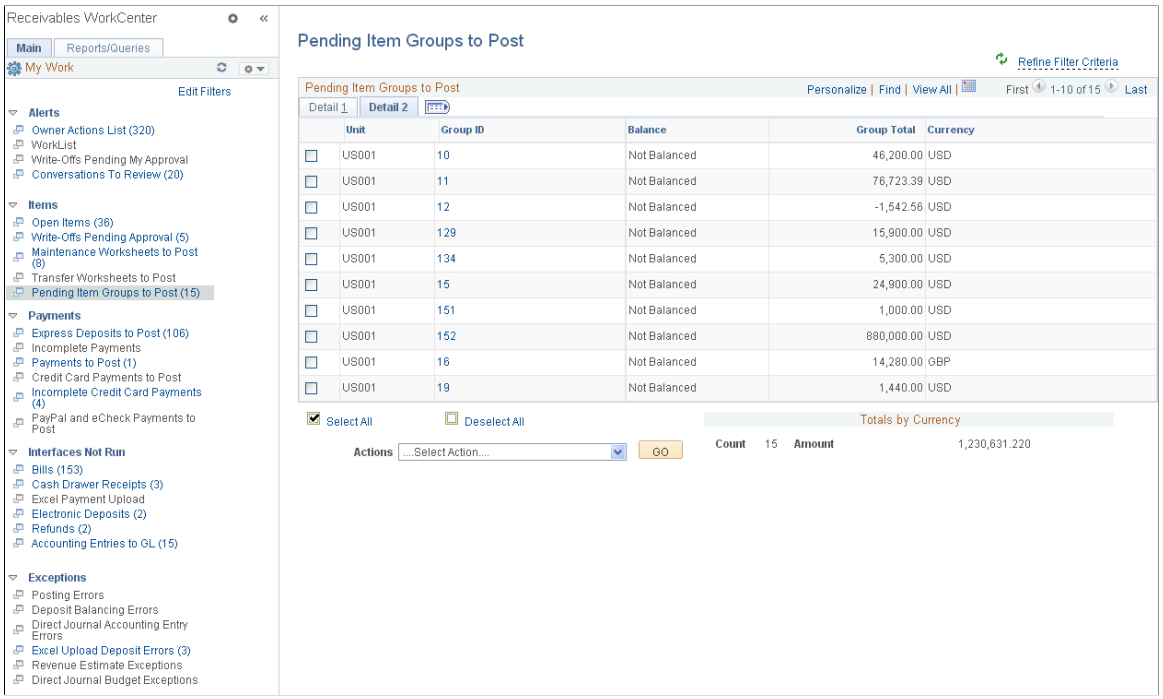
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Items: Pending Item Groups to Post** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Pending Item Groups to Post Page - Detail 1 Tab.



This example illustrates the fields and controls on the Pending Item Groups to Post Page - Detail 2 Tab.



Note: Default filter values in this example show groups with a Posting Status = *Not Posted* and Posting Action = *No Action*. You must define these user filter values to achieve the same result.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Group ID	Click a Group ID link to open the pending item details for the group. If a pending item group was loaded using a billing interface (Origin ID = PS_BI), the External Pending Item Entry pages open (Accounts Receivable, Pending Items, External Items). For pending items that were entered online (Origin ID = OBILL), the Online Pending Item Entry pages open (Accounts Receivable, Pending Items, Online Items). For Overdue Charges pending groups with a single customer/item, the Finance Single Entry Format component opens upon clicking the Group ID link. If multiple customers/items are associated with the Overdue Changes group, first a detail page displays all the transactions associated with the group. Click the Item ID link on the detail page to view the respective Finance Single Entry Format component pages. See Entering or Updating Pending Items.
Actions	Perform an action on one or more groups that you select in the Pending Item Groups to Post grid, and click the GO button. Choose from these actions: • Delete Group • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL All actions except for *Post Now* and *Post Now to GL* are allowed for Overdue Charges and External items. To perform actions on groups one at a time, you can also use the Group Action page (Accounts Receivable, Pending Items, External Items, Group Entry, Group Action or Accounts Receivable, Pending Items, Online Items, Group Entry, Group Action). See Group Action Page - External Items.
Totals by Currency	Displays the sum of Control Amounts of the items in the Control Currency. If the Control Currency is not specified at the transaction level, then the system will not display a currency code for the amount.

Payments

The Payments group level includes these links to transaction areas:

- Express Deposits to Post

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Incomplete Payments
- Payments to Post
- Credit Card Payments to Post
- Incomplete Credit Card Payments

Note: Pages that do not include an alternate navigation are accessible only through the Receivables WorkCenter.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Express Deposits to Post	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Express Deposits to Post** link.	Review and select one or more express deposits to post.
Incomplete Payments	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Incomplete Payments** link.	Review a list of incomplete payments.
Payments to Post	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Payments to Post** link. Or **Accounts Receivable** > **Payments** > **Review Payments** > **Payments Set to Post** > **Payments Set to Post**	Review and select one or more payment worksheets to post the next time you run Receivables Update processing.
Credit Card Payments to Post	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Credit Card Payments to Post** link.	Review and select one or more credit card payment worksheets to post the next time you run Receivables Update processing.
Incomplete Credit Card Payments	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Incomplete Credit Card Payments** link.	Review credit card payments that have not been authorized or settled. Select and correct, resubmit, or delete one or more incomplete credit card payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Electronic Payments to Post	AR_WC_PYMNT_SELe	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Electronic Payments to Post** link.	Review and post electronic check and PayPal payments.

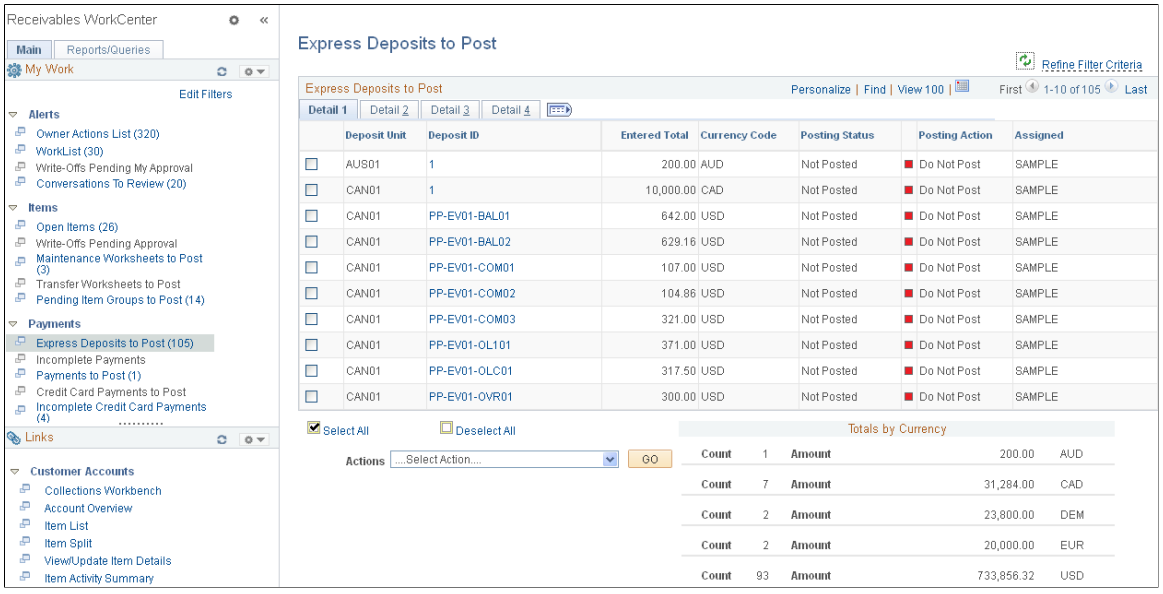
Express Deposits to Post Page

Use the Express Deposits to Post page (AR_WC_PYMNT_SEL) to review and select one or more express deposits to post.

Navigation:

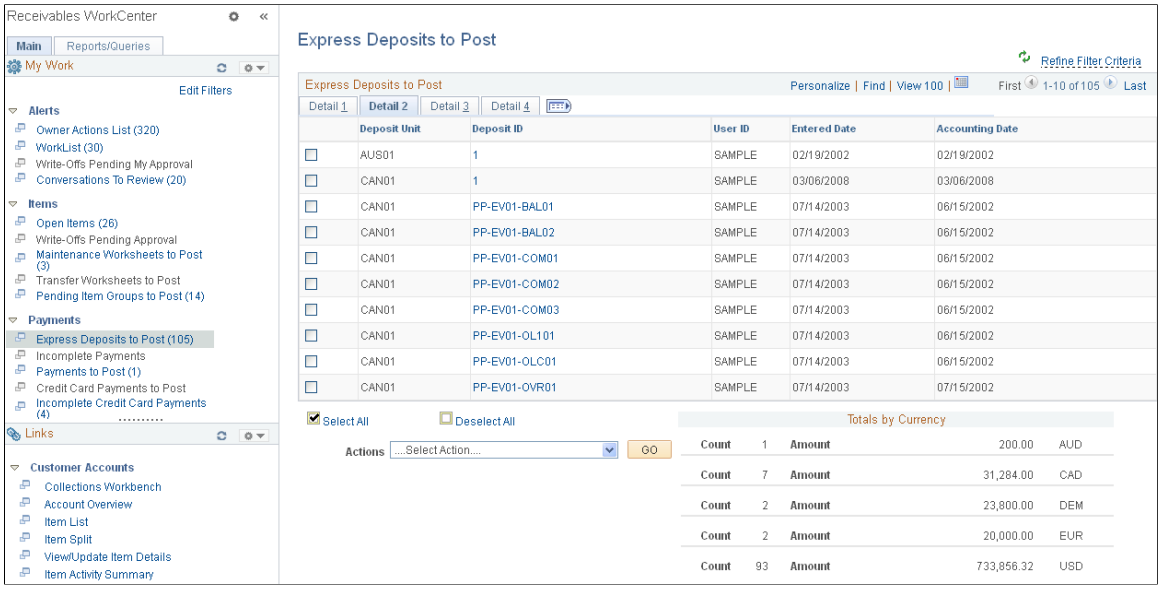
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Express Deposits to Post** link.

This example illustrates the fields and controls on the Express Deposits to Post Page - Detail 1 Tab.

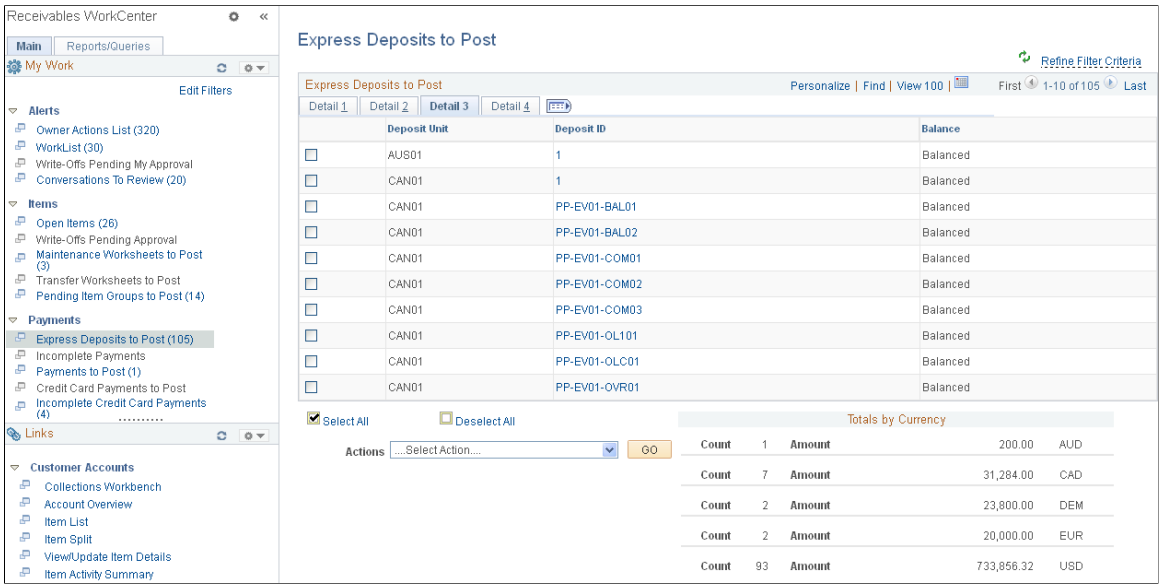


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Express Deposits to Post Page - Detail 2 Tab.

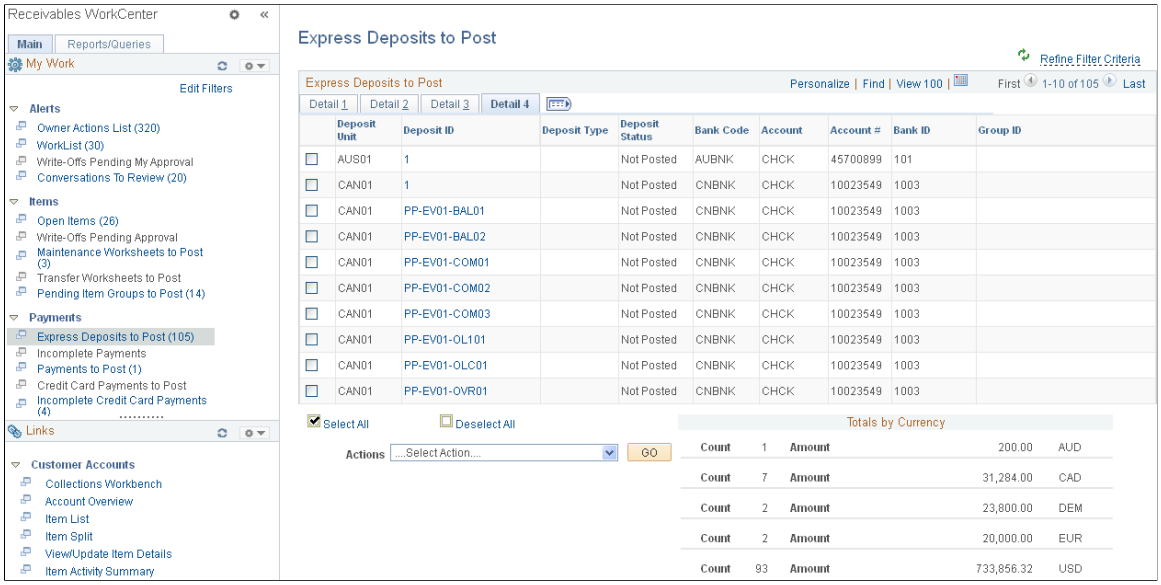


This example illustrates the fields and controls on the Express Deposits to Post Page - Detail 3 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Express Deposits to Post Page - Detail 4 Tab.



Field or Control	***Description***
Deposit ID	Click the Deposit ID link to open the Express Deposit (PAYMENT_EXPRESS) component (Accounts Receivable, Payments, Online Payments, Express Deposit), where you can enter express deposit totals, enter and apply payments with express deposit, and select an express deposit action. See Entering Express Deposits.
Actions	Perform an action on one or more payment groups that you select in the Express Deposits to Post grid, and click the GO button. Choose from these actions: • Delete Payment Group • Batch Standard • Do Not Post To perform actions on express deposits one at a time, you can also use the Express Deposit - Action page (Accounts Receivable, Payments, Online Payments, Express Deposit, Action). See Express Deposit - Action Page.

Incomplete Payments Page

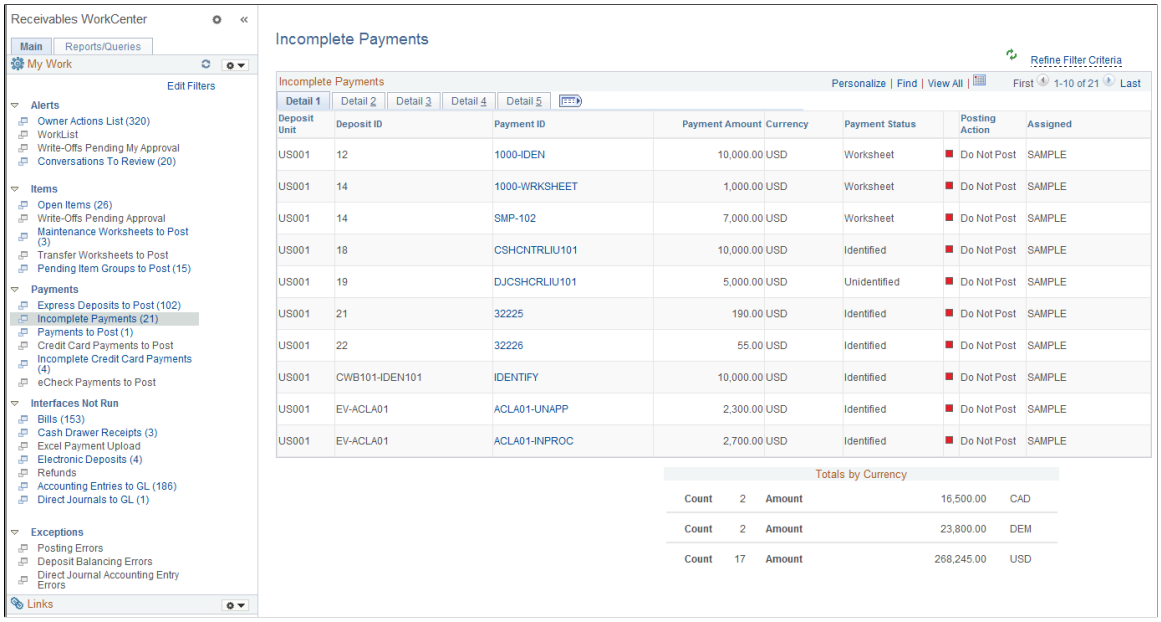
Use the Incomplete Payments page (AR_WC_PYMNT_SEL) to review a list of incomplete payments.

Navigation:

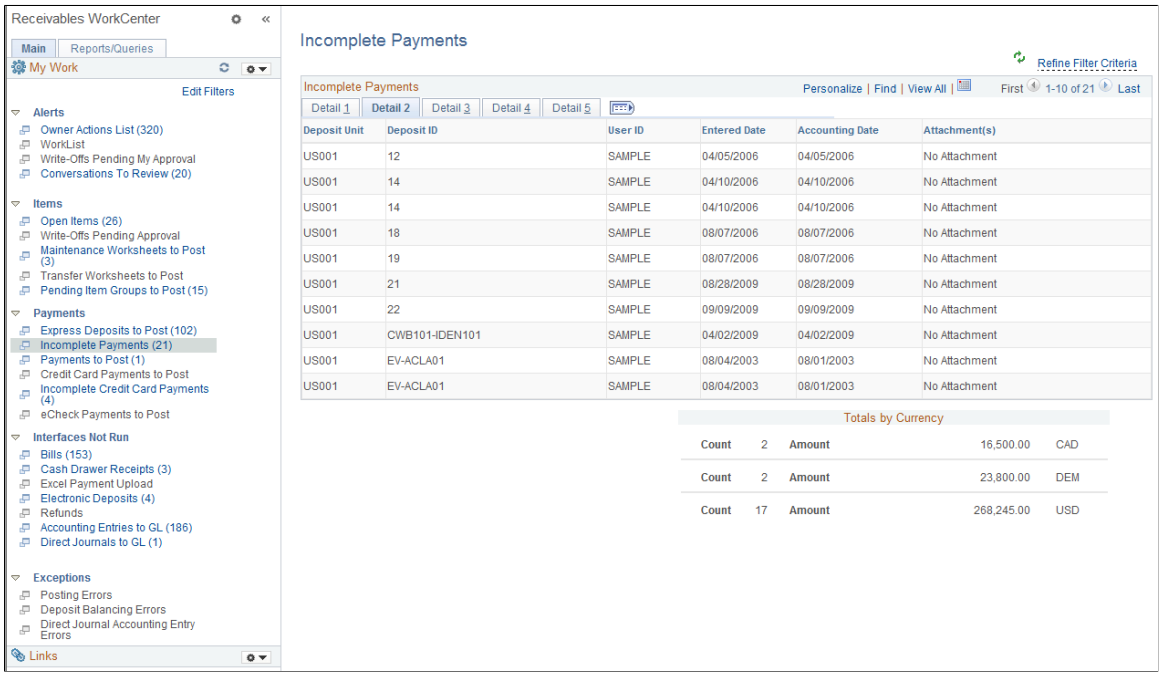
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Incomplete Payments** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Incomplete Payments Page - Detail 1 Tab.

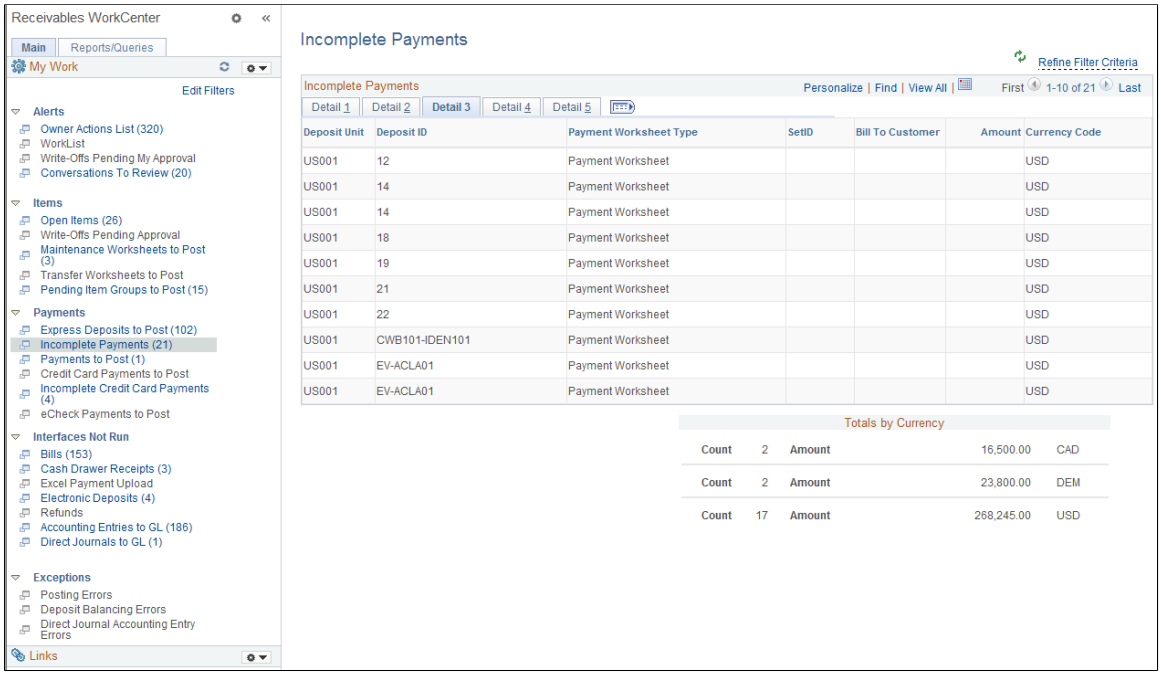


This example illustrates the fields and controls on the Incomplete Payments Page - Detail 2 Tab.

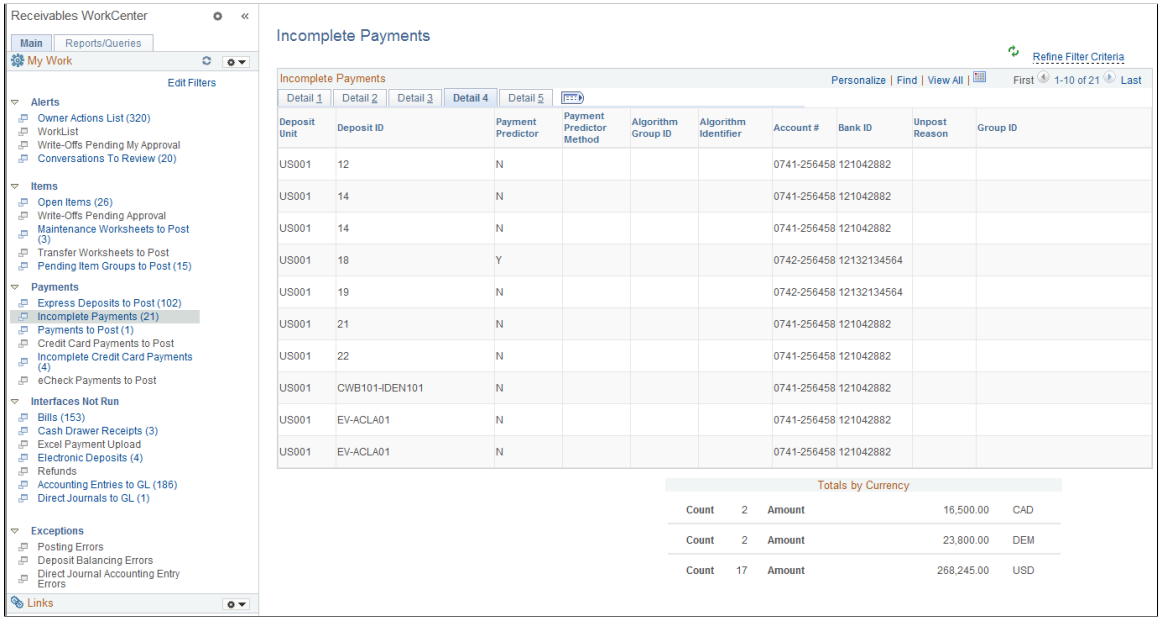


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Incomplete Payments Page - Detail 3 Tab.

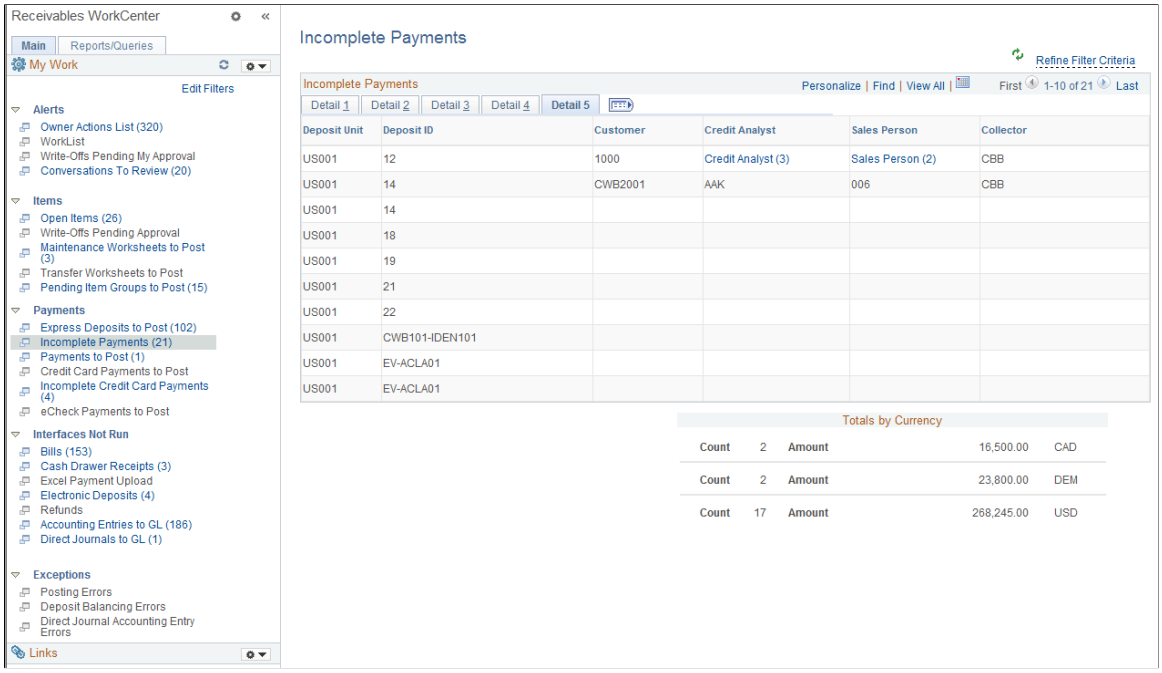


This example illustrates the fields and controls on the Incomplete Payments Page - Detail 4 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Incomplete Payments Page - Detail 5 Tab.



The Incomplete Payments grid shows items with these statuses:

- Unidentified Status
- Identified Status
- Worksheet Status

Field or Control	***Description***
Payment ID	Click the link associated with a payment ID to access the All Payments page (Accounts Receivable, Payments, Review Payments, All Payments, All Payments or Accounts Receivable, Payments, Review Payments, Payment Status, All Payments), where you can review payment status details. See Looking Up Information About Payments.

Payments to Post Page

Use the Payments to Post page (AR_WC_PYMNT_SEL) to review and select one or more payment worksheets to post the next time you run Receivables Update processing.

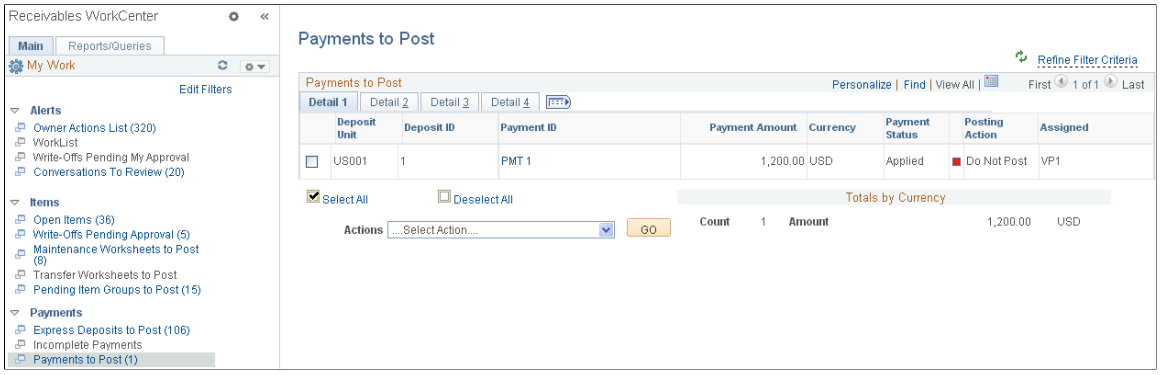
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Payments to Post** link.

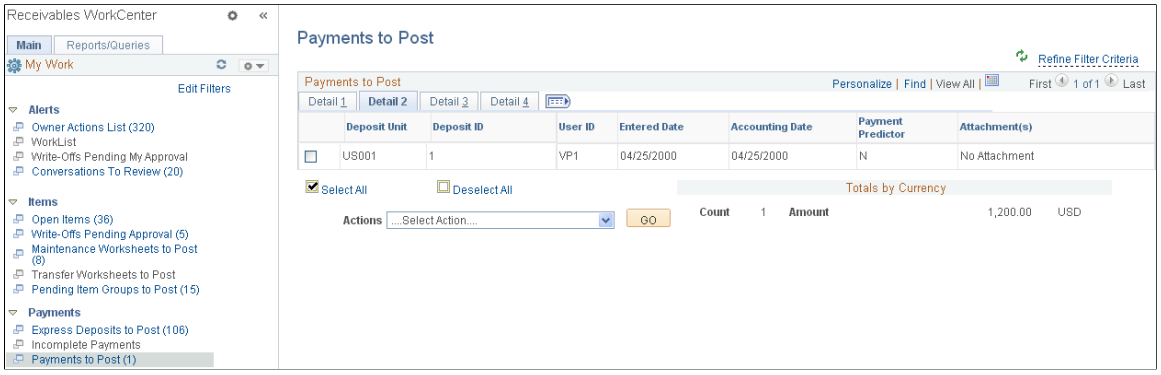
Or **Accounts Receivable** > **Payments** > **Review Payments** > **Payments Set to Post** > **Payments Set to Post**.

Copyright © 1988, 2025, Oracle and/or its affiliates.

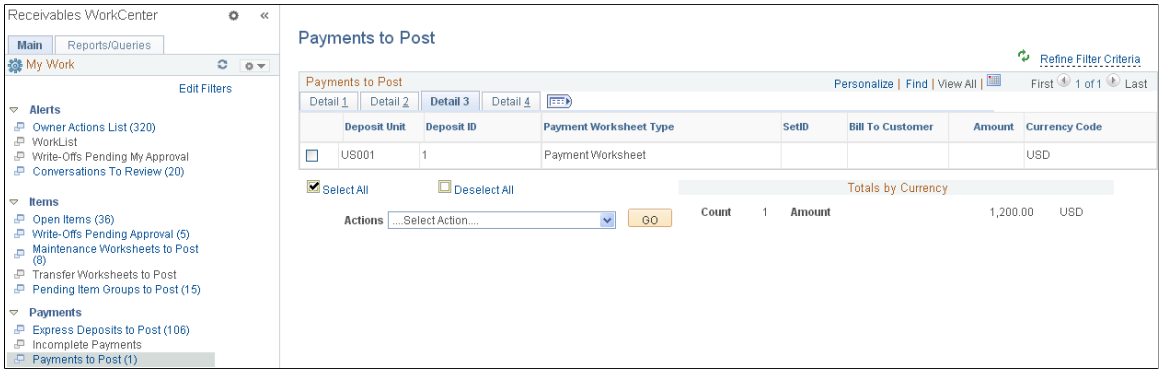
This example illustrates the fields and controls on the Payments to Post Page - Detail 1 Tab.



This example illustrates the fields and controls on the Payments to Post Page - Detail 2 Tab.

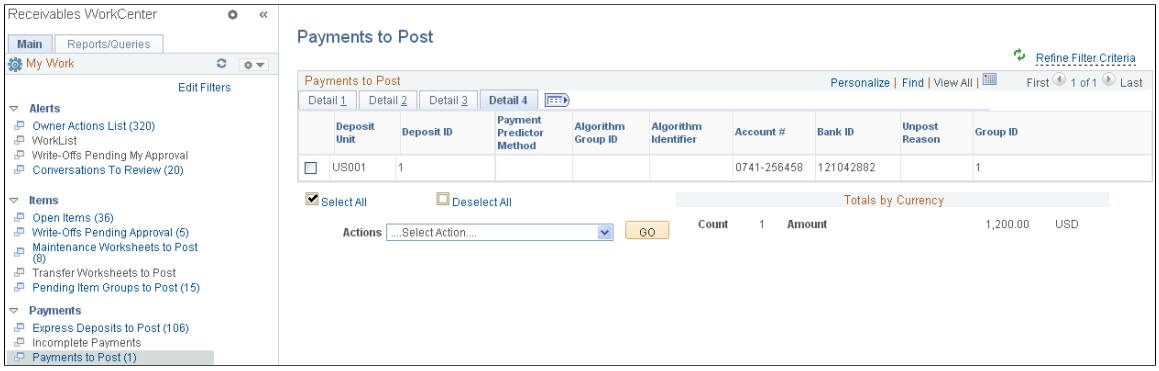


This example illustrates the fields and controls on the Payments to Post Page - Detail 3 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payments to Post Page - Detail 4 Tab.



Field or Control	*Description*
Payment ID	Click the link associated with a payment ID to access the All Payments page (Accounts Receivable, Payments, Review Payments, All Payments, All Payments or Accounts Receivable, Payments, Review Payments, Payment Status, All Payments), where you can review payment status details. See Looking Up Information About Payments.
Actions	Perform an action on one ore more payment groups that you select in the Payments to Post grid and click the **GO** button. Choose from these actions: • Delete Payment Group • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL To perform actions on payment groups one at a time, you can also use the Groups Set To Post page (Accounts Receivable, Pending Items, Review Items, Groups Set To Post, Groups Set To Post). See Setting Groups to Post.

Credit Card Payments to Post

Use the Credit Card Payments to Post page (AR_WC_PYMNT_SEL) to review and select one or more credit card payment worksheets to post the next time you run Receivables Update processing.

Navigation:

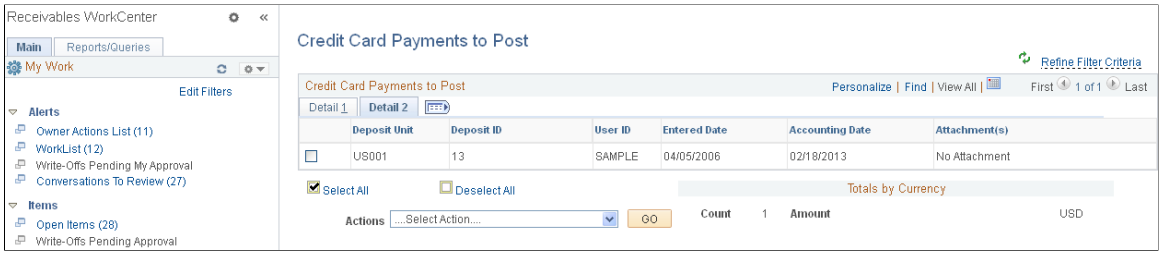
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Credit Card Payments to Post** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Credit Card Payments to Post Page - Detail 1 Tab.



This example illustrates the fields and controls on the Credit Card Payments to Post Page - Detail 2 Tab.



Field or Control	***Description***
Payment ID	Click the link associated with a payment ID to access the All Payments page (Accounts Receivable, Payments, Review Payments, All Payments, All Payments or Accounts Receivable, Payments, Review Payments, Payment Status, All Payments), where you can review payment status details. See Looking Up Information About Payments.
	Click the Credit Card Details icon to open the Credit Card Details page (Accounts Receivable, Credit Card, Credit Card Workbench, and click the Credit Card Details button, or click the Pay Balance by Credit Card link on the Account Overview - Balances page), where you can view or modify the customer's credit card details and settle a credit card transaction. See Understanding Credit Card Processing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Perform an action on one or more payment groups that you select in the Credit Card Payments to Post grid, and click the **GO** button. Choose from these actions: • Delete Payment Group • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL To perform actions on credit card payment groups one at a time, you can use the Credit Card Worksheet Application page (Accounts Receivable, Credit Cards, Update Worksheet, Worksheet Application). See Creating Credit Card Payments Using the Credit Card Worksheet.

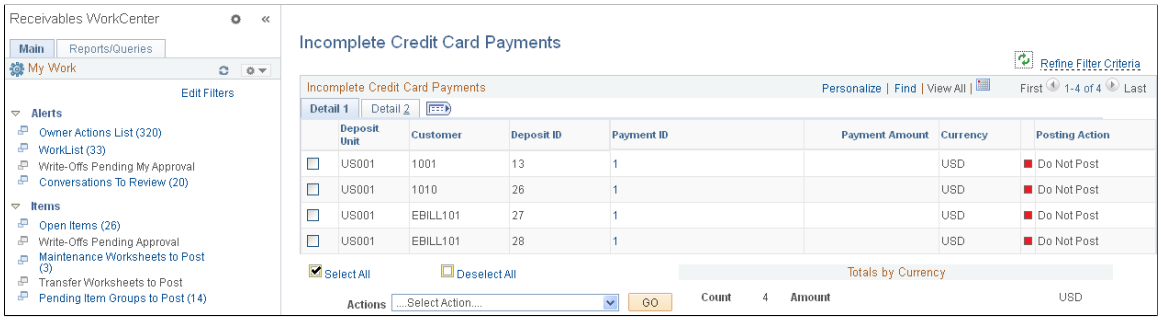
Incomplete Credit Card Payments Page

Use the Incomplete Credit Card Payments page (AR_WC_PYMNT_SEL) to review credit card payments that have not been authorized or settled. Select and correct, resubmit, or delete one or more incomplete credit card payments.

Navigation:

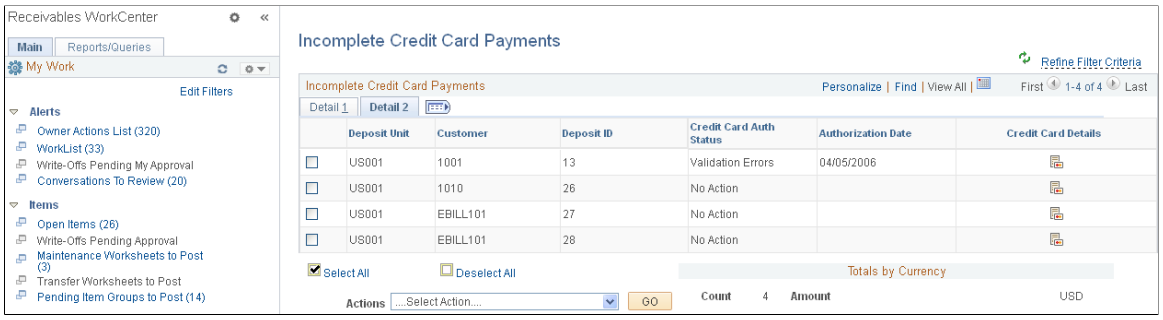
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Payments: Incomplete Credit Card Payments** link.

This example illustrates the fields and controls on the Incomplete Credit Card Payments Page - Detail 1 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Incomplete Credit Card Payments Page - Detail 1 Tab.



Field or Control	***Description***
Payment ID	Click the link associated with a payment ID to access the Credit Card Worksheet page (Accounts Receivable, Credit Cards, Credit Card WorkBench, Update Worksheet), where you can review credit card payments. See Creating Credit Card Payments Using the Credit Card Worksheet.
	Click the Credit Card Details icon to open the Credit Card Details page (Accounts Receivable, Credit Card, Credit Card Workbench, and click the Credit Card Details button, or click the Pay Balance by Credit Card link on the Account Overview - Balances page), where you can view or modify the customer's credit card details and settle a credit card transaction. See Understanding Credit Card Processing.
Actions	Perform an action on one or more incomplete credit card payments that you select in the Incomplete Credit Card Payments grid, and click the GO button. Choose from these actions: • Authorize and Settle Now • Cancel Settlement Request • Delete Payment Group You can also perform actions on incomplete credit card payments on the Credit Card WorkBench (Accounts Receivable, Credit Cards, Credit Card WorkBench). See Resolving Credit Card Payment Exceptions.

Electronic Payments to Post

Use the Electronic Payments to Post page (AR_WC_PYMNT_SEL) to review and post electronic check and PayPal payments.

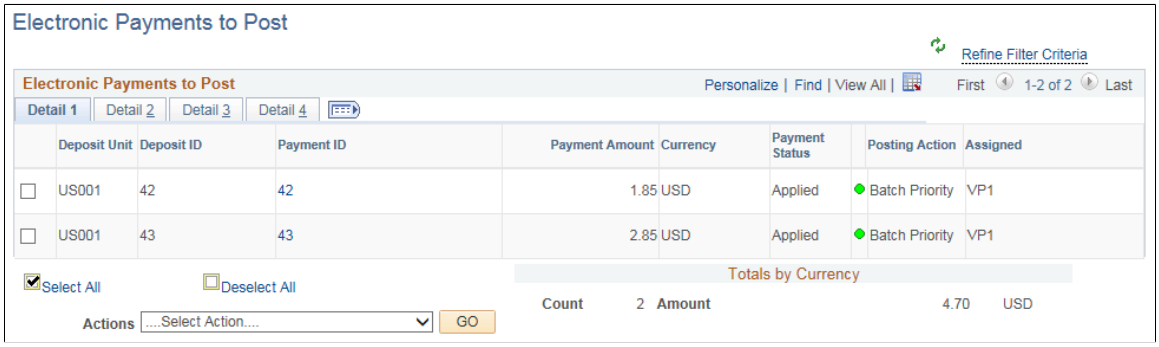
Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

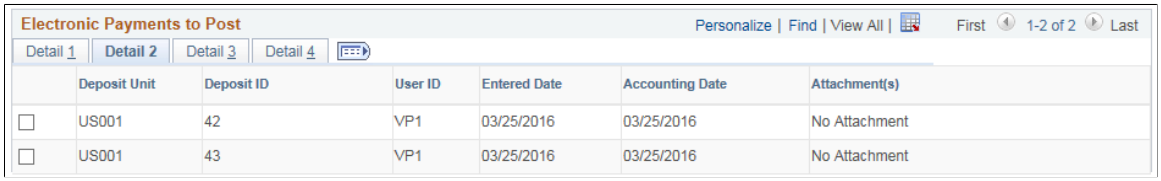
Accounts Receivable > Receivables WorkCenter > My Work pagelet.

Click the **Payments: Electronic Payments to Post** link.

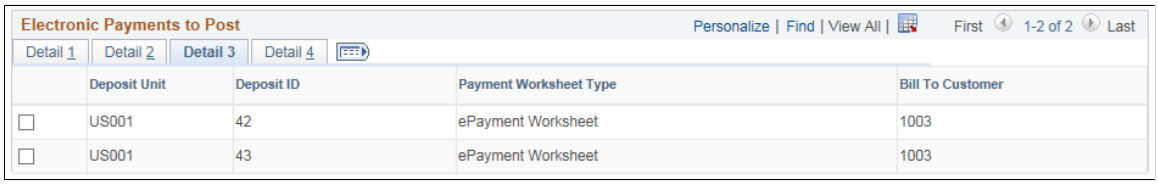
This example illustrates the fields and controls on the Electronic Payments to Post Page - Detail 1 Tab.



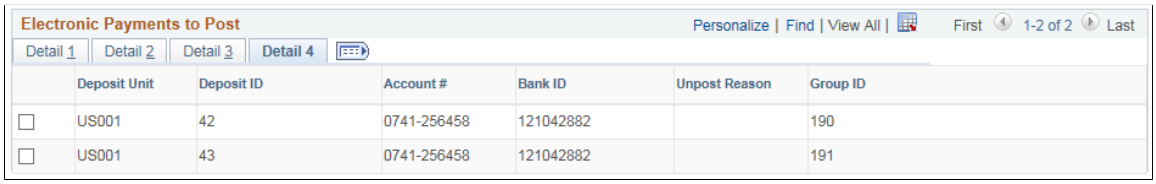
This example illustrates the fields and controls on the Electronic Payments to Post Page - Detail 2 Tab.



This example illustrates the fields and controls on the Electronic Payments to Post Page - Detail 3 Tab.



This example illustrates the fields and controls on the Electronic Payments to Post Page - Detail 4 Tab.



Field or Control	***Description***
Payment ID	Click the link associated with a payment ID to access the All Payments page (Accounts Receivable, Payments, Review Payments, All Payments, All Payments or Accounts Receivable, Payments, Review Payments, Payment Status, All Payments), where you can review payment status details. See Looking Up Information About Payments.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Perform an action on one or more payment groups that you select in the Electronic Payments to Post grid, and click the GO button. Choose from these actions: • Delete Payment Group • Batch Priority • Batch Standard • Do Not Post • Post Now • Post Now to GL
Payment Worksheet Type	Displays *ePayment Worksheet*. For more information, see Processing ePayments in Receivables.

Interfaces Not Run

The Interfaces Not Run group level includes these links to transaction areas:

- Bills
- Cash Drawer Receipts
- Excel Payment Upload
- Electronic Deposits
- Refunds
- Accounting Entries to GL
- Direct Journals to GL

Note: Pages that do not include an alternate navigation are accessible only through the Receivables WorkCenter.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Bills	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Interfaces Not Run: Bills** link.	Displays bills from BI_HDR available to be sent from Billing to AR.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Cash Drawer Receipts	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Cash Drawer Receipts** link.	Displays CDR_RECEIPT rows that have not been loaded into the payment staging tables and for which the Process Cash Drawer Receipts (CDR_LOADPMT) process still needs to be run.
Excel Payment Upload	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Excel Payment Upload** link listed under Interfaces Not Run.	Displays DEPOSIT_EXCEL rows that have not been loaded into the payment staging tables. The Excel Edit process (AR_EXCL_EDIT) needs to be run.
Electronic Deposits	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Electronic Deposits** link.	Review and select one or more pending item groups to delete, post, or unpost.
Refunds	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Refunds** link.	Displays ITEM_ACTIVITY refund transactions that have not been distributed to AP.
Accounting Entries to GL	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Accounting Entries to GL** link.	Displays ITEM_ACTIVITY ready to be sent to GL via Journal Generator.
Direct Journals to GL	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Direct Journals to GL** link.	Displays completed direct journal payments ready to be sent to the GL system.
Cash Control Entries to GL	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Cash Control Entries to GL** link.	Displays completed cash control entries ready to be sent to GLsystem.

Copyright © 1988, 2025, Oracle and/or its affiliates.

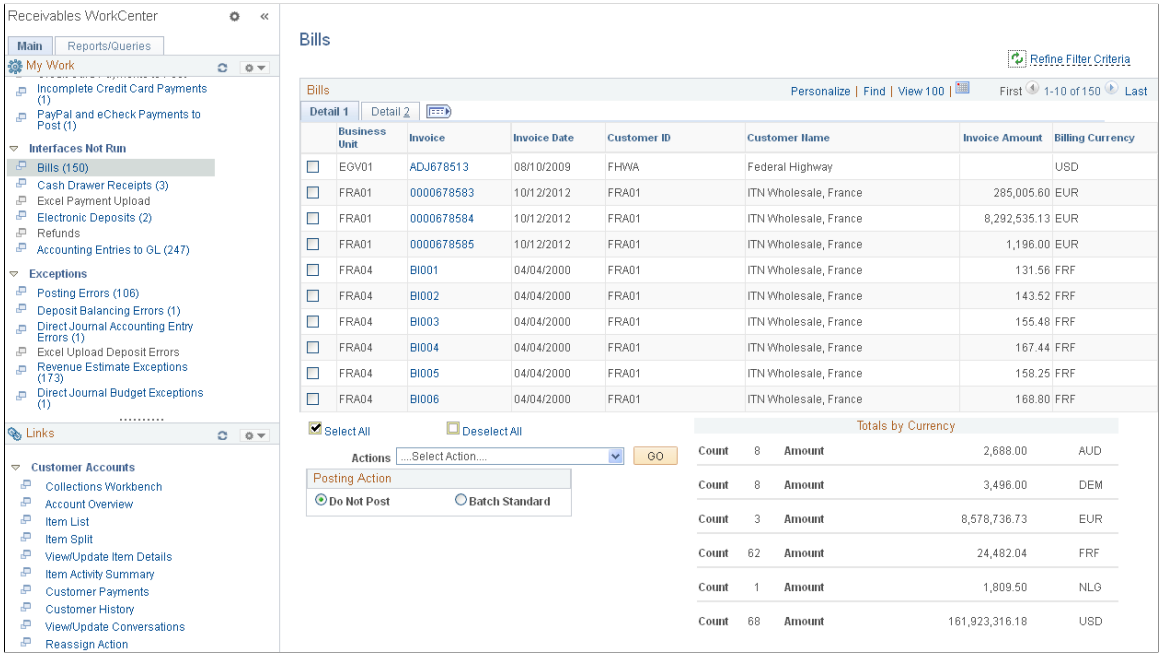
Bills Page

Use the Bills page (AR_WC_INTFC_SEL) to display bills from BI_HDR available to be sent from Billing to AR.

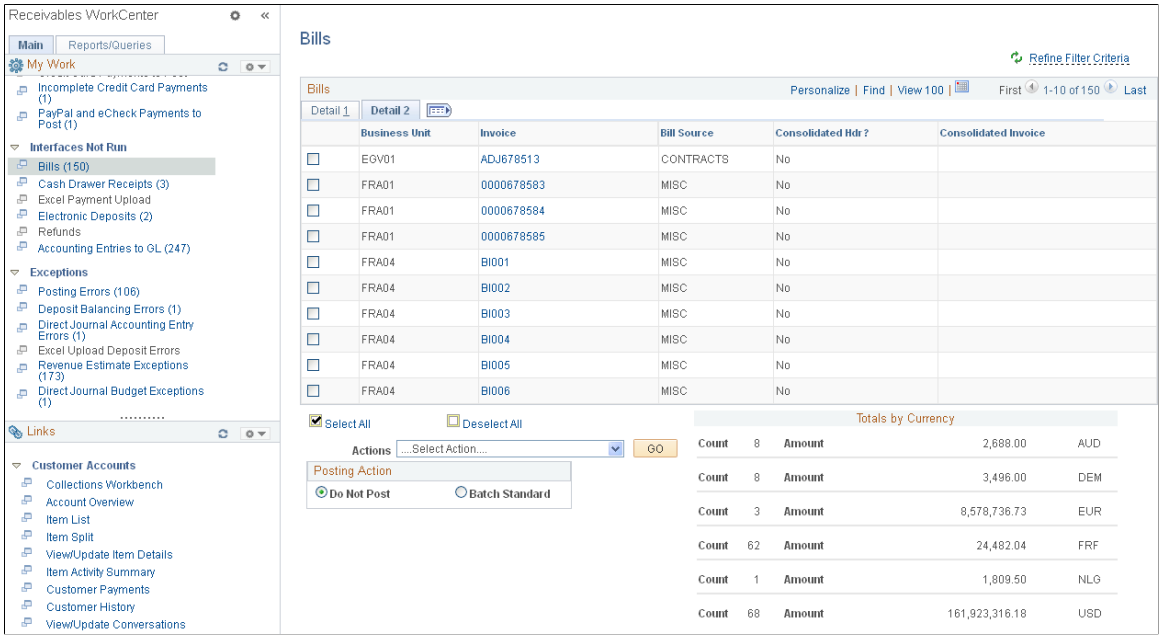
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Interfaces Not Run: Bills** link.

This example illustrates the fields and controls on the Bills Page - Detail 1 Tab.



This example illustrates the fields and controls on the Bills Page - Detail 2 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Perform this action on one or more bills that you select in the Bills grid, and click the **GO** button: Load Invoices to AR Use this action to initiate the Load AR Pending Items Application Engine process (BILDAR01), which loads the item or items you have selected into PeopleSoft Receivables. If you use a third-party billing system, you must develop an interface to populate the pending item tables. See “Running the Load AR Pending Items Process (BILDAR01)” (PeopleSoft Billing). See Understanding Pending Item Entry. The run control ID for this process is generated using auto-numbering with this prefix: ARWC_LDAR.

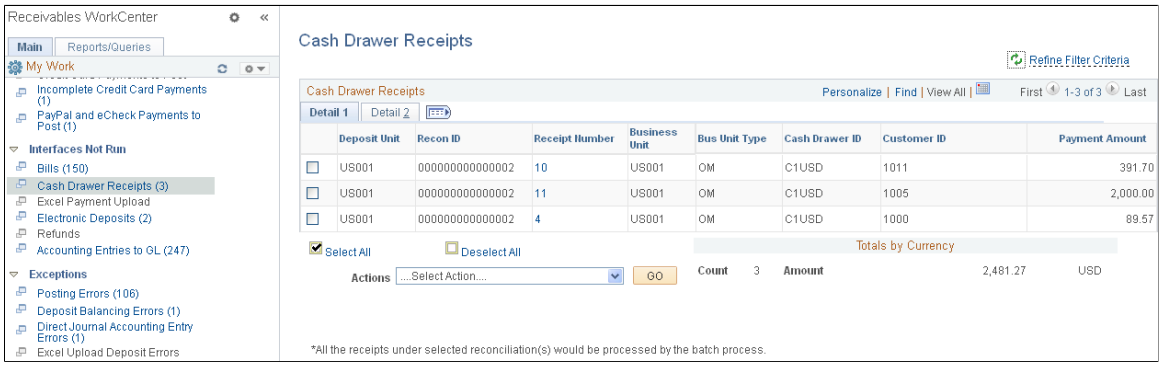
Cash Drawer Receipts Page

Use the Cash Drawer Receipts page (AR_WC_INTFC_SEL) to display CDR_RECEIPT rows that have not been loaded into the payment staging tables and for which the Process Cash Drawer Receipts (CDR_LOADPMT) process still needs to be run.

Navigation:

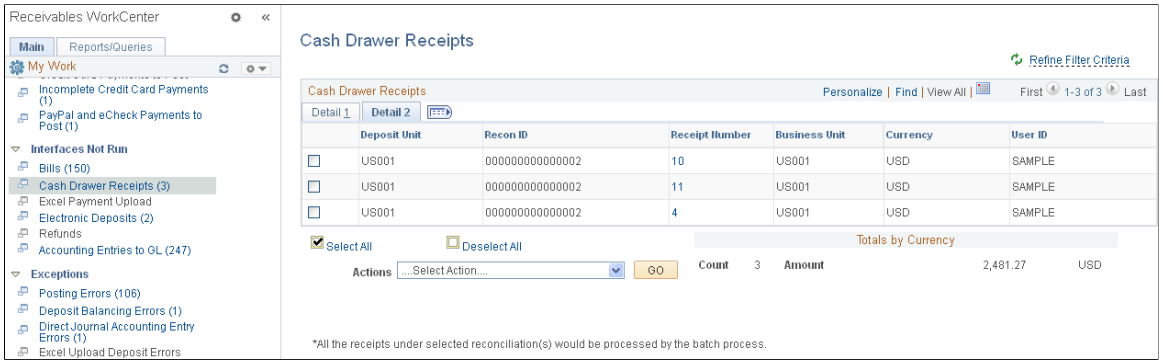
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Cash Drawer Receipts** link.

This example illustrates the fields and controls on the Cash Drawer Receipts Page - Detail 1 Tab.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Cash Drawer Receipts Page - Detail 2 Tab.



Field or Control	*Description*
Actions	Select this action from the list to apply to all receipts shown in the grid and click the **GO** button. Process Receipts This grid does not allow individual rows to be selected for processing. When you select the *Process Receipts* action, the system opens the Process Cash Drawer Receipts page, where you can select the receipts to process, and initiate Cash Drawer Receipts processing (CDR_LOADPMT) to send payments to Accounts Receivable. See Receiving Cash Drawer Payments. See “Using the Cash Drawer” (PeopleSoft Order Management). The run control ID for this process is generated using auto-numbering with this prefix: ARWC_CDR.

Excel Payment Upload Page

Use the Excel Payment Upload page (AR_WC_PYMNT_SEL) to display DEPOSIT_EXCEL rows that have not been loaded into the payment staging tables. The Excel Edit process (AR_EXCL_EDIT) needs to be run.

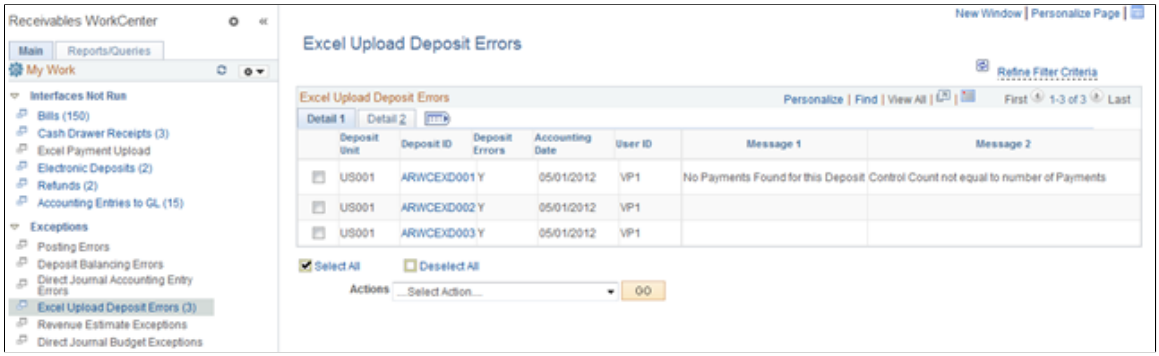
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.**

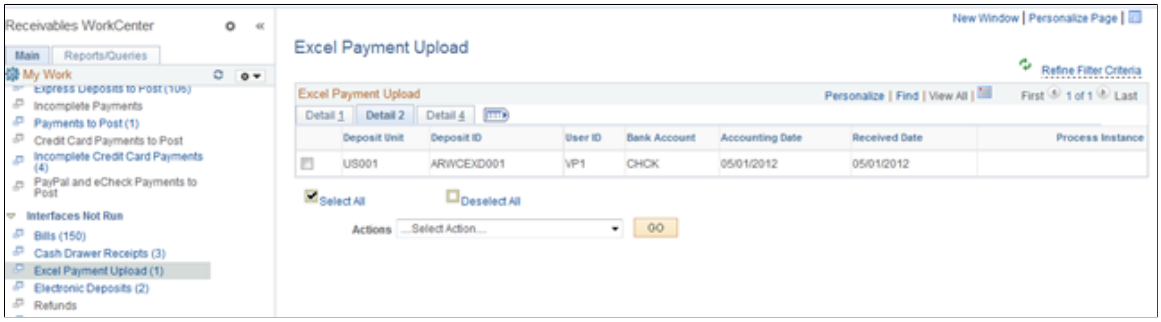
Click the **Excel Payment Upload** link listed under Interfaces Not Run.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Excel Payment Upload Page - Detail 1 Tab.



This example illustrates the fields and controls on the Excel Payment Upload Page - Detail 2 Tab.



Field or Control	***Description***
Deposit ID	Click the Deposit ID link to open the Express Deposit (PAYMENT_EXPRESS) component (Accounts Receivable, Payments, Online Payments, Express Deposit) for the selected deposit, where you can enter express deposit totals, enter and apply payments with express deposit, and select an express deposit action. See Entering Express Deposits.
Actions	Select the following action from the list to apply to all deposits shown in the grid, and click the **GO** button: Excel Payment Upload This grid does not allow individual rows to be selected for processing. When you select the *Excel Payment Upload* action, the system sends rows in the grid to the Excel Payment Upload Process page, where you can select the payments to process, and initiate the Excel Edit process (AR_EXCL_EDIT). See Receiving and Editing Spreadsheet Payments. The run control ID for this process is generated using auto-numbering with this prefix: ARWC_EXL.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Electronic Deposits Page

Use the Electronic Deposits page (AR_WC_INTFC_SEL) to review and select one or more pending item groups to delete, post, or unpost.

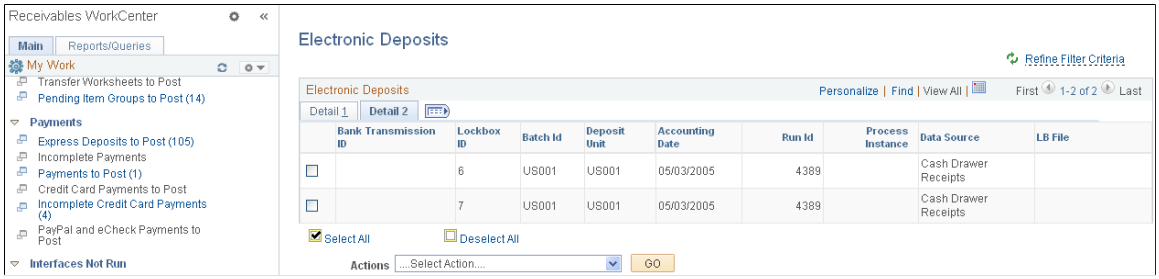
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Electronic Deposits** link.

This example illustrates the fields and controls on the Electronic Deposits Page - Detail 1 Tab.



This example illustrates the fields and controls on the Electronic Deposits Page - Detail 2 Tab.



The Electronic Deposits grid shows these items:

- EDI 820
- EDI CREEXT
- Lockboxes
- Electronic Bank Statements
- EFT payment files
- Cash Drawer Receipts
- Spreadsheet Payments

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Select the following action from the list to apply to all electronic deposits shown in the grid, and click the **GO** button: Process Payment Interface This grid does not allow individual payments to be selected for processing. When you select the **Process Payment Interface** action, the system opens the Payment Interface page, where you can select the data sources to run, and initiate the Payment Loader Application Engine process. See Using EDI and Split Stream Processing. The run control ID for this process is generated using auto-numbering with this prefix: ARWC_PYLD.

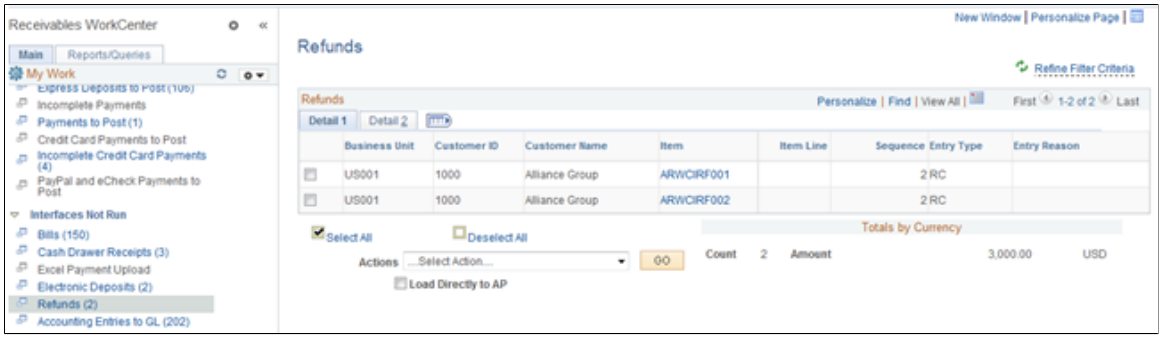
Refunds Page

Use the Refunds page (AR_WC_INTFC_SEL) to display ITEM_ACTIVITY refund transactions that have not been distributed to AP.

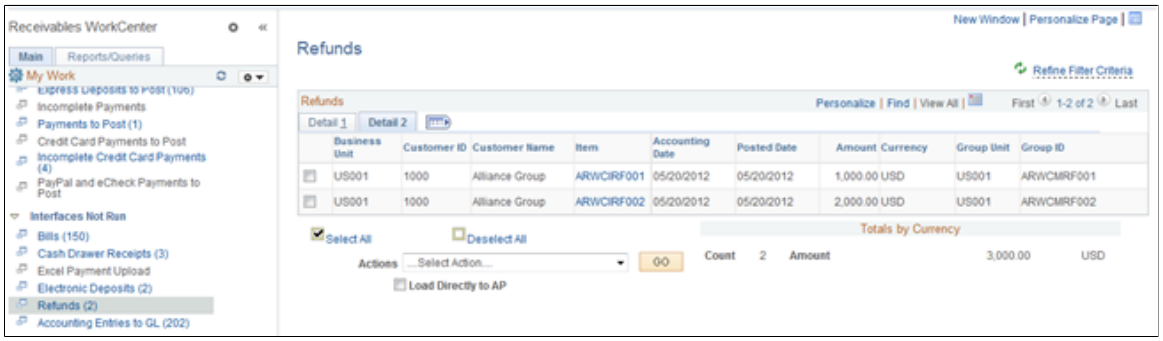
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Refunds** link.

This example illustrates the fields and controls on the Refunds Page - Detail 1 Tab.



This example illustrates the fields and controls on the Refunds Page - Detail 2 Tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Select the following action from the list to apply to all refunds shown in the grid, and click the **GO** button: Load Refunds to AP This grid does not allow individual refunds to be selected for processing. When you select the **Load Refunds to AP** action, the system opens the Refunds page (Accounts Receivable, Receivables Maintenance, Refunds, Request Refund Item, Refunds), where you can select the refunds and initiate processing refund processing (RUN_AR36001). The system loads the processed refunds into the PeopleSoft Payables voucher staging tables. See Processing Refunds. The run control ID is generated using auto-numbering with this prefix: ARWC_RFND.

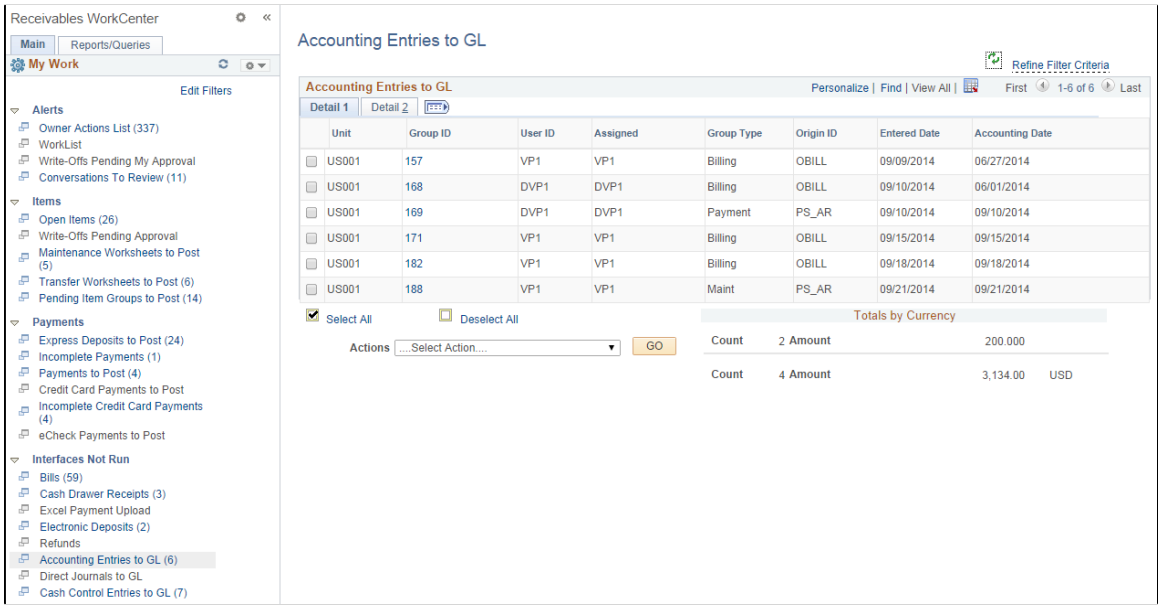
Accounting Entries to GL Page

Use the Accounting Entries to GL page (AR_WC_INTFC_SEL) to display ITEM_ACTIVITY ready to be sent to GL via Journal Generator.

Navigation:

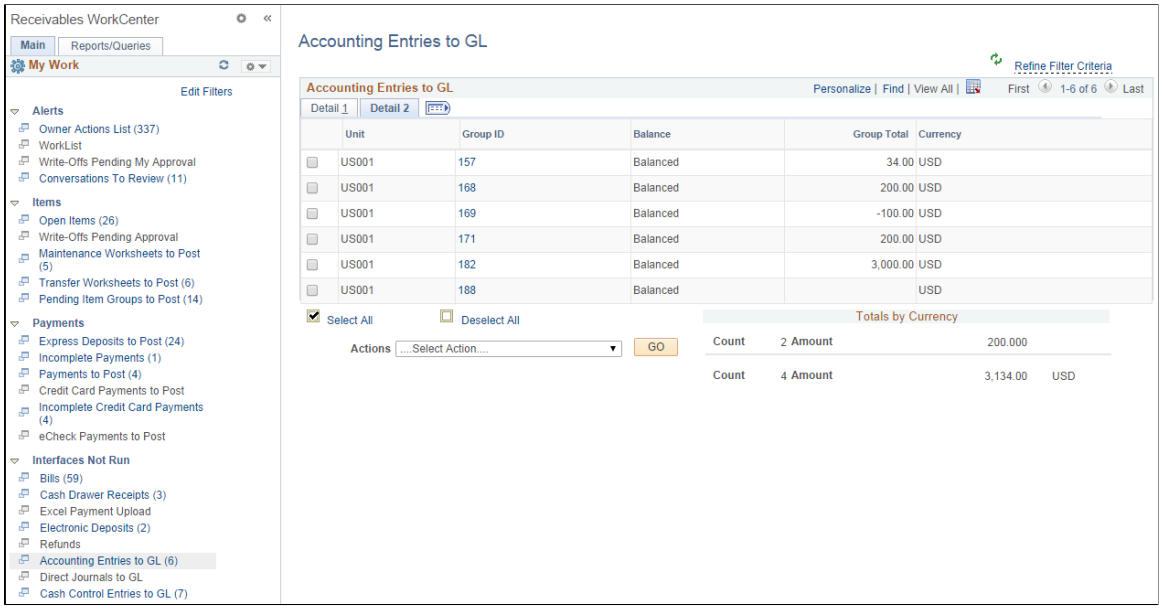
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Accounting Entries to GL** link.

This example illustrates the fields and controls on the Accounting Entries to GL page - Detail 1 tab.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Accounting Entries to GL page - Detail 2 tab.



Field or Control	*Description*
Actions	Select the **Generate Journals** action from the list and click the **GO** button. You can select a single or multiple transactions and run the Journal Generator process for the selected transactions. See Journaling Payments Directly to the General Ledger. See “Generating Journal Entries” (Application Fundamentals). See “Understanding the Load GL Accounting Entries Process (BILDGL01)” (PeopleSoft Billing). The run control ID is generated using auto-numbering with this prefix: ARWC_JRNL.

Direct Journals to GL Page

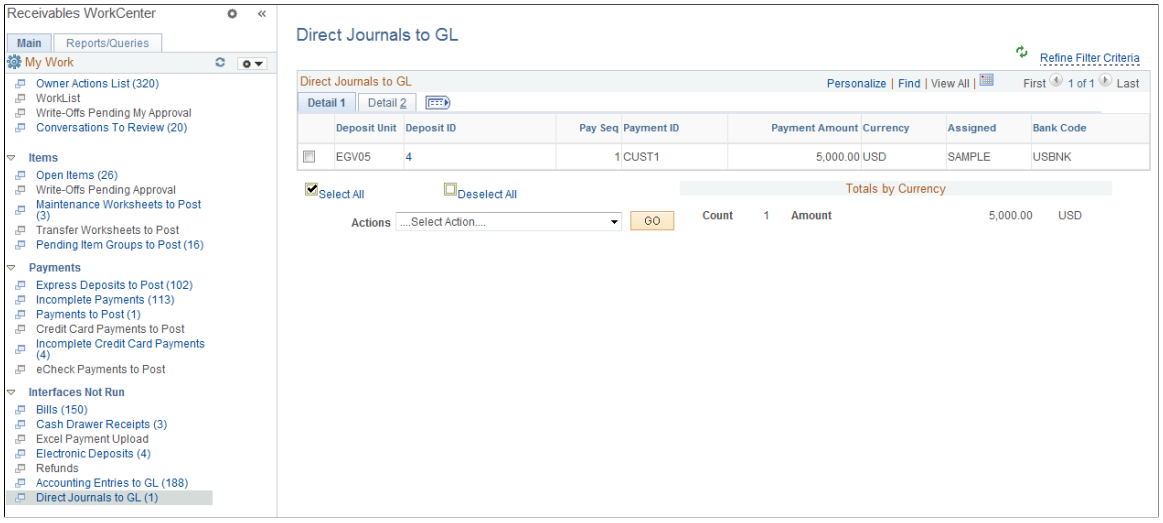
Use the Direct Journals to GL page (AR_WC_PYMNT_SEL) to display completed direct journal payments ready to be sent to the General Ledger system.

Navigation:

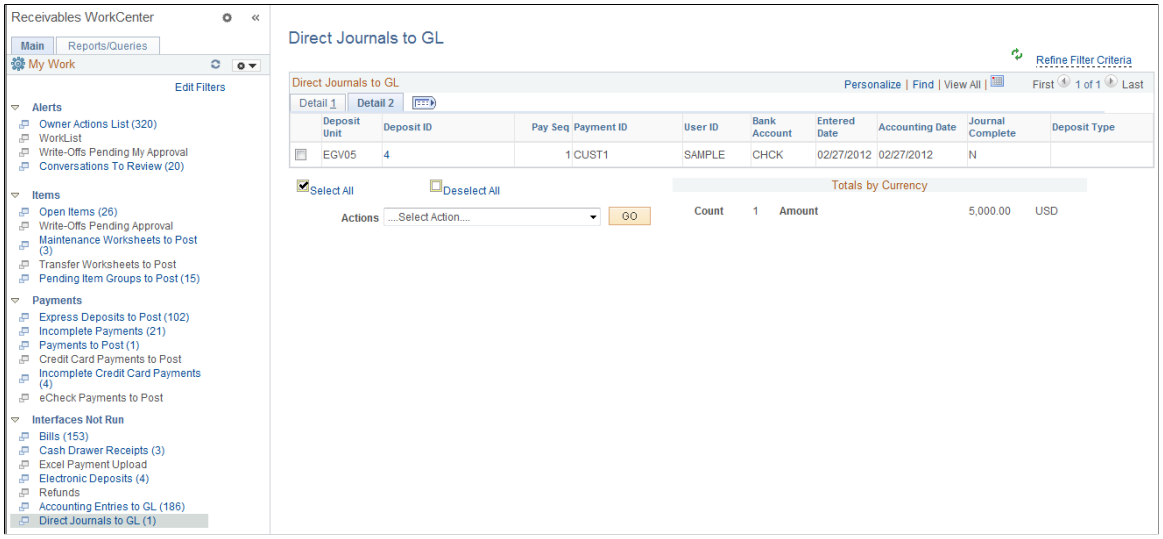
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Direct Journals to GL** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Direct Journals to GL page - Detail 1 tab.



This example illustrates the fields and controls on the Direct Journals to GL page - Detail 2 tab.



Field or Control	***Description***
Deposit ID	Click this link to access the Direct Journal Review page for the deposit.
Actions	Select the **Generate Journals** action from the list and click the **GO** button. See Journaling Payments Directly to the General Ledger.

Cash Control Entries to GL Page

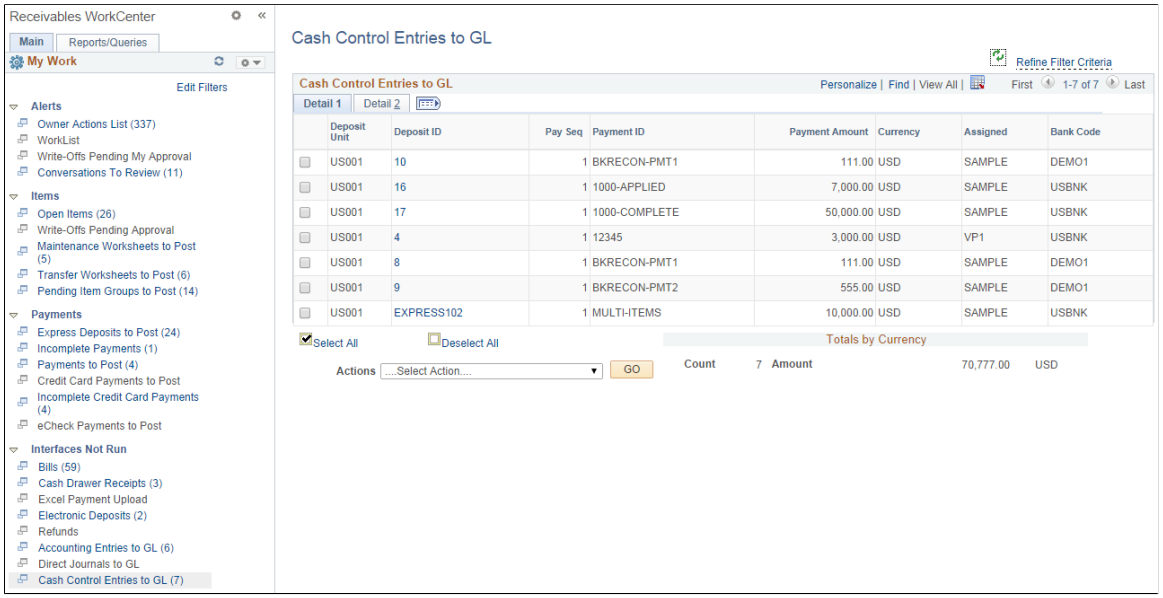
Use the Cash Control Entries to GL page (AR_WC_PYMNT_SEL) to display completed cash control entries ready to be sent to GLsystem.

Copyright © 1988, 2025, Oracle and/or its affiliates.

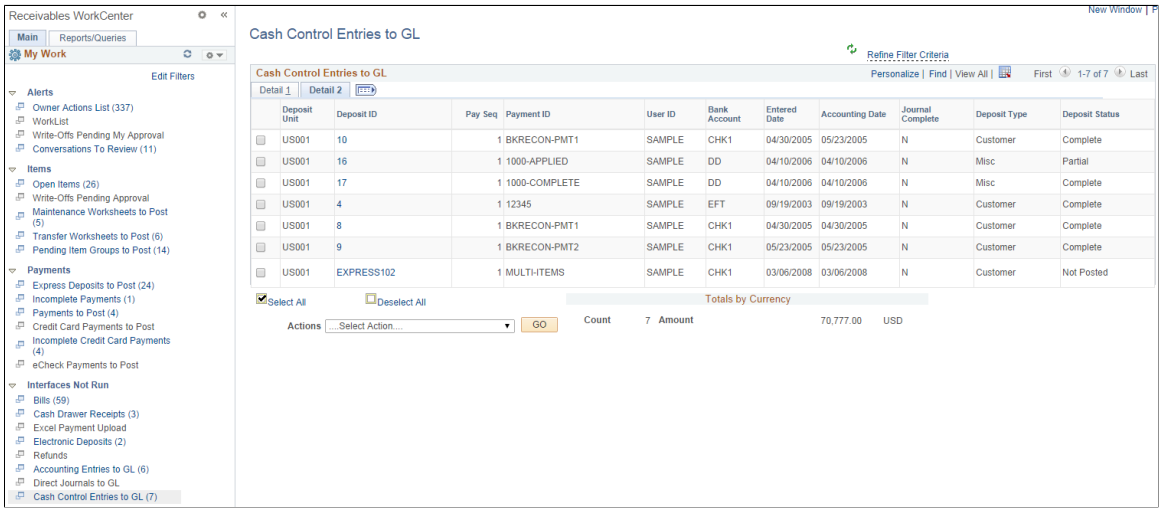
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Cash Control Entries to GL** link.

This example illustrates the fields and controls on the Cash Control Entries to GL page - Detail 1 tab.



This example illustrates the fields and controls on the Cash Control Entries to GL page - Detail 2 tab.



Field or Control	***Description***
Deposit ID	Click this link to access the Cash Control Review page for the deposit. See the Cash Control Payments Page for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Select the **Generate Journals** action from the list and click the **GO** button. You can select a single or multiple entries and run the Journal Generator process for the selected entries. See Journaling Payments Directly to the General Ledger.

Exceptions

The Exceptions group level includes links to transactional areas as summarized in the following table:

Note: Pages that do not include an alternate navigation are accessible only through the Receivables WorkCenter.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Posting Errors	AR_WC_PNDITM_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Posting Errors** link.	Displays pending item groups containing errors, with access to Online Error Correction pages.
Deposit Balancing Errors	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Deposit Balancing Errors** link.	Displays deposits where control totals do not equal the sum of the payments entered, including regular and express deposits.
Direct Journal Accounting Entry Errors	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Direct Journal Accounting Entry Errors** link.	Correct Direct Journal accounting entry edit errors.
Revenue Estimate Exceptions	AR_WC_INTFC_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Revenue Estimate Exceptions** link.	Review Revenue Estimate budget checking errors.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition*	*Alternate Navigation*	*Usage*
Excel Upload Deposit Errors	AR_WC_EXCEL_ERR	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Excel Upload Deposit Errors** link.	Correct Excel upload deposit errors.
Direct Journal Budget Exceptions	AR_WC_PYMNT_SEL	**Accounts Receivable** > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Excel Upload Deposit Errors** link.	Review Direct Journal budget checking errors.

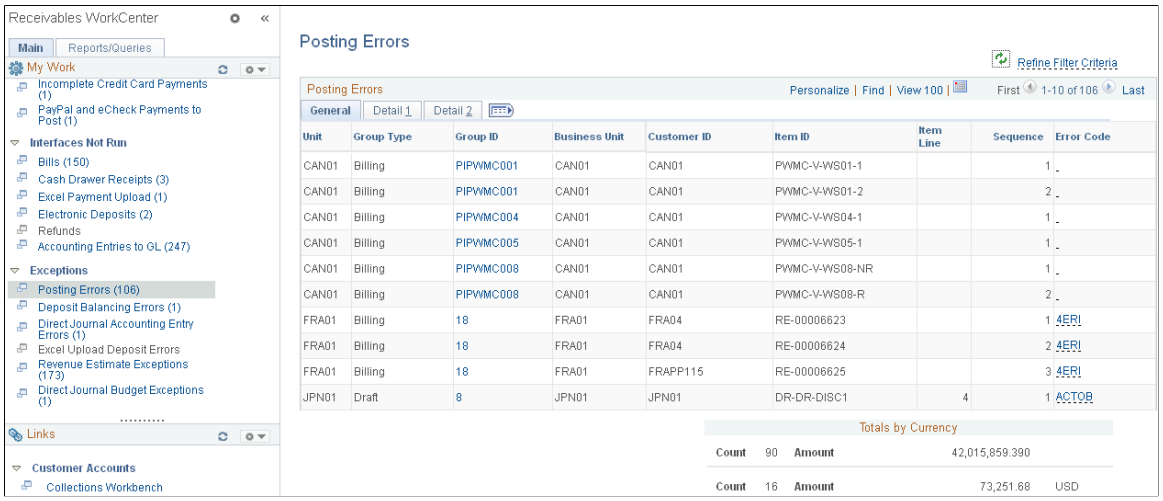
Posting Errors Page

Use the Posting Errors page (AR_WC_PNDITM_SEL) to display pending item groups containing errors with access to Online Error Correction pages.

Navigation:

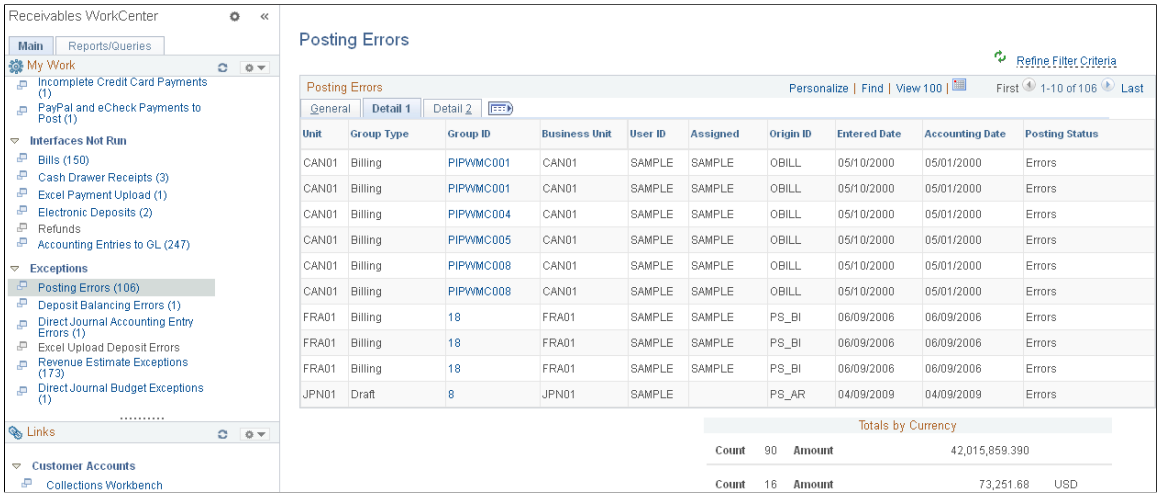
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Posting Errors** link.

This example illustrates the fields and controls on the Posting Errors Page - General Tab.

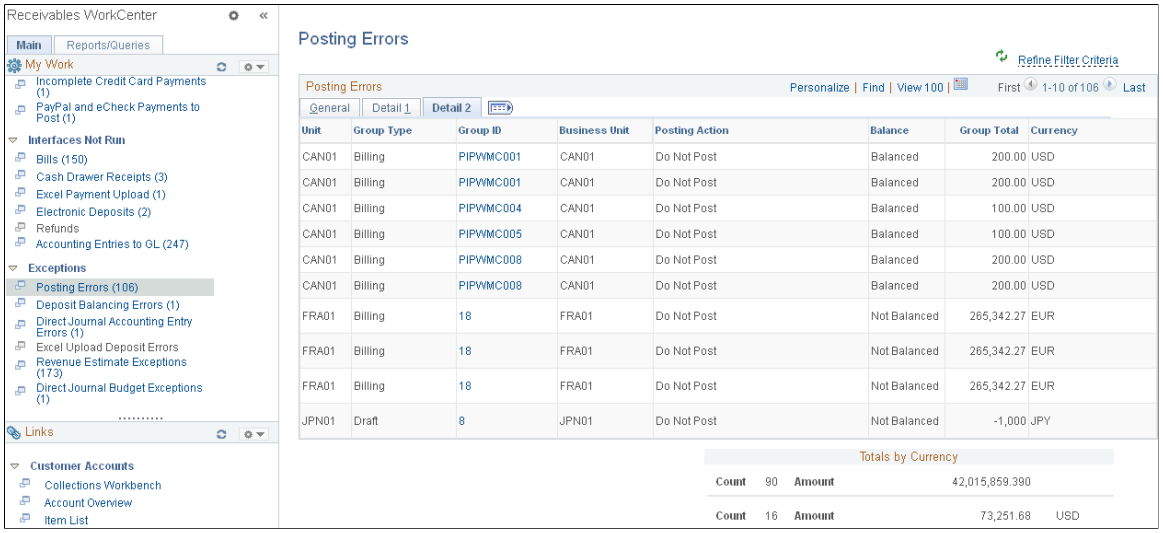


 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Posting Errors Page - Detail 1 Tab.



This example illustrates the fields and controls on the Posting Errors Page - Detail 2 Tab.



The Posting Errors grid shows results for these items and groups:

- External Pending Items
- Online Pending Items
- Overdue Charge Pending Items
- Maintenance Groups
- Transfer Groups
- Unpost Groups
- Direct Debit Groups
- Draft Groups

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Payment Groups

Field or Control	*Description*
Group ID	Click the link associated with a group ID to access error correction pages for Receivables Update (Accounts Receivable, Receivables Update, Correct Posting Errors). See Correcting Posting Errors.

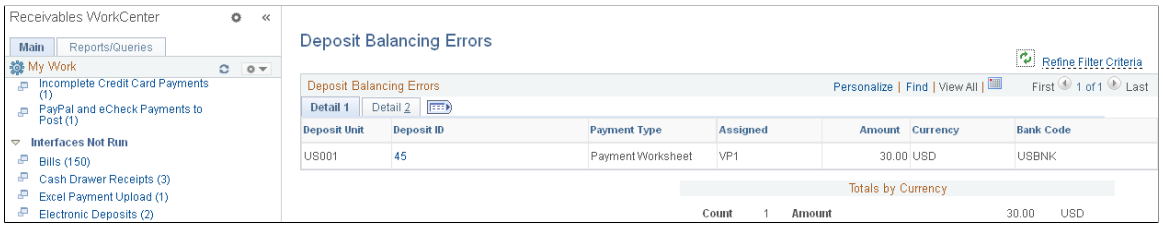
Deposit Balancing Errors Page

Use the Deposit Balancing Errors page (AR_WC_PYMNT_SEL) to display deposits where control totals do not equal the sum of the payments entered, including regular and express deposits.

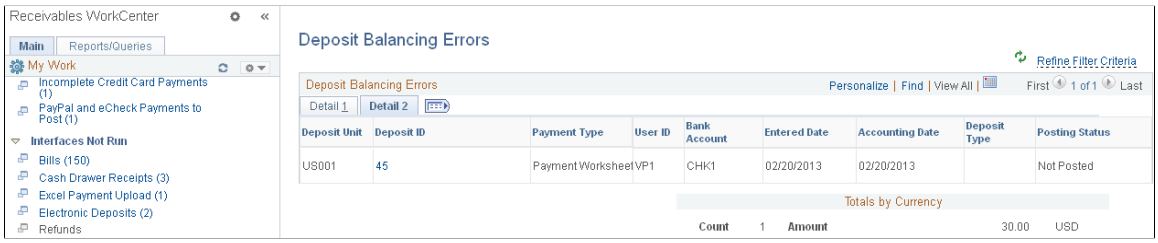
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Deposit Balancing Errors** link.

This example illustrates the fields and controls on the Deposit Balancing Errors Page - Detail 1 Tab.



This example illustrates the fields and controls on the Deposit Balancing Errors Page - Detail 2 Tab.



Field or Control	*Description*
Deposit ID	Click the **Deposit ID** link to open the Express Deposit (PAYMENT_EXPRESS) component (Accounts Receivable, Payments, Online Payments, Express Deposit) for the selected deposit, where you can correct the deposit with balancing errors. See Entering Express Deposits. See Correcting Posting Errors.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

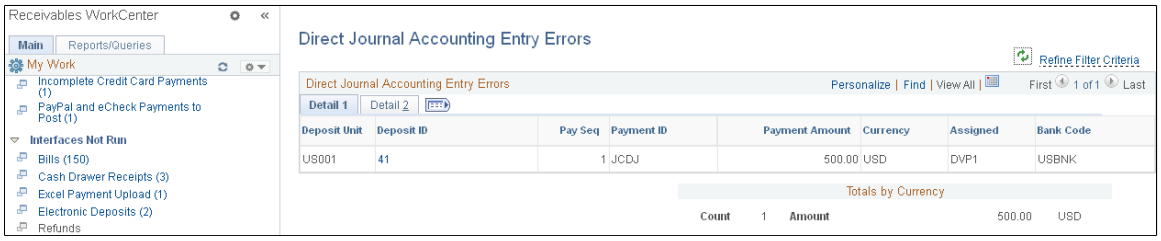
Direct Journal Accounting Entry Errors Page

Use the Direct Journal Accounting Entry Errors page (AR_WC_PYMNT_SEL) to correct Direct Journal accounting entry edit errors.

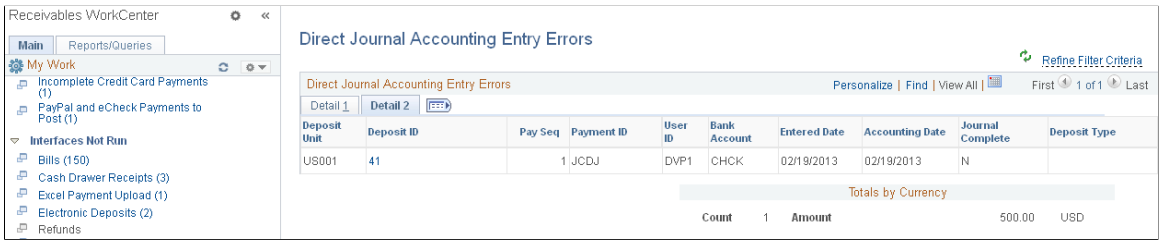
Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Direct Journal Accounting Entry Errors** link.

This example illustrates the fields and controls on the Direct Journal Accounting Entry Errors Page - Detail 1 Tab.



This example illustrates the fields and controls on the Direct Journal Accounting Entry Errors Page - Detail 2 Tab.



Field or Control	*Description*
Deposit ID	Click the **Deposit ID** link to open the Accounting Entries page, where you can Review and correct errors for accounting entries in a maintenance group. You can also access the Accounting Entries page using these navigation paths: Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet, Accounting Entries or Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Accounting Entries, Accounting Entries . See Reviewing Accounting Entries and Correcting Errors. See Correcting Posting Errors.

Revenue Estimate Exceptions Page

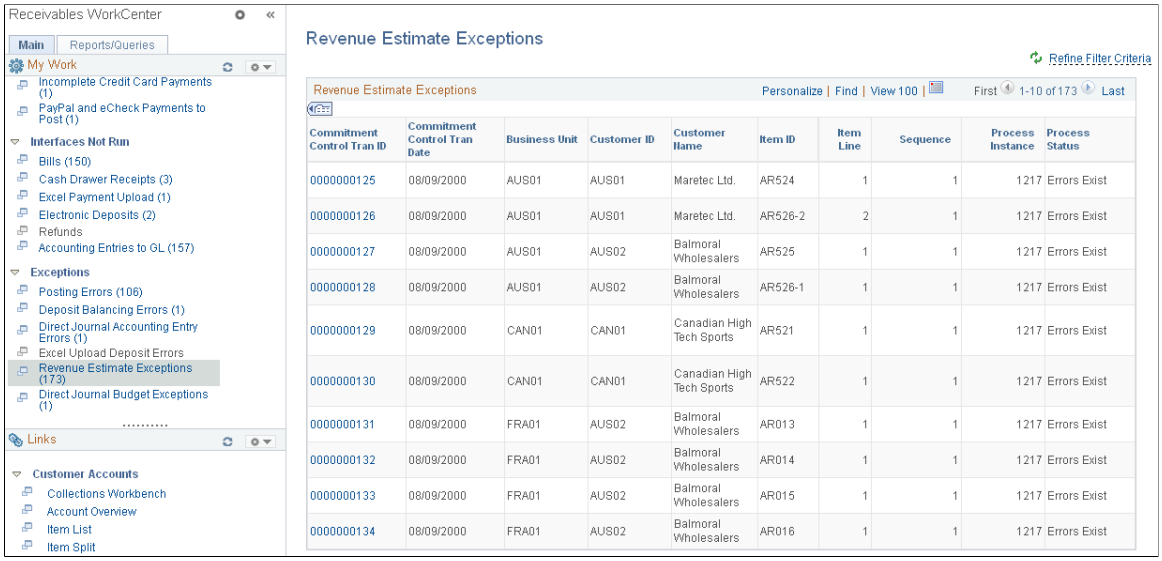
Use the Revenue Estimate Exceptions page (AR_WC_INTFC_SEL) to review Revenue Estimate budget checking errors.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Revenue Estimate Exceptions** link.

This example illustrates the fields and controls on the Revenue Estimate Exceptions Page.



Field or Control	*Description*
Commitment Control Tran ID (commitment control transaction ID)	Click the link associated with a commitment control transaction ID to open the Revenue Estimate (KK_XCP_AR1) component (Commitment Control, Review Budget Check Exceptions, Revenues, Review Revenue Estimate), where you can review the budget exceptions and, if you have authority, to override specific budgets for a failed transaction as well as all budgets for a failed transaction. See Performing Commitment Control Processing. See Correcting Posting Errors.

Excel Upload Deposit Errors Page

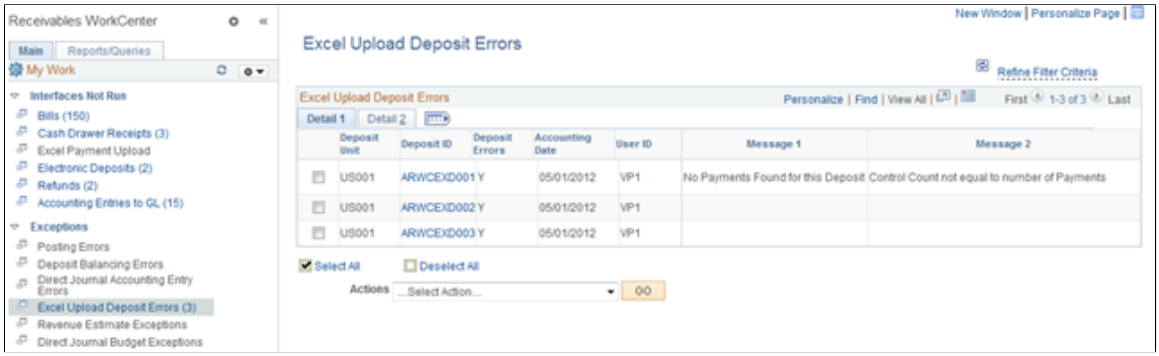
Use the Excel Upload Deposit Errors page (AR_WC_EXCEL_ERR) to correct Excel upload deposit errors.

Navigation:

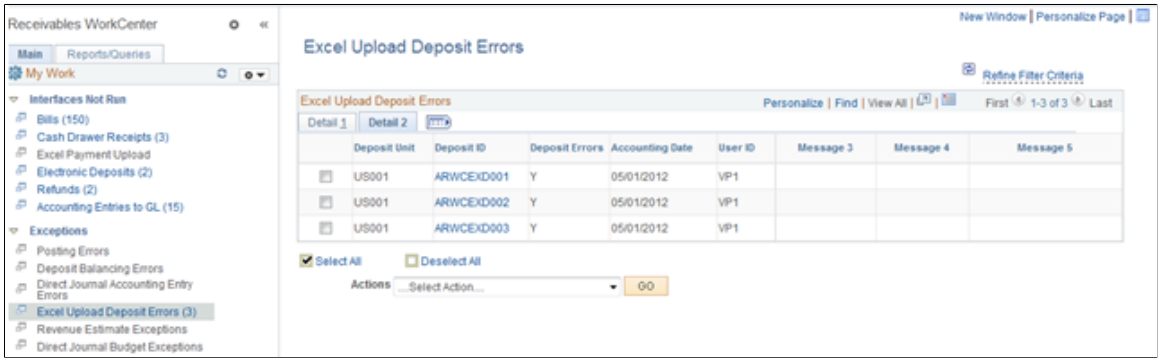
Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Excel Upload Deposit Errors** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Excel Upload Deposit Errors Page - Detail 1 Tab.



This example illustrates the fields and controls on the Excel Upload Deposit Errors Page - Detail 2 Tab.



Field or Control	***Description***
Actions	Select an action from the list and click the **GO** button: Delete Deposits Use this grid to review and select deposit records created by the Excel Payment Upload process. You can also correct Excel deposit upload errors on the Excel Upload Deposit Errors page (Accounts Receivable, Payments, Electronic Payments, Excel Error Correction, Excel Upload Deposit Errors). See Receiving and Editing Spreadsheet Payments. The run control ID is generated using auto-numbering with this prefix: ARWC_RBT.

Direct Journal Budget Exceptions Page

Use the Direct Journal Budget Exceptions page (AR_WC_PYMNT_SEL) to review Direct Journal budget checking errors.

Navigation:

Accounts Receivable > **Receivables WorkCenter** > **My Work pagelet.** Click the **Exceptions: Direct Journal Budget Exceptions** link.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Direct Journal Budget Exceptions Page - Detail 1 Tab.



Use this grid to review direct journal budget checking errors.

Using the PeopleSoft Classic Receivables WorkCenter - Links

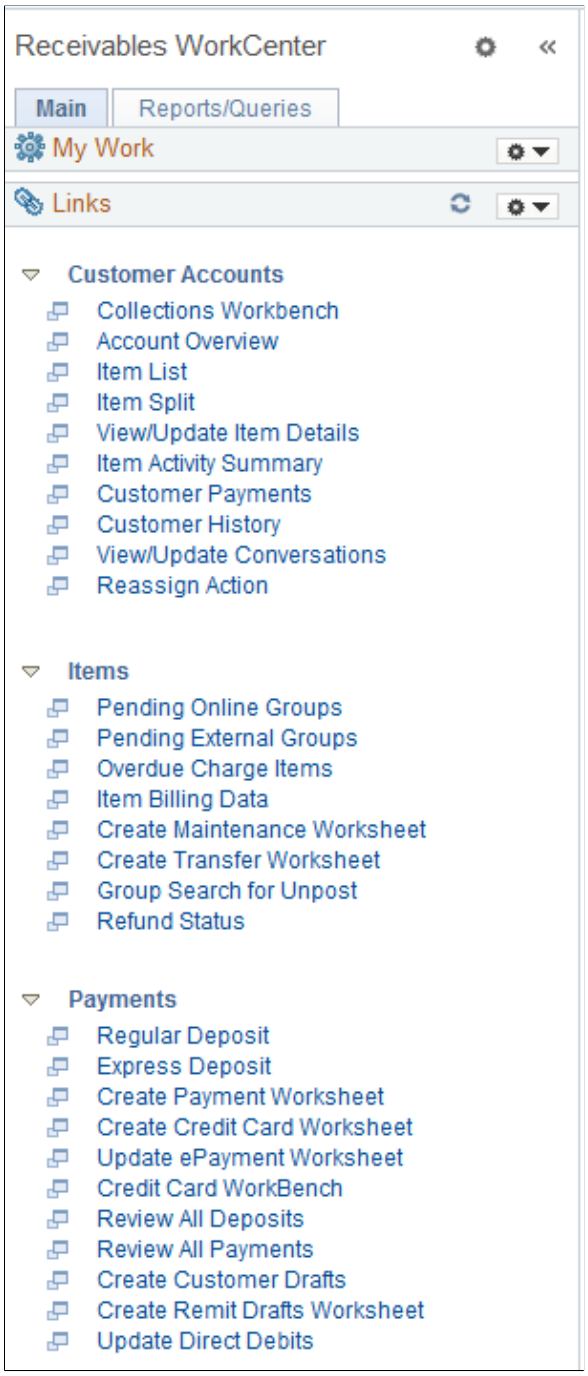
Use the Receivables WorkCenter - Links pagelet to view the Receivables links. The primary purpose of this pagelet is to minimize the number of clicks to access critical path components and pages. Click any of the links on the pagelet to display the destination page in the transaction area.

The Links pagelet can provide access to internal links and external links.

This example illustrates how the Links pagelet in PeopleSoft Classic Receivables WorkCenter can be set up using preconfigured links:

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Classic Receivables WorkCenter - Links pagelet (1 of 2). You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Classic Receivables WorkCenter - Links pagelet (2 of 2).



The Links pagelet can provide access to internal links and external links.

To set up the WorkCenter Links pagelet as a system administrator, see “Configuring Pagelets” (Enterprise Components).

To use and personalize the WorkCenter Links pagelet as an end user, see “Working With and Personalizing the Classic Links Pagelet As an End User” (Application Fundamentals).

For more information about setting up query pagelets as a system administrator, see “Configuring Pagelets” (Enterprise Components).

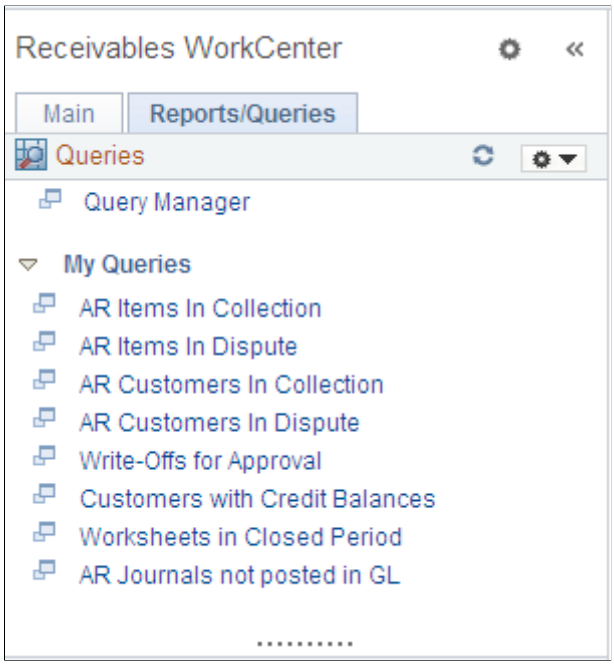
For more information about setting up query pagelets as an end user, see “Working With and Personalizing the Classic Queries Pagelet As an End User” (Application Fundamentals).

Using the PeopleSoft Classic Receivables WorkCenter - Queries

The PeopleSoft Classic Receivables WorkCenter – Queries section of the Reports/Queries tab can include links to Query Manager, public queries, private queries, and actionable operational analytics (such as grids and graphs). Click on any link in the Queries pagelet to display the query or analytics in the transaction area of the WorkCenter.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates how the Queries pagelet in PeopleSoft Classic Receivables WorkCenter can be set up:



The Queries pagelet can provide access to public queries, private queries, and Pivot Grids.

To set up the WorkCenter Queries pagelet as a system administrator, see “Configuring Pagelets” (Enterprise Components).

To use and personalize the WorkCenter Queries pagelet as an end user, see “Working With and Personalizing the Classic Queries Pagelet As an End User” (Application Fundamentals).

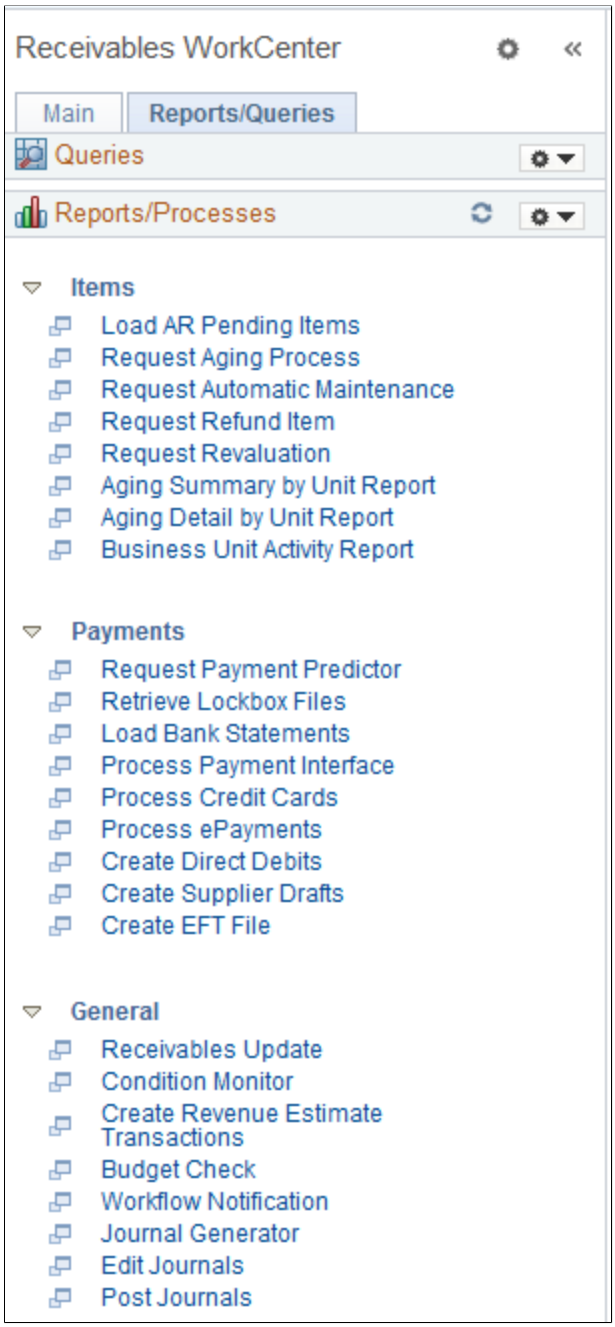
Using the PeopleSoft Classic Receivables WorkCenter - Reports and Processes

The PeopleSoft Classic Receivables WorkCenter – Reports/Processes pagelet can provide access to system-defined reports and processes for which you have appropriate permissions.

This example illustrates how the Reports/Processes pagelet in PeopleSoft Classic Receivables WorkCenter can be set up using preconfigured links:

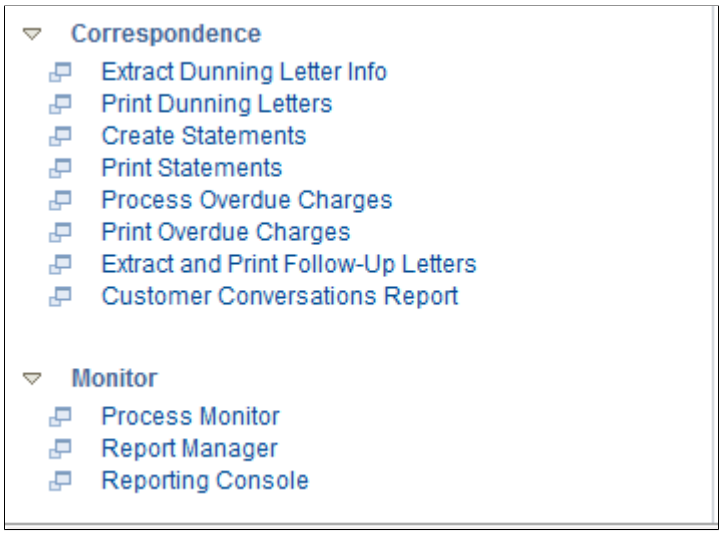
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Classic Receivables WorkCenter - Reports/Processes Pagelet (1 of 2).



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Classic Receivables WorkCenter - Reports/Processes Pagelet (2 of 2).



The Reports/Processes pagelet can provide access to system-defined reports and processes for which you have appropriate permissions.

To set up the WorkCenter Reports/Processes pagelet as a system administrator, see “Configuring Pagelets” (Enterprise Components).

To use and personalize the WorkCenter Reports/Processes pagelet as an end user, see “Working With and Personalizing the Classic Reports and Processes Pagelet As an End User” (Application Fundamentals).

Using the PeopleSoft Classic Receivables Dashboard

You can access the PeopleSoft Classic Receivables WorkCenter Dashboard from within your PeopleSoft Classic Receivables WorkCenter or using menu navigation. While the Receivables WorkCenter is a role-based, employee-facing interface for users of the Accounts Receivable application and related accounting functions, the Dashboard is geared toward managers and higher level executives for customer portfolio analysis. If you are a receivables manager, you may want to personalize your WorkCenter so that the Receivables WorkCenter Dashboard is your landing, or start, page.

For more information, see the product documentation for *PeopleTools: PeopleSoft Pivot Grid*.

Related Links

“Understanding PeopleSoft Classic WorkCenters and Dashboards” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to View PeopleSoft Classic Receivables WorkCenter Dashboard Pagelets

Page Name	*Definition*	*Usage*
AR Workcenter Dashboard	PTPG_PGVIEWER	View delivered pagelets for analyzing customer portfolios. Available through the Receivables WorkCenter (**Accounts Receivable** > **Receivables WorkCenter** > **AR Workcenter Dashboard**) or menu navigation (**Accounts Receivable** > **Receivables Manager Dashboard**).
Links Pagelet Personalization Page	FSPC_USER_LINK	Customize viewing options for links in the Links pagelet. Set the Receivables WorkCenter Dashboard to appear on the PeopleSoft Classic Receivables WorkCenter startup page. Go to **Accounts Receivable** > **Receivables WorkCenter** > **Main** > **Links**, click the Links **Pagelet Settings** icon, and select Personalize.
Personalize Content: AR Workcenter Dashboard Page	PORTAL_HPCOMP	Select the Accounts Receivables pagelets that will appear in the dashboard. In the Receivables WorkCenter, click the **Other Links: Receivables WorkCenter Dashboard** link. Click the **Personalize Content** link.

Understanding the PeopleSoft Classic Receivables WorkCenter Dashboard and Pivot Grids

PeopleSoft delivers the following pivot grids as pagelets for Accounts Receivable:

- Customer Aging
- Items by Status
- Payments by Status
- Posting Errors by Type
- Top Customer Balances

These Accounts Receivable portal pagelets are available to appear in your WorkCenter or on the Receivables Manager Dashboard. When you first click the **Other Links: Receivables WorkCenter**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Dashboard link, the delivered pagelets appear by default. You can click the refresh button for each pagelet to view the data.

All pivot grids convert amounts to the display currency. The rate type defaults to CRRNT.

Use the filters on each pagelet to display data meeting specified criteria. You can collapse the filter criteria box or remove the filters from the pagelet.

Click the Count or Balance links in the results to view a grid of items or payments making up the count or balance. From this grid, you can access related actions specific to the pagelet you are using.

You can also modify the pagelet presentation using the following controls:

Term	***Definition***
	Click the Options Menu icon to view related actions for the pivot grid. Related actions for Accounts Receivable pagelets include these: • *Prompts*- Select to open the Prompts dialog box, where you can change the values for query prompts. Prompts limit the data in the default graphical display, and filters in the pagelet further refine the data returned after the prompts are applied. • *Export Data*- Select to export the underlying PSQuery data to Microsoft Excel. • *Chart Options* - Select to open the User Charting Options dialog box, where you can change the chart layout, chart axis, and filters. • *Hide Chart* - Click to hide the graphical portion of the pagelet. • *Save* - Select to save the current grid and chart layout as a user preference for the default view of the current model. The grid and chart layout, filter values, and PSQuery prompt values are also saved as preferences.
	Select the type of graph to display data on the pagelet. Choose from bar charts, line graphs, or pie charts.
	Click the Pagelet Settings icon to minimize or remove the selected pagelet from the dashboard.

For more information about fields and controls in pivot grids, see the product documentation for *PeopleTools: PeopleSoft Pivot Grids*.

See also “Pagelets and Pagelet Setup, Maintenance, and Personalization” (Application Fundamentals) and “Dashboards and Pivot Grids” (Application Fundamentals).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Aging Pagelet

The Customer Aging pagelet shows the aging balance by aging category and a count of open items making up the aging balance. The Aging ID in the query defaults from the AR Business Unit options.

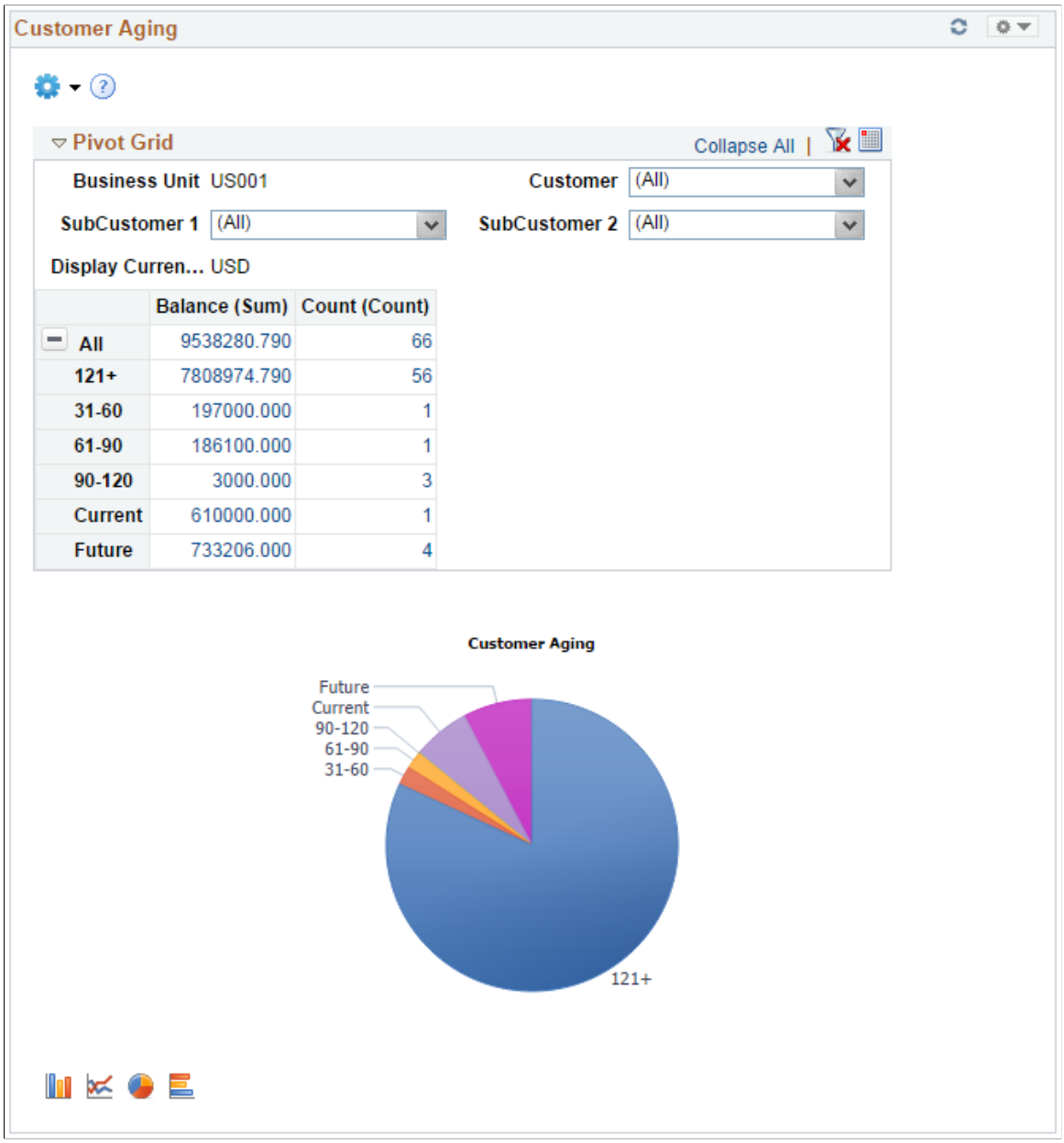
The system uses the following prompts to display data in the grid and chart:

- SetID
- Display Currency (all balances converted to this currency)
- Business Unit From
- Business Unit To

Use the pagelet filters to further refine the data returned after the prompts are applied.

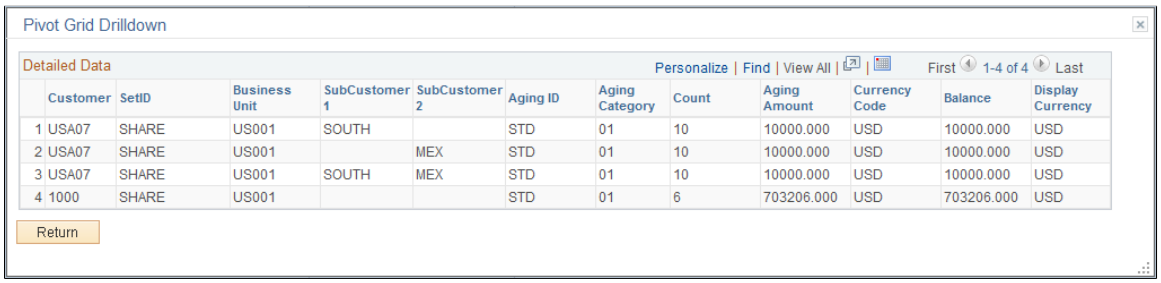
 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Click the Count or Balance links in the results to view details of each aging category. There are no related actions available from the detailed data.

This example illustrates the fields and controls on the Customer Aging pagelet - Pivot Grid Drilldown page.



Items by Status Pagelet

The Items by Status pagelet shows balance by customer and a count of open (or closed) items making up the balance.

The system uses the following prompts to display data in the grid and chart:

- SetID
- Item Status (open or closed)
- Display Currency (all balances converted to this currency)
- Business Unit From
- Business Unit To
- Accounting Date From
- Accounting Date To
- Contract ID

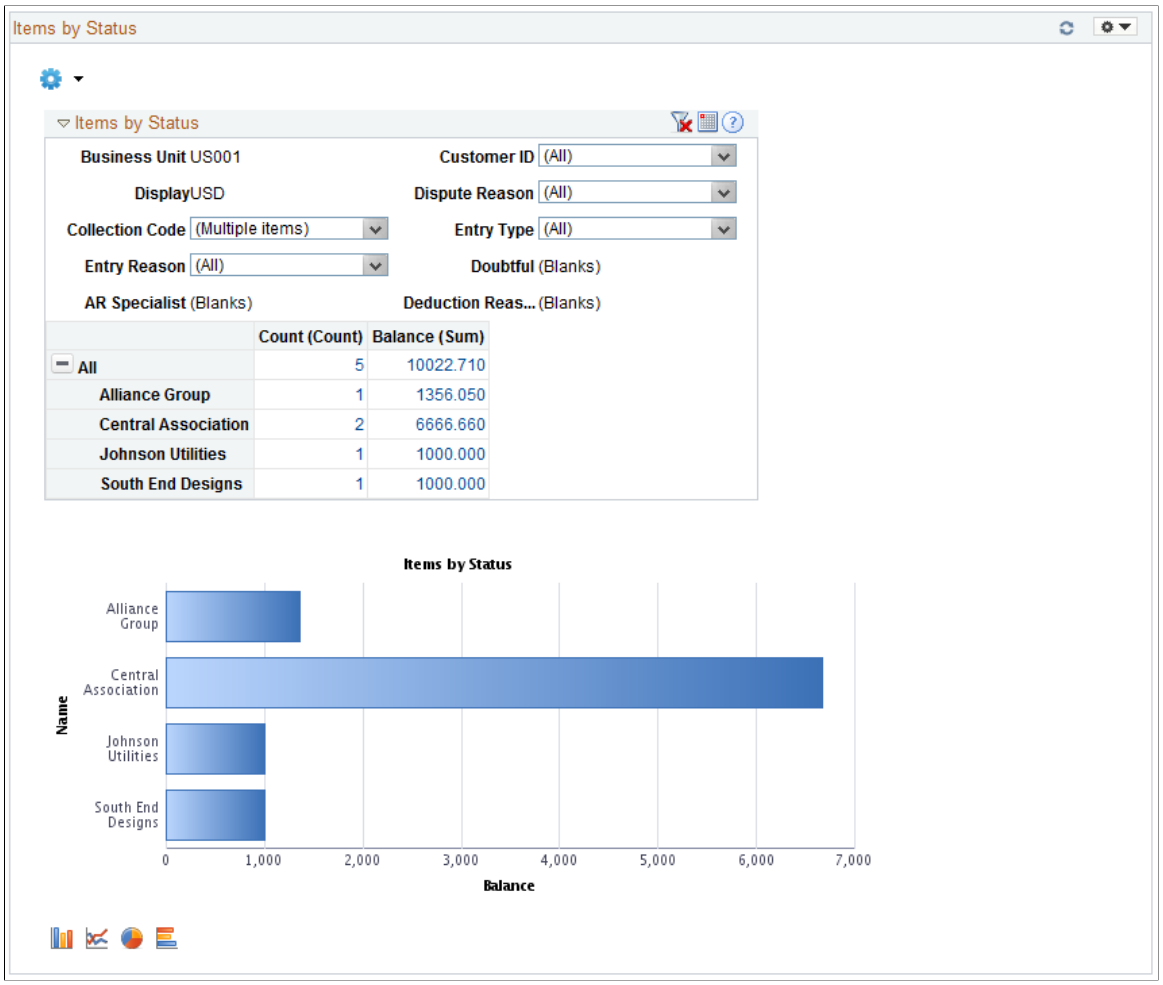
Note: Enter % to see all data with or without a contract.

Use the pagelet filters to further refine the data returned after the prompts are applied. This pivot grid includes various item details as filters, allowing users to see a balance by status or collection code, for example.

For more information about collection codes, see Setting Up Exception Reasons and Collection Codes.

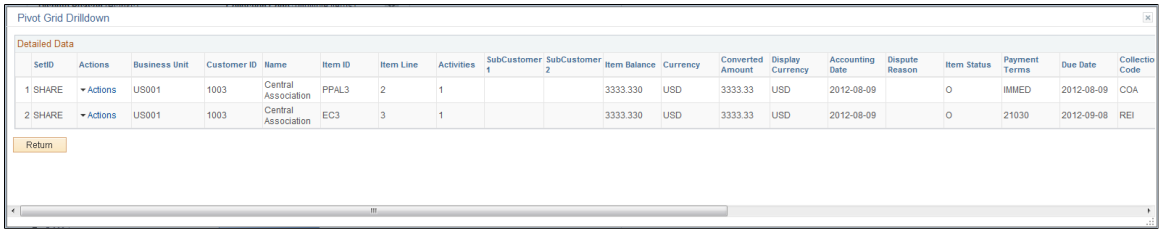
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Items by Status pagelet.



Click the Count or Balance links in the results to view a grid of items making up the count or balance.

This example illustrates the fields and controls on the Items by Status pagelet - Pivot Grid Drilldown page.



From this grid, you can access related actions specific to the Items by Status pagelet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Actions	Click to select a related action from the list: • **Gen Dunning Letter** - Click to generate a dunning letter. • **Update Item Detail** - Click to access pages in the View/Update Item Details component. • **View/Update Conversations** - Click to find an existing conversation or add a new conversation in the Conversations component.

On the queries and pivot grids for the Items by Status pagelet, the **SubCustomer 1** and **SubCustomer 2** fields are delivered as elements in the grids and charts but are not displayed by default. If you are a customer who uses the subcustomer fields and want to include them in the filter, you can select them using the pivot grid wizard.

Note: You must deselect two other filters in order to add SubCustomer 1 and SubCustomer 2, due to a system limit on the number of filters you can use.

To include the **SubCustomer 1** and **SubCustomer 2** fields in the filter for the Items by Status pagelet:

- Navigate to the Pivot Grid Wizard (**Reporting Tools** > **Pivot Grid** > **Pivot Grid Wizard**) for Items by Status.
- Click the Next button to access the Select Data Source (Step 2) page.
- Select SubCustomer 1 and SubCustomer 2 in the **Data Source Columns** column.
- Click the Next button to access the Specify Data Models (Step 3) page.
- For SubCustomer 1 and SubCustomer 2 in the **Data Source Columns** column, select *Axis* for the column type. Select the **Total** check box.
- Click the Next button to access the Specify Data Model Options (Step 4) page.
- For SubCustomer 1 and SubCustomer 2 in the **Data Source Columns** column, select *Filter* for the Grid Axis and Chart Axis.
- Click the Save button.

For more information about setting up filters, see the product documentation for *PeopleTools: PeopleSoft Pivot Grid*.

Payments by Status Pagelet

The Payments by Status pagelet shows a balance by payment status and a count of payments making up the status. The grid includes various payment statuses as filters, allowing users to see a balance by status, for example, complete payments.

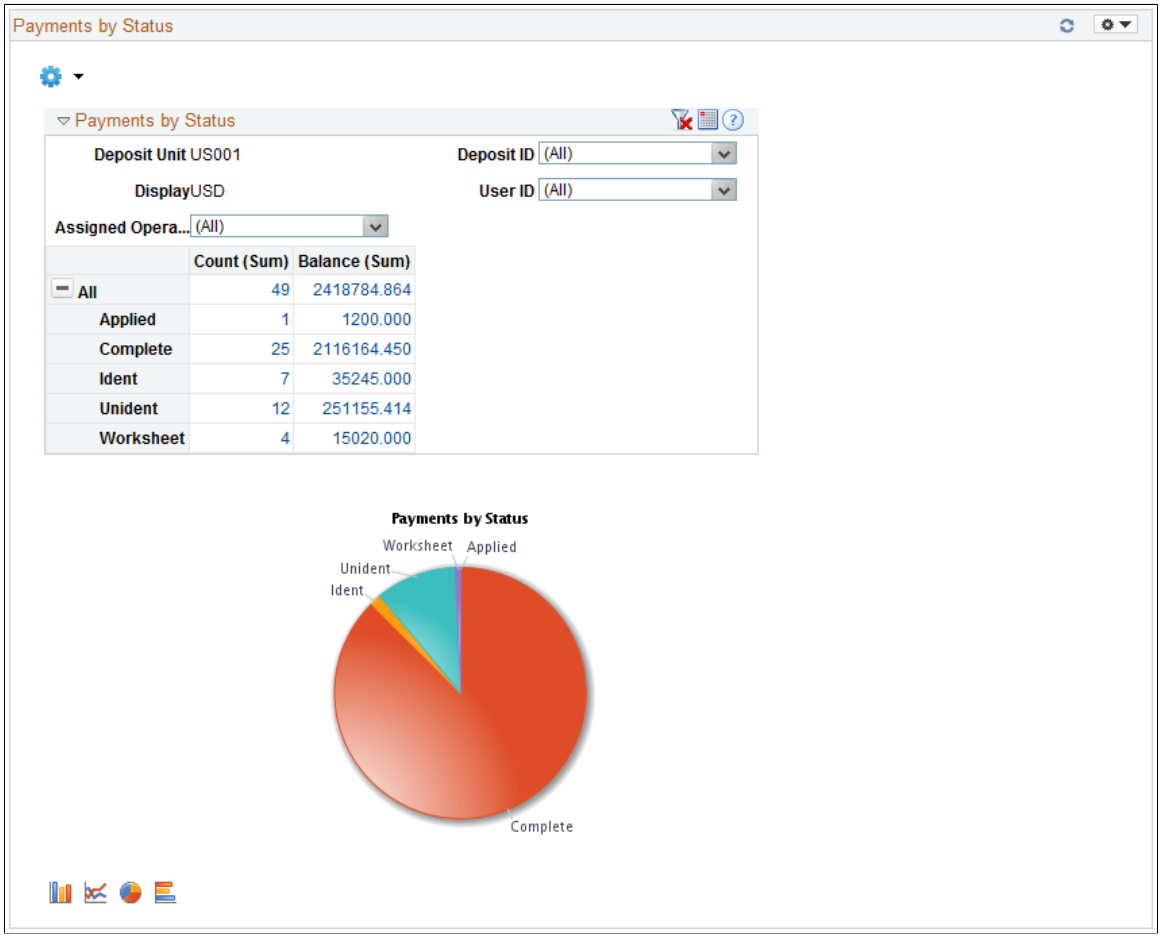
The system uses the following prompts to display data in the grid and chart:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Display Currency (all balances converted to this currency)
- Deposit Unit From
- Deposit Unit To
- Worksheet Type (Credit Card Worksheet, Payment Worksheet, or ePayment Worksheet)
- Accounting Date From
- Accounting Date To

Use the pagelet filters to further refine the data returned after the prompts are applied.

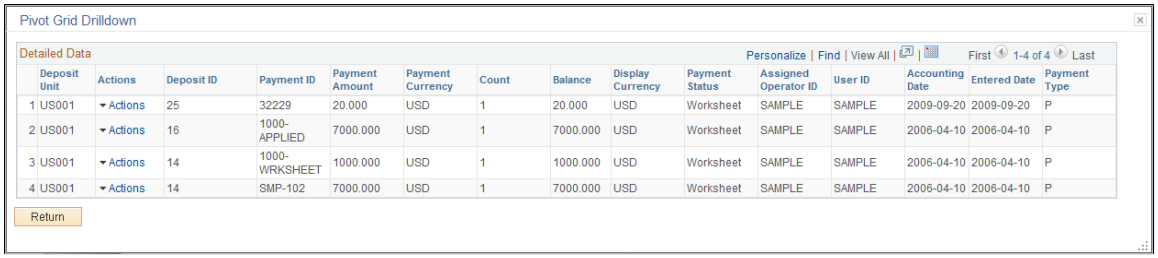
This example illustrates the fields and controls on the Payments by Status pagelet.



Click the Count or Balance links in the results to view a grid of payments making up the count/balance.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payments by Status pagelet - Pivot Grid Drilldown page.


Pivot Grid Drilldown

Detailed Data

Personalize | Find | View All | First 1-4 of 4 Last

	Deposit Unit	Actions	Deposit ID	Payment ID	Payment Amount	Payment Currency	Count	Balance	Display Currency	Payment Status	Assigned Operator ID	User ID	Accounting Date	Entered Date	Payment Type
1	US001	Actions	25	32229	20.000	USD	1	20.000	USD	Worksheet	SAMPLE	SAMPLE	2009-09-20	2009-09-20	P
2	US001	Actions	16	1000-APPLIED	7000.000	USD	1	7000.000	USD	Worksheet	SAMPLE	SAMPLE	2006-04-10	2006-04-10	P
3	US001	Actions	14	1000-WRKSHEET	1000.000	USD	1	1000.000	USD	Worksheet	SAMPLE	SAMPLE	2006-04-10	2006-04-10	P
4	US001	Actions	14	SMP-102	7000.000	USD	1	7000.000	USD	Worksheet	SAMPLE	SAMPLE	2006-04-10	2006-04-10	P

Return

From this grid, you can access related actions specific to the Payments by Status pagelet.

Term	*Definition*
Actions	Click to select a related action from the list: • **Payment Worksheet** - Click to update a payment worksheet. • **All Payments** - Click to access the All Payments page (PAYMENT_STATUS). • **Credit Card Worksheet** - Click to create a credit card worksheet or find an existing payment. • **ePayment Worksheet** - Click to update an ePayment worksheet.

Posting Errors by Type Pagelet

The Posting Errors by Type pagelet displays the balance of items in error by group type and a count of items in the group.

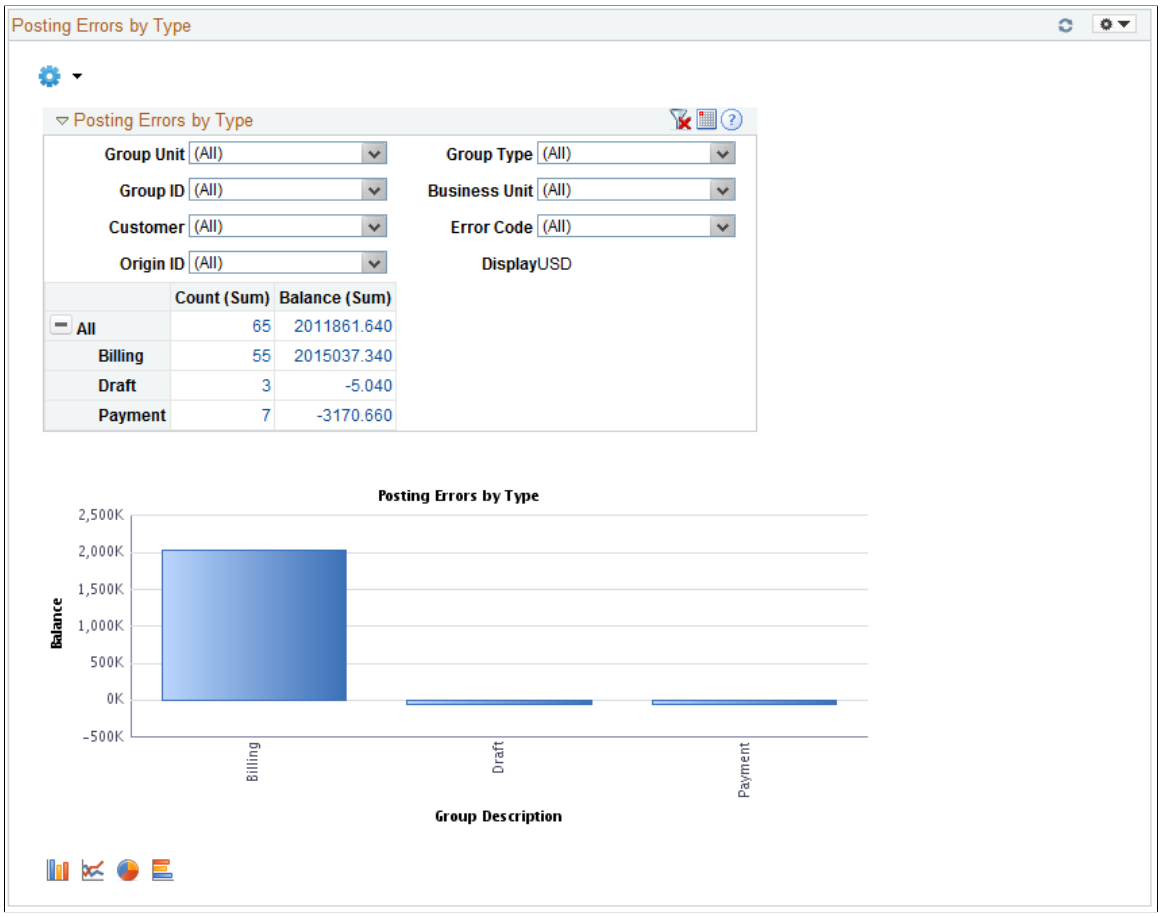
The system uses the following prompts to display data in the grid and chart:

- Display Currency (all balances converted to this currency)
- Group Unit From
- Group Unit To

Use the pagelet filters to further refine the data returned after the prompts are applied.

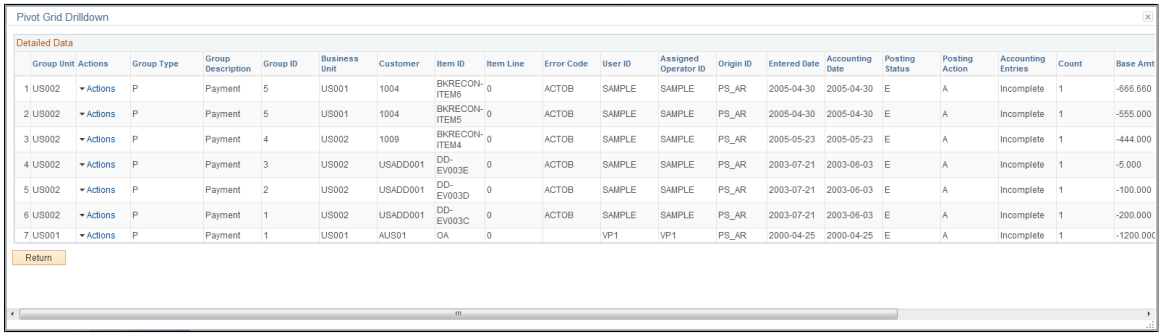
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Posting Errors by Type pagelet.



Click the Count or Balance links in the results to view a grid of items with error codes.

This example illustrates the fields and controls on the Posting Errors by Type pagelet - Pivot Grid Drilldown page.



From this grid, you can access related actions specific to the Posting Error by Type pagelet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Actions	Click to select the appropriate related action from the list: • **Correct Online Items** • **Correct External Items** • **Correct Payment** • **Correct Draft** • **Correct Worksheet** • **Correct Direct Debit** • **Correct Overdue Charge** • **Correct Transfer** **Note:** The system displays all of the correction options in the Actions menu, and you must choose the correction option appropriate to the type of error.

Top Customer Balances Pagelet

The Top Customer Balances pagelet shows balance by customer and a count of open items making up the balance.

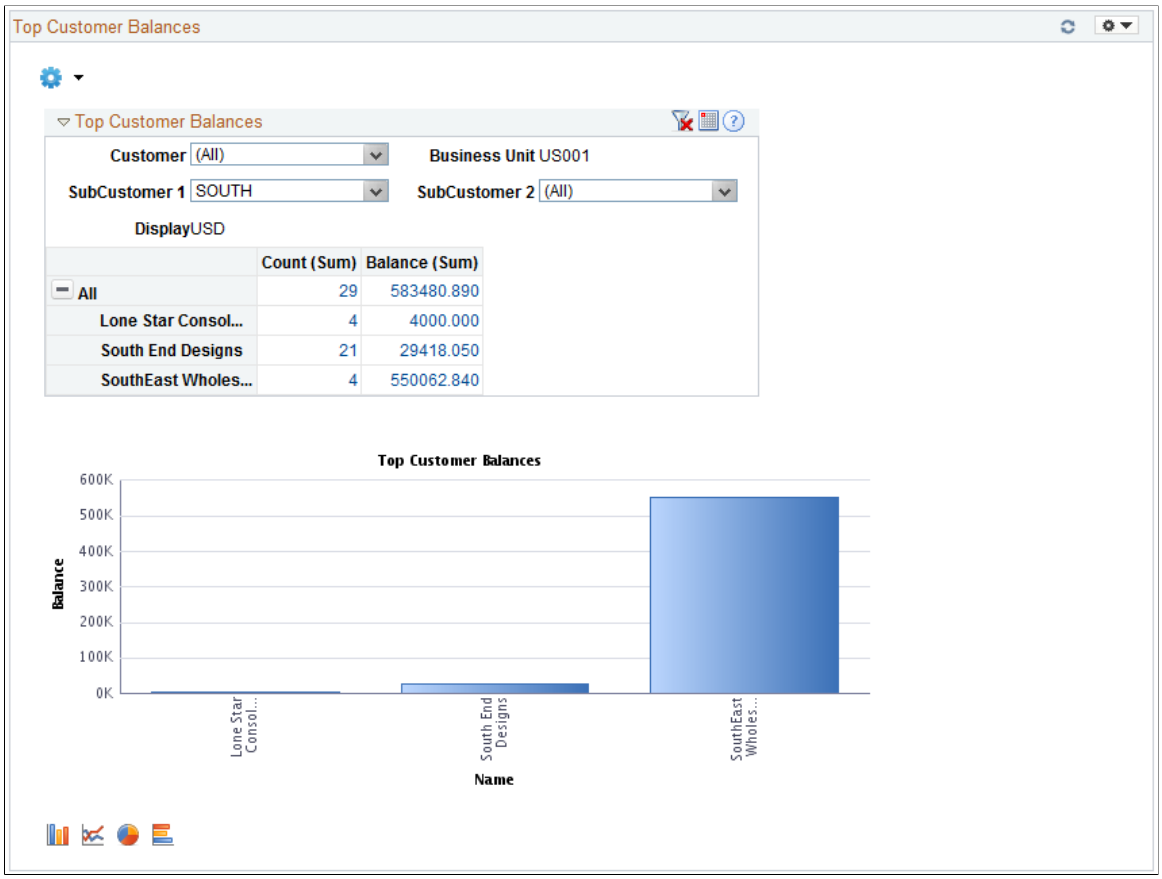
The system uses the following prompts to display data in the grid and chart:

- SetID
- Display Currency (all balances converted to this currency)
- Business Unit From
- Business Unit To
- Balance Threshold Amount (only select customers whose balance in the display currency is less than this threshold)
- Days Late Greater than (select items later than this number of days)
- Item Status

Use the pagelet filters to further refine the data returned after the prompts are applied.

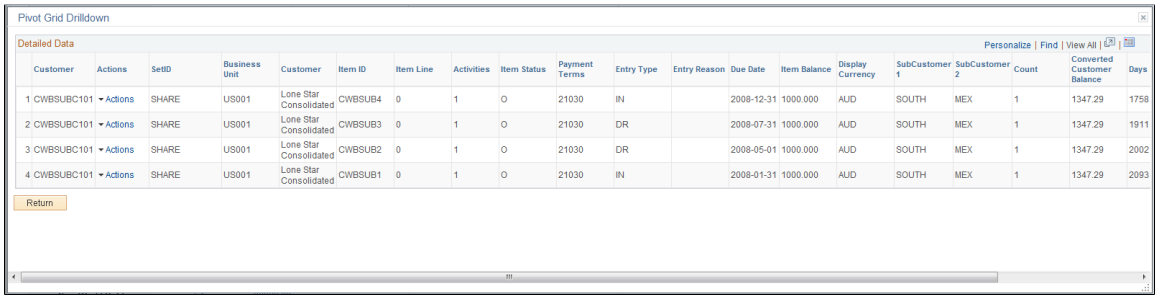
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Top Customer Balances pagelet.



Click the Count or Balance links to view a list of items comprising the count or balance.

This example illustrates the fields and controls on the Top Customer Balances pagelet - Pivot Grid Drilldown page.



From this grid, you can access related actions specific to the Top Customer Balances pagelet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Term	*Definition*
Actions	Click to select a related action from the list: • **Gen Dunning Letter** - Click to generate a dunning letter. • **Update Item Detail** - Click to access pages in the View/Update Item Details component. • **View/Update Conversations** - Click to find an existing conversation or add a new conversation in the Conversations component.

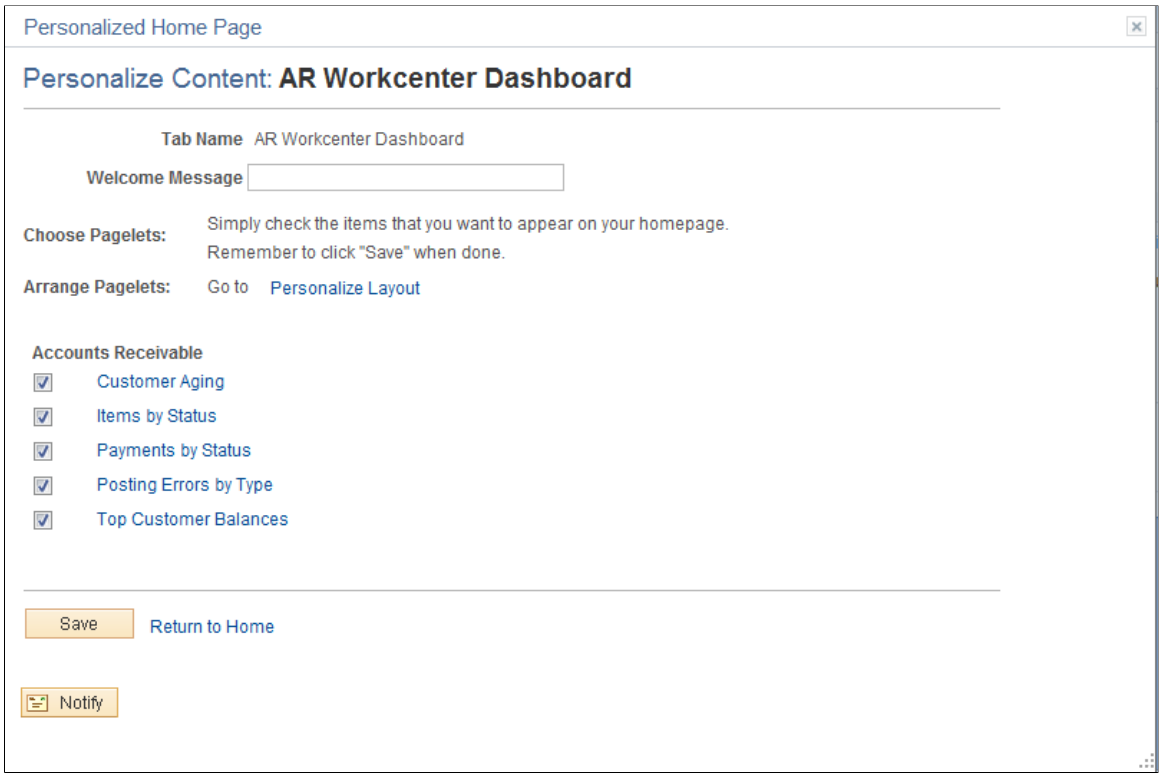
Setting Dashboard and Pagelet Options

Use the Personalize Content: AR Workcenter Dashboard page (PORTAL_HPCOMP) to select the Accounts Receivables pagelets that will appear in the dashboard.

Navigation:

Click the **Other Links: Receivables WorkCenter Dashboard** link. Click the **Personalize Content** link.

This example illustrates the fields and controls on the Personalize Content: AR Workcenter Dashboard page.



Use the Links Pagelet Personalization page (FSPC_USER_LINK) to customize viewing options for links in the Links pagelet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

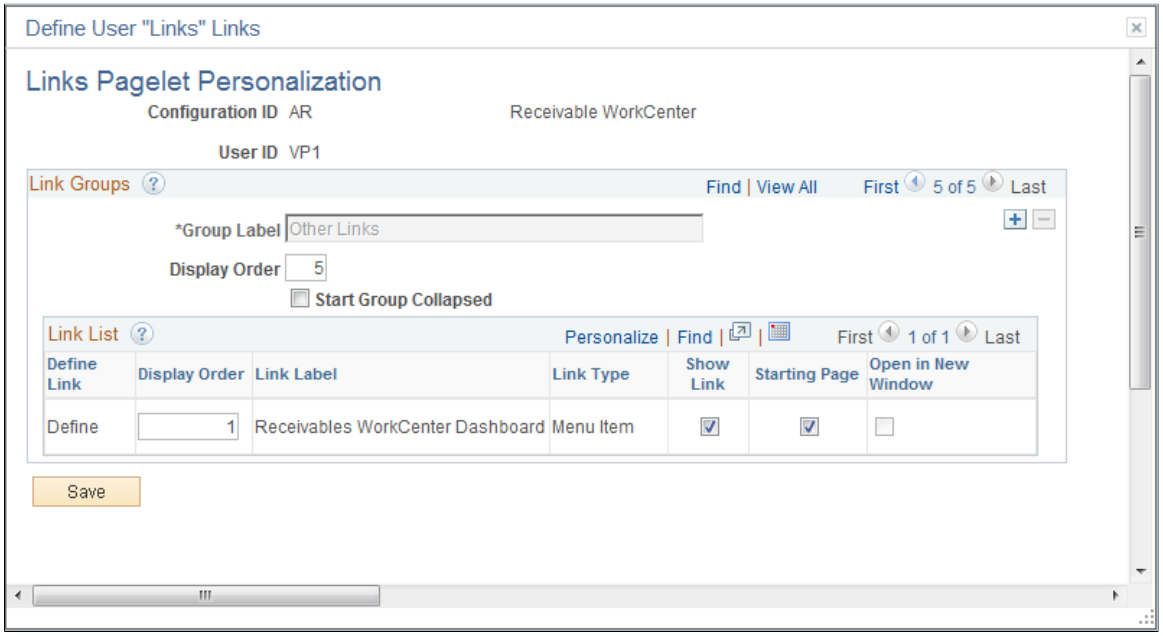
Set the Receivables WorkCenter Dashboard to appear on the workcenter startup page.

Navigation:

Accounts Receivable > **Receivables WorkCenter** > **Main** > **Links**

Click the Links **Pagelet Settings** icon, and select Personalize.

This example illustrates the fields and controls on the Links Pagelet Personalization page.



Field or Control	*Description*
Starting Page	Select this check box to set the Receivables WorkCenter Dashboard to appear on your workcenter upon startup.
Open in New Window	Select this check box to launch the dashboard pagelets in a new window when you click the Receivables WorkCenter Dashboard link in the Links pagelet.

Receivables WorkCenter Dashboard Page

Use the Receivables WorkCenter Dashboard page (PTPG_PGVIEWER) to view delivered Receivables pivot grids for analyzing customer portfolios.

Navigation:

- **Accounts Receivable** > **Receivables WorkCenter** > **Main** > **Links**

  Click the **Other Links: Receivables WorkCenter Dashboard** link.

- **Accounts Receivable** > **Receivables Manager Dashboard**

Copyright © 1988, 2025, Oracle and/or its affiliates.

You can select or deselect the pagelets on your dashboard and arrange the order and layout by using the **Personalize Content** and **Layout** links located in the upper right corner of the dashboard.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 42

Using the PeopleSoft Fluid Receivables WorkCenter

Understanding the PeopleSoft Fluid Receivables WorkCenter

The PeopleSoft Fluid Receivables WorkCenter is created using the PeopleSoft Fluid WorkCenter Framework and includes the following sections:

- My Work
  - Alerts
  - Items
  - Payments
  - Interfaces Not Run
  - Exceptions
- My Approvals
- My Insights
- Links
  - Customer Accounts
  - Items
  - Payments
  - Correspondence
- Queries
- Reports/ Processes

This PeopleSoft Fluid WorkCenter is similar to the PeopleSoft Classic WorkCenter but has all the advantages of PeopleSoft Fluid technology. Receivables users can get an overview of the scope of work and scan for anomalies, as well as accomplish their daily tasks within specific functional areas, using a mobile device.

Prerequisite

PeopleTools 8.55 is required for the PeopleSoft Fluid WorkCenters.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the Grouplet Pages

The number (or count) to the right of black text, displays how many transactions or items fall into that category. This is a setup option and can be turned on or off for each link using the “Personalize Page (Fluid)” (Application Fundamentals).

Large Form Factor Group Boxes

The PeopleSoft Fluid Receivables WorkCenter for large form factor (LFF) includes two group boxes: My Work and Links.

Pages with drill-down functionality transfer the user to classic pages.

Small Form Factor Group Boxes

The PeopleSoft Fluid Receivables WorkCenter for small form factor (SFF) includes only the My Work group box.

Links are not displayed if there are no transactions to list.

Note: Pages available on the SFF are display-only.

Setting Up the PeopleSoft Fluid Receivables WorkCenter

This topic discusses setup for the PeopleSoft Fluid Receivables WorkCenter.

PeopleTools 8.55 is required for the PeopleSoft Fluid WorkCenters.

Setting Up and Personalizing the PeopleSoft Fluid Receivables WorkCenter

To personalize the PeopleSoft Fluid Receivables WorkCenter, see “Setting Up and Personalizing PeopleSoft Fluid WorkCenters” (Application Fundamentals)

Related Links

“Understanding PeopleSoft Fluid User Interface” (Application Fundamentals)

“Understanding How to Set Up PeopleSoft Classic and Fluid WorkCenters As a System Administrator” (Application Fundamentals)

“Understanding Delivered WorkCenters and Dashboards” (Application Fundamentals)

Setting Up the ChartField Display Template for the Small Form Factor

The PeopleSoft Fluid Receivables WorkCenter delivers functionality to display individual ChartFields using the ChartField Display Template for fluid pages in the small form factor (SFF). This functionality is available in SFF only. Users can define their own template to show desired ChartFields, such as Account, Alternate Account, Operating Unit, Fund Code, Department, and Program Code.

For information about modifying the ChartField display, see “Setting Up ChartField Display Templates” (Application Fundamentals).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Processing Action Security

You must enable users to run one of the system-defined process groups on the Define User Preferences - Process Group page (OPR_DEF_TBL_RTM) (**Set Up Financials/Supply Chain** > **Common Definitions** > **User Preferences** > **Define User Preferences** > **Process Group**). This enables users to select an action on the transaction page. You specify from which group action page the user has access to these options.

Using the PeopleSoft Fluid Receivables WorkCenter

Pages Used with the PeopleSoft Fluid Receivables WorkCenter

Fluid Page Name	*Definition Name*	*Usage*
Receivables WorkCenter Tile	AR_WORKCENTER_FL	Access the Receivables WorkCenter page in the PeopleSoft Fluid User Interface.
Receivables WorkCenter Page	AR_WORKCENTER_FL	Access My Work and Links group boxes using the PeopleSoft Fluid User Interface.

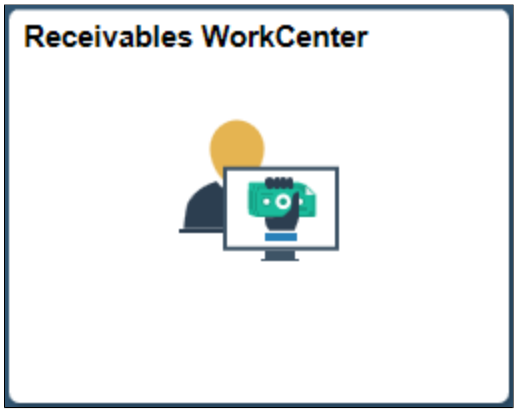
Receivables WorkCenter Tile

Use the Receivables WorkCenter Tile (AR_WORKCENTER_FL) to access the Receivables WorkCenter page in the PeopleSoft Fluid User Interface.

Navigation:

This tile can be placed on any PeopleSoft Fluid Home page.

This example illustrates the fields and controls on the Receivables WorkCenter tile as displayed on a desktop (LFF).



Copyright © 1988, 2025, Oracle and/or its affiliates.

For additional information about how to add a tile to a PeopleSoft Fluid Home page, see *PeopleTools: Applications User's Guide*, “Working With PeopleSoft Fluid User Interface,” Working With Fluid Homepages, Managing Tiles.

Receivables WorkCenter Page

Use the Receivables WorkCenter page (AR_WORKCENTER_FL) to access My Work and Links group boxes using the PeopleSoft Fluid User Interface.

Navigation:

Select the Receivables WorkCenter tile on a PeopleSoft Fluid Home page.

Field or Control	***Description***
Scope	Click the Scope drop down to change your scope option. Only users who have been given permission to access the Scope field have access to this drop down option. Granting users access to the scope field is performed on the “Configure Pagelets - My Work Page” (Enterprise Components).

 (personalize)	Click the Personalize icon to access these options:
	
	• *Personalize* Select to access the “Personalize Page (Fluid)” (Application Fundamentals) (EOWC_ WORKLINKS_FL) for Receivables where you can perform these options for My Work and Links
	
	  • Determine if you want the group expanded or collapsed when you enter the page.
	
	  • Determine if you want the system to show the transaction count for each label.
	
	  • Determine if you want links to open in a new window.
	
	  • Determine if you want the transaction to appear on the right side when you enter the page.
	
	  Select the Done button to apply your changes.
	
	• *Edit Filters:* Select to access the “Edit Filters Personalize Page (Fluid)” (Application Fundamentals) for Current Work and Exceptions.
	
	  From this page, you can access the “Configure Filter Values Page (Fluid)” (Application Fundamentals).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Select and action to apply to selected rows. Options include: • *Cancel* • *Reassign* Related actions for each user can be different based on their privileges.
 (edit filters)	Click to access the “Configure Filter Values Page (Fluid)” (Application Fundamentals) where you can refine filter criteria.

Viewing Alerts in the My Work Grouplet

The Fluid My Work grouplet provides alert links that consolidate a user’s actionable tasks, using the user ID as the Assigned User ID to show only items in their own queue. Alerts are defined in Enterprise Component’s Events & Notifications framework.

The Alerts link group includes these links to transaction areas in small and large form factors:

- Owner Actions List
- Worklist
- Conversations to Review

Pages Used to View Alerts in the My Work Grouplet

Alerts Link Text	*Fluid Page Name and Definition*	*Row Counts (in parenthesis)*	*Alternate Navigation (Classic)*	*Available Group Actions*
Owner Actions List	Owner Actions Lists page (AR_WC_ALERTS_SEL_FL)	Action list items assigned to the user	Accounts Receivable, Customer Interactions, Actions, Owner Action List	Cancel Reassign
WorkList	WorkList page (AR_WLIST_FL)	Workflow worklist tasks assigned to the user	Worklist, Worklist	None
Conversations to Review	Conversations to Review page (AR_WC_ALERTS_SEL_FL)	Conversations assigned to the user	Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations, Conversations	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

Owner Actions List

Use the Owner Actions Lists page (AR_WC_ALERTS_SEL_FL) to review and act upon the action list items assigned to you.

Navigation:

Receivables WorkCenter > **My Work** > **Alerts** > **Owner Actions List**

(SFF) Select an action in the list to view the Action Detail page.

(LFF) Select the **More** button associated with an item to show action details on the Action Detail page. Each action in the **Action** column must be performed individually by drilling into the action from this list.

Field or Control	*Description*
Actions menu	Select one or more rows in the Owner Actions List and choose from these actions available in the actions menu: • *Cancel* • *Reassign:* Select to access the Reassignment group box, where you can assign the selected item action to a different owner. See Working with Actions. • *Email Notification:* Select to access the Email Notification page and email the transaction to interested parties.

WorkList

Use the WorkList page (AR_WLIST_FL) to review and act upon workflow worklist tasks assigned to you.

Navigation:

Receivables WorkCenter > **My Work** > **Alerts** > **WorkList**

When work is routed to you, it is put in your worklist. To work on an item, you select it from the Worklist and the system presents the appropriate page to begin work.

The worklist shows these items in the grid:

- New Write Off Requiring My Approval
- New Action List item Created
- New Debit/Credit Created
- New Payment Predictor On-Account Created

(SFF) Select the work item to view the Action Detail page. Select the **Mark Worked** button to complete a work item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

(LFF) Select the **More** button associated with a work item to show action details on the Action Detail page. Select the **Mark Worked** button to complete a work item.

Conversations to Review

Use the Conversations to Review page (AR_WC_ALERTS_SEL_FL) to review conversations assigned to you and to access the Conversations page.

Navigation:

Receivables WorkCenter > **My Work** > **Alerts** > **Conversations to Review**

The Conversations to Review list shows conversations for active customers with any of these statuses:

- Review Required
- Follow-Up Required
- Supervisor Review Required
- Promise Date Review
- Broken Promise Review

The grid also shows existing conversations for inactive customers; in this case, the conversation details are read-only.

(SFF) Select a conversation to view read-only conversation details.

(LFF) Select a conversation to open the Conversations (CONVER_DATA1_SS) page, where you can view and update the conversation.

Working with Items in the My Work Grouplet

The Items link group in the Fluid My Work grouplet includes these links to transaction areas in small and large form factors:

- Open Items
- Maintenance Worksheets to Post
- Transfer Worksheets to Post
- Pending Item Groups to Post
- Refund Status

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Work with Items in the My Work Grouplet

Items Link Text	*Fluid Page Name and Definition*	*Row Counts (in parenthesis)*	*Alternate Navigation (Classic)*	*Available Group Actions*
Open Items	Open Items page (AR_WC_ITEM_LIST_FL)	Open items	Accounts Receivable, Customer Accounts, Item Information, Item List	Gen Dunning Letter (generate dunning letter) Gen Open Item Rpt (generate open item report)
Maintenance Worksheets to Post	Maintenance Worksheets to Post page (AR_WC_ITEMS_SEL_FL)	Maintenance worksheets available to post	Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet, Worksheet Action	Delete Worksheet Batch Priority Batch Standard Do Not Post Post Now Post Now to GL
Transfer Worksheets to Post	Transfer Worksheets to Post page (AR_WC_ITEMS_SEL_FL)	Transfer worksheets available to post	Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Finalize Worksheet, Finalize Worksheet	Delete Worksheet Batch Priority Batch Standard Do Not Post Post Now Post Now to GL
Pending Item Groups to Post	Pending Item Groups to Post page (AR_WC_PNDITM_SEL_FL)	Pending item groups available to delete or post	Accounts Receivable, Pending Items, External Items, Group Entry, Group Action Accounts Receivable, Pending Items, Online Items, Group Entry, Group Action Accounts Receivable, Pending Items, Online Items, Overdue Charge Items, Group Action	Delete Group Batch Priority Batch Standard Do Not Post Post Now Post Now to GL
Refund Status	Refund Status page (AR_WC_ITEMS_SEL_FL)	Refund status for payments sent from Receivables to Payables.	None	Unpost Refund Email Notification

Copyright © 1988, 2025, Oracle and/or its affiliates.

Open Items

Use the Open Items page (AR_WC_ITEM_LIST_FL) to build and view a list of open items that require follow-up based on their status.

The total count displayed with the link is all open items in the system.

Navigation:

Receivables WorkCenter > **My Work** > **Items** > **Open Items**

Depending on the filters selected for your Open Items page, the grid will show these items:

- Disputed
- Deduction
- Doubtful
- Collection
- Past Due
- By Entry Type (for example, On-Accounts, Prepayments)

Field or Control	***Description***
Actions menu	Select one or more lines and choose from the actions available in the actions menu: • **Gen Dunning Letter** (generate a dunning letter) • **Gen Open Item Rpt** (generate open item report) • *Email Notification:* Select to access the Email Notification page and email the transaction to interested parties.

(SFF) Select a line to view read-only line details.

(LFF) Select the **More** button for a line to view item details in the View/Update Item Details component (ITEM_MAINTAIN), where you can view and update item details, and view item activity and accounting entries.

Maintenance Worksheets to Post

Use the Maintenance Worksheets to Post page (AR_WC_ITEMS_SEL_FL) to review and manage one or more maintenance worksheets.

Navigation:

Receivables WorkCenter > **My Work** > **Items** > **Maintenance Worksheets to Post**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions menu	Select one or more worksheets and choose from the actions available in the actions menu: • *Batch Priority* • *Batch Standard* • *Delete Worksheet* • *Do Not Post* • *Post Now* • *Post Now to GL* • *Email Notification*

(SFF) Select a worksheet to view read-only maintenance worksheet details.

(LFF) Select the **More** button associated with a worksheet to show the maintenance worksheet details on the Worksheet Application (WS_WORKSHEET_IC) page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application), where the user can offset individual debits and credits, write off items, create new items, or refund items.

Transfer Worksheets to Post

Use the Transfer Worksheets to Post page (AR_WC_ITEMS_SEL_FL) to review transfer worksheets available to post.

Navigation:

Receivables WorkCenter > **My Work** > **Items** > **Transfer Worksheets to Post**

Field or Control	*Description*
Actions menu	Select one or more worksheets and choose from the actions available in the actions menu: • *Delete Worksheet* • *Batch Priority* • *Batch Standard* • *Do Not Post* • *Post Now* • *Post Now to GL* • *Email Notification*

(SFF) Select a worksheet to view read-only transfer worksheet details.

Copyright © 1988, 2025, Oracle and/or its affiliates.

(LFF) Select the **More** button associated with a worksheet to show transfer worksheet details in the Transfer Worksheet component (Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Update Worksheet), where you can transfer items to another customer or business unit, transfer doubtful receivables, and review and update accounting entries.

Pending Item Groups to Post

Use the Pending Item Groups to Post page (AR_WC_PNDITM_SEL_FL) to review and select one or more pending item groups to delete or post.

The Pending Item Groups to Post page displays pending items—including Online, External, and Overdue Charges items—to be processed in the Receivables system.

Navigation:

Receivables WorkCenter > **My Work** > **Items** > **Pending Item Groups to Post**

Field or Control	*Description*
Actions menu	Select one or more item groups and choose from the actions available in the actions menu: • *Batch Priority* • *Batch Standard* • *Delete Group* • *Do Not Post* • *Post Now* • *Post Now to GL* • *Email Notification* All actions except for Post Now and Post Now to GL are allowed for Overdue Charges and External items.

(SFF) Select an item group to view read-only pending item entry details and access distribution line details.

(LFF) Select the **More** button associated with a pending item group to show details in the External Pending or Online Pending Item Entry components (Accounts Receivable, Pending Items), where you can enter or update pending item group information.

Refund Status

Use the Refund Status page (AR_WC_ITEMS_SEL_FL) to view status of refunds that were sent from Receivables to Payables. You can take action on the refunds that have been voided or closed in Payables.

Navigation:

Receivables WorkCenter > **My Work** > **Items** > **Refund Status**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions	Select one or more items and choose from the actions available in the actions menu: • *Unpost Refund*: Click to access the Maintenance Worksheet Unpost component to select unpost options and set the group post action. A warning message is displayed if you select the *Unpost Refund* action for a voucher that has a *Paid* payment status. • *Email Notification*: Select to access the Email Notification page and email the transaction to interested parties.
	Click to access the Payment Voucher Details page. See “Vouchers For a Payment Page” (PeopleSoft Payables) for more details.

Working with Payments in the My Work Grouplet

The Payments link group in the Fluid My Work grouplet includes these links to transaction areas in small and large form factors:

- Express Deposits to Post
- Incomplete Payments
- Payments to Post
- Credit Card Payments to Post
- Incomplete Credit Card Payments
- Electronic Payments to Post
- Direct Journals to Complete
- Direct Journals to Budget Check
- Payments for Predictor

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Work with Payments in the My Work Grouplet

Payments Link Text	*Fluid Page Name and Definition*	*Alternate Navigation (Classic)*	*Available Group Actions*
Express Deposits to Post	Express Deposits to Post page (AR_WC_PYMNT_SEL_FL)	Accounts Receivable, Payments, Online Payments, Express Deposit	Delete Payment Group Do Not Post Batch Standard
Incomplete Payments	Incomplete Payments page (AR_WC_PYMNT_SEL_FL)	None	None
Payments to Post	Payments to Post page (AR_WC_PYMNT_SEL_FL)	Accounts Receivable, Payments, Review Payments, Payments Set to Post	Batch Priority Batch Standard Delete Payment Group Do Not Post Post Now Post Now to GL
Credit Card Payments to Post	Credit Card Payments to Post page (AR_WC_PYMNT_SEL_FL)	Accounts Receivable, Credit Cards, Finalize Worksheet, Credit Card Worksheet Action	Delete Payment Group Batch Priority Batch Standard Do Not Post Post Now Post Now to GL
Incomplete Credit Card Payments	Incomplete Credit Card Payments page (AR_WC_PYMNT_SEL_FL)	None	Authorize & Settle Delete Payment Group Cancel Settlement
Electronic Payments to Post	Electronic Payments to Post page (AR_WC_PYMNT_SEL_FL)	Accounts Receivable, Payments, Electronic Payments, Apply Electronic Payments, Finalize ePayment Worksheet	Batch Priority Batch Standard Delete Payment Group Do Not Post Post Now Post Now to GL

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payments Link Text	*Fluid Page Name and Definition*	*Alternate Navigation (Classic)*	*Available Group Actions*
Direct Journals to Complete	Direct Journals to Complete page (AR_WC_PYMNT_SEL_FL)	None	Complete Direct Journal Email Notification
Direct Journals to Budget Check	Direct Journals to Post page (AR_WC_PYMNT_SEL_FL)	None	Budget Check Email Notification
Payments for Predictor	Payments for Predictor (AR_WC_PYMNT_SEL_FL)	None	Set Payment Predictor Email Notification

Express Deposits to Post

Use the Express Deposits to Post page (AR_WC_PYMNT_SEL_FL) to review and select one or more express deposits to post.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Express Deposits to Post**

Field or Control	*Description*
Actions menu	Select one or more deposits and choose from the actions available in the actions menu: • *Delete Payment Group* • *Batch Standard* • *Do Not Post* • *Email Notification*

(SFF) Select a deposit to view read-only deposit entry and payment information.

(LFF) Select the **More** button associated with a deposit to open the Express Deposit Entry component (PAYMENT_EXPRESS) in the classic interface (Accounts Receivable, Payments, Online Payments, Express Deposit), where you can enter express deposit totals, enter and apply payments with express deposit, and select an express deposit action.

Incomplete Payments

Use the Incomplete Payments page (AR_WC_PYMNT_SEL_FL) to review a list of incomplete payments.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Receivables WorkCenter > **My Work** > **Payments** > **Incomplete Payments**

The Incomplete Payments page shows items with these statuses:

- Unidentified Status
- Identified Status
- Worksheet Status

(SFF) Select a payment to view read-only payment details on the payment worksheet.

(LFF) Select the **More** button associated with a payment to open the Payment Worksheet Application component (PAYMENT_WS_IC) in the classic interface (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application).

Field or Control	*Description*
Actions menu	Select *Email Notification* to access the Email Notification page and email the transaction to interested parties.

Payments to Post

Use the Payments to Post page (AR_WC_PYMNT_SEL_FL) to review and select one or more payment worksheets to post the next time you run Receivables Update processing.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Payments to Post**

Field or Control	*Description*
Actions menu	Select one or more payments and choose from the actions available in the actions menu: • *Batch Priority* • *Batch Standard* • *Delete Payment Group* • *Do Not Post* • *Post Now* • *Post Now to GL* • *Email Notification*

(SFF) Select a payment to view read-only payment details on the payment worksheet.

(LFF) Select the **More** button associated with a payment to open the Payment Worksheet Application component (PAYMENT_WS_IC) in the classic interface (Accounts Receivable, Payments, Apply Payments, Update Worksheet, Payment Worksheet Application).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Credit Card Payments to Post

Use the Credit Card Payments to Post page (AR_WC_PYMNT_SEL_FL) to review and select one or more credit card payment worksheets to post the next time you run Receivables Update processing.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Credit Card Payments to Post**

Field or Control	*Description*
Actions menu	Select one or more payments and choose from the actions available in the actions menu: • *Batch Priority* • *Batch Standard* • *Delete Payment Group* • *Do Not Post* • *Post Now* • *Post Now to GL* • *Email Notification*

(SFF) Select a payment to view read-only payment details on the payment worksheet.

(LFF) Select the **More** button associated with a payment to open the Credit Card Worksheet Application component (PAYMENT_WS_CC) in the classic interface (Accounts Receivable, Credit Cards, Update Worksheet, Credit Card Worksheet Application).

Incomplete Credit Card Payments

Use the Incomplete Credit Card Payments page (AR_WC_PYMNT_SEL_FL) to review credit card payments that have not been authorized or settled.

Select and correct, resubmit, or delete one or more incomplete credit card payments.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Incomplete Credit Card Payments**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions menu	Select one or more incomplete credit card payments and choose from the actions available in the actions menu: • Authorize & Settle • Cancel Settlement • Delete Payment Group

(SFF) Select an incomplete credit card payment to view read-only details on the payment worksheet.

(LFF) Select the **More** button associated with a payment to open the Credit Card Worksheet Application component (PAYMENT_WS_CC) in the classic interface (Accounts Receivable, Credit Cards, Update Worksheet, Credit Card Worksheet Application).

Electronic Payments to Post

Use the Electronic Payments to Post page (AR_WC_PYMNT_SEL_FL) to review and post electronic check and PayPal payments.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Electronic Payments to Post**

Field or Control	*Description*
Actions menu	Select one or more electronic payments and choose from the actions available in the actions menu: • Batch Priority • Batch Standard • Delete Payment Group • Do Not Post • Post Now • Post Now to GL

(SFF) Select an electronic payment to view read-only details on the ePayment worksheet.

(LFF) Select the **More** button associated with an electronic payment to open the ePayment Worksheet Application page (PAYMENT_WS_EP) in the classic interface (Accounts Receivable, Payments, Electronic Payments, Apply Electronic Payments, Update ePayment Worksheet, ePayment Worksheet Application).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Direct Journals to Complete

Use the Direct Journals to Complete page (AR_WC_PYMNT_SEL_FL) to view a list of direct journals that are available to be moved to a complete status.

The direct journals that meet the following criteria are displayed:

- The direct journal accounting entries are balanced.
- The direct journal's deposit is balanced.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Direct Journals to Complete**

Field or Control	***Description***
Actions	Select one or more direct journals and choose from the actions available in the actions menu: • *Complete Direct Journal*: Select to mark the selected direct journal to complete. If the combo edit is enabled, the direct journal that passed the direct journal combo edit validation check is marked to complete status. The direct journal that did not pass the combo edit check is deselected and not marked as complete. • *Email Notification*: Select to access the Email Notification page and email the transaction to interested parties.
Journal Complete	Indicates if the selected row(s) are marked complete. The options available are *Y* or *N*. • *Y* (Yes): For the deposit IDs that are marked complete. • *N* (No): For the deposit IDs that are not marked complete.
Combo Edit	Displays *Errors* if the selected row(s) failed combo edit. The field is blank if the row(s) passed combo edit.
	Click to view direct journal accounting entries page. See Direct Journal Payments - Accounting Entries Page for more information.

Direct Journals to Budget Check

Use the Direct Journals to Budget Check page (AR_WC_PYMNT_SEL_FL) to view all completed direct journals that are commitment control affected and have not been budget checked.

The direct journals that meet the following criteria are displayed:

- Commitment Control is enabled.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Completed direct journal and not budget checked.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Direct Journals to Budget Check**

Field or Control	*Description*
Actions	Select one or more direct journals and choose from the actions available in the actions menu: • *Budget Check*: Select to invoke GL budget check process for the selected direct journals. • *Email Notification*: Select to access the Email Notification page and email the transaction to interested parties.
	Click to view directly journalled payments page. See Directly Journalled Payments Page for more information.

Payments for Predictor

Use the Payments for Predictor page (AR_WC_PYMNT_SEL_FL) to select one or multiple payments and set Payment Predictor flag for those payments. These payments will be available for payment predictor process.

The payments that meet the following criteria are listed on the Payments for Predictor page:

- The payment status is *Unidentified*, *Identified* or *Identified - Express*.
- Is not direct journal payment.
- Deposit is balanced.
- Payment Predictor flag is not selected on the payment.

Navigation:

Receivables WorkCenter > **My Work** > **Payments** > **Payments for Predictor**

Field or Control	*Description*
Actions	Select one or more payments and choose from the actions available in the actions menu: • *Set Payment Predictor*: Select to set Payment Predictor field value to *Y* (yes). • *Email Notification*: Select to access the Email Notification page and email the transaction to interested parties.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
	Click to view the Payment Worksheet Selection page. See Payment Worksheet Selection Page for more information.

Running Interfaces in the My Work Grouplet

The Interfaces Not Run link group in the Fluid My Work grouplet includes these links to transaction areas in small and large form factors:

- Bills
- Cash Drawer Receipts
- Excel Payment Upload
- Electronic Deposits
- Refunds
- Accounting Entries to GL
- Direct Journals to GL
- Cash Control Entries to GL

Pages Used to Run Interfaces in the My Work Grouplet

Interfaces Not Run Link Text	Fluid Page Name and Definition	Row Counts (in parenthesis)	Alternate Navigation (Classic)	Available Group Actions
Bills	Bills page (AR_WC_INTFC_SEL_FL)	Invoices from BI_HDR available to be sent from Billing to AR	None	Load Invoice to AR
Cash Drawer Receipts	Cash Drawer Receipts page (AR_WC_INTFC_SEL_FL)	Cash drawer receipt (CDR_RECEIPT) rows that have not been loaded into the payment staging tables and for which the Process Cash Drawer Receipts (CDR_LOADPMT) process still needs to be run	None	Process Receipts

Copyright © 1988, 2025, Oracle and/or its affiliates.

Interfaces Not Run Link Text	*Fluid Page Name and Definition*	*Row Counts (in parenthesis)*	*Alternate Navigation (Classic)*	*Available Group Actions*
Excel Payment Upload	Excel Payment Upload page (AR_WC_ PYMNT_SEL_FL)	DEPOSIT_EXCEL rows that have not been loaded into the payment staging tables and for which the Excel Edit process (AR_EXCL_ EDIT) needs to be run	None	Excel Payment Upload
Electronic Deposits	Electronic Deposits page (AR_WC_INTFC _SEL_FL)	Items including: EDI 820, EDI CREEXT, Lockboxes Electronic Bank Statements, EFT Payment Files, Cash Drawer Receipts, Spreadsheet Payments, Accounts Payable Payments	None	Process Payment Interface
Refunds	Refunds page (AR_WC _INTFC_SEL_FL)	ITEM_ACTIVITY refund transactions that have not been distributed to AP	None	Load Refunds to AP
Accounting Entries to GL	Accounting Entries to GL page (AR_WC_ PND_SEL_FL)	ITEM_ACTIVITY ready to be sent to GL via Journal Generator	None	Generate Journals
Direct Journals to GL	Direct Journals to GL page (AR_WC_ PYMNT_SEL_FL)	Completed direct journal payments ready to be sent to GL	Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries	Generate Journals
Cash Control Entries to GL	Cash Control Entries to GL page (AR_WC_ PYMNT_SEL_FL)	Completed cash control entries ready to be sent to GL	Accounts Receivable, Payments, Cash Control Entries, Review Accounting Entries	Generate Journals

Bills

Use the Bills page (AR_WC_INTFC_SEL_FL) to review invoices from BI_HDR ready to be sent from Billing to Receivables.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Bills**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions menu	Select one or more invoices and choose from the action available in the actions menu: *Load Invoice to AR.* Use this action to initiate the Load AR Pending Items Application Engine process (BILDAR01), which loads the item or items you have selected into PeopleSoft Receivables. If you use a third-party billing system, you must develop an interface to populate the pending item tables.

(SFF) Select an invoice to view read-only header summary information and send an email regarding the invoice.

(LFF) Select the **More** button associated with an invoice to open the Bill Inquiry Header - Info 1 (BI_HDR_INQ) page in the classic interface.

Cash Drawer Receipts

Use the Cash Drawer Receipts page (AR_WC_INTFC_SEL_FL) to review CDR_RECEIPT rows that have not been loaded into the payment staging tables and are ready for Process Cash Drawer Receipts (CDR_LOADPMT) processing.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Cash Drawer Receipts**

Field or Control	*Description*
Actions menu	Select one or more invoices and choose from the action available in the actions menu: *Process Receipts.* All the receipts under the selected reconciliations are processed by the batch process. This action initiates Cash Drawer Receipts processing (CDR_LOADPMT) to send payments to Accounts Receivable.

(SFF) Select a cash drawer receipt to view read-only receipt details.

(LFF) Select the **More** button associated with a receipt to open the Cash Drawer Receipt Inquiry page (CDR_RECEIPT_INQ) in the classic interface, where the user can review receipt details and print the receipt.

Excel Payment Upload

Use the Excel Payment Upload page (AR_WC_PYMNT_SEL_FL) to review DEPOSIT_EXCEL rows that have not been loaded into the payment staging tables and are ready for Excel Edit (AR_EXCL_EDIT) processing.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Excel Payment Upload**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Actions menu	Select one or more payments and choose from the action available in the actions menu: *Excel Payment Upload* When you select the Excel Payment Upload action, the system initiates Excel Edit (AR_EXCL_EDIT) processing.

The Excel payment information is read-only in both the small form factor (SFF) and the large form factor (LFF).

Electronic Deposits

Use the Electronic Deposits page (AR_WC_INTFC_SEL_FL) to review review electronic payments that have not been loaded into the payment table.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Electronic Deposits**

The Electronic Deposits page shows these items:

- EDI 820
- EDI CREEXT
- Lockboxes
- Electronic Bank Statements
- EFT Payment Files
- Cash Drawer Receipts
- Spreadsheet Payments
- Accounts Payable Payments

Field or Control	*Description*
Actions menu	Select one or more electronic deposits and choose from the action available in the actions menu: *Process Payment Interface.* When you select the Process Payment Interface action, the system initiates the Payment Loader Application Engine process.

The deposit information is read-only in both the small form factor (SFF) and the large form factor (LFF).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Refunds

Use the Refunds page (AR_WC_INTFC_SEL_FL) to review refund transactions (ITEM_ACTIVITY) that have not yet been distributed to Payables.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Refunds**

Field or Control	*Description*
Actions menu	Select one or more refund transactions and choose from the action available in the actions menu: *Load Refunds to AP.* When you select the Load Refunds to AP action, the system initiates refund processing (RUN_AR36001). The system loads the processed refunds into the PeopleSoft Payables voucher staging tables.

(SFF) Select a refund transaction to view read-only pending item details.

(LFF) Select the **More** button associated with a refund transaction to open the maintenance worksheet details on the Worksheet Application (WS_WORKSHEET_IC) page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Update Worksheet, Worksheet Application), where the user can select items to refund.

Accounting Entries to GL

Use the Accounting Entries to GL page (AR_WC_PND_SEL_FL) to review items (ITEM_ACTIVITY) ready to be sent to General Ledger through the Journal Generator.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Accounting Entries to GL**

Field or Control	*Description*
Actions menu	Select one or more refund transactions and choose from the action available in the actions menu: *Generate Journals.* When you select the Generate Journals action, the system initiates Journal Generator (FS_GEN) processing.

(SFF) Select an accounting entry to review read-only item details, including distribution lines.

(LFF) Select the **More** button associated with an item to open the Items with Accounting Entries – Group Control page (GROUP_ENTRY1_DSP). In the pending items group entry pages in the classic interface (Accounts Receivable, Pending Items), you can update the pending items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Direct Journals to GL

Use the Direct Journals to GL page (AR_WC_PYMNT_SEL_FL) to review completed direct journal payments ready to be sent to the General Ledger system.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Direct Journals to GL**

Field or Control	*Description*
Actions menu	Select one or more direct journal payments and choose from the action available in the actions menu: *Generate Journals.* When you select the Generate Journals action, the system initiates Journal Generator (FS_GEN) processing.

(SFF) Select a deposit to review the read-only Direct Journal Review page. The accounting lines display standard and entry event lines.

(LFF) Select the **More** button associated with a direct journal transaction to open the Directly Journalled Payments (PAYMENT_MISC_DST_I) page in the classic interface (Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries, Directly Journalled Payments).

Cash Control Entries to GL

Use the Cash Control Entries to GL page (AR_WC_PYMNT_SEL_FL) to review completed cash control entries ready to be sent to the general ledger system.

Navigation:

Receivables WorkCenter > **My Work** > **Interfaces Not Run** > **Cash Control Entries to GL**

Field or Control	*Description*
Actions menu	Select one or more cash control entries and choose from the action available in the actions menu: *Generate Journals.* When you select the Generate Journals action, the system initiates Journal Generator (FS_GEN) processing.

(SFF) Select a cash control entry to view the read-only Cash Control Review page and cash control accounting for lines.

(LFF) Select the **More** button associated with a cash control entry to open the Cash Control Payments page (CASH_CNTRL_DST) in the classic interface.

Viewing Exceptions in the My Work Grouplet

The Exceptions link group in the Fluid My Work grouplet appears in both large and small form factors.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Exceptions Link Group

This example illustrates the Exceptions link group in the My Work grouplet.

Pages Used to View Exceptions in the My Work Grouplet

Exceptions Link Text	*Definition Name*	*Row Counts (in parenthesis)*	*Alternate Navigation (Classic)*	*Available Group Actions*
Posting Errors Page	AR_WC_PNDITM_SEL_FL	Pending items and groups containing errors	None	None
Deposit Balancing Errors Page	AR_WC_PYMNT_SEL_FL	Deposits where control totals do not equal the sum of the payments entered, including regular and express deposits	Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing	None
Direct Journal Accounting Entry Errors Page	AR_WC_PYMNT_SEL_FL	Direct Journal accounting entry edit errors	Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries, Accounting Entries	None
Excel Upload Deposit Errors Page	AR_WC_EXCEL_ERR_FL	Excel upload deposit errors	Accounts Receivable, Payments, Electronic Payments, Excel Error Correction	Delete Deposits
Revenue Estimate Exceptions Page	AR_WC_INTFC_SEL_FL	Revenue Estimate budget checking errors	Accounts Receivable, Receivables Update, Revenue Estimates, Review Transactions by Item, Revenue Estimate Review	None
Direct Journal Budget Exceptions Page	AR_WC_PYMNT_SEL_FL	Transactions with direct journal budget checking errors	Commitment Control, Review Budget Check Exceptions, Revenues, Direct Journal, Line Exceptions	None
Electronic Deposits in Error Page	AR_WC_INTFC_SEL_FL	Transactions having incorrect bank account or inactive bank account.	None	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

Exceptions Link Text	*Definition Name*	*Row Counts (in parenthesis)*	*Alternate Navigation (Classic)*	*Available Group Actions*
Statement Email Error	AR_WC_STAT_SEL_FL	Displays the statements with email error (Email Status is *Fail*).	None	Email Notification View Contact Information Retry Email

Posting Errors Page

Use the Posting Errors page (AR_WC_PNDITM_SEL_FL) to review pending items containing errors with access to Online Error Correction pages.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Posting Errors**

The Posting Errors page shows results for these items and groups:

- External Pending Items
- Online Pending Items
- Overdue Charge Pending Items
- Maintenance Groups
- Transfer Groups
- Unpost Groups
- Direct Debit Groups
- Draft Groups
- Payment Groups

(SFF) Select the row for the group unit / group ID to view read-only detail on the Pending Item Entry page. To view additional error information, select the **Error Info** button.

(LFF) Select a row to open the pending item or group in the Correct Posting Errors (ENT_ONLSID_ERRORS) component (Accounts Receivable, Receivables Update, Correct Posting Errors, Online Items), where you can correct the posting error.

Deposit Balancing Errors Page

Use the Deposit Balancing Errors page (AR_WC_PYMNT_SEL_FL) to review deposits where control totals do not equal the sum of the payments entered, including regular and express deposits.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Deposit Balancing Errors**

Copyright © 1988, 2025, Oracle and/or its affiliates.

(SFF) Select a deposit to view read-only detail on the Deposit Entry page.

(LFF) Select a deposit to open the Express Deposit (PAYMENT_EXPRESS) component (Accounts Receivable, Payments, Online Payments, Express Deposit) for the selected deposit, where you can correct the deposit with balancing errors.

Direct Journal Accounting Entry Errors Page

Use the Direct Journal Accounting Entry Errors page (AR_WC_PYMNT_SEL_FL) to review direct journal accounting entry edit errors.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Direct Journal Accounting Entry Errors**

(SFF) Select the row for the unit / deposit ID to view read-only detail on the Deposit Journal Review page.

(LFF) Select the row for the unit / deposit ID to open the Accounting Entries page, where you can review and correct errors for accounting entries in a maintenance group.

Excel Upload Deposit Errors Page

Use the Excel Upload Deposit Errors page (AR_WC_EXCEL_ERR_FL) to review Excel upload deposit errors.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Excel Upload Deposit Errors**

(SFF) Select a deposit to view read-only details the Excel Upload Error Correction page. Only the payments in error are displayed.

(LFF) Select a deposit records created by the Excel Payment Upload process to view deposit details. You can also correct Excel deposit upload errors on the Excel Upload Deposit Errors page (Accounts Receivable, Payments, Electronic Payments, Excel Error Correction, Excel Upload Deposit Errors).

Revenue Estimate Exceptions Page

Use the Revenue Estimate Exceptions page (AR_WC_INTFC_SEL_FL) to review revenue estimate budget checking errors.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Revenue Estimate Exceptions**

(SFF) Select the budget exception row to view read-only details on the Revenue Estimate Exceptions page.

(LFF) Select a row to open the Revenue Estimate Exceptions page (KK_XCP_HDR_AR1) in the classic interface (Commitment Control, Review Budget Check Exceptions, Revenues, Review Revenue Estimate), where you can review the budget exceptions and, if you have authority, override specific budgets for a failed transaction as well as all budgets for a failed transaction.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Direct Journal Budget Exceptions Page

Use the Direct Journal Budget Exceptions page (AR_WC_PYMNT_SEL_FL) to review direct journal budget checking errors.

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Direct Journal Budget Exceptions**

(SFF) Select a deposit to view read-only line detail for the budget exception.

(LFF) Select a row to open the page to review the direct journal line exceptions (KK_XCP_HDR_AR2) page (Commitment Control, Review Budget Check Exceptions, Revenues, Review Direct Journal, Line Exceptions), where you can view individual transaction lines in a source transaction for a direct journal payment with budget checking errors.

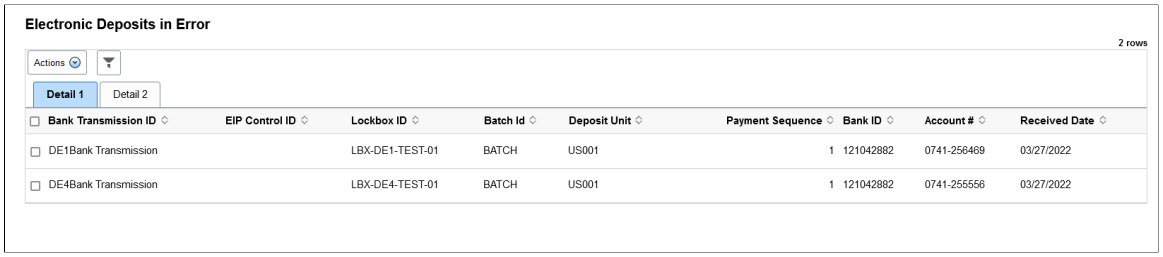
Electronic Deposits in Error Page

Use the Electronic Deposits in Error page (AR_WC_INTFC_SEL_FL) to view electronic deposits with invalid bank account data and delete the data from the staging tables

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Electronic Deposits in Error**

This example illustrates the fields and controls on the Electronic Deposits in Error page.



This page displays electronic deposits with errors that result from payment staging table load processes, such as the Lockbox SQR process. Error data is captured from these staging tables:

- DELETE FROM PS_AR_LOCKBOX_EC ;
- DELETE FROM PS_AR_DEPOSIT_EC ;
- DELETE FROM PS_AR_PAYMENT_EC ;
- DELETE FROM PS_AR_IDCUST_EC ;
- DELETE FROM PS_AR_IDITEM_EC ;

The page displays payment details for each error, such as **Bank Transaction ID, EIP Control ID, Bank ID,** and so forth.

Use the *Process Payment Delete* option from the **Actions** drop down to delete error data from the staging tables. The Process Payment Delete option calls the AR_PYMT_DEL application engine to delete the error data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: To identify transactions with invalid bank account data, their process instance is set to '9999999999.' To avoid another process resulting in the same instance number, use the Process System - System Settings page to set the Max Seq (Max Sequence) value to '9999999998' for the **Process Instance** field.
See the 'Defining System Settings' topic in the *PeopleTools Process Scheduler* documentation.

Statement Email Error

Use the Statement Email Error page (AR_WC_STAT_SEL_FL) to view the statements with email error (Email Status is *Fail*).

Navigation:

Receivables WorkCenter > **My Work** > **Exceptions** > **Statement Email Error**

Use the *Email Notification* option from the *Actions* drop down to notify someone by email about the exception.

Click *Contact Information* to view/edit the Customer Contact information. For additional information, see “Contact Information - Maintain Contacts Page” (PeopleSoft Order to Cash Common Information). You can select only one statement from the Statement Email Error page for this action.

Select *Retry Email* to run the Print Statement process to re-send the email to the customer contact email address. You can select only one statement from the Statement Email Error page for this action.

Using Work Management in the Receivables WorkCenter

The PeopleSoft Fluid Receivables WorkCenter can optionally use the Work Management framework, which is an Enterprise Components feature.

This topic discusses how to setup up Work Management for the Receivables WorkCenter.

Understanding Work Management in the Receivables WorkCenter

The purpose of the Work Management Framework is to view and manage transactions when they appear in the My Work section of the WorkCenter.

It is important to understand the Work Management Framework from a high-level perspective before applying it to PeopleSoft Receivables. Please see “Setting Up and Using the Work Management Framework” (Enterprise Components) for additional information. Some transaction categories that appear in the My Work section of a WorkCenter may not be a candidate for the Work Management framework and therefore are not delivered. However, you can enable this framework for transaction categories as well as related actions for delivered or custom transactions as needed.

One or more people can work on Work Management transactions in your organization. If another user acts on a transaction, you can view the transactions assigned to that person by changing your view to *All Assigned.* This view displays all transactions regardless of who it is assigned to. Select the *Exception History* action and view the name in the **User Name** column to discover who is working on a transaction.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up Work Management for the Receivables WorkCenter

This list provides the steps to setup the optional Work Management feature for the Receivables WorkCenter.

1. Use the EOXC_USER role to access the Work Management setup pages.
2. Access the “Work Management Link ID's Page” (Enterprise Components).
3. Search for the corresponding Link ID (component ID) for each type of transaction where you want to use the Work Management feature.

   Receivables pages and their corresponding Link ID are:

Link ID	***Description***
AR_ACCT_ENT_NOT_TO_GL	Accounting Entries to GL
AR_BILLS_NOT_IN_AR	Bills
AR_CASHCTL_NOT_TO_GL	Cash Control Entries to GL
AR_CASHDRAWER_RECEIPTS	Cash Drawer Receipts
AR_CONVR_TO_REVIEW	Conversations To Review
AR_CR_PYMNTS_AVIL_POST	Credit Card Payments to Post
AR_DEPOSIT_BAL_ERRORS	Deposit Balancing Errors
AR_DJ_ACCTG_ERROR	Direct Journal Accounting Entry Errors
AR_DJ_NOT_TO_GL	Direct Journals to GL
AR_EC_DEPOSIT_ERROR	Electronic Deposits in Error
AR_ELECTRONIC_DEPOSITS	Electronic Deposits
AR_EP_PYMNTS_AVIL_POST	eCheck Payments to Post
AR_EXCEL_PYMNT_UPLOAD	Excel Payment Upload
AR_EXCEL_UPLOAD_ERRORS	Excel Upload Deposit Errors
AR_EXPRESS_DEPOSITS	Express Deposits to Post

Copyright © 1988, 2025, Oracle and/or its affiliates.

Link ID	*Description*
AR_INCOMPLETE_CRCD_PAY	Incomplete Credit Card Payments
AR_INCOMPLETE_PYMNTS	Incomplete Payments
AR_MAINT_WS_POSTING	Maintenance Worksheets to Post
AR_OPEN_ITEMS	Open Items
AR_PENDING_ITEM_GRP	Pending Item Groups to Post
AR_PYMNTS_AVAIL_TO_POS	Payments to Post
AR_REFUNDS	Refunds
AR_REV_ESTM_EXCEPT	Direct Journal Budget Exceptions
AR_STMT_EMAIL_ERR	Statement Email Error
AR_TRNSF_WS_POSTING	Transfer Worksheets to Post
AR_WC_DJ_BC	Direct Journals to Budget Check
AR_WC_DJ_CM	Direct Journals to Complete
AR_WC_PP_PAYMENTS	Payments for Predictor
AR_WC_REF_STATUS	Refund Status

4. Select the **View** button to access the “Enable Work Management Exception Page” (Enterprise Components).
5. Select the **Enable** option to activate the Work Management feature for that transaction.
6. Follow instructions in the Enterprise Components documentation for the “Enable Work Management Exception Page” (Enterprise Components) to complete your setup.
7. Use the EOXC_USER role to access the Receivables WorkCenter.

Receivables WorkCenter Page - Open Items (Work Management Enabled)

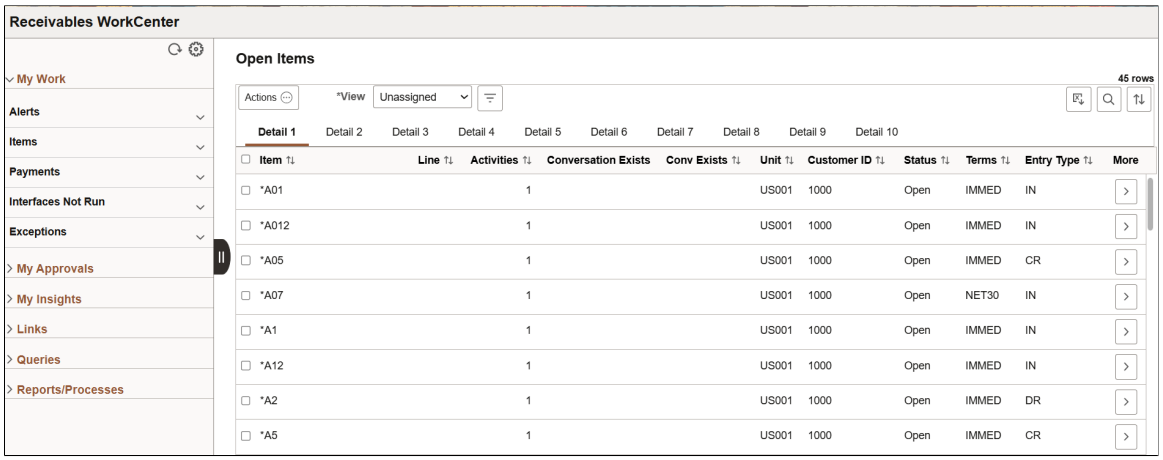
This is an example for the Work Management enabled page. Use the Receivables WorkCenter page when Work Management is enabled to access and manage outstanding transactions in various views.

Navigation

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Select the Receivables WorkCenter tile.

This example illustrates the fields and controls on the Receivables WorkCenter with Work Management enabled.



When Work Management is enabled, there are two changes on the WorkCenter page:

- The **View** drop-down box appears above the grid.
- Additional action options are added to the **Actions** button.
- The original action options remain. The additional (Work Management) action options depend on the **View** option selected.

  See “Understanding the Work Management Framework” (Enterprise Components), Actions by View section for more information.

Using the My Approvals Grouplet

The My Approvals pagelet provides access to pending approvals. The pagelet is available only for fluid WorkCenters.

System administrators use the “Configure Pagelets - My Approvals Page” (Enterprise Components) to set up the My Approvals pagelet for end users.

End users use the Personalize icon on the fluid workcenter to personalize the My Approvals pagelet.

Using the My Insights Grouplet

The My Insights pagelet provides access to Receivables insights. The pagelet is available only for fluid WorkCenters.

The following collections related dashboards are available under *Collections* group:

- Collector Performance

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Collection Analysis
- Collector Dashboard
- Collections Manager Dashboard

System administrators use the “Configure Pagelets - My Insights Page” (Enterprise Components) to set up the My Insights pagelet for end users.

The filter used to pass values to the Insights dashboards is AR_LIST_FL which is the filter used by the Open Items My Work pagelet. Only the filters defined on the Configure Pagelets setup for Receivables Workcenter will be passed as filter values. The following filter operators are supported:

- Collector Performance
    - Business Unit: =, in
    - Customer ID: =, not =, in
    - Collector: =, not =, in
    - As of Date: within last xxx Days
- Collection Analysis
    - Business Unit: =, in
    - Customer ID: =, not =, in
    - Collector: =, not =, in
    - As of Date: within last xxx Days
- Collector Dashboard
    - Business Unit: =, in
    - Customer ID: =, not =, in
    - Collector: =, not =, in
- Collections Manager Dashboard
    - Business Unit: =, in
    - Customer ID: =, not =, in
    - Collector: =, not =, in

End users use the Personalize icon on the fluid workcenter to personalize the My Insights pagelet. For more information on Receivables insights, see Analyzing Receivables Using PeopleSoft Insights.

Note: PeopleTools version 8.61 or later is required to support access to Insights dashboards in fluid WorkCenters.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

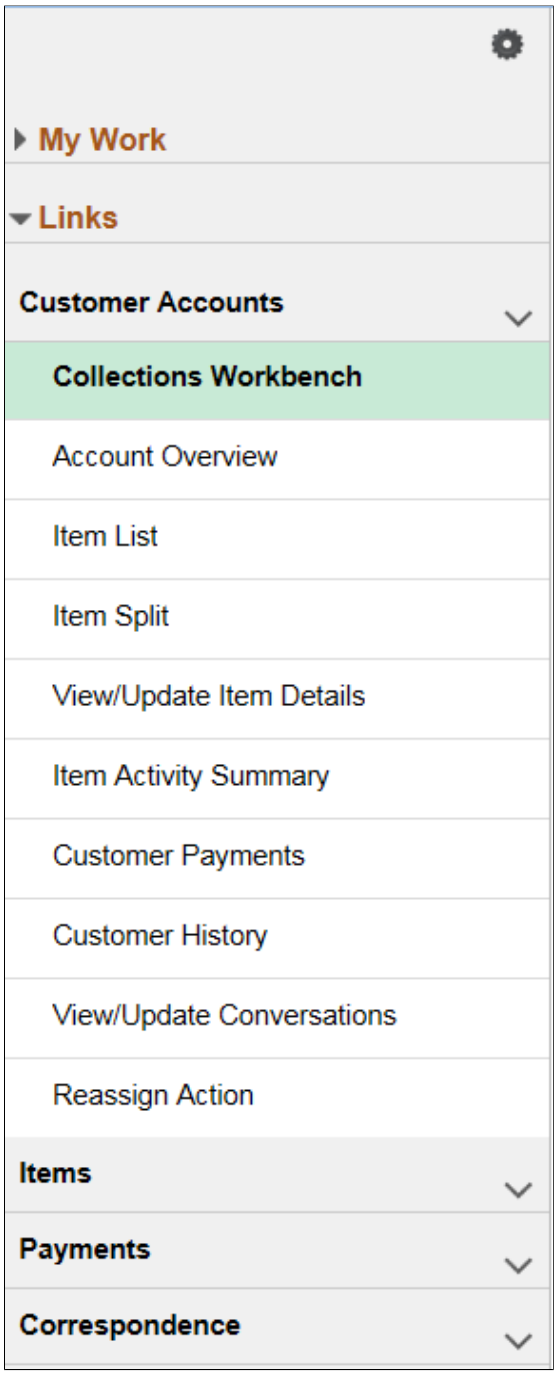
Using the Links Grouplet

Use the PeopleSoft Fluid Receivables WorkCenter - Links grouplet to view Receivables links. The primary purpose of this grouplet is to minimize the number of clicks to access critical path components and pages in the Classic interface. Click any of the links on the grouplet to display the destination page in the transaction area.

The Links grouplet is available in the large form factor (LFF) only.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the PeopleSoft Fluid Receivables WorkCenter - Links grouplet.



The following sample links are delivered in the Links grouplet:

- Customer Accounts
  - Collections Workbench
  - Account Overview
  - Item List

Copyright © 1988, 2025, Oracle and/or its affiliates.

    - Item Split
    - View/Update Item Details
    - Item Activity Summary
    - Customer Payments
    - Customer History
    - View/Update Conversations
    - Reassign Action

- Items
    - Pending Online Groups
    - Pending External Groups
    - Overdue Charge Items
    - Item Billing Data
    - Create Maintenance Worksheet
    - Create Transfer Worksheet
    - Group Search for Unpost
    - Refund Status

- Payments
    - Regular Deposit
    - Express Deposit
    - Create Payment Worksheet
    - Create Credit Card Worksheet
    - Update ePayment Worksheet
    - Credit Card WorkBench
    - Review All Deposits
    - Review All Payments
    - Create Customer Drafts
    - Create Remit Drafts Worksheet
    - Update Direct Debits

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Correspondence
    - History of Dunning Letters
    - Preview Dunning Letter
    - Review Statements
    - Review Overdue Charges

Select the link to open the classic page in the transaction area of the Receivables WorkCenter.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 43

Using the PeopleSoft Fluid User Interface to Navigate My Receivables

Using the PeopleSoft Fluid User Interface to Navigate My Receivables

This topic discusses how you can use the PeopleSoft Fluid User Interface to navigate to frequently used components in Receivables. You can perform receivables-related transactions through the fluid Receivables page.

Pages Used to Navigate My Receivables in the PeopleSoft Fluid User Interface

Page Name	*Definition Name*	*Usage*
Receivables Tile	EP_AR_RECEIVABLESNC__FL_GBL	Access a collection of Receivables components.
My Receivables Design		
Receivables Business Unit Receivables Definition - Business Unit Definition Page	BUS_UNIT_TBL_AR1	Associate a PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit and assign a location code to the unit.
Bank Accounts “External Accounts Page” (PeopleSoft Banks Setup and Processing)	BANK_PNL2	Set up external accounts.
View AR Open Periods “Open Period Display Page” (Application Fundamentals)	OPEN_PERIOD_SINGLE	View existing open periods and adjustment periods for a business unit and ledger group.
Payment Predictor Rules Predictor Method Page	PP_METHODS_TABLE	Define a Payment Predictor method.
My Customers & Contacts		

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Maintain Customer Information “Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information)	CUST_GENERAL1	Add or review customers’ names and level information and assign associated roles.
Quick Add/View Customers “Customer Search Page” (PeopleSoft Order to Cash Common Information)	QUICK_CUST_SRCH	Search for customers or enter new customers.
Add/View Contacts “Contact Information - Maintain Contacts Page” (PeopleSoft Order to Cash Common Information)	CONTACT	Create and maintain information about each contact.
Customer Contracts “My Contracts Page” (PeopleSoft Contracts)	CA_MYCONTRACTS	View a list of contracts that you are actively tracking or managing.
Customer Hierarchy Viewing Information on the Customer Hierarchy Chart	AR_CUST_VISUALIZE	View and navigate customer details and hierarchical relationships as well as access transactional pages to take action.
My Receivables Items		
Create Receivables Items Online Pending - Group Control Page	GROUP_ENTRY1	Enter or update control information.
Review Pending Items Understanding Posting Result Inquiry Pages	GROUP_ENTRY1_DSP	Review the posting results for groups.
Customer Item List Item List Page	ITEM_LIST	View a list of items for a customer that matches your search criteria.
Maintenance Worksheet Maintenance Worksheet - Worksheet Selection Page	WS_IDENTIFY_IC	Create a new worksheet, or add and change items on an existing maintenance worksheet
Receivables Update Receivable Update Request Page	POSTING_REQUEST	Enter run parameters for the Receivables Update process for specified business units and run the process

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
My Payment Processing		
Express Payment Express Deposit - Totals Page	PYMNT_EXPRESS1	Enter information and control totals for a new deposit.
Regular Deposit Regular Deposit - Totals Page	PAYMENT_DATA1	Enter regular deposit totals, including information and control totals for a new deposit. You can also delete a deposit. The Totals page is unavailable if the deposit has been reconciled with a bank statement.
Payment Application Payment Worksheet Selection Page	PAYMENT_IDENT_IC	Create a new worksheet, modify an existing one, and select items to include in the worksheet.
Create Direct Journal Entry Direct Journal Payments - Accounting Entries Page	PAYMENT_MISC_DST	Create or change accounting entries for payments that are to be journaled directly.
Lockbox Processing Lockbox Page	LOCKBOX_REQUEST	Run the Lockbox SQR process that imports lockbox files to the staging tables.
Receivables Update Receivable Update Request Page	POSTING_REQUEST	Enter run parameters for the Receivables Update process for specified business units and run the process
My Accounting		
Journal Generator “Generate Journals Request Page” (Application Fundamentals)	JRNL_GEN_REQUEST	Initiate Journal Generator processing.
My Collections		
Collections Workbench Collections Workbench Page	COLLECTION_WRKBNCH	Track and manage customer data and collections, as well as contracts.
Owner Action List Owner Action List Page	OWNER_ACTION	Review a list of open actions that are assigned to a specific owner.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Review Statements Review Statements Page	CUSTOMER_STMTS	Review all statements for a customer. View the total amount of the statement and the customer's current balance. View the statement type. Also, view the balance forward amount for balance forward statements.
Review Overdue Charges Review Overdue Charges Page	CUSTOMER_OC_CHGS	View summary and detail information for all overdue charge invoices.
My Reporting & Analysis		
Journal Inquiry “Journal Inquiry Page” (PeopleSoft General Ledger)	INQ_JRNL_CRITERIA	Review summary and detail journal information for a specific business unit, ledger, and period.
Receivables Aging Unit Aging Page	BUS_UNIT_AGING	View aging summary information at the business unit level.
Reporting Console See the product documentation for *PeopleTools: Process Scheduler*.	PT_CONSOLE	Provides a single interface for a user to manage and schedule reports. From the Reporting Console users can run a report, schedule a report, and organize reports.
Receivables WorkCenter		
Understanding the PeopleSoft Fluid Receivables WorkCenter	AR_WORKCENTER_FL	Manage Receivables activities in one location.

Receivables Tile

Use the Receivables tile to access a collection of Receivables components.

Navigation:

The Receivables tile is delivered as part of the Employee Self Service home page, but the location can change if administrators change the delivered home pages.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example shows the Receivables tile as displayed on a tablet.



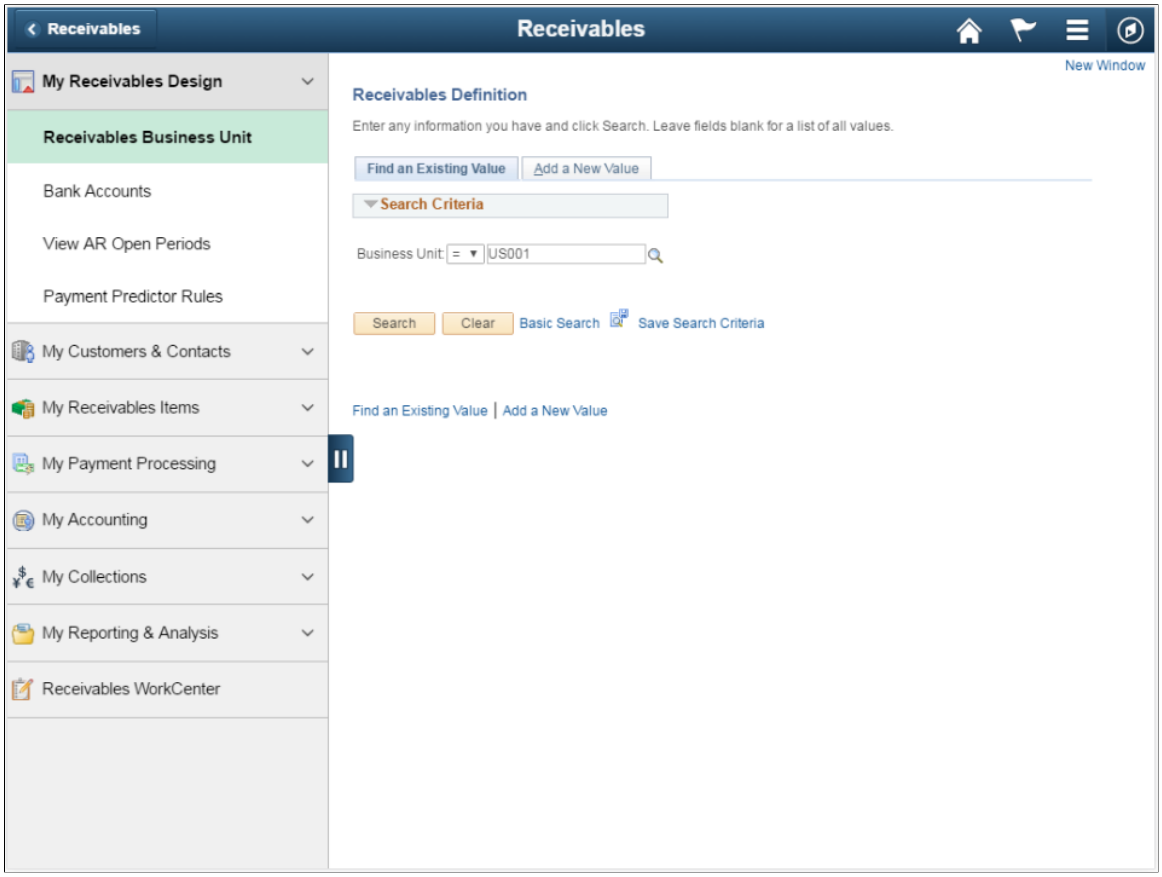
This example shows the Receivables tile as displayed on a phone.



Click the Receivables tile to access the Receivables navigation collection.

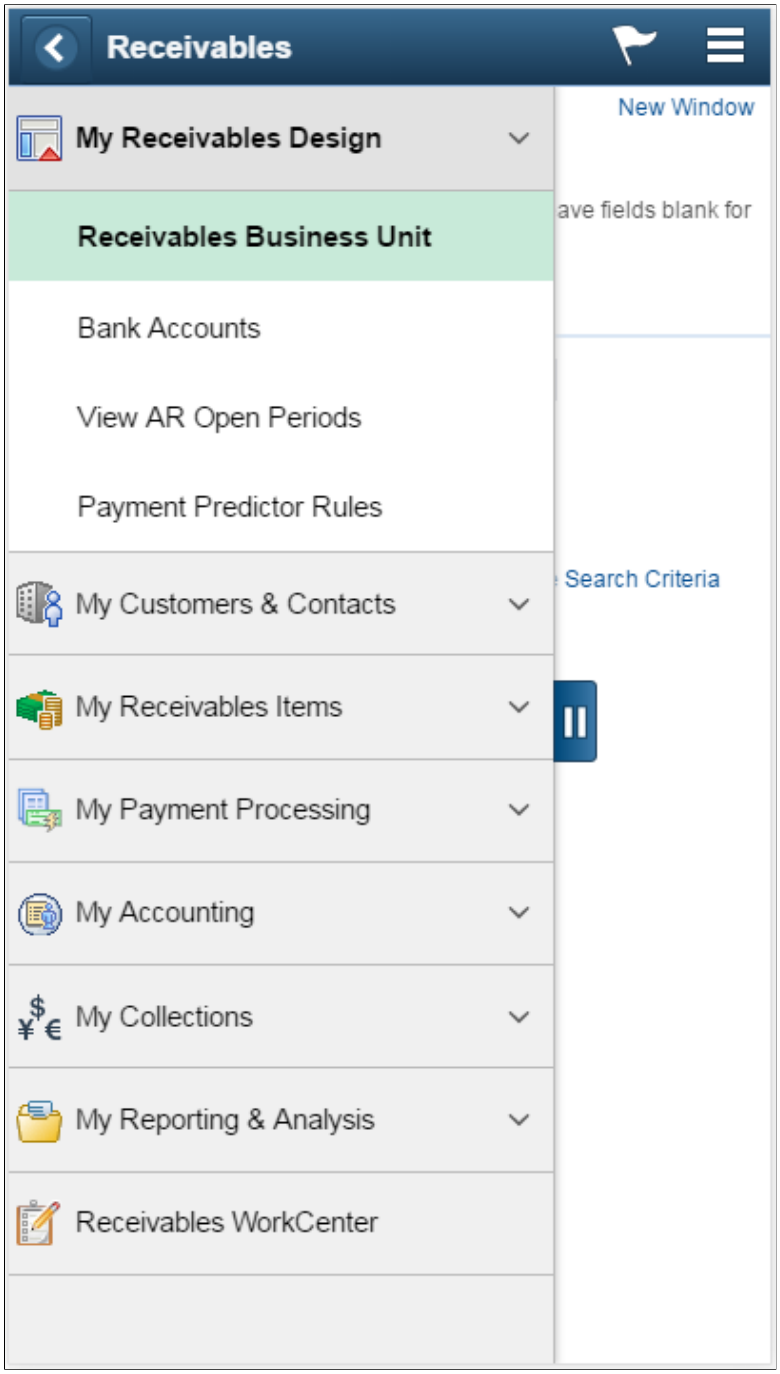
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example shows the Receivables page as displayed on a tablet.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example shows the Receivables page as displayed on a phone.



This navigation collection enables users to access frequently used Receivables components from one location. The left panel of this page lists the components collected under different categories:

- My Receivables Design
- My Customers & Contacts
- My Receivables Items
- My Payment Processing

Copyright © 1988, 2025, Oracle and/or its affiliates.

- My Accounting
- My Collections
- My Reporting & Analysis

You can also access the Receivables WorkCenter from the left panel.

The right panel displays the component selected in the left panel.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 44

Understanding Exception and Collection Processing

Deduction Processing

Customers may take deductions for any of these reasons:

- A product discount resulting from damaged goods or a late delivery.
- A reason of their choosing.

  For example, they are penalizing you because you sent a hard copy bill when they requested an electronic bill.

PeopleSoft Receivables provides several tools to help you track all deductions, collect unauthorized deductions, and offset deductions taken for legitimate reasons.

This topic discusses the process flow.

Process Flow

PeopleSoft Receivables integrates with PeopleSoft Order Management, PeopleSoft Billing, and PeopleSoft Contracts to facilitate the deduction management process. This section describes the process flow for deduction processing in these applications:

1. Create sales orders in PeopleSoft Order Management.

   You can view information about sales orders associated with deductions directly from PeopleSoft Receivables.

2. Create invoices in PeopleSoft Billing and use the Load AR Pending Items Application Engine process (BILDAR01) to interface the items to PeopleSoft Receivables.

   You can view information about invoices associated with a deduction directly from PeopleSoft Receivables.

   Note: If you use a third-party billing application, you can interface items to PeopleSoft Receivables, but you cannot view the original invoice information for an invoice associated with a deduction.

3. Create deductions in PeopleSoft Receivables in three ways.

   When you create the deduction, the system automatically assigns an AR specialist to manage the deduction.

   - When you apply the payment to the item on the payment worksheet, you can create a deduction for the difference between the item and the payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- When you run the Payment Predictor Application Engine process (ARPREDCT), the system automatically creates a deduction if you use a payment predictor method with instructions to create deductions for underpayments.

  Note: If you create a deduction after a payment is applied and posted, you must either unpost the payment group or apply a credit item to the deduction to reverse the deduction.

- You can manually mark an item as a deduction and assign a deduction reason on the View/Update Item Details - Detail 1 page.

  Important! If you mark an item as a deduction manually, the system does not generate any accounting entries to indicate that the item is a deduction.

4. Run the Condition Monitor Application Engine process (AR_CNDMON) to put deductions on the action list for the assigned AR specialists and notify the specialists.
5. The AR specialist investigates the reason for the deduction and determines whether it is for a legitimate deduction due to error in your organization or that it needs to be collected.

   During the investigation process, the AR specialist may perform these tasks to help determine how to handle the deduction:

   - View or change details for the deduction, using the View/Update Item Details component (ITEM_MAINTAIN).

     Drill down to see details about contracts, invoices, and sales orders related to the item.

   - Assign an action and action owner to the deduction item for further research, such as asking a broker to obtain a copy of the proof of delivery slip.
   - Create a conversation entry and attach documents, if needed, for a broker or sales person, or enter comments about a conversation with the customer concerning the deduction.
   - Split the deduction into multiple deductions because the deduction amount is actually for two types of deductions.

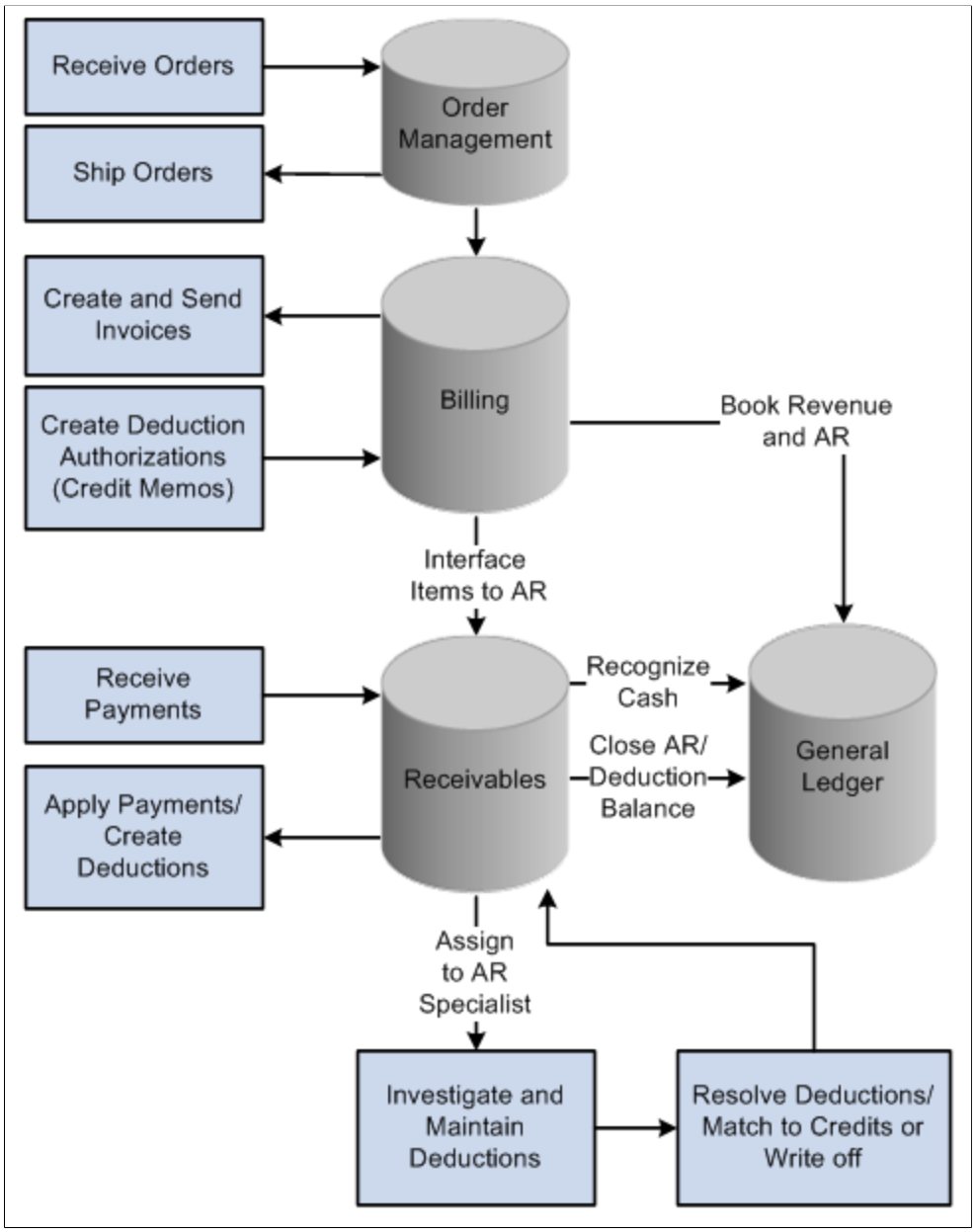
6. If you plan to match the deduction with an offset item, either enter a credit memo in PeopleSoft Billing and run the Load AR Pending items process to send the credit memo to PeopleSoft Receivables, or enter the credit memo directly in PeopleSoft Receivables.
7. Use the maintenance worksheet or the Automatic Maintenance Application Engine process (AR_AUTOMNT) to resolve the deduction by either matching it with a credit item or writing it off.
8. Run the Receivables Update Application Engine process (ARUPDATE) to update the customer balances, update the item activity, and create accounting entries.

This diagram shows the deduction process flow. Customer orders are received and shipped in PeopleSoft Order Management, and invoices are created and sent and deductions authorizations (credit memos) are created in PeopleSoft Billing. PeopleSoft Billing books invoice revenue and accounts receivable in General Ledger and updates the items in PeopleSoft Receivables, where payments are received and the cash is recognized in PeopleSoft General Ledger. The payments are applied to the items in PeopleSoft Receivables, deductions are created, the transaction is closed and updated in the PeopleSoft General

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Ledger along with the deduction balance. An AR specialist is then assigned to investigate and maintain the deductions, where they are resolved by either matching them to credits or writing them off.

Deduction process flow from receiving customer orders in PeopleSoft Order Management to closing the Receivables transactions and resolving the deductions



Related Links

Understanding Payments and Deposits
Reviewing Item Information
Understanding Exception and Collection Processing Options
“Understanding Sales Order Entry” (PeopleSoft Order Management)
“Running the Load AR Pending Items Process (BILDAR01)” (PeopleSoft Billing)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Dispute Processing

If a customer is disputing an invoice, you can put the item in dispute and indicate the amount and reason for the dispute. Putting an item in dispute does not generate any accounting entries.

These steps describe the process flow for dispute processing:

1. Mark an item as disputed, and enter a dispute reason and the disputed amount on the View/Update Item Details - Detail 1 page.
2. Run the Condition Monitor process to put the disputed item on the action list for the AR specialist, and then notify the specialist.
3. The AR specialist researches the reason for the dispute and determines whether the item should be collected, refunded, or written off.

   During the investigation process, the AR specialist may perform these tasks to help determine how to handle the disputed item:

   - View or change details for the item, using the View/Update Item Details component.

     Drill down to see details about contracts, invoices, and sales orders related to the item.
   - Assign an action and action owner to the item for further research.
   - Create a conversation entry and attach documents, if needed, for a broker or salesperson, or enter comments about a conversation with the customer concerning the disputed item.
4. Resolve the disputed item by doing one of these:
   - Take the item out of dispute on the View/Update Item Details - Detail 1 page.
   - Write off the item, using the maintenance worksheet.
   - Create a credit memo and apply the credit to the item, using either the Automatic Maintenance process or the maintenance worksheet.

     Note: If you write off the item or apply a credit memo to the item, run the Receivables Update process to update the customer's balance, update item activity, and create accounting entries.

   If the option to **Resolve Dispute When Closed** is selected on the Receivables Options – Payment Options page for the business unit SetID, the system automatically resolves the dispute when the item is closed. The dispute status change is recorded on the Dispute Status Tracking page (ITEM_DISP_T) and the dispute fields are cleared on the View/Update Item Details - Detail 1 page for the item.

Default AR Specialist Hierarchy

The system automatically assigns an AR specialist to a deduction when you create it either by using the payment worksheet, using the Payment Predictor process, or adding a deduction reason on the Detail 1

 Copyright © 1988, 2025, Oracle and/or its affiliates.

page. The system also assigns an AR specialist to an item that you put into dispute. The system uses the following hierarchy to determine which AR specialist to assign to the item:

1. Customer for the item (you assign AR specialists to customers on the Bill To Options page).
2. Deduction reason or dispute reason (you assign AR specialists to reasons on the Deduction Reason and Dispute Reason pages).
3. Business unit for the item (you assign AR specialists to a business unit on the Receivables Options - General 1 page).

To notify AR specialists when a new deduction or disputed item is assigned to them:

1. Set up a condition definition for deductions and disputed items.
2. Set up an action definition and action template to notify the specialists.
3. Create an assessment rule to identify the new deductions or disputed items.
4. Run the Condition Monitor process.

AR specialists will receive an e-mail notification when they have an action for new deductions or disputed items.

Deduction and Disputed Item Splits

As you research a deduction, you may find that it consists of multiple deductions. For example, a deduction for 3,000.00 USD appears with a product discount explanation. As you investigate the item, you determine that the deduction is for a 2,000.00 USD product discount adjustment and a 1,000.00 USD short shipment. You need to change the deduction to reflect this, so that the different pieces can take separate resolution paths. To do this, you split the deduction.

You can also split a disputed item if the customer is disputing only part of the amount and you want to track and resolve each portion separately.

Related Links

Splitting Exception Items

Collection Processing

PeopleSoft Receivables enables you to monitor a customer's account and take action when a condition occurs. You define the conditions that put a customer in an action plan, including:

- When the amount and age of the balance past due reach a specified limit.
- When the outstanding balance reaches a certain dollar amount or percentage or exceeds the customer's credit limit.
- When a customer reaches a specified number of days from the credit expiration date or passes the date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- You have a message with credit hold for a customer.
- A large amount is coming due.
- A conversation entry has reached the follow-up date or a new follow-up action has been entered.
- All promise date conversations that require follow up.
- Promise has been broken based on promise amount not paid on promise date and taking into consideration the promise tolerances.
- The customer has a high risk score.
- A deduction or dispute item exists.

If the amount and age of the customer's balance past due reach a specified limit, the Condition Monitor process generates an action plan based on the collection rules that you define.

In addition, when you run the Condition Monitor process, the system will evaluate each promise date conversation based on these conditions:

The CPDR (Customer Promise Date Review) condition will create an action list for all promise date conversations requiring follow up.

The CPDB (Customer Promise Date Broken) condition will evaluate if a promise has been met based on payments on item referenced in the promise date conversation. The promise tolerance days and promise tolerance amount will also be evaluated. If the promise date + tolerance days is met and the total payment is equal or greater than the promise tolerance amount, the condition will set the promise status to *Kept* and close the promise date conversation. If the promise date + tolerance days is met and total payment is zero or less than the promise tolerance amount, the condition will set the promise status to *Broken* and create a broken promise action list. If there is no item referenced in the promise date conversation, the CPDB condition will only evaluate whether the promise is kept or broken based on the promise date and promise tolerance days.

The CPDB condition will also close the promise date conversations that meet these criteria:

- The promise status is set to *Broken* with no promise date action, and does not have a review scheduled after the promise date.
- The Promise Broken *Done* flag set to Yes and does not have a review date after the promise date.

You can access the Action List on the Collections Workbench.

For any other customer conditions, the condition monitor generates an action plan based on the assessment rules that you define.

See Understanding Exception and Collection Processing Options.

See Action List.

You can define any additional conditions that are applicable to your organization and define assessment rules to generate an action plan. You can define rules that create actions at the customer level or actions for individual items.

These steps define the process flow for collection processing:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Run the Condition Monitor process to: generate new action plans, upgrade the customer to the next step in the collection action plan, update action lists, perform automated actions, cancel actions if the condition no longer exists.

   Note: The Condition Monitor process calls the WF_FUNCTION, which triggers workflow processing that sends notification to supervisors, AR specialists, and action owners; if an action has reached a specified number of days before or after the action due date. This enables them to work or reassign the action if necessary.

   See Delivered Workflows for PeopleSoft Receivables.

2. Action owners perform assigned actions from the PeopleSoft worklist, the action owner list, or e-mail notifications, such as calling the customer, putting a credit hold message on the customer, downgrading the customer's credit rating, writing off the customer's balance, or generating customer correspondence.

3. Manage future-dated entries in an action plan for a customer by canceling the action, moving the action to the customer action list, or changing the action plan parameters.

4. Run the Condition Monitor process again to generate statements, dunning letters, or follow-up letters for customers on the action list with an action status for the correspondence type of *Pending*.

Entering and Reviewing Conversations

PeopleSoft Receivables conversation pages help keep track of ongoing discussions and conversations with customer contacts. Examples include invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific item. Use the PeopleSoft notification feature to send an e-mail to an interested party to announce that there is a new conversation entry to review.

Use the conversation pages as needed to review or add entries to an existing conversation thread or to record a new one. The search criteria for retrieving a conversation can be a keyword, subject, or topic that is associated with the conversation or a follow-up action, such as calling the customer again.

You can set up the conversation for review in a specified number of days or have the supervisor review it. The system assigns the supervisor associated with the user profile for the individual to review the conversation.

You can also attach documents to the conversation, such as proof of delivery slips, a bill of lading, or a Microsoft Word or Excel document.

The Condition Monitor process creates an action for a customer, if you create a rule for the Conversation Follow-up condition when a follow-up date is reached or you enter a new follow-up action.

The Collections Workbench enables you to create and manage conversations and conversation promises, as well as assign and perform and update action items based on conditions associated with those conversations.

See information about the Conversations tab in Collections Workbench Detail Tabs.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

"Understanding Conversations" (PeopleSoft Order to Cash Common Information)
Understanding the Collections Workbench
Setting Up Conditions
"Using the Message Center" (PeopleSoft eBill Payment)
"Corresponding with Customers (Classic)" (PeopleSoft eBill Payment)

Generating Correspondence Using Condition Monitor

The Condition Monitor process creates actions to generate correspondence. Correspondence generation timing depends on whether you specified that the action should be automated or proposed when you set up your action templates.

If the action is automated and due today or earlier, the Condition Monitor:

- Adds the action item to the Action List table (PS_ACTION_LST).
- Inserts a record in the Condition Monitor Correspondence Interface table (PS_CM_CRSPD_IFC) that includes the type of action, such as Send Follow Up Letter, and sets the process flag on the record to *Y.*
- Calls the appropriate correspondence process when the Condition Monitor completes.

  Depending on the action, the process calls either the Dunning Application Engine process (AR_DUNNING), Follow Up Letter Extract Application Engine process (AR_FOLLOWUP), or the Statements Application Engine process (AR_STMTS).

If the action is proposed, the timing depends on the selection on the Letter Delivery page when you initiate the action. The system either:

- Transfers you to the appropriate run control for the type of correspondence and populates the run control parameters.
- Generates the correspondence the next time that you run the Condition Monitor process or the next time you run the appropriate correspondence process from the run control page.

  The system creates a record on the Condition Monitor Correspondence Interface table for the action.

The Statements, AR Dunning, and Follow Up Letters Extract processes:

- Generate correspondence for customers that have actions on the Condition Monitor Correspondence Interface table with the appropriate action code, such as Send Follow Up Letter or Send Statement.
- Use the contact for the correspondence customer to determine the delivery method and the e-mail address or fax number.

  If there is no preferred delivery method such as e-mail or fax for a customer's contact person, the system prints the correspondence.
- Extract the email address or fax number for the contact when the delivery method is *Email* or *Fax.*

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Follow-up Letters

The Follow Up Letter Extract process (AR_FOLLOWUP):

- Selects customers on the action list whose action is OLTR.
- Creates a flat file for the selected letters and delivery method combination for each job run.

Dunning Letters

The Dunning process (AR_DUNNING):

- Updates the Dunning ID number field on the Condition Monitor Correspondence Interface table based on the dunning ID number assigned to the letters.
- Uses the letter code that you assign as the action parameter for the action list item to determine the text to include in the letters when the dunning ID for the customer uses the dunning method *Dunning By Action List.*

  Note: If the customer has a dunning ID with different dunning method other than *Dunning By Action List,* the process does not generate the letter. You must run the process from the run control page to generate the letter.

- Selects customers on the action list whose action is DLTR.
- Includes open items that met the selection criteria for the dunning ID assigned to the bill to customers on the action list.
- Updates the Customer Dunning Letter Header table (PS_DUN_CUST) and the Dunning Detail table (PS_DUN_CUST_DTL), so that you can view the letter information online.

Statements

The Statements process (AR_STMTS):

- Selects customers on the action list whose action is STMT.
- Includes open items for all bill to customers associated with the collection customer on the action list.
- Updates the Statement ID number field on the Condition Monitor Correspondence Interface table based on the statement ID number assigned to the job.
- Updates the Customer Statement Header table (PS_STMT_CUST) and Statement Detail table (PS_STMT_DTL), so that you can view the statement information online.

Item Inclusion and Exclusion

You have the option to exclude items in dispute or collection as well as deductions from the various processes in PeopleSoft Receivables based on your setup or your selection at run time. The system looks to see if an item is marked as a deduction, disputed, or in collection to determine whether to include or exclude the item. The processes that you can set up to exclude exception and collection items are:

- Aging.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Calculations for average days late and weighted average days late.
- Dunning letters.
- Statements.
- Overdue charge invoices.
- Automatic Maintenance processing. (Excludes only deductions or disputed items.)
- Payment Predictor processing. (Excludes only deductions or disputed items.)
- Balances on the Account Overview - Balances page.
- Items selected for inclusion on payment, draft, transfer, and maintenance worksheets.

Process Scheduling

If you schedule your batch processes to run at a particular time of the day, you will probably find it most efficient to schedule them to run in this order:

1. Payment Predictor.
2. Automatic Maintenance.
3. Receivables Update.
4. Condition Monitor.
5. Correspondence processes for statements, dunning letters, and follow-up letters.
6. Overdue Charges.

Scheduling the processes in this order, enables the Condition Monitor to create action list items for new deductions, disputed items, or new collection conditions, and notify action owners of new assignments as soon as possible.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 45

Managing Credit, Collections, and Exceptions

Prerequisites for Managing Credit, Collections, and Exceptions

Before managing exception and collection issues, perform these tasks:

- Set up your system for exception and collection management.
- Define correspondence options.
- Define collection options for your installation.

Related Links

Understanding Exception and Collection Processing Options
Understanding Correspondence Generation
“Installation Options - Receivables Page” (Application Fundamentals)

Common Elements Used to Manage Credit, Collections, and Exceptions

Field or Control	*Description*
Action or **Action Code**	Activity that an individual or the system performs when a customer or item violates a condition. For example, placing a customer on credit hold or generating a dunning letter.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action Parameter	Value to use when the system performs the action. On some pages, you can provide a value. For sending a dunning letter (DLTR), enter a letter code. **Note:** To use the letter assigned to the action, you must assign a customer a dunning ID that uses an *Dunning by Action List* dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For placing a customer on hold (HOLD), enter a message code. For sending an other letter (OLTR), enter a letter code. For referring to a collection agency (REFR), enter a collection code.
Action Template	Template that provides an escalating plan for actions based on the age of the violation.
Assign To or **Action Owner**	User ID of the action owner assigned to work with the action item.
Condition or **Condition ID**	Change of status in a customer's account, such as reaching a credit limit or exceeding a user-defined balance. A condition also occurs when specified item types meet user-defined criteria.
Due Date	Date by which the action should be performed.
Search	Click to populate a grid with data that matches your search criteria.

Monitoring Conditions

Page Used for Monitoring Conditions

Page Name	*Definition Name*	*Usage*
Condition Monitor Page	RUN_AR_CNDMON	Define the run parameters for the Condition Monitor Application Engine process (AR_CNDMON).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding the Condition Monitor Process

The Condition Monitor Application Engine process (AR_CNDMON) scans customer and item information to determine whether their current condition should trigger an action plan.

When you run the process, you specify which customers to include in the run:

- All customers for a SetID.
- All customers in a customer group.
- Individual customers.

This process performs four primary functions:

- Selects and loads customers, items, balances, and rules to monitor.
- Checks collection and assessment rules to determine if customers or items have violated the conditions being monitored in the rules.
- Updates the application tables.
- Processes automated actions.

Selection and Load Process

The Condition Monitor process analyzes the schedules, customers, items, and rules to determine what to monitor. The process selects customers who meet the criteria specified on the Condition Monitor page. The process also selects all rules scheduled to be monitored on the current day as well as rules that were scheduled to run between the current day and the last time that you ran the process. The process runs user-defined schedules only if they match the run day.

The process matches the customers and items with the appropriate rules and loads the rules into a temporary table.

The process applies the rules at the lowest specified level, even if the rule at the customer or customer group level is on a schedule that does not meet the criteria for the current run. For example, a rule set to process weekly at the customer level is not overridden by a rule set to process daily at the SetID level.

The process collects data specific to each customer (such as credit limit). The process loads customer balances into a temporary table and makes adjustments for unapplied payments, in process payments, and for disputed amounts, based on your installation options.

The process loads the items used for rules that use item-level conditions, such as Entry Type/Reason Code or deduction item.

The process loads the action owners—collectors, credit analysts, receivables (AR) specialists, and sales people—into temporary tables.

Collection and Assessment Rule Processing

The Condition Monitor process analyzes each assessment rule and compares the rule parameters to the specific data related to each condition. The process inserts any rule violations into a temporary table. The process compares the violations in the temporary table with existing violations. If the violation is new, it places the actions for the action template in the Temporary Action Process table (AR_CM_PRC_TAO).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Also, when you run the Condition Monitor process, the Condition Monitor evaluates each promise date conversation and creates an action list for all promise date conversations requiring follow up. It also evaluates whether a promise has been kept or broken and sets the promise status appropriately.

The Condition Monitor process also analyzes all collection rule violations and loads them into a temporary table. It deletes any violation in the temporary table that has an existing action plan, unless you enabled the escalation feature on the Installation Options - Receivables page. If the new violation has a higher priority action template, the process removes current actions and future pending actions and inserts new actions based in the new action template into the Action Process table (PS_AR_ACTION_PRCS).

See Collection Processing.

Application Table Updates

The Condition Monitor analyzes the temporary table that contains rule violations, and inserts new records into the Action Process and Action List (PS_ACTION_LST) tables.

The process also:

- Cancels existing actions, if the condition violation no longer exists.
- Assigns action owners.
- Loads and updates the Action List table from the temporary action list.
- Evaluates the existing action dates in the Action Process table for customers and items to determine whether to move an action to the Action List table.
- Calls the WF_FUNCTION, which triggers workflow processing to send e-mails to action owners that notify them of new actions.

  See Delivered Workflows for PeopleSoft Receivables.

Automated Action Processing

The Condition Monitor process performs any actions that are flagged as *Automatic*. For noncorrespondence actions, such as Hold, the Condition Monitor process updates the appropriate data in the database. If the action produces correspondence, such as a dunning letter or statement, the process inserts a record in the Condition Monitor Correspondence Interface table (PS_CM_CRSPD_IFC) that includes the type of action, such as Send Follow Up Letter, and sets the process flag on the record to *Y*.

Note: The Condition Monitor process automatically calls the processes to generate the correspondence for all actions whose process flag is *Y*. If a customer has multiple actions for the same type of correspondence—for example, two actions to generate dunning letters—the system generates the dunning letters for the most recent action.

Condition Monitor Page

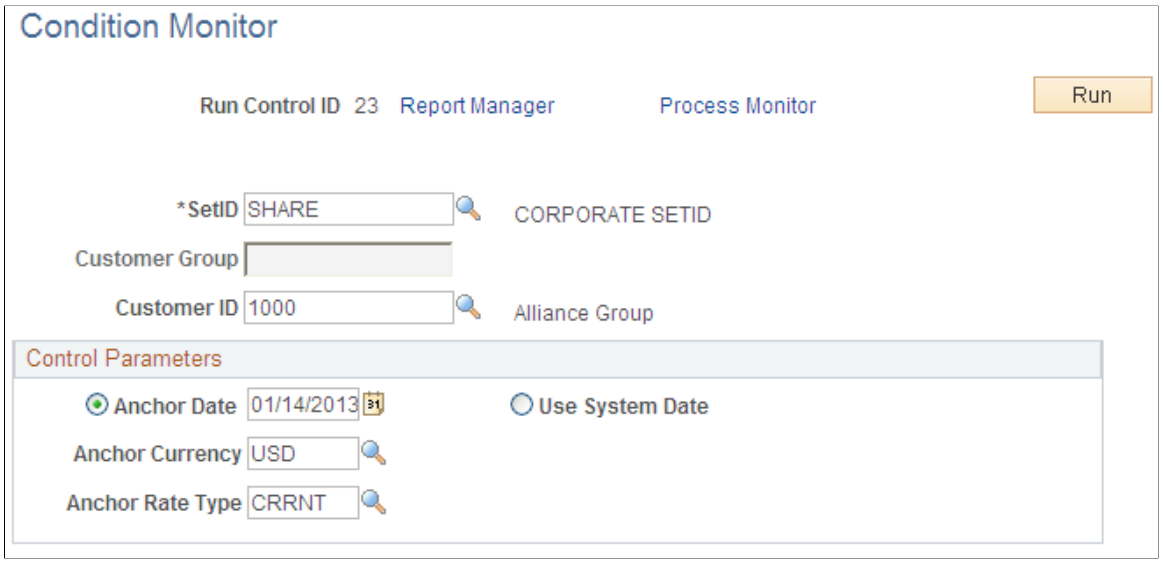
Use the Condition Monitor page (RUN_AR_CNDMON) to define the run parameters for the Condition Monitor process.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Customer Interactions > Actions > Condition Monitor > Condition Monitor

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



Specify the level to be monitored. Monitor by **SetID, Customer Group,** or **Customer.**

Field or Control	*Description*
Anchor Date, Anchor Currency, and **Anchor Rate Type**	Enter the date, currency code, and rate type used to convert monetary amounts to a common currency for comparison purposes. If you leave these fields blank, the process uses the current date, format currency for the user—who created the run control—in user preferences, and the rate type for the business unit.
Use System Date	Select to use the system date as the anchor date.

Assigning Actions and Sending Notification

Pages Used to Assign Actions and Send Notification

Page Name	*Definition Name*	*Usage*
View/Update Item Details - Detail 1 Page	ITEM_MAINTAIN	Review an item to determine whether it needs an action. See the View/Update Item Details - Detail 1 Page for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Item Action Page	ITEM_ACTION	Create a new action for an item and assign it to an action owner.

Understanding Action Assignments and Notification

Actions in Receivables refer to tasks that an analyst, AR specialist, supervisor, or collector performs for a customer, item, or conversation. These can be new (current) or future actions. The majority of these actions are created by the Condition Monitor process, however, many are ad hoc actions. New customer-initiated conversations in eBill Payment will also trigger action assignment and notification.

This documentation provides an overview of action assignments and notification, including actions generated by eBill Payment, and discusses how to assign ad hoc actions to items.

The Condition Monitor process assigns actions to individuals based on the type of action owner in the condition definition and the individual assigned to the customer or item. For example, if the assigned owner for a deduction item condition definition is AR Specialist, the system assigns the action for the deduction item to the AR specialist on the item. As another example, if the assigned owner for the Collection condition is collector, the system assigns the collector assigned to the customer to the action.

Note: If you selected the **Allow Business Unit Monitoring** check box on the Installation Options - Receivables page, the Condition Monitor process groups all open items for the business unit and collection customer combination together. If all these transactions have the same value in the action owner field, it uses that value for the assigned action owner. Otherwise, it assigns the owner based on the collection customer.

You can also assign actions to items online, using the Item Action page. This is useful when an AR specialist is managing a deduction or disputed item, and the specialist wants to assign an action to a broker or salesperson to research information or obtain information from the customer.

When you assign a new action related to an item to action owners, the system calls a function that triggers a workflow process to send an e-mail to the action owners indicating that they have a new action. The Condition Monitor process also sends notification for new actions that the Condition Monitor creates. In both cases, the system also adds the action to the action owner's worklist.

You specify the number of days before or after the due date, to send the action owners an e-mail reminding them that an action is due to be completed in each action template.

Action assignments and notifications are also generated for new conversations in eBill Payment so that internal users are aware when an external conversation requires their follow up. The system uses an action assignment hierarchy to determine the action assignment.

Related Links

Delivered Workflows for PeopleSoft Receivables

Item Action Page

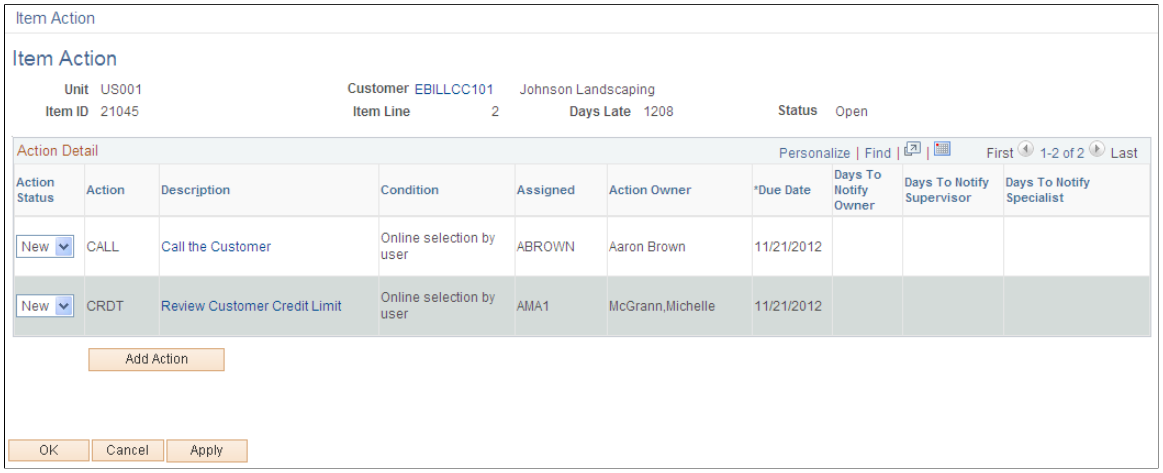
Use the Item Action page (ITEM_ACTION) to create a new action for an item and assign it to an action owner.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Click the **Item Action** link on the View/Update Item Details - Detail 1 page.

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



For an existing action, you can change only the **Action Status** field.

Field or Control	***Description***
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. The link is not available if there are no existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.
Add Action	Click to create a new action.
Action Status	Displays the status for the action. Values are: *New, Pending,* or *Cancelled.* If the status is *Cancelled,* you cannot change it. If you enter an action online, the default status is *New.* The system triggers workflow processing for new action assignments. Only the action owner or action creator can change the status. The system sets the status to *Complete* after you perform the action.
Action	Displays the action code. For a new action, select an action code.
Description	Click to access the Action page, where you work the action.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Condition	Displays the condition associated with the selected action.
Assigned and **Action Owner**	Displays the user ID and name of the action owner. For a new action, select a user ID.
Due Date	Displays the due date. For a new action, the system calculates the due date using the calendar assigned to the business unit on the Receivables Options - General 1 page and the **Due Days** field on the Action Definition page (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Action Code, Action Definition). The system adds the number of days in the **Due Days** field to the current date, and subtracts the number of weekend days and holidays, as defined in the calendar. If **Due Days** is set to zero, the system uses the current date as the due date for the action. **Note:** System-defined actions are delivered with a default **Due Days** value. The default **Due Days** value for FEBN is zero. You can change the **Due Days** value on the Action Definition page for the action.
Action Parm (action parameter)	Enter the appropriate parameter for the action based on the action type: For sending a dunning letter (DLTR), enter a letter code. **Note:** To use the letter assigned to the action, you must assign a customer a dunning ID that uses an *Dunning by Action List* dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For placing a customer on hold (HOLD), enter a message code. For sending a follow-up letter (OLTR), enter a letter code. For referring to a collection agency (REFR), enter a collection code.
Days to Notify Owner	Enter the number of days from the action due date to remind the action owner that the action is not complete. This field is only available when you add a new action.
Days to Notify Supervisor	Enter the number of days from the action due date to notify the action owner's supervisor that the action is not complete. This field is only available when you add a new action.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Days to Notify Specialist	Enter the number of days from the action due date to notify the AR specialist for an item that the action is not complete. This field is only available when you add a new action.

Note: Enter a positive number to send the notification after the due date and a negative number to send the notification before the due date. To send the notification on the due date, enter *0.* You must run the Condition Monitor process to send the notification.
The system does not include weekends and holidays when it calculates the notification date. The system uses the business calendar that you selected for the general ledger business unit associated with the receivables business unit, to determine which days are holidays and weekend days. Select the calendar in the **Holiday List** field on the General Ledger Definition - Definition page.

Assigning Actions That Originate in eBill Payment

Action assignments and notifications are also generated for new customer-initiated conversations in eBill Payment, so that internal users are aware when an external conversation requires their follow up. The system uses an action assignment hierarchy to determine the action assignment. System-defined actions for eBill Payment include Alert (ALRT), Call the Customer (CALL), and Follow Up eBill Note (FEBN).

See Setting Up Actions and Action Templates.

The process follows these steps:

1. The system generates eBill actions when a customer creates a Contact Us note. The conversation origin is eBill.
2. The system matches the Subject and Topic field values on the Contact Us page with Subject and Topic field values that have been set up on the Conversation Subjects page (Set Up Financials/Supply Chain, Common Definitions, Customers, Conversation Subjects, Conversation Subjects).
3. If a default action has been defined on the matching Conversation Subjects page, the system creates a new eBill Action. If there is no default action defined, processing ends.
4. If there is an Invoice value on the Contact Us page, it will show up as a reference in the internal conversation. When there is a reference, the action is assigned to the AR Specialist for the item/invoice. If the AR Specialist for the item is blank or if there is no Invoice value, the system moves to the next assignment in the Action Assignment hierarchy. This table shows the assignment hierarchy:

Level	*Action Assignment*	*Hierarchy Progression*
A	AR Specialist for the invoice (item) referenced on the conversation	If there is no invoice (item) reference, see Level B. If there is no AR Specialist associated with the item, see Level B.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Level	Action Assignment	Hierarchy Progression
B	AR Specialist for the Customer associated with the eBill conversation	If there is no AR Specialist designated in the Customer – Bill To Options, see Level C.
C	User ID specified on the Subject - Action List Default	If the User ID field is blank, see Level D.
D	AR Specialist specified at the business unit level	AR Specialist is a required field at the business unit level.

An AR Specialist can choose to close an individual action but not the conversation. Once an AR Specialist completes an action, the system transfers the user back to the Action Detail page, where the action buttons are hidden. The Action List as well as the Action History will display the completed status. Updated action statuses also appear in the Action List section of the Collections Workbench.

See Action Detail Page.

Managing Action Owner Assignments

This topic discusses how to run the Owner Action Status report, run the Actions by Customer/Conditions report, and reassign actions.

Pages Used to Manage Action Assignments

Page Name	Definition Name	Usage
Action Status by Owner Report Page	RUN_ARCMCHCK	Define the run parameters for the Owner Action Status report (ARCMCHK). Use the report to view the number of actions added to the owner's action list for each day of the reporting period specified in the run parameters, and the number completed or canceled.
Condition Status by Owner Report Page	RUN_ARCMCUST	Define the run parameters for the Condition Status by Owner and Customer report (ARCMCUST). Use the report to view details about action items on the customer action list for each action owner.
Reassign Action Page	ACTION_REASSIGN	Review action assignments and reassign actions.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Management of Action Owner Assignments

PeopleSoft Receivables provides two reports that help you manage action owner assignments:

- The Owner Action Status report lists the number of new action assignments by action owner in the reporting period.

  For each action, the report provides:

  - Total number of actions.
  - The number and percentage of canceled and completed actions for each action owner.
  - The number and percentage of canceled and completed actions by the Condition Monitor process.

- The Condition Status by Owner and Customer report lists the conditions on the customer action list for each action owner by a customer.

  The report lists the total number of actions, the number of actions by condition, the number of actions completed or canceled by the operator, and the number of actions completed or canceled by the Condition Monitor process.

The Condition Monitor process triggers workflow processing to send the supervisor of an action owner an e-mail when an action is not completed in the specified number of days in the action template or item action list. The Condition Monitor process also triggers workflow processing to send the AR specialist for an item with an action an e-mail when the action is not completed in the specified number of days in the action template or item action list. The e-mail provides a uniform resource locator (URL) to the Action page, where the supervisor or AR specialist reviews the action and reassigns it, if needed.

PeopleSoft Receivables enables a supervisor to balance the workload of action owners. The Reassign Action page displays a list of action assignments based on your search criteria. If you see that an action owner has a large number of actions, you can reassign selected actions to a different action owner. You can also change the status of an action assigned to an owner to Future, to indicate that actions that are not urgent can be postponed. The system automatically triggers workflow processing to send an e-mail to the new owner with notification of the new action.

Related Links

Delivered Workflows for PeopleSoft Receivables

Prerequisites

Set up action owners to receive e-mail notification.

Related Links

Setting Up Workflow Notification for Action Owners

Action Status by Owner Report Page

Use the Action Status by Owner Rpt page (RUN_ARCMCHCK) to define the run parameters for the Owner Action Status report (ARCMCHK).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Use the report to view the number of actions added to the owner's action list for each day of the reporting period specified in the run parameters, and the number completed or canceled.

Navigation:

Accounts Receivable > **Customer Interactions** > **Actions** > **Action Status by Owner Rpt** > **Action Status by Owner Rpt**

Field or Control	*Description*
From Date and **To Date**	Enter the date range of the actions entered on the action lists.

Condition Status by Owner Report Page

Use the Condition Status by Owner Rpt page (RUN_ARCMCUST) to define the run parameters for the Condition Status by Owner and Customer report (ARCMCUST).

Use the report to view details about action items on the customer action list for each action owner.

Navigation:

Accounts Receivable > **Customer Interactions** > **Actions** > **Condition Status by Owner Rpt** > **Condition Status by Owner Rpt**

This page is the same as the Action Status by Owner Rpt page.

Reassign Action Page

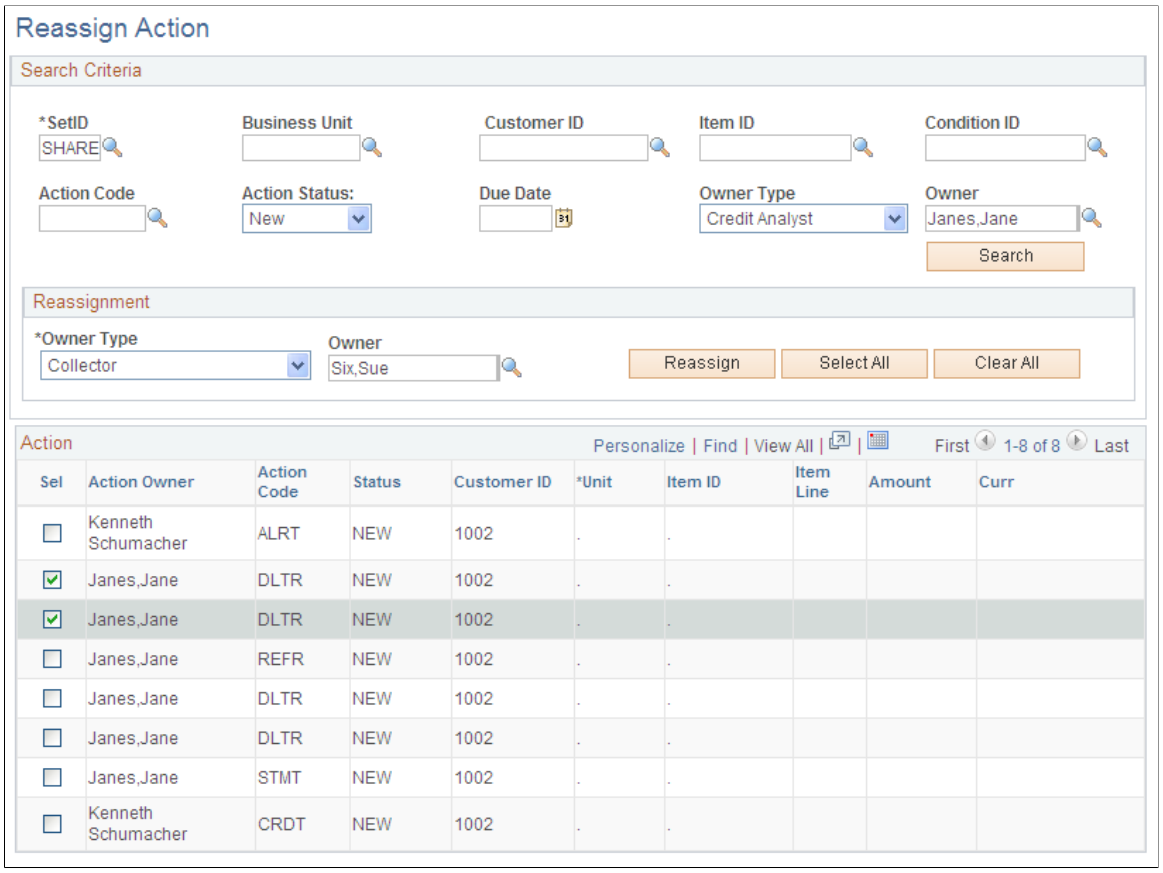
Use the Reassign Action page (ACTION_REASSIGN) to review action assignments and reassign actions.

Navigation:

Accounts Receivable > **Customer Interactions** > **Actions** > **Action Reassignment** > **Reassign Action**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Entering Search Criteria

Enter search criteria to populate the grid with actions and click **Search.**

Field or Control	*Description*
SetID	Enter a SetID value and click the Search button to search for and display all actions created with this SetID. The default user ID of the user who logged in to PeopleSoft also appears. You can remove this value to view action associated with any users associated with this SetID. **Note:** You must enter, at a minimum, a SetID to perform a search.
Business Unit	Select a business unit to display all actions associated with this specific business unit. You can leave this field blank to display all business units associated with actions based on the selected SetID and other specified search criteria.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer ID	Select a specific customer ID to narrow your search for actions associated with this specific customer. You can also leave this field blank to display a list of actions associated with all customers associated with actions based on the selected SetID and any other search criteria.
Item ID	Select a specific item ID to narrow your search for actions associated with this item. You can also leave this field blank to display a list of actions associated with all items associated with actions based on the selected SetID and any other search criteria.
Condition ID	Select a specific condition ID to narrow your search for actions associated with this condition. You can also leave this field blank to display a list of actions associated with all conditions associated with actions based on the selected SetID and any other search criteria.
Action Code	Select a specific action code to narrow your search for an action associated with this SetID. You can also leave this field blank to display all actions associated with the selected SetID and any other search criteria.
Action Status	One of these statuses appears next to each action. • *New* This action status indicates that the owner has not reviewed the action. • *Pending* This action status indicates that the owner has reviewed the action, but has not completed it. • *Future* This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.
Due Date	Select a date on which the action will be performed to display all actions due on this specific date based on the selected SetID. You can also leave this field blank to display all actions associated with the selected SetID and any other search criteria regardless of due date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Owner Type and **Owner**	Select an owner type and owner. Values for owner type are: *AR Specialist, Collector, Analyst,* or *Sales Person.* The values in the **Owner** field are the codes that you defined for your collectors, credit analysts, AR specialists, or salespeople, depending on your selection. You can also leave this field blank to display all actions associated with the selected SetID and any other search criteria regardless of owner type.

Reassigning Actions

To reassign owners:

1. Select the actions that you want to reassign individually, or click **Select All.**
2. Select the owner type and appropriate value for the owner.
3. Click **Reassign.**

   The owner name in the grid changes when you click **Reassign.** The system automatically triggers the Workflow Notification process to send notification to the new owner. A notification is also sent to the original owner indicating that the action has been reassigned.

Working with Actions

Pages Used to Work with Actions

Page Name	*Definition Name*	*Usage*
Owner Action List Page	OWNER_ACTION	Review a list of open actions that are assigned to a specific owner. The list will include all pending action list items and not limited to the actions owned by the specific action owner.
Display Currency Conversion Page	EU_DSP_CUR_CNV_ACT	Change the display currency and specify the effective date used for currency conversion and which exchange rate to use. See the Owner Action List Page.
Customer Action Page	CUSTOMER_ACTION	Review a list of open actions for the customer and take action on the conditions.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Item Action Page	ITEM_ACTION	Review a list of open actions for an item and add actions for an item. See the Item Action Page for more information.
Action Detail Page	ACTION_DTL	Review and work a single action.
Letter Delivery Page	AR_LETTER_DELIVERY	Enter the time to generate a dunning letter, statement, or follow-up letter, and override the default contact name to appear on the correspondence.
Future Actions Page	ACTION_FUTURE	Edit actions in an action plan for a customer that have not yet been moved to the customer action list. Cancel an action.
Action History Page	ACTION_HISTORY	Review a list of all actions for a customer, including completed actions and actions assigned to all users.

Understanding Action Processing

PeopleSoft Receivables provides three types of action lists:

- The owner action list displays all customers who have active actions assigned to the action owner that you specified in the search criteria.
- The customer action list displays all active actions for a specified customer.
- The item action list displays all active actions for an item.

When the Condition Monitor creates an action based on the condition defined on the Assessment Rule User page, it will use the owner (either AR Specialist, Collector, Credit Analyst, or Sales Person) that is stored on the Item instead of the default owner defined on the customer master.

If a customer has an action plan, the Future Actions page displays the list of escalating actions in the action template associated with the rule that created the plan. The Future Actions page displays the date that the Condition Monitor should move the action to the action list.

PeopleSoft Receivables enables you to access and work with actions from these locations:

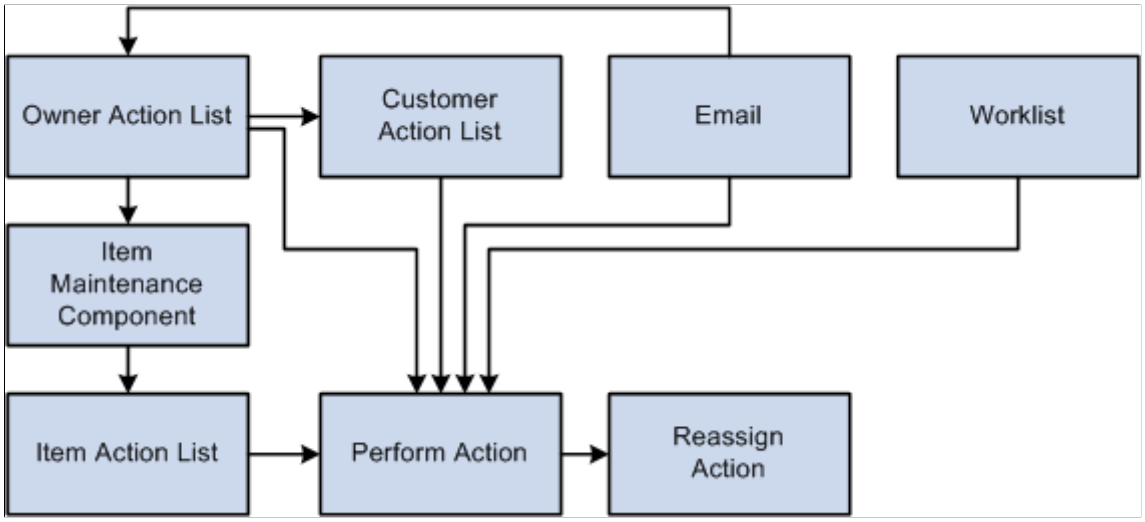
- An email notification.
- The PeopleSoft worklist.
- The Owner Action List page.
- The Customer Action List page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- The Item Action page.

This diagram shows the process flow for working with actions. You can perform or reassign actions based on an email, a PeopleSoft Worklist, a Customer Action List, and an Owner Action List. You can perform an action from the Item Action List by accessing first the Owner Action List to the Item Maintenance component, which enables you to access the Item Action List. You can also access the Customer Action List from the Owner Action list in order to perform actions.

Process flow for working with actions: You can perform or reassign actions based on an email, a PeopleSoft Worklist, a Customer Action List, and an Owner Action List. You can perform an action from the Item Action List by accessing first the Owner Action List to the Item Maintenance component, which enables you to access the Item Action List. You can also access the Customer Action List from the Owner Action list in order to perform actions



When you work with an action, you can:

- Perform the action.
- Review or add conversation entries for the customer.
- Reassign the action.

This documentation discusses how to:

- Work with actions received by e-mail.
- Work with actions on the PeopleSoft worklist.
- Work with actions on the owner action list.
- Work with actions on the customer action list.
- Work with actions on the item action list.
- Perform an action.
- Enter correspondence parameters.
- Manage future actions.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Review action history for a customer.

Working with Actions Received By E-mail

To work with actions received in an email notification:

1. Open the email.
2. Do one of the following:
    - Click the URL for the Action Detail page to open the Action page and perform the action.
    - Click the URL for the Owner Action page to open the Owner Action List page and work with a list of actions for an owner.

Working with Actions on the PeopleSoft Worklist

To work with actions on your personal worklist:

1. Click the **PeopleSoft Worklist** link.
2. Click one of the worklist item links.

Owner Action List Page

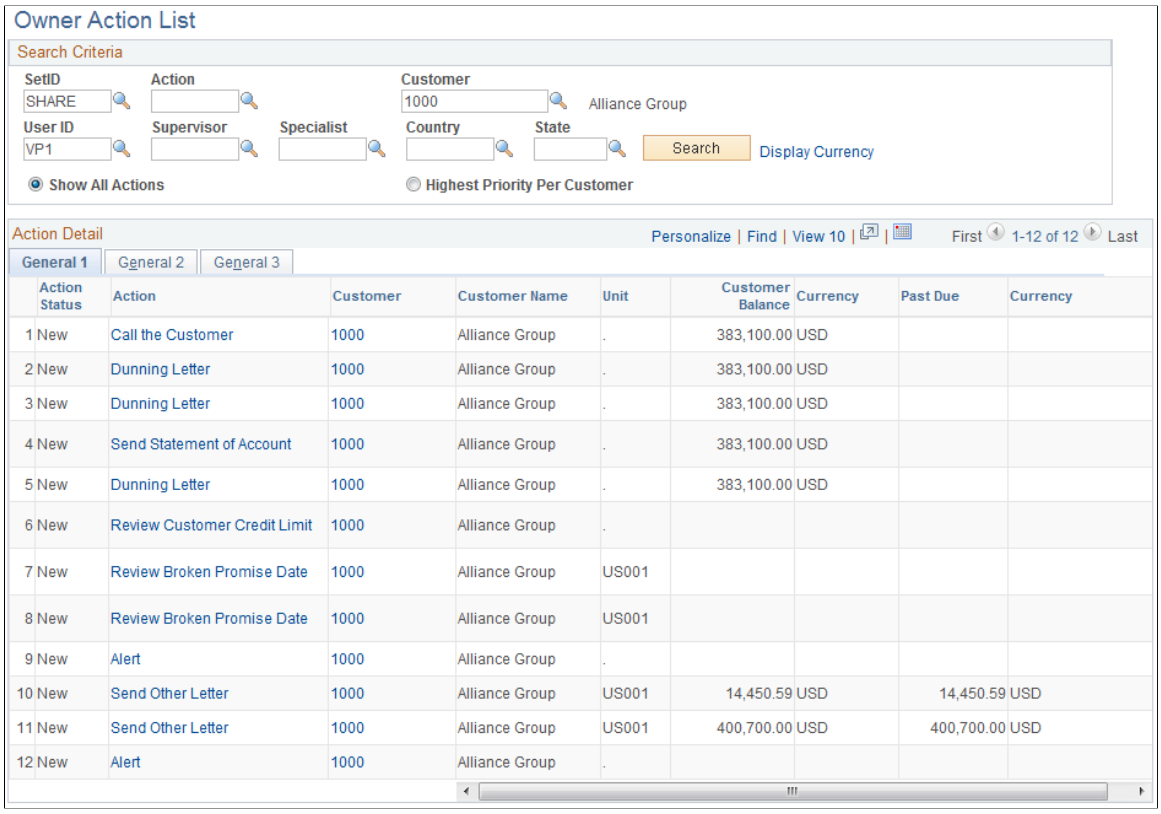
Use the Owner Action List page (OWNER_ACTION) to review a list of open actions that are assigned to a specific owner. The list will include all pending action list items and not limited to the actions owned by the specific action owner.

Navigation:

- **Accounts Receivable** > **Customer Interactions** > **Actions** > **Owner Action List** > **Owner Action List**
- **Accounts Receivable** > **Receivables WorkCenter** > **Owner Actions List**
- Click the URL in an e-mail notification.

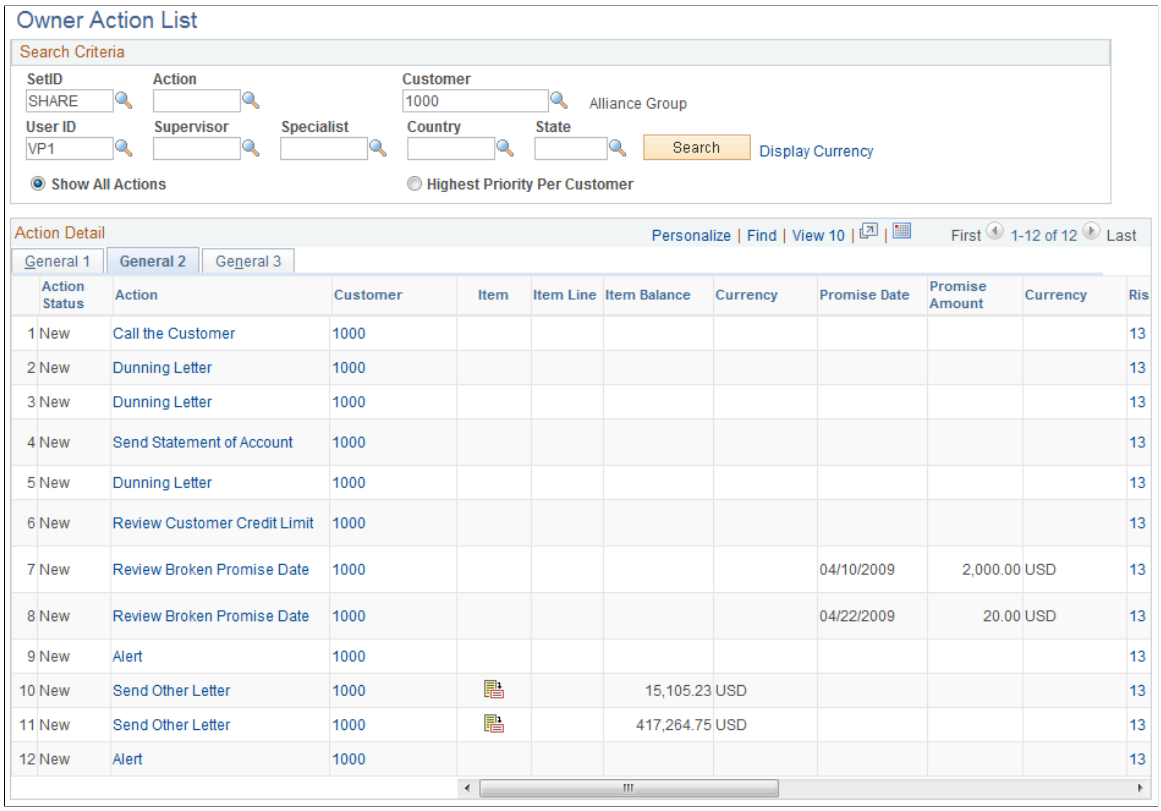
 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Action List page - General 1 tab. You can find definitions for the fields and controls later on this page.



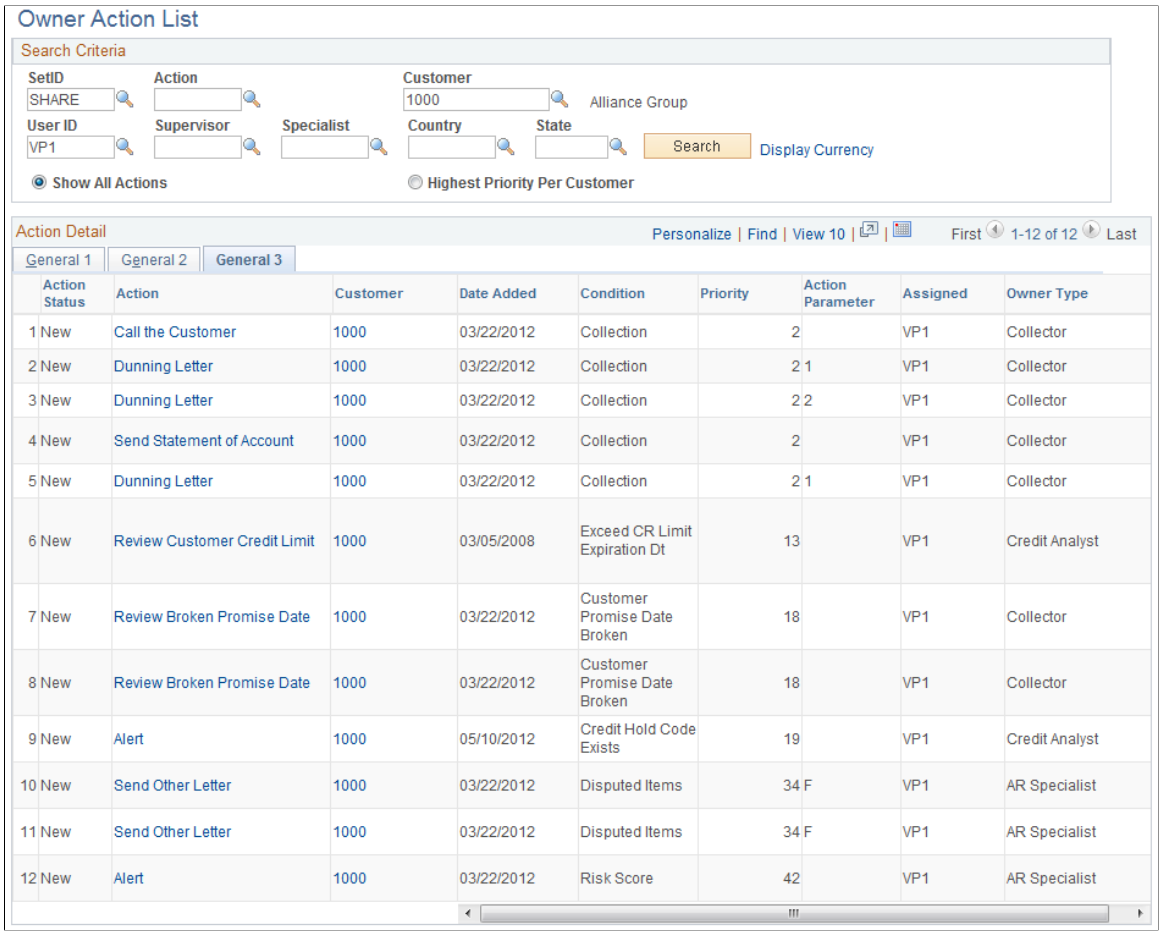
Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Action List page - General 2 tab. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Owner Action List page - General 3 tab. You can find definitions for the fields and controls later on this page.



Searching for Actions

Enter the search criteria that defines which customers appear in the list.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action	Select the status of the items that you want to review. You can select one of these values: • *New* This action status indicates that the owner has not reviewed the action. • *Pending* This action status indicates that the owner has reviewed the action, but has not completed it. • *Future* This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.
Customer	Select a specific customer to narrow your search for actions associated with that specific customer as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display a list of actions associated with any customer affiliated with the selected SetID and based on your selection of any other search criteria.
User ID	The user ID of the user who logged on to the system appears as a default value. You can select a different user ID to list all of the actions associated with this user ID. You can also leave this field blank to display a list of actions associated with any user ID affiliated with the selected SetID and based on your selection of any other search criteria.
Supervisor	Select a specific supervisor to list all actions associated with that specific supervisor as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display actions associated with any specialist associated with actions and the selected SetID and based on your selection of any other search criteria you choose.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Specialist	Select a specific specialist to list all actions associated with that specific supervisor as well as any other search criteria that you select on this page to narrow your search. You can also leave this field blank to display actions associated with any specialist associated with actions and the selected SetID and based on your selection of any other search criteria you choose.
Country	Select a specific country code to list all actions associated with that specific country as well as any other search criteria that you select on this page to narrow your search. If you do not select a country code, the country code of any customer associated with an action on the action list displays.
State	Select a specific state code to list all actions associated with that specific state as well as any other search criteria that you select on this page to narrow your search. If you do not select a state code, the state code of the any customer associated with an action on the action list displays.
Search	Click this button to search for and display the Action Detail grids.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Display Currency	Click this link to access the Display Currency Conversion page (EU_DSP_CUR_CNV_ACT), which contains these fields and options: • **Customer Default Currency** This field is automatically selected based on the currency set up for each customer associated with an action. • **Other** Select this option if you want to display a currency on the owner action list that is different from the customer's default currency. • **Currency Code** Select the currency code that you want to display in the currency columns on the Owner Action list. **Note:** The currency code must be defined in the system to be able to apply the selected currency to the action list amounts. • **Rate Type** Select the rate type category to apply to the selected currency. • **Effective Date** Select the effective date to apply to the selected currency and currency type.
Show All Actions	Select this radio button to display a list of all actions for each customer. The default sort order is Customer, Priority, and Condition.
Highest Priority Per Customer	Select this radio button to display only the highest priority action for each customer. The default sort order is Customer, Priority, and Condition. Actions that you define on the Item Action page have the lowest priority.

Reviewing and Working Actions

Select the Action Detail - General 1 tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action Status	One of these statuses appears next to each action. • *New* This action status indicates that the owner has not reviewed the action. • *Pending* This action status indicates that the owner has reviewed the action, but has not completed it. • *Future* This action status indicates that the owner has reviewed the action and determined that it will be performed in the future.
Action	Click this link to access the Action page, which contains the details of the selection action. You can perform, cancel, or reassign this action, as well as add, view, or update a conversation.
Customer	Click this link to display the Customer Action page. This page displays a list of all actions associated with this customer. You can view Action History, Future Actions, and the Owner Action List from this page. **Note:** If you want to view actions for multiple customers, select the row for the customers whose actions you want to view on the Customer Action page.
Customer Balance and **Past Due**	Displays the total open amount that the Condition Monitor calculates for the customer, as well as the past due balance, if one exists. Depending on your selection on the Installation Options - Receivables page, the amount includes unapplied payments and in-process payments, and excludes disputed items.
Currency	Displays the currency for the customer balance amount and the past due balance amount. If you want to convert the amounts to a different currency, click the **Display Currency** link and enter a new currency and rate type.
Past Due	Displays the total past due amount for the customer or item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Select the Action Detail - General 2 tab.

Field or Control	*Description*
Item and **Item Line**	An Item icon appears only if the action is associated with an item condition, such as a deduction or an online action. Click to access the Item Maintenance page, where you view or update details for an item and access the item action list. If the item is associated with the conversation actions CPDB or CPDR after Condition Monitor runs, clicking the Item icon opens the Conversation Item References page, which lists the items. Click item ID links on the secondary page to view detail on the Item Maintenance page. An item line number is assigned to an item during the entry of pending items in Receivables. You assign an item line number when there is more than one amount charged for an item or more than one entry type.
Item Balance and **Currency**	Displays the open amount due on the item. This amount appears only if the action is associated with an item condition. Currencies display depending on the type of action.
Promise Date	The date that the AR representative or collections agent indicated that the customer promised to pay all or part of the item balance after selecting the Promise of Payment check box on the Conversations page.
Promise Amount and Currency	The amount and currency that the AR representative or collections agent indicated that the customer promised to pay all or part of the item balance after selecting the Promise of Payment check box on the Conversations page.
Risk Score	If a risk score was set up for this customer, the current risk score appears in this field.
Due Date	Displays the date by which the action should be performed.
Action Owner	Displays the name of the individual assigned to perform the action.
Supervisor	Displays the name of the supervisor for the action owner.
AR Specialist	Displays the AR specialist assigned to the customer or item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
State and **Country**	Displays the state and country specified for the customer.

Select the Action Detail - General 3 tab.

Field or Control	*Description*
Date Added	Displays the date that Condition Monitor added the action to the action list.
Condition	Displays the condition upon which this action was added.
Priority	Displays the priority number that Condition Monitor assigns to the action.
Action Parm (action parameter)	Enter the appropriate parameter for the action based on the action type: For *Send a dunning Letter (DLTR),* enter a letter code. **Note:** To use the letter assigned to the action, you must assign a customer a dunning ID that uses an *Dunning by Action List* dunning method. Otherwise, the system uses the letter codes based on the rules for the dunning ID. For *Place a hold message on a customer (HOLD),* enter a message code. For *Send a follow-up letter (OLTR),* enter a letter code. For *Refer to a collection agency (REFR),* enter a collection code.
Assigned	Displays the User ID of the individual assigned to carry out the action.
Owner Type	Displays the position name of the owner assigned to perform an action such as AR Specialist, Collector, and more.

Customer Action Page

Use the Customer Action page (CUSTOMER_ACTION) to review a list of open actions for the customer and take action on the conditions.

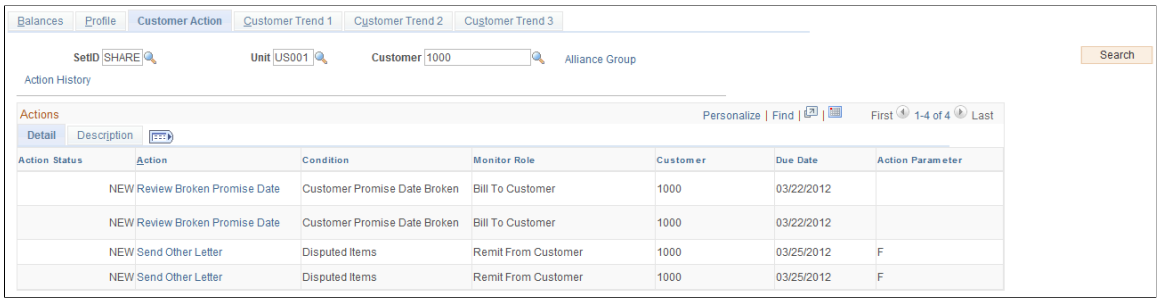
Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Click the **Customer ID** link on the Owner Action List page.

Accounts Receivable > **Customer Accounts** > **Customer Information** > **Account Overview** > **Customer Action**

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



Enter the search criteria that defines which customers' actions appear in the list.

Specify a SetID, business unit (optional), customer ID, and subcustomer qualifiers. Leave the **Unit** field blank if you want to see items for a single customer across all business units.

Use the **Level** field to limit or expand the list to include actions for any customer group to which this customer belongs. Select *C* (corporate customer), *P* (correspondence customer), or *R* (remit from customer). The default value is *N* (none), indicating that no customer relationships are taken into account.

Field or Control	***Description***
	Click this icon to see the action plan for the next customer selected on the Owner Action List page.
	Click this icon to see the action plan for the previous customer selected on the Owner Action List page.
Action History	Click this link to access the Action History page, where you view a list of completed and canceled actions for a customer. This link is available only if there are completed or canceled actions.
Future Actions	Click this link to access the Future Actions page, where you view or update future actions in the current action plan. This link is available only if the Condition Monitor process generated an action plan for the customer with escalating actions over a period of time.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Actions

Field or Control	*Description*
Action Status	Displays *New* as the default status. You can change the status to *Pending* or *Cancel.* The system changes the status to *Complete.*
Action	Click an action link to access the Action page, where you perform the action.
Condition	Displays the condition associated with the action generated by the Condition Monitor.
Monitor Role	Displays the customer relationship that was monitored for the action list item, such as *Bill To Customer* or *Remit From Customer.*
Due Date	Displays the date by which the action should be performed.
Action Parameter	Shows the letter code that you assign as the action parameter for the action list item. This determines the text to include in the letters when the dunning ID for the customer uses the dunning method Dunning By Action List.

Working with Actions on the Item Action List

Use the Item Action page (ITEM_ACTION) to review a list of open actions for an item and add actions for an item.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Detail 1**

Click the **Item Action** link on the View/Update Item Details - Detail 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Action Status	Displays the status for the action. Values are: *New:* Displays for new actions that the owner has not begun to work. *Pending:* Displays for actions that the owner has reviewed on the Action page, but has not performed the action. *Cancel:* Select to cancel the action. The system removes it from the list when you save the page.
Description	Click the **Description** link for an action to access the Action page, where you perform the action.

Related Links

Item Action Page

Action Detail Page

Use the Action Detail page (ACTION_DTL) to review and work a single action.

Navigation:

Click the URL in an e-mail notification.

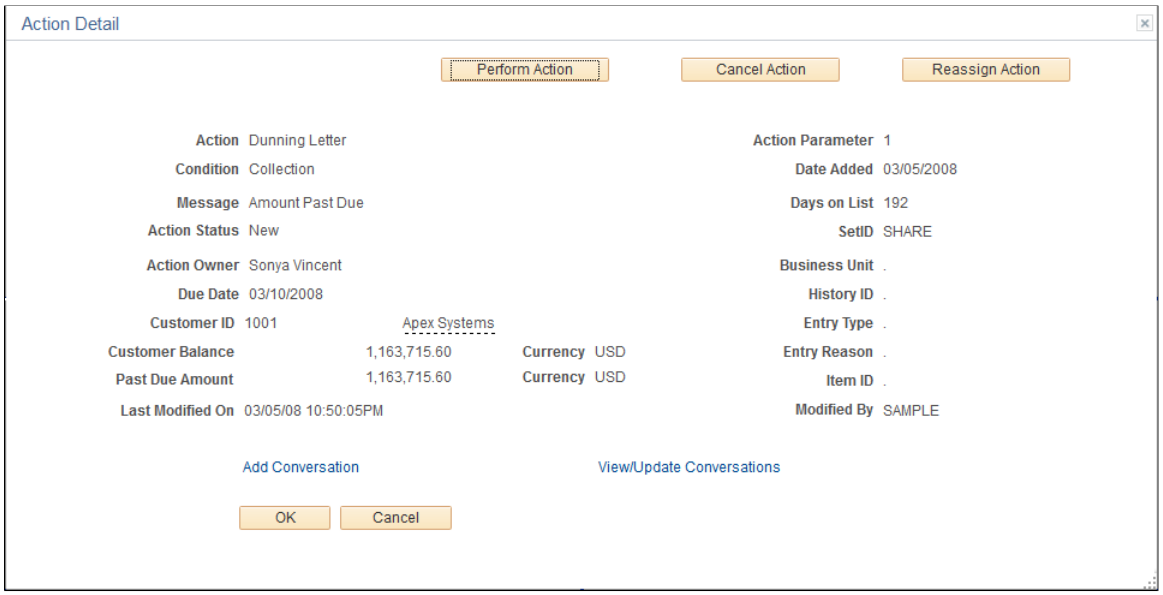
Click the link for a work item on your personal worklist.

Click an **Action** link on the Owner Action List page.

Click an **Action** link on the Item Action page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

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



Field or Control	***Description***
Perform Action	Click to perform the action.
Cancel Action	Click to remove the action from the action list.
Reassign Action	Click to access the Reassign Action page, where you change the action assignment.
Action	Displays the action type.
Action Status	Displays the current status for the action: *New* or *Pending.* The system changes the status to *Complete* after you perform the action.
Date Added	Displays the date on which the action was added to the action list.
Days on List	Displays the number of days the action has been on the action list.
Item Balance	Displays the open amount for the item. This value appears for an item condition, such as deduction item and reflects the current balance

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer Balance	Displays the total open amount that the Condition Monitor calculates for the customer. Depending on your selection on the Installation Options - Receivables page, the amount includes unapplied payments and in process payments, and excludes disputed items.
Past Amount Due	Displays the total amount past due for a customer. This value appears only for the Collection (COLL) condition and reflects the amount calculated by the Condition Monitor process.
History ID	Displays the history ID specified in the assessment rule for the Key Statistics Exceeded (KSTE) condition.
Entry Type and Entry Reason	Displays the entry type and reason specified in the assessment rule for the Entry Type/Reason (ETRC) condition. Items with this entry type and reason have reached a specified amount or number of days before or after the date that the Condition Monitor process ran.
Item ID	Displays the Item ID associated with the action. In addition, an Item References link appears when one or more items have associated CPDB or CPDR actions after Condition Monitor runs. Click the link to view the items associated with the action.
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page.
View/Update Conversations	Click this link to access the Conversations page, where you can view and update existing conversations for the customer. If there are multiple conversations for the customer, you can select the conversation you want to view or update on the View/Update Conversations search page. You can also add, delete, or edit existing conversation entries on the Conversations page.

Action Results

When you click the **Perform Action** button for a non-correspondence action, a message appears. The result of the action varies, depending on your response to the message. If you are working on a correspondence action, such as DLTR, OLTR, or STMT, the Letter Delivery page opens where you specify information for processing the correspondence. The system generates the correspondence at the time that you specify on the Letter Delivery page.

This table lists the results of the non-correspondence actions:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	*Action Result*
Alert (ALRT)	The result depends on your response to the message. *Yes:* Changes the action status to *Complete.* *No:* Changes the status to *Pending.*
Call the Customer (CALL)	You enter information into a current date conversation for the customer or add a new conversation. After you enter the conversation information, a message appears. The result depends on your response to the message. *Yes:* Changes the action status to *Complete.* *No:* Changes the status to *Pending.*
Cancel Credit Hold (CCHD)	Updates the Customer Message table to set the End Date to the Current Date for the Hold action Customer message and the message previously added by Condition Monitor. The action result also takes Action Parameters into account when changing the message End Date. See Action Template Page.
Review Customer Credit Limit (CRDT)	Opens the Credit Profile page for the customer, where you can review the customer's credit limit. Upon clicking the **OK** button on the Credit Profile page, the system prompts the user to indicate whether the credit limit review action is complete.
Downgrade Credit Rating (DNGD)	Opens the General Information component (CUSTOMER_GENERAL) for the customer, where you access the Credit Profile page to change the customer's credit limit. When you save or exit the page, you respond to a message. The result depends on your response to the message. *Yes:* Changes the action status to *Complete.* *No:* Changes the status to *Pending.*
Follow Up eBill Note (FEBN)	You enter information into a current date conversation for the customer or add a new conversation. After you enter the conversation information, a message appears. The result depends on your response to the message. *Yes:* Changes the action status to *Complete.* *No:* Changes the status to *Pending.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	*Action Result*
Place Customer on Hold (HOLD)	Inserts a record in the Customer Message table to put the customer on hold, and changes the action status to *Complete.*
Refer to collection agency (REFR)	Updates the collection status on the Credit Profile page for the customer using the status code that you specified as the action parameter. Changes the action status to *Complete.*
Write-off balance	Opens the Worksheet Selection page where you build a worksheet to write-off the item on the Action page. Perform these steps: 1. Enter the selection criteria and build the worksheet on the Worksheet Selection page. Use the same business unit, customer ID, and item ID that is displayed on the Action page. 2. Select the item on the Worksheet Application page and select the entry type for write-offs. 3. Select a posting action on the Worksheet Action page and click **OK.** 4. Save the worksheet. 5. Click the **Transfer to Action Detail Page** link to return to the Action page. The status for the action changes to *Complete.* --- **Note:** If you did not select an item with the same business unit, customer ID, and item ID as the item on the Action page or you did not write off the entire amount, the system displays a warning message that you did not complete the action. You can either return to the Action page and the status of the action changes to *Pending,* or you can return to the worksheet and make the appropriate correction to write off the item. Also, if you select *Do Not Post,* the action status changes to *Pending.* As long as you open the worksheet again and select a posting status prior to logging off the system, you can use the **Transfer to Action Detail Page** link from the Worksheet Action page to complete the action. ---

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	*Action Result*
User-defined action	The result depends on your response to the message. *Yes:* Changes the action status to *Complete.* *No:* Changes the status to *Pending.*

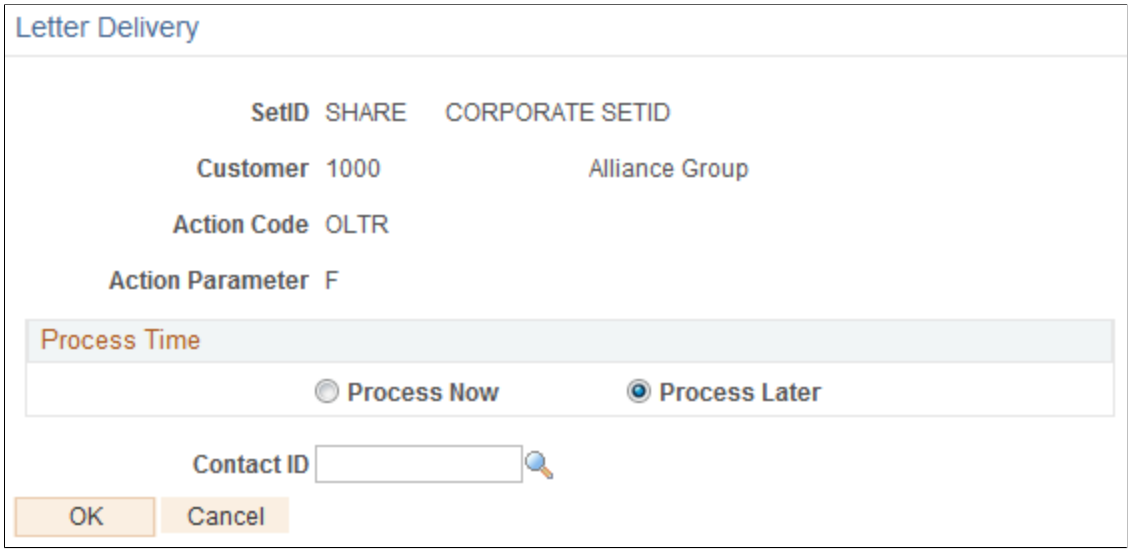
Letter Delivery Page

Use the Letter Delivery page (AR_LETTER_DELIVERY) to enter the time to generate a dunning letter, statement, or follow-up letter, and override the default contact name to appear on the correspondence.

Navigation:

Click the **Perform Action** button on the Action page for a Dunning Letter, Follow-up Letter, or Statement action.

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



Specify when to generate a dunning letter, statement, or follow-up letter.

Field or Control	*Description*
Process Now	Depending on the action, accesses the appropriate run control page to initiate the Dunning Application Engine process (AR_DUNNING), Follow Up Letter Extract Application Engine process (AR_FOLLOWUP), or Statements process (AR_STMTS).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Process Later	Depending on the action, the system generates the correspondence for the customer the next time that you run either the Dunning process, Follow Up Letter Extract process, or Statements process. If you run the Condition Monitor process prior to running the correspondence process, it automatically calls the appropriate process to generate the correspondence. The system changes the status to *Complete* when you click **OK.**
Contact ID	Override the number of the contact in your organization whose name you want to print on the correspondence. If you do not override the contact, statements and dunning letters use the contact assigned to the correspondence customer and follow-up letters use the contact assigned to the bill to customer.

Related Links

Understanding Correspondence Generation

Future Actions Page

Use the Future Actions page (ACTION_FUTURE) to edit actions in an action plan for a customer that have not yet been moved to the customer action list, or to cancel an action.

Navigation:

Click the **Future Actions** link on the Customer Action page. The link is available only if the customer has active future actions.

Field or Control	*Description*
Cancel Selected Actions	Changes the status of all selected actions in the list to *Cancelled.* The actions remain in the **Action** grid, but you cannot edit them.
Status	Displays the status for the action. The default status is *New.* You can change it to *Cancelled* if you want to remove the action from the collection process.
Descr (description)	Displays the description for the condition that the customer violated.
Action Date	Displays the date to move the action to the action list or to automatically perform the action.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Proposed/Automated	Indicates whether the Condition Monitor process performs the action. Values are: *Automated:* The Condition Monitor process automatically performs the action the next time that you run it on or after the action date. *Proposed:* The Condition Monitor process transfers the action to the action list the next time that you run it on or after the action date.

Note: You cannot edit an action that has been moved to the action list.

Action History Page

Use the Action History page (ACTION_HISTORY) to review a list of all actions for a customer, including completed actions and actions assigned to all users.

Navigation:

Click the **Action History** link on the Customer Action page.

Field or Control	*Description*
Action Status	Displays the status. Values are: *Cancelled:* An action owner canceled the action. *Complete:* The action owner completed the action. *System Cancelled:* The Condition Monitor process canceled the action because the customer is no longer violating the condition. *System Complete:* The Condition Monitor process completed the action, such as generating correspondence.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Cancel Reason	Displays the reason the action was canceled. Option are: *Credit Hold Exists*: The customer was put on a credit hold. *Item Closed*: The item associated with the action has a zero balance. *No Longer in Violation*: The condition that generated the action no longer exists. For example, the customer made a large payment and they are no longer approaching the credit limit. *No Longer in Violation COLL Rule*: No longer in violation in Collection Rule. *Operator Cancelled*: The action was manually canceled on the Action page or the Future Actions page. *Rule Owner Change*: The Condition Monitor canceled the action and created a new action, because the owner type in the collection or assessment rule that generated the action was changed. *Template Upgrade*: The action was canceled because the Condition Monitor upgraded the action to the next action on the action plan. *Zero Balance*: Customer balance is zero.
Description	Displays the condition that the customer or item violated.
Condition Role	Indicates whether the Condition Monitor process was monitoring conditions for the bill to customer, corporate customer, correspondence customer, or remit from customer.
Description	Displays the action to be performed.
Proposed/Automated	Indicates whether the Condition Monitor process performs the action. Values are: *Automated:* The Condition Monitor process automatically performs the action the next time that you run it on or after the action date. *Proposed:* The Condition Monitor process transfers the action to the action list the next time that you run it on or after the action date.
Delivery Method	Displays the method used to deliver the correspondence for correspondence actions: *Email, Fax,* or *Print.*
Complete Date	Displays the date on which the action was completed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Generating Additional Workflow Notifications

Page Used to Generate Additional Workflow Notifications

Page Name	*Definition Name*	*Usage*
Notification Run Control Page	WF_RUN_CNTL_AR	Run the Workflow Notification process to notify workflow users of payment worksheets requiring review and new debits and credits.

Understanding Additional Workflow Notifications

You can generate items on individuals' worklists and send e-mail notifications for these situations:

- An item has been closed by the creation of a new debit or credit item rather than written off.
- The Payment Predictor Application Engine process (ARPREDCT) applies a payment to a customer's account and generates a payment worksheet.

The Workflow Notification Application Engine process (AR_WORKFLOW) notifies the workflow user assigned to the customer.

Prerequisites

Set up users for workflow notification.

Related Links

Setting Up Workflow Notification for Action Owners

Notification Run Control Page

Use the Notification Run Control page (WF_RUN_CNTL_AR) to run the Workflow Notification process to notify workflow users of payment worksheets requiring review and new debits and credits.

Navigation:

Accounts Receivable > **Customer Interactions** > **Actions** > **Notification** > **Notification Run Control**

Field or Control	*Description*
New Debit Credit Flag	Select to notify workflow users of new debits or credits created by the system when closing another item.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
PP On Account Flag (Payment Predictor On Account flag)	Select to notify workflow users when the Payment Predictor process created a new on-account item and generated a worksheet for the item.

Generating Risk Scores

Page Used to Run the Risk Scoring Process

Page Name	*Definition Name*	*Usage*
Compute Risk Scores Page	RUN_AR_RISK	Run the Request Risk Scoring Application Engine process (AR_RISK)

Risk Score Definitions

Risk score definitions include these:

Term	*Definition*
Scoring Element	Describes the type of scoring data used to make up a scoring rule. For example, balance due or DSO30.
Scoring Group	A group of related scoring elements, such as, system defined history or aging
Scoring Rule	A user-defined rule which can consist of one or more scoring elements used to compute a risk score for a customer or group of customers.

Understanding the Risk Scoring Process

The Request Risk Scoring Application Engine process (AR_RISK) is used to compute the risk score for a customer or group of customers using the scoring rules that you set up in the Risk Scoring Rule component (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Risk Scoring Rule). You should run the AR_RISK program as part of a nightly batch run *after* the ARUPDATE and AR_AGING processes have completed. The AR_RISK program relies on updated history and aging information to compute the most accurate risk score.

The customers are loaded by SetID, customer group or specific customer, depending on your selections on the Compute Risk Scores run control page. The business units are loaded based on the customers that were loaded. The risk scoring rules are loaded in a hierarchical fashion, similar to assessment rules used

 Copyright © 1988, 2025, Oracle and/or its affiliates.

by the Condition Monitor. The user also has the option to run the risk scoring process for only one rule by entering the override risk score id on the Compute Risk Scores run control page.

After all the customers and rules are loaded into temporary tables, the program processes each type of scoring group necessary based on the rules selected. Each section retrieves the relevant data to compute the score and stores the data in a temp table. Amounts are converted to the anchor currency defined on the risk scoring rule using the anchor date and rate type selected on the Compute Risk Scores run control page. Once all of the scoring groups are processed and the data is stored in temp tables, a risk score is computed for each scoring element by comparing the data to the range values defined on the risk scoring rule. The computation is risk score = (risk range value * (risk scoring weight / 100)). The individual element scores are summed for the overall customer score and the PS_CUST_CREDIT table is updated with the customer risk score.

Here is an example of how the hierarchical Risk Scoring processing (AR_RISK) works:

You run the AR_RISK program using customer 1000.

The program:

- Looks for a risk rule defined for customer 1000.
- If a risk rule is found, the program selects the first one and quits the selection process for this customer.
- If a risk rule is not found, the program looks for a risk rule defined for a customer group to which customer 1000 belongs.
- If a risk rule is found for this customer group, select the first one and quit the selection process for this customer.
- If a risk rule is not found for this customer group, look for a rule defined for a SetID to which customer 1000 belongs.
- If a risk rule is found for this SetID, select the first one and quit the selection process for this customer.
- If a risk rule is not found for this SetID, the program will issue a message indicating that no rule has been found.

These are examples of how the Risk Score process calculated risk scores for Customer A and Customer B.

Customer A							
Scoring Group	***Element***	***Customer Metrics***	***Range Low***	***Range High***	***Range Value***	***Scoring Weight (%)***	***Score*** ***Weight * Value***
System Defined History	AVGDAYS (Average Days Late)	50	-99999 36 57	35 56 99999	1 2 3	0.15	0.30

Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer A							
Scoring Group	***Element***	***Customer Metrics***	***Range Low***	***Range High***	***Range Value***	***Scoring Weight (%)***	***Score*** ***Weight * Value***
Aging Information	06 121+ (121+ days aging category)	8,000	-999,999,999 1001 10,001	1000 10,000 999,999,999	5 10 15	0.85	8.50
Total Score:							8.80

Customer B							
Scoring Group	***Element***	***Customer Metrics***	***Range Low***	***Range High***	***Range Value***	***Scoring (%)***	***Score*** ***Weight * Value***
System Defined History	AVGDAYS (Average Days Late	30	-99,999 36 57	35 56 99,999	1 2 3	0.15	0.15
Aging Information	06 121+ (121+ days aging category	10,000	-999,999,999 1001 10,001	1000 10,000 999,999,999	5 10 15	0.85	8.50
Total Score:							8.65

See Setting Up Risk Scoring Rules.

Related Links

Understanding Conditions

Understanding How Risk Scoring Elements Are Derived

This table describes how risk scoring element data is derived for use in the Risk Scoring process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
System Defined History	All History Elements	The Risk Scoring process selects the HIST_AMT or HIST_COUNT from CUST_HISTORY table for either the FY/Period based on the run date of the risk scoring process or the user-entered FY/Period, which is an option on the Run Risk Scoring Process page. The HIST_AMT is used when the System Defined History element is amount-based such as PAST_DUE. The HIST _COUNT is used when the element is days-based such as AVG_DAYS_LATE. **Note:** If the element is amount-based and more than one currency exists in the CUST_HISTORY table, the amount will be converted to the currency selected on the risk scoring rule. You must run Aging or ARUPDATE and select the history options before the CUST_HISTORY table is populated with current FY/Period data. Aging updates some of the System Defined History elements and ARUPDATE updates some of the System Defined History elements. See System Defined History Page. Once the process selects the HIST_AMT or HIST_COUNT, the selected value is summed by: • SETID • RISK_SCORE_ID • CUST_ID • RISK_SCORE_GRP • RISK_SCORE_ELEMENT • FISCAL_YEAR • ACCOUNTING_PERIOD The process compares the summed amount to the risk ranges to determine the range value.
User Defined History	All User Defined History Elements	Same as System Defined History.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
Aging		The Risk Scoring process selects the AGING_AMT from CUST_AGING table for the: BU, Customer, Aging ID and Aging Category. • Business Unit • Customer • Aging ID • Aging Category **Note:** The aging elements are amount based and will be converted to the currency selected on the risk score rule if more than one currency exists in the CUST_AGING table. You should run Aging prior to Risk Scoring to ensure that the most current Aging data exists in the CUST_AGING table. Once the Risk Scoring process selects the AGING_AMT, it is summed by SETID, RISK_SCORE_ID, CUST_ID, RISK_SCORE_GRP, RISK_SCORE_ELEMENT and AGING_ID. • SETID • RISK_SCORE_ID • CUST_ID • RISK_SCORE_GRP • RISK_SCORE_ELEMENT • AGING_ID The summed amount is compared to the risk ranges to determine the range value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
Item	Large Amount Past Due Item	This risk scoring element refers to the item with the largest amount that is past due. The Risk Scoring process selects all of the amounts from PS_ITEM that are less than or equal to the current date for open items (IT-01 only). Next, it selects the maximum amount and compares this amount to the risk ranges to determine the range value. **Note:** The item amounts will be converted to the currency selected on the risk scoring rule if more than one currency exists in the PS_ITEM table.
Item	Date of Oldest Item	This risk scoring element refers to the item with the highest number of days late and is over a specified minimum amount. You enter the minimum threshold amount on the risk scoring rule. For example, the oldest item that has an amount greater than $1000 USD. The Risk Scoring process selects the maximum days that an item is past due based on the due date in PS_ITEM for open items (IT-01 only) and the item balance is greater than or equal to the threshold amount entered on the risk scoring rule. The maximum days selected that meets the above criteria is compared to the risk ranges to determine the range value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
Customer Activity	Approaching Credit Limit Percent	This risk scoring element refers to the percentage of the customer balance that is approaching the credit limit. **Note:** You must set up the customer credit information for the processing of this element to return any data. This formula is used to calculate the percentage of the customer balance that is over the credit limit. Percent over credit limit = CUST_CREDIT. ANCHOR_CR_LIMIT * (1 + CUST_CREDIT.CUSTCR_PCT_OVR/100)/ PS_CUST_DATA.BAL_AMT The risk scoring processes compares this percentage over credit limit to the risk ranges to determine the range value.
Customer Activity	Exceeded Credit Limit	This risk scoring element refers to whether the customer has exceeded their credit limit. The Risk Scoring process selects the customer balance from PS_CUST_ DATA and compares it to the credit limit from the CUST_CREDIT table. **Note:** You must set up the customer credit information for the processing of this element to return any data. This formula is used to determine if the customer has exceeded the credit limit: ((CUST_CREDIT.ANCHOR_CR_LIMIT * (1 + C.CUSTCR_PCT_OVR/100)) - PS_CUST_DATA.BAL_AMT < 0) If the customer exceeds the credit limit, the Risk Scoring process sets the scoring element value to Y (yes) and uses the range value for Y. If the customer does not exceed the credit limit, the Risk Scoring process sets the scoring element value to N (no) and uses the range value for N.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
Customer Activity	Credit Hold	This risk scoring element refers to whether a customer is on credit hold. If the customer exists in the view PS_AR_CUST_CRHD_VW then it is on credit hold and the Risk Scoring process sets the flag to Y (yes) and uses the range value for Y on the Risk Scoring Rule details page. If the customer does not exist in the view PS_AR_CUST_CRHD_VW, the Risk Scoring process sets the value to N (no) and uses the range value for N.
Customer Activity	Balance Due	This risk scoring element refers to the customer balance due. The Risk Scoring process selects and sums the PS_CUST_DATA.BAL_AMT and compares that amount to the risk ranges that appear the Risk Range Detail page associated with the Risk Scoring Rule to determine the range value.
Customer Activity	Percent of Balance Past Due	This risk scoring element refers to the percentage of the customer balance that is past due. The Risk Scoring process selects and sums the PS_ITEM.BAL_AMT_BASE field for open items where the due date is less than the current date. It divides the past due balance by the total customer balance to determine the percentage that is past due. It compares this percentage to the risk ranges that appear on the Risk Range Detail page associated with the Risk Scoring Rule to determine the range value.
Customer Table	All Elements	Select the risk scoring element from the PS_CUSTOMER table for the customers selected for risk scoring and compare that data against the risk ranges to determine the range value.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Risk Scoring Group	*Risk Scoring Element*	*Description*
Customer D&B Table (customer Dun & Bradstreet table)	All Elements	The Risk Scoring process selects the element from the PS_CUST_DB table for the customers selected for risk scoring and compares that data against the risk ranges to determine the range value. **Note:** The PS_CUST_ID_NBRS.STD_ID_NUM record field was used to obtain the DB number for lookup on the CUST_DB table. The STD_ID_NUM_QUAL = 'DNS' field was used to determine which STD_ID_NUM to retrieve from the PS_CUST_ID_NBRS table.
Ratios	Debt Ratio	The Risk Scoring process divides the total current liabilities by the total current assets based on this formula: PS_CUST_DB.DB_TOT_CUR_LIAB / PS_CUST_DB.DB_CUR_ASET
Ratios	Asset Turnovers	The Risk Scoring process divides the sales by the total current assets based on this formula: PS_CUST_DB. DB_SALES / PS_CUST_DB. DB_TOT_ASET
Ratios	ROE (Return on Equity)	The Risk Scoring process divides the net income by the total current assets and subtracts the total current liabilities based on this formula: (PS_CUST_DB.NET_INCM / PS_CUST_DB. DB_TOT_ASET) - PS_CUST_DB. DB_TOT_CUR_LIAB
Ratios	Acid Test Ratio	The Risk Scoring process subtracts inventory from the total assets and divide by the total current liabilities based on this formula: (PS_CUST_DB.DB_TOT_ASET - PS_CUST_DB.DB_INVENTORY) / PS_CUST_DB.DB_TOT_CUR_LIAB

Compute Risk Scores Page

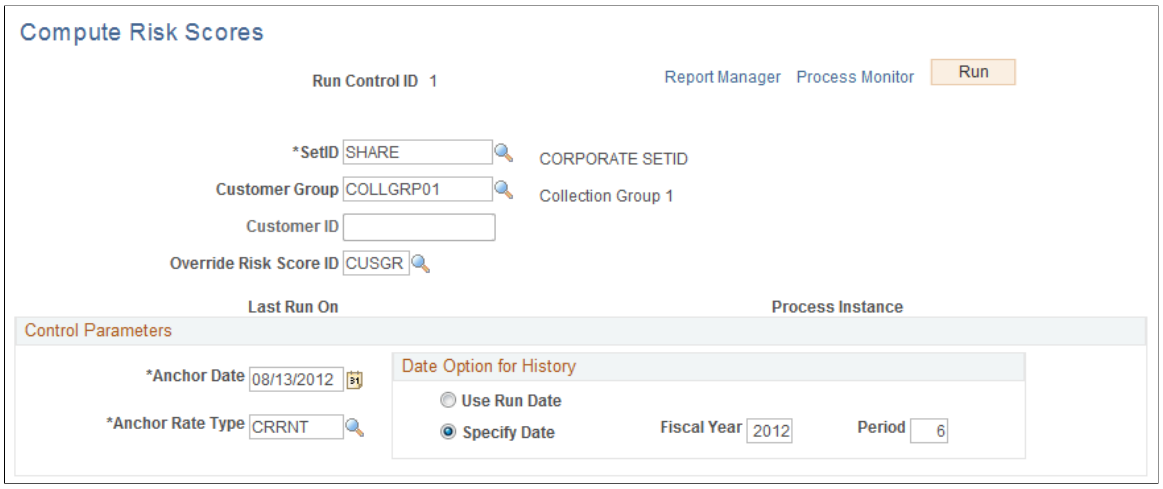
Use the Compute Risk Scores page (RUN_AR_RISK) to run the Request Risk Scoring Application Engine process (AR_RISK).

Navigation:

Accounts Receivable > **Receivables Analysis** > **Request Risk Scoring** > **Compute Risk Scores**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Compute Risk Scores page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Override Risk Score ID	Select a risk score id if you want to run the risk scoring process for only one risk scoring rule. If you select a value for this field, the risk score process will only process this selected rule and will override the risk score processing hierarchy that runs based on your selection of a **SetID** value and **Customer Group** or **Customer ID.** Leave this field blank if you want to process all rules that apply based on the selection criteria.
Anchor Date	Select the date to apply to the currency conversion when processing this risk score. The currency is derived from the risk score rule. This is a required field.
Anchor Rate Type	Select the rate type to apply to the currency conversion when processing this risk score. This is a required field. See Setting Up Risk Scoring Rules.
Date Option for History	Select one of these dates to use for retrieving history data: • **Use Run Date** Select this option to use the date this process is run for the history scoring elements in the process. • **Specify Date** Select this option to enable the **Fiscal Year** and **Period** fields, and enter the year and accounting period to use for the history scoring elements in this process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Conversations and Promises

Pages Used to Review Conversations and Promises

Page Name	*Definition Name*	*Usage*
Conversations Page	CONVER_DATA1_SS	View and update existing conversations and promises in PeopleSoft Receivables. See also “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).
References Page	CONVER_DATA2_SS	Review and add transaction references to the conversation. See “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).
Attachments Page	CONVER_DATA5_SS	Add attachments of files to the conversation. See “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).
Contact Information - Maintain Contacts Page	CONTACT	Enter and update contact information. See “Setting Up and Maintaining Contacts” (PeopleSoft Order to Cash Common Information).
Conversations By Keyword Search Page	CONVR_QRY_KEYWORD	Search for conversations based on keywords identified on the Conversations page.
Follow-Up Action Needed Search Page	CONVR_QRY_FOLLOW	Search for Conversations with incomplete follow-ups.
Conversation Review Needed Search Page	CONVR_QRY_CALL	Search for regular conversations where a review was not completed on the review date.
Promise Date Review Needed Search Page	CONVR_QRY_PROMISE	Search for promise date conversations where a review based on the promise date has not been completed.
Broken Promise Review Needed Search Page	CONVR_QRY_BROKEN	Search for the promise date conversations for which the promise was broken.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Supervisor Review Needed Search Page	CONVR_QRY_REVIEW	Search for regular and promise date conversations that have the Supervisor Review check box selected.
Promise Date Inquiry Page	CWB_PROMISEINQ	Review promised date conversation information.

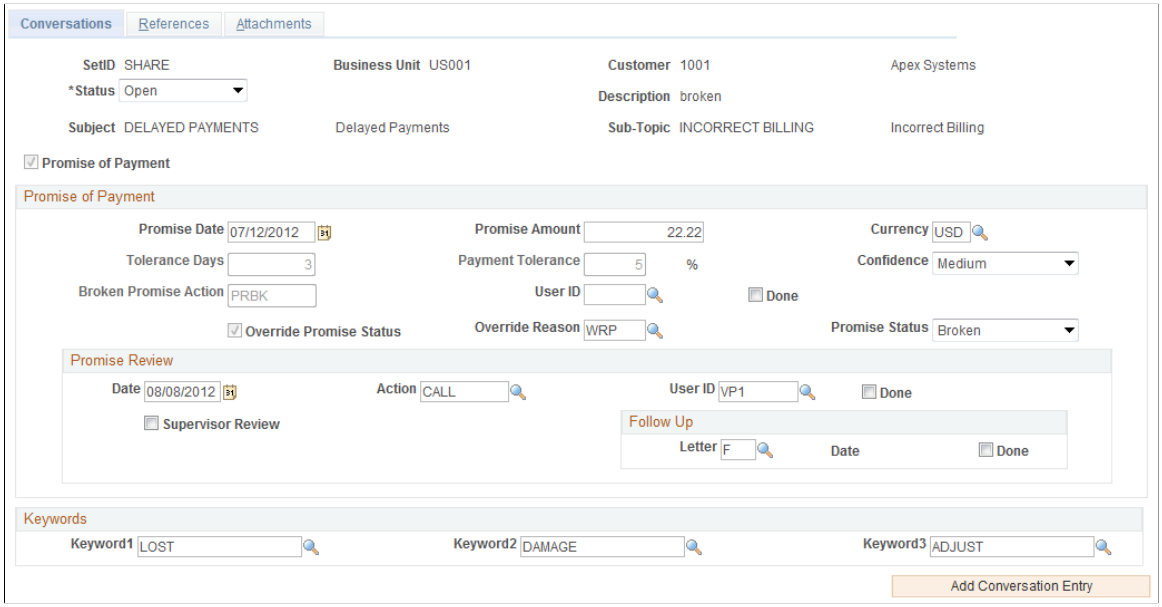
Conversations Page

Use the Conversations page (CONVER_DATA1_SS) to view and update existing conversations and promises in PeopleSoft Receivables.

Navigation:

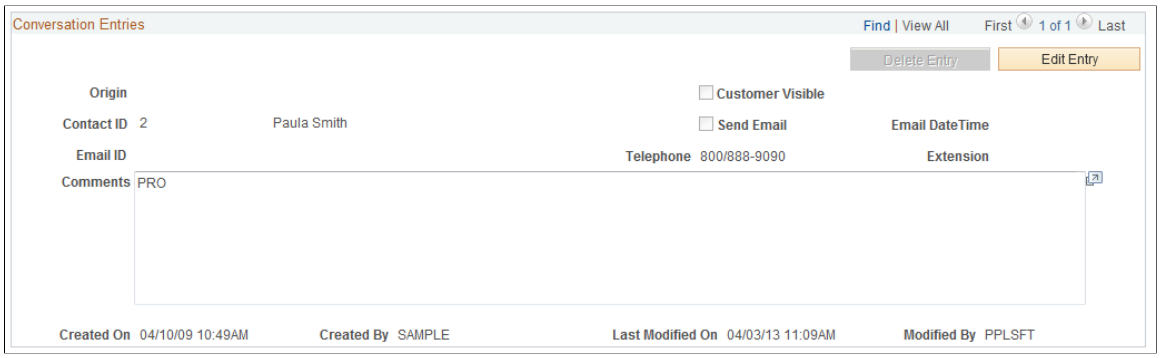
Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations > Conversations

This example illustrates the fields and controls on the Conversations page, including a promise of payment.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Example of a Conversations page with promise of payment (2 of 2).



See “Understanding Conversations” (PeopleSoft Order to Cash Common Information).

Note: The eBill Payment-generated online actions do not have a corresponding, active Done check box on the Conversations page, as is normally seen in system-generated actions. An eBill customer may have multiple open conversation entries that require separate responses. An AR Specialist can choose to close an individual action but not the conversation.

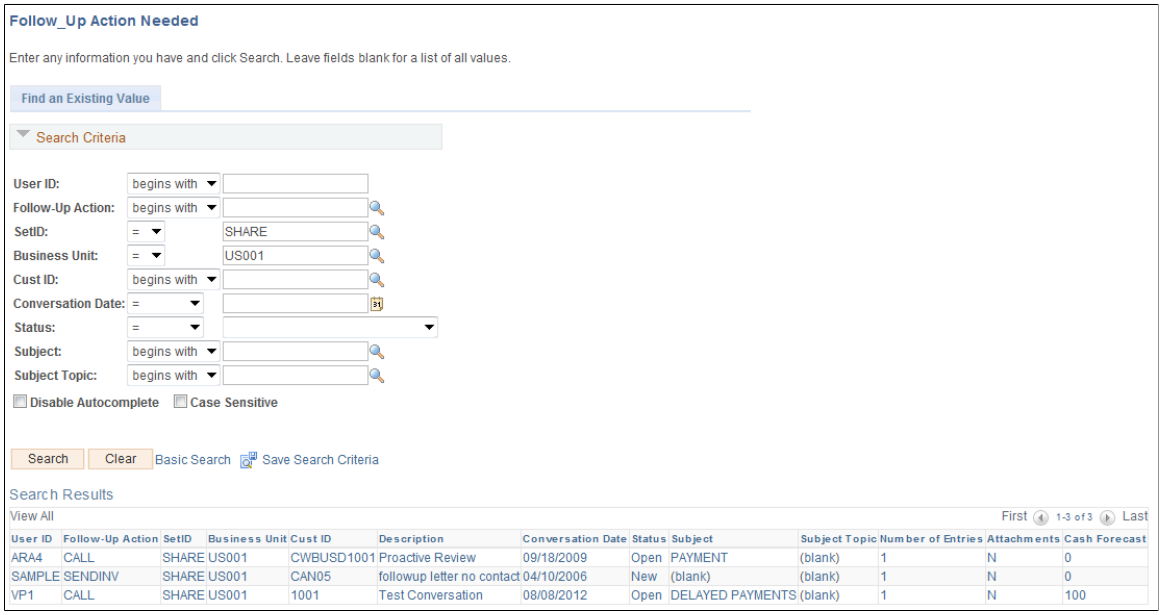
Follow-Up Action Needed Search Page

Use the search page in the Follow-Up Action Needed component (CONVR_QRY_FOLLOW) to search for Conversations with incomplete follow-ups.

Navigation:

Accounts Receivable > Customer Interactions > Conversations > Follow-Up Action Needed

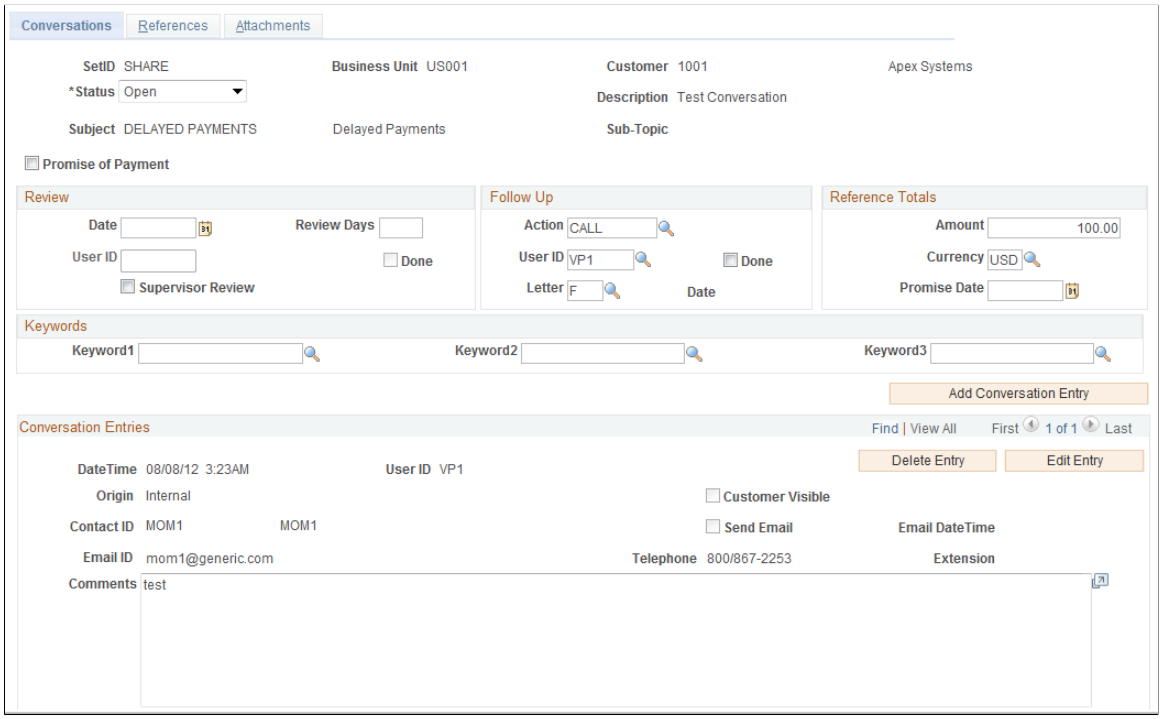
This example illustrates the fields and controls on the Follow-Up Action Needed search page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Enter the search criteria to search for regular conversations and promise date conversations that have incomplete follow-up actions. The user assigned to the action has not selected the Done check box in the Follow Up group box on the Conversations page. The system lists these conversations in the search results. Click the appropriate conversation's link to open the Conversations page.

This example illustrates the fields and controls on the Conversations page with follow-up action needed.



The user can then perform the required follow-up action and select the Done check box in the Follow Up group box to indicate that this follow-up action has been completed.

When actions are marked as complete on the Conversations page, the system updates the corresponding action on the Owner Action List page (Accounts Receivable, Customer Interactions, Actions, Owner Action List, Owner Action List). This applies to actions associated with the Conversation Follow Up (CFLU) condition on standard Conversations, as well as with the Customer Promise Date Review (CPDR) and Customer Promise Date Broken (CPDB) conditions on Promise Conversations.

See “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).

Conversation Review Needed Search Page

Use the Conversation Review Needed search page in the Review Needed component (CONVR_QRY_CALL) to search for regular conversations where a review was not completed by the review date.

Navigation:

Accounts Receivable > **Customer Interactions** > **Conversations** > **Review Needed**

Enter the search criteria to enable the system to search for conversations in which the Done check box for the follow up action was not selected. A list of conversations where the follow-up action need to be

Copyright © 1988, 2025, Oracle and/or its affiliates.

reviewed displays. Click the conversation link that you want to review. The selected conversation appears on the Conversations page. You can review, add to, or update the fields on this Conversations page.

Promise Date Review Needed Search Page

Use the search page in the Promise Date Review Needed component (CONVR_QRY_PROMISE) to search for promise date conversations for which a review based on the promise date has not been completed.

Navigation:

Accounts Receivable > **Customer Interactions** > **Conversations** > **Promise Date Review Needed**

Enter the search criteria to enable the system to search for and review promise conversations that have not been reviewed and marked as done. A list of promise date conversations that have promise dates need to be reviewed and possibly modified displays. Click the conversation link that you want to review. The selected promise date conversation appears on the Conversations page. You can review and modify the fields on this Conversations page as necessary.

Broken Promise Review Needed Search Page

Use the search page in the Broken Promises Review Needed component (CONVR_QRY_BROKEN) to search for the promise date conversations for which the promise was broken.

Navigation:

Accounts Receivable > **Customer Interactions** > **Conversations** > **Broken Promises Review Needed**

Enter the search criteria to enable the system to search for promise date conversations that have broken promises where a broken promise action is needed and the Done check box is not selected. A list of promise date conversations that have broken promises displays. Click the conversation link that you want to review. The selected promise date conversation appears on the Conversations page.

Supervisor Review Needed Search Page

Use the search page in the Supervisor Review Needed component (CONVR_QRY_REVIEW) to search for regular and promise date conversations that have the Supervisor Review check box selected.

Navigation:

Accounts Receivable > **Customer Interactions** > **Conversations** > **Supervisor Review Needed**

Enter the search criteria to enable the system to search for regular and promise date conversations in which the Supervisor Review check box has been selected. A list of conversations that have the Supervisor Review check box selected displays. Click the conversation link that you want to review. The selected conversation appears on the Conversations page. You can review and modify the conversation as necessary, as well as change the status of the supervisor's review.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Conversations By Keyword Search Page

Use the Conversations By Keyword search page in the Search By Keyword component (CONVR_QRY_KEYWORD) to search for conversations based on keywords identified on the Conversations page.

Navigation:

Accounts Receivable > Customer Interactions > Conversations > Search By Keyword

Select a keyword that applies to conversations that you want to review. You set up keywords for conversations on the Conversations page.

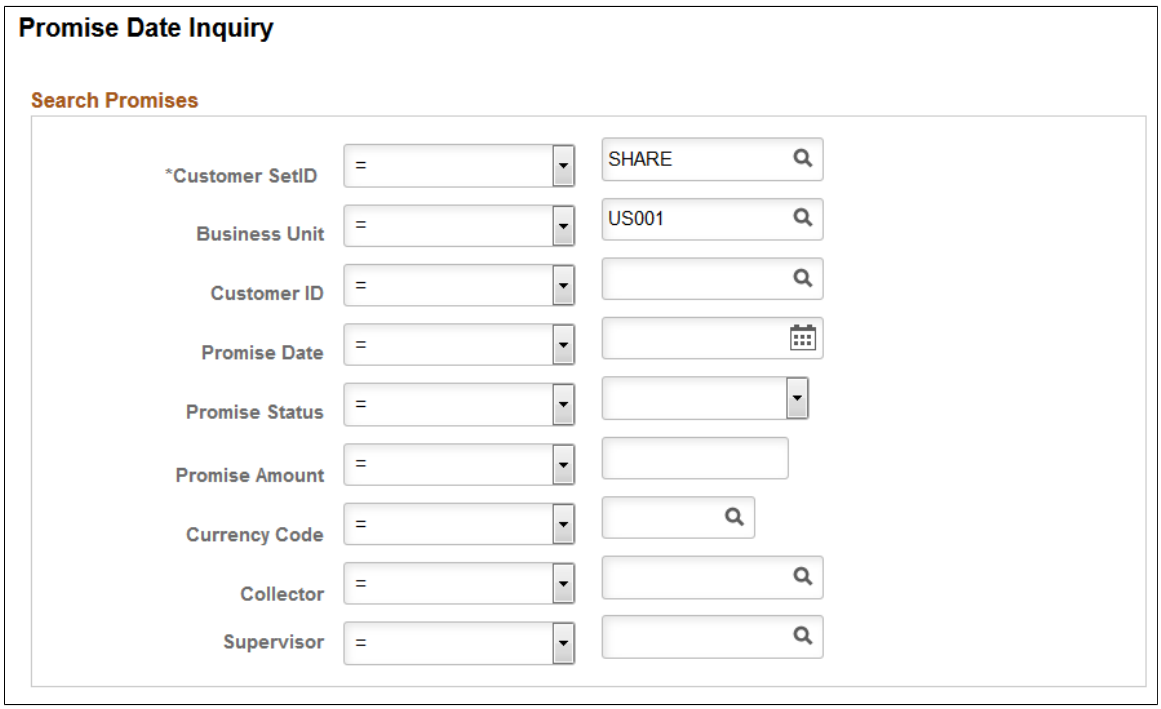
Promise Date Inquiry Page

Use the Promise Date Inquiry page (CWB_PROMISEINQ) to review promised date conversation information.

Navigation:

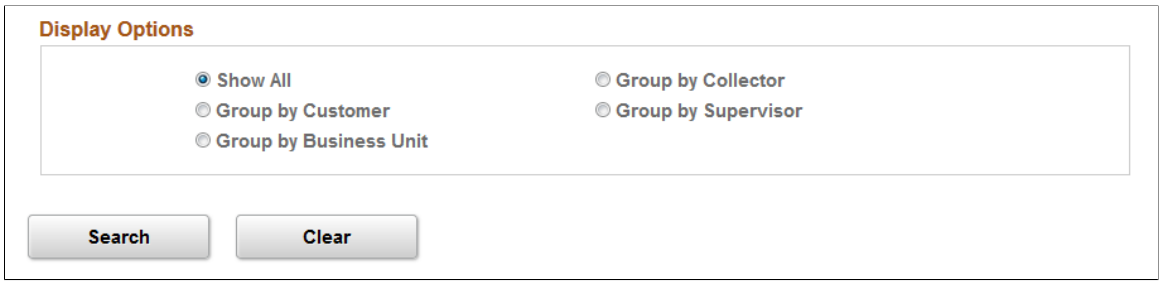
Accounts Receivable > Customer Interactions > Conversations > Promises Inquiry > Promise Date Inquiry

This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.

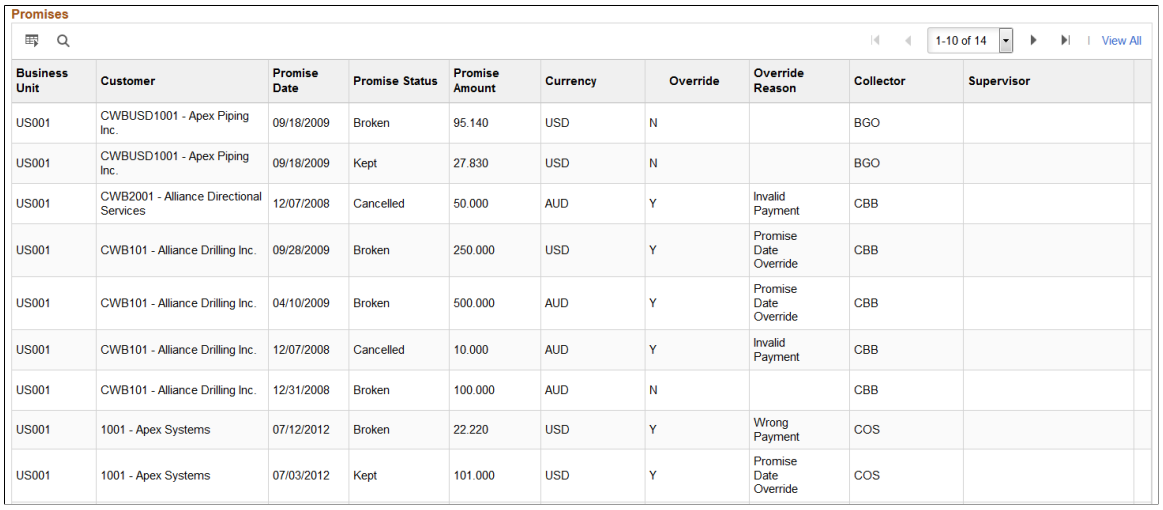


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.



Business Unit	Customer	Promise Date	Promise Status	Promise Amount	Currency	Override	Override Reason	Collector	Supervisor
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Broken	95.140	USD	N		BGO	
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Kept	27.830	USD	N		BGO	
US001	CWB2001 - Alliance Directional Services	12/07/2008	Cancelled	50.000	AUD	Y	Invalid Payment	CBB	
US001	CWB101 - Alliance Drilling Inc.	09/28/2009	Broken	250.000	USD	Y	Promise Date Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	04/10/2009	Broken	500.000	AUD	Y	Promise Date Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/07/2008	Cancelled	10.000	AUD	Y	Invalid Payment	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/31/2008	Broken	100.000	AUD	N		CBB	
US001	1001 - Apex Systems	07/12/2012	Broken	22.220	USD	Y	Wrong Payment	COS	
US001	1001 - Apex Systems	07/03/2012	Kept	101.000	USD	Y	Promise Date Override	COS	

Search Promises

Select criteria in this group box to narrow your search for promise date conversation information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Display Options

Field or Control	*Description*
Show All	Click this option and click the Search button to display information based on the search criteria that you set up in the Search Promises group box for all promises. These promise information columns appear on the grid: • Business Unit • Customer • Promise Date • Promise Status • Promised Amount • Currency • Override (Y/N) • Override Reason • Collector • Supervisor
Group by Customer	Click this option and click the Search button to display promise information based on the search criteria that you set up in the Search Promises group box. These promise information columns appear on the grid: • Broken Promises • Broken Amount • Kept Promises • Kept Amount • Open Promises • Open Amount • Currency Code

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Group by Business Unit	Click this option and click the Search button to display promise information based on the search criteria based on each business unit associated with a customer. The same columns that are in the Group by Customer grid display grouped by business unit.
Group by Collector	Click this option and click the Search button to display promise information based on the search criteria based on the collector associated with each promise. The same columns that are in the Group by Customer grid display grouped by collector.
Group by Supervisor	Click this option and click the Search button to display promise information based on the search criteria based on the supervisor who was selected to review each promise. The same columns that are in the Group by Customer grid display grouped by supervisor.

Obtaining Dun & Bradstreet Information for a Customer

You can arrange to order credit reports from Dun & Bradstreet and load them directly into PeopleSoft Receivables. Dun & Bradstreet bills you for each report that you order. The interface with Dun & Bradstreet enables you to purchase these reports:

- Business Verification.
- Decision Support.
- Delinquency Score.
- Enterprise Management.
- Financial Standing.
- Quick Check.

Create a unique logon ID for the Dun & Bradstreet system for each SetID, if needed, so that you can have separate billing accounts for the different areas of your organization. You set up the login IDs on the D&B Account Information page, which you access from the Installation Options - Overall page.

When you purchase a report for a specific DUNS number, you see the last time that you purchased a report for that DUNS number as well as which report you purchased.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Review each report for a specific DUNS number, using the Dun & Bradstreet component (CUSTOMER_DB). Associate the report with a customer on the Dun & Bradstreet - Operations page.

If you want to review a Dun & Bradstreet report for a customer, you can access the report from the Credit Profile page or the Additional General Info page for the customer or the Account Overview - Profile page.

Related Links

Account Overview - Profile Page
"Obtaining D and B Credit Reports" (PeopleSoft Order to Cash Common Information)

Importing Multiple Dun & Bradstreet Reports by Type

PeopleSoft Receivables supports using the Data Export Import Utility (DEIU) to upload Dun & Bradstreet reports by type in bulk. The DEIU tool is a data-mapping utility that enables you to map fields easily and to interface both incoming and outgoing data between source and target. You can map simple structures or modify complex mappings without having to alter the underlying PeopleCode, thus avoiding customizations. The Data Export Import Utility applies transformation rules to format the data with controls in order to meet third-party system requirements. See "Understanding the Data Export Import Utility" (Application Fundamentals) for more information.

You can import multiple D&B reports by type using these system-defined run control IDs:

DEIU Process ID	***D&B Report Type***
RUN_MAP_DB_BUVR	Business Verification
RUN_MAP_DB_DSSP	Decision Support
RUN_MAP_DB_DESQ	Delinquency Score
RUN_MAP_DB_ENMG	Enterprise Management
RUN_MAP_DB_QKCK	Quick Check

To import D&B reports using DEIU:

1. Navigate to the Data Export Import Request run control page (**Set Up Financials/Supply Chain** > **Common Definitions** > **Data Export Import Utility** > **Data Export Import Request**). Select the process ID for the type of D&B reports you want to import. For example, use RUN_MAP_DB_BUVR to import multiple Business Verification reports.
2. Attach D&B files with the same report type.
3. Select *D&B* in the Actions group box.
4. Click the **Run** button.

Copyright © 1988, 2025, Oracle and/or its affiliates.

5. Navigate to the Dun and Bradstreet page (**Accounts Receivable** > **Customer Accounts** > **Customer Information** > **Rev and Upd D&B Information**). You can earch by SetID and DUNS number to access the imported reports as well as existing reports for a customer.

The reports are imported to PS_CUST_DB and PS_DB_REPORTS tables.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 46

Aging Receivables Items

Understanding the Aging Application Engine Process

The Aging process is part of the Aging Preprocessor multiprocess job (ARAGE).

The Aging Preprocessor multiprocess job (ARAGE) includes:

- The Aging Parallel Preprocessor Application Engine process (AR_AGEPP).
- The Aging Parallel multiprocess job (AR_AGE).

  The Aging Parallel multiprocess job calls AR_AGE1 through AR_AGE#, which run the Aging process (AR_AGING).

See Setting Up Parallel Processing for Aging.

The Aging process updates summary aging information that appears on various inquiry pages. Management and collection departments rely on aging to identify delinquent accounts and to assess possible cash flow issues.

The Aging process also updates the Due and High Due history IDs.

This section discusses:

- The commit cycle.
- In use customers.

Related Links

Customer History Calculations in the Aging Process

The Commit Cycle

When you run the Aging process, aging occurs in two phases:

- The system builds images of all the records as they appear after you run the Aging process and commits after every step.
- The system updates the database with the new records.

Phase two is wrapped into one commit; therefore, database integrity remains intact, regardless of how you proceed after a problem.

Copyright © 1988, 2025, Oracle and/or its affiliates.

In Use Customers

When you run the Aging process, it marks the customers as In Use by updating the process instance in the Customer Data (CUST_DATA) table with the process instance of the current job.

Note: If In Use customers are encountered (that is, if the process instance is less than or greater than zero) during the Aging process, then the aging run is not terminated. The In Use customers are simply not aged, while the rest of the customers in the requested business units are aged normally. After you determine the reason that the customer is an In Use customer and correct the problem, run the aging request again.

Prerequisites for Running the Aging Process

Before you run the Aging process:

- Set up aging IDs.
- Assign an aging ID to a business unit.
- Assign an aging ID at the customer level.
- Set up system-defined history IDs to be used by the aging process.
- Set up parallel processing.

You should also apply all of your payments to items and run the Receivables Update Application Engine process (ARUPDATE).

Related Links

"General Information - Bill To Selection Page" (PeopleSoft Order to Cash Common Information)
Setting Up History IDs
Setting Up Aging
Receivables Options - General 1 Page

Common Element Used for Aging Receivables Items

Field or Control	*Description*
Aging ID	Defines the aging categories into which you want transactions broken down. Also defines how the system ages disputed items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Running the Aging Process

Pages Used to Run the Aging Process

Page Name	*Definition Name*	*Usage*
Aging Run Control Page	AGING_REQUEST	Enter run control parameters for the Aging Preprocessor multiprocess job and run the job.
Application Engine Request Page	AE_REQUEST	Enter additional parameters for aging for each AR_AGE# process, such as parameters for smaller units of data or to narrow the scope of aging. See Adding Parameters to an Aging Request.

Understanding Aging Run Controls

The Aging process automatically processes all customers in all business units specified in the aging request. You can use a different method known as *chunking,* which enables you to process large sets of data more efficiently by breaking them into subsets or smaller units of work. You can chunk by collector, credit analyst, and receivables (AR) specialist.

To use chunking when you run the Aging process:

1. Create a run control ID for the Aging Preprocessor multiprocess job on the Aging Request page.
2. Modify the PeopleSoft Application Engine steps for each AR_AGE# process on the Application Engine Request page.

   For example, if you have three partitions, you define the parameters for AR_AGE1, AR_AGE2, and AR_AGE3.
3. Return to the Aging Request page to run the process.

In most cases, you probably will run the Aging Preprocessor multiprocess job by using a scheduled job.

The name that you choose for any run control ID is significant. If you want to run aging as a separate process, Oracle suggests that the name that you select for the run control ID be unique, such as ARAGING. Otherwise, if another Application Engine process is using the same combination of user ID and run control ID, your request for aging receivables is added to an existing request as another job step.

Warning! Oracle does not recommend running multiple concurrent instances of aging unless you have planned the process carefully. If you do, you must work with a unique set of customers, and you might still encounter database contention issues. In addition, Oracle does not recommend running the Aging and Receivables Update processes at the same time because they both update customer data.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Aging Run Control Page

Use the Aging run control page (AGING_REQUEST) to enter parameters for the Aging Preprocessor multiprocess job and run the job.

Navigation:

Accounts Receivable > Receivables Analysis > Aging > Request Aging Process > Aging Request

Select the business units.

Field or Control	*Description*
Process SubCustomer	Select to update aging and history at subcustomer levels for all customers in the business unit for which subcustomer history is enabled.

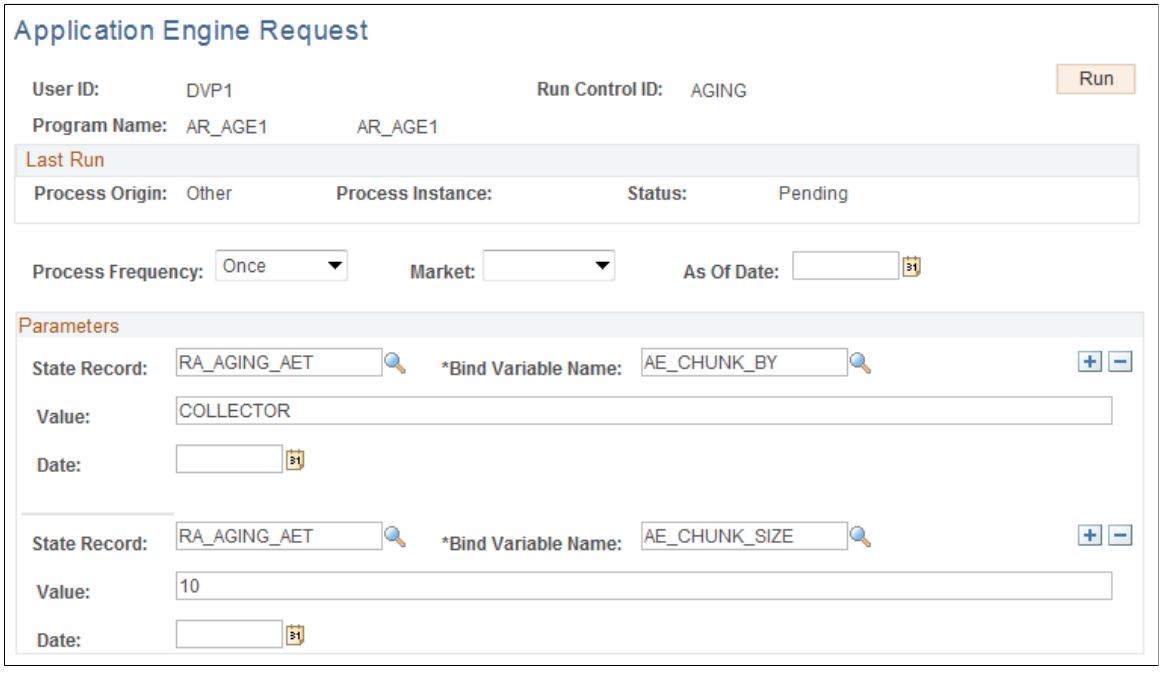
Adding Parameters to an Aging Request

Use the Application Engine Request page (AE_REQUEST) to enter additional parameters for aging for each AR_AGE# process, such as parameters for smaller units of data or to narrow the scope of aging.

Navigation:

Accounts Receivable > Receivables Update > Request Application Engine > Application Engine Request

This example illustrates the fields and controls on the Application Engine Request page. You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Use the **State Record, Bind Variable Name,** and **Value** fields to define exactly what data you want to age. Parameters enable you to process smaller units of data. Add as many rows as needed.

Using Chunking in Aging

If you have a large number of customers to age, use chunking to run the Aging process for a smaller group of customers. You can group customers by business unit or by a value that is associated with each customer on the Item record (ITEM), such as collector, AR Specialist, or credit analyst. This table provides descriptions and sample field values for how to do this:

Chunking Description	***Sample Field Values***
Age customers one business unit at a time.	State Record: *RA_AGING_AET* Bind Variable Name: *AE_CHUNK_BY* Value: *BU*
Age customers associated with a specific collector. The system processes collectors individually, marking each customer with items that are associated with a particular collector. For example, suppose that Collector A is associated with items for customers 1, 5, and 10 and that Collector B is associated with items for customers 7 and 9. The customers for Collector A (1, 5, 10) form the first chunk, and the customers for Collector B (7, 9) form the second chunk.	State Record: *RA_AGING_AET* Bind Variable Name: *AE_CHUNK_BY* Value: *COLLECTOR*
Age customers by associated collector and chunk collectors in groups of 10.	*First row:* State Record: *RA_AGING_AET* Bind Variable Name: *AE_CHUNK_BY* Value: *COLLECTOR* *Second row:* State Record: *RA_AGING_AET* Bind Variable Name: *AE_CHUNK_SIZE* Value: *10*

Narrowing the Scope of Aging

This table describes how to narrow the scope of aging:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Description	*Sample Field Values*
Age only those customers who have been active since you ran the last Aging process.	State Record: *RA_AGING_AET* Bind Variable Name: *RA_RUN_OPTION* Value: *ACTIVE_CUSTS*
Age only those customers who have not been aged since you ran the last Aging process.	State Record: *RA_AGING_AET* Bind Variable Name: *AGED_PI* Value: (value of last process instance)

Combining Narrowing and Chunking

You can combine chunking and narrowing by adding more rows to this page. For example, you could limit aging to only those customers with activity and also use a chunking method that limits processing to one business unit at a time.

Generating Aging Reports

Pages Used to Generate Aging Reports

Page Name	*Definition Name*	*Usage*
Aging Detail By Unit Page	RUN_AR30003	Define the run parameters for the Aging Detail by Unit report (AR30003). Use the report to see aged open balances for all items in a business unit in either the base currency or the entry currency. Option to include subcustomers. (SQL)
Aging Summary By Unit Page	RUN_AR30004	Define the run parameters for the Aging Summary by Unit report (AR30004). Use the report to see aged open balances for every customer in a business unit in either the base currency or the entry currency of the unit. Option to include subcustomers. (SQL)

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Aging Detail By Tree Page	RUN_AR30001	Define the run parameters for the Aging Detail by Tree report (AR30001). Use the report to see aged open balances for all items associated with a tree structure in the base currency of the business unit. You can run the report using these trees in the sample database or using trees with a structure similar to these trees: AR CORP CUST, AR BUSINESS UNITS, COLLECTOR, CR ANALYST, and SALES PERSON. (SQL)
Aging Summary By Tree Page	RUN_AR30002	Define the run parameters for the Aging Summary by Tree report (AR30002). Use the report to see aged open balances for a tree structure in the base currency of the business unit. You can run the report for these trees: AR CORP CUST, AR BUSINESS UNITS, COLLECTOR, CR ANALYST, and SALES PERSON. (SQL)
Aging By ChartField Page	RUN_AR30006	Define the run parameters for the Aging By ChartField report (AR30006). Choose from Detail or Summary report options. Use this report to see aged receivables by customer, item, and ChartField selection. (SQL)
Aging By Reason Report Page	RUN_AR30007	Define run parameters for the Summary Aged by Reason Code report (AR30007). Use the report to see aged open balances for deductions, items in collection, or disputed items for all customers in a business unit in either the base currency of the unit or the entry currency. (SQL)
Aging Detail By Department Page	RUN_AR30009	Define run parameters for the Aging Detail by Department report (AR30009). Use the report to see the age of open balances for all items in a given department, totaled by contract number and grouped by customer ID and business unit. (SQL)

Understanding Aging Reports

The aging ID that you select on the run control page for the aging reports determines how to age the items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The aging buckets on the aging reports show the amount of the items due in the aging category. The name of each bucket matches the description that you gave the category on the Aging page. For example, suppose that the description of a category for items that are 10 to 20 days old is 10 – 20, then the column heading reads *10 – 20.*

Amounts that fall under the Other column are for items whose age does not fall into any of the categories that you defined on the Aging page. For example, suppose that you have a category for items 1 to 10 days old and a category for items 21 to 30 days old; any items that are 11 to 20 days old will appear in the Other column.

Related Links

Setting Up Aging
PeopleSoft Receivables Reports: A to Z

Common Elements Used to Generate Aging Reports

Field or Control	*Description*
Aging ID	Enter an aging ID. The items will be aged by the value you enter in this field.
Display Option	Select the type of items that you want to include in the aging report. Values are *Include All, Collections Only, Deductions Only,* and *Disputes Only.*
Exclude IU Customers	Select this check box to exclude interunit (IU) customers.
Exclude Customers with Different Aging ID	Select this check box to limit reporting to the customers defined with the same aging ID as that entered on the run control page. If the aging ID set up for a customer does not match the entered aging on the run control page, the system excludes this customer from the report. Deselect this check box to include customers that have an aging ID different from the aging ID entered in the run control page in the report. The system determines the aging ID of a customer following this hierarchy: 1. If an aging ID is defined at the bill to customer level, then this is the customer's aging ID. 2. If an aging ID is not defined at the bill to customer level, then by default the customer's aging ID is the aging ID defined at the business unit level.
Print By SubCustomer	Select this check box where available on run control pages to print report subcategories for Subcustomer 1 and Subcustomer 2, with aging totals for each.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Aging Detail By Unit Page

Use the Aging Detail By Unit page (RUN_AR30003) to define the run parameters for the Aging Detail by Unit report (AR30003).

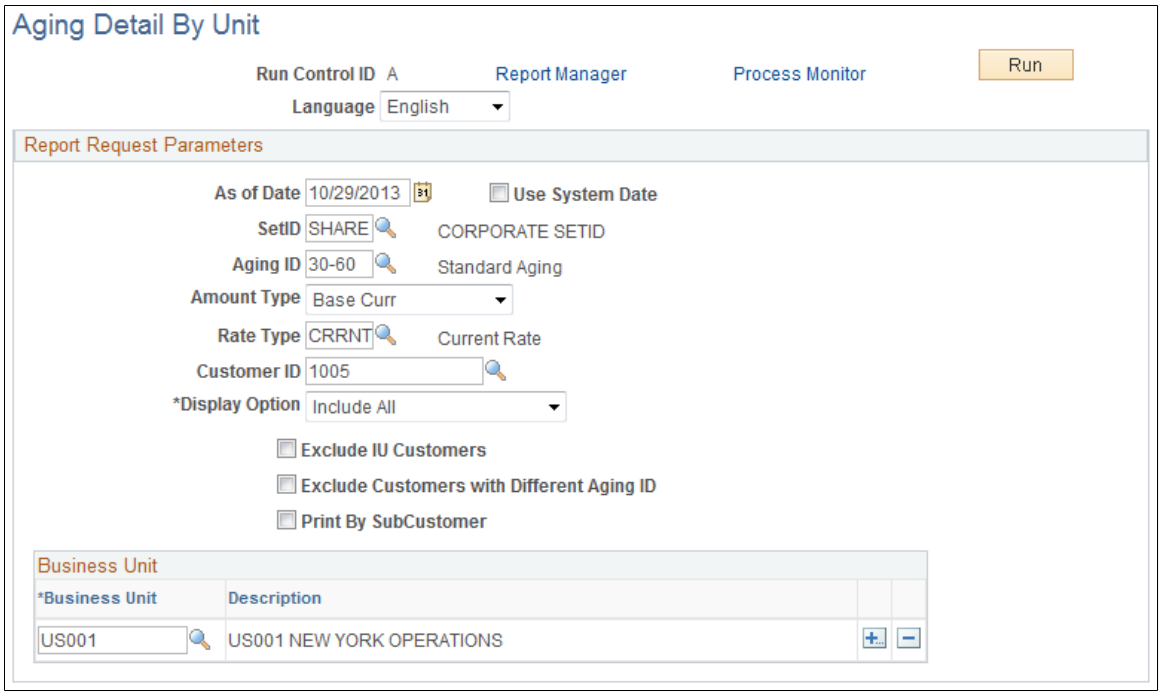
Use the report to see aged open balances for all items in a business unit in either the base currency or the entry currency. Option to include subcustomers. (SQL)

If the Aging Setup has more than six columns, the AR30003 report prints the first five columns and then automatically prints a sixth column labeled Other. The Other column summarizes all additional amounts that would go into columns six, seven, eight, and so forth.

Navigation:

Accounts Receivable > **Receivables Analysis** > **Aging** > **Aging Detail by Unit Rpt** > **Aging Detail by Unit**

This example illustrates the fields and controls on the Aging Detail By Unit page.



Aging Summary By Unit Page

Use the Aging Summary by Unit page (RUN_AR30004) to define the run parameters for the Aging Summary by Unit report (AR30004).

Use the report to see aged open balances for every customer in a business unit in either the base currency or the entry currency of the unit. Select the entry currency to show subtotals by currency. Option to include subcustomers. (SQL)

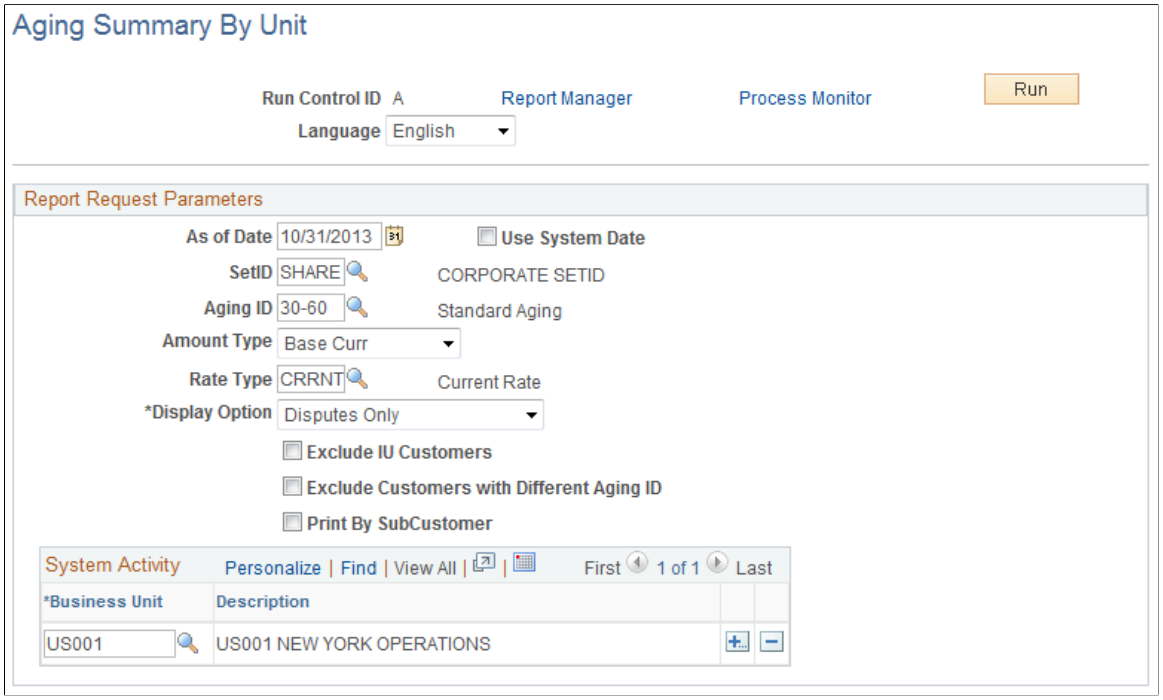
Note: If the aging setup includes more than six columns, the report prints the first five individual columns and includes a sixth summarized column labeled '*Other*.' The Other column summarizes all additional amounts that would go into columns six, seven, eight, and so forth.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt > Aging Summary by Unit

This example illustrates the fields and controls on the Aging Summary By Unit page.



Aging Detail By Tree Page

Use the Aging Detail by Tree page (RUN_AR30001) to define the run parameters for the Aging Detail by Tree report (AR30001).

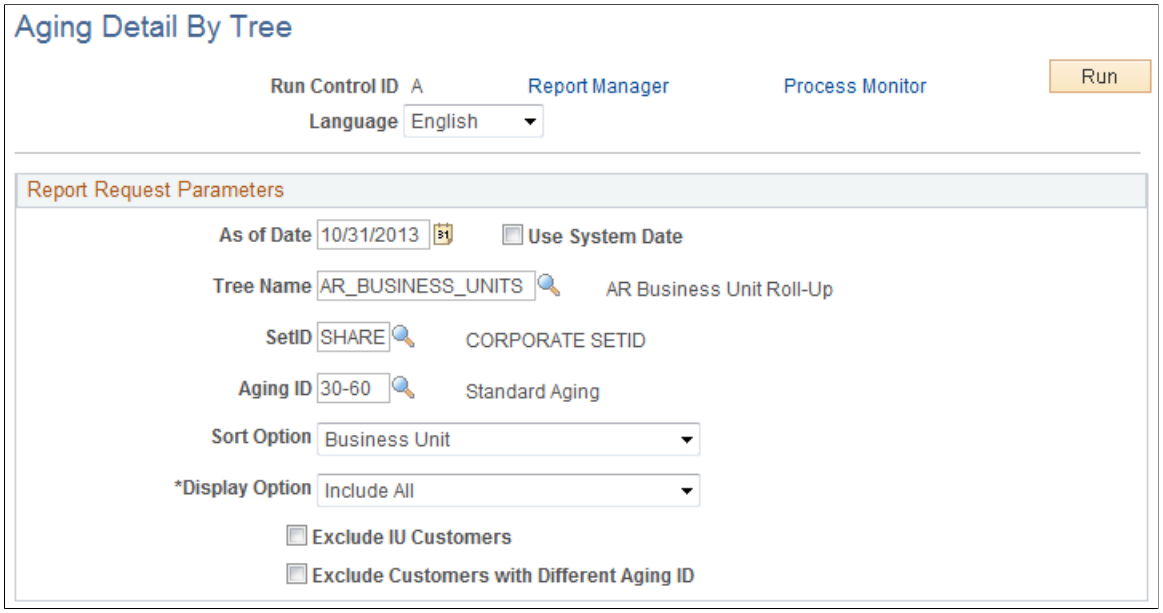
Use the report to see aged open balances for all items associated with a tree structure in the base currency of the business unit. You can run the report using these trees in the sample database or using trees with a structure similar to these trees: AR_CORP_CUST, AR_BUSINESS_UNITS, COLLECTOR, CR_ANALYST, and SALES_PERSON. (SQL)

Navigation:

Accounts Receivable > Receivables Analysis > Aging > Aging Detail by Tree Rpt > Aging Detail by Tree

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Aging Detail By Tree page.



Aging Summary By Tree Page

Use the Aging Summary by Tree page (RUN_AR30002) to define the run parameters for the Aging Summary by Tree report (AR30002).

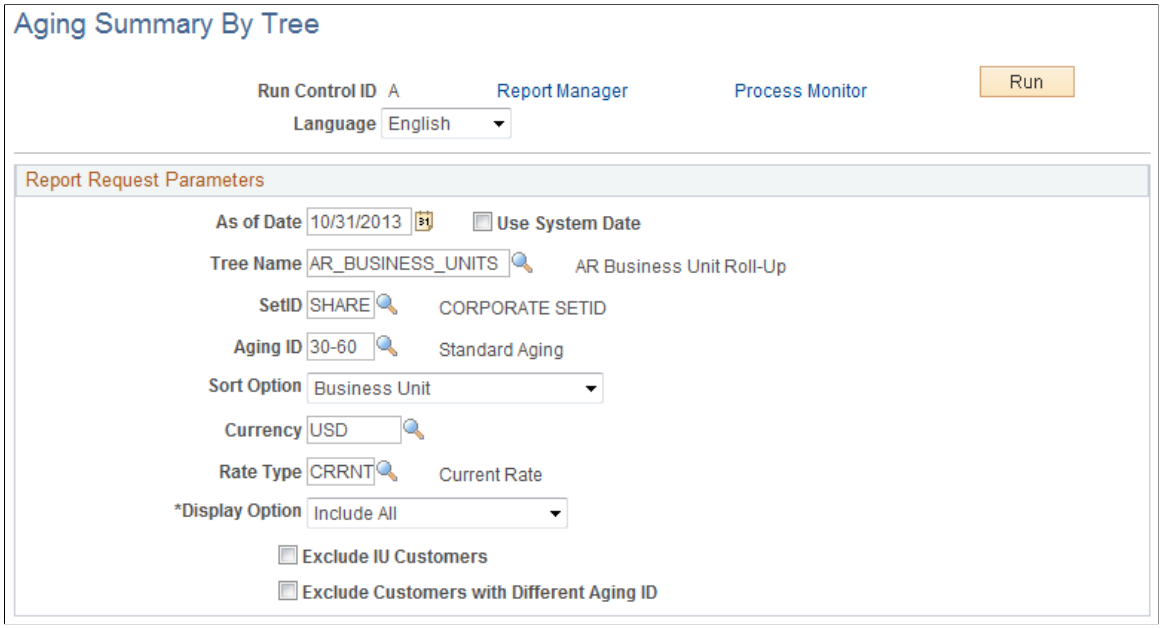
Use the report to see aged open balances for a tree structure in the base currency of the business unit. You can run the report for these trees: AR_CORP_CUST, AR_BUSINESS_UNITS, COLLECTOR, CR_ANALYST, and SALES_PERSON. (SQL)

Navigation:

Accounts Receivable > **Receivables Analysis** > **Aging** > **Aging Summary by Tree Rpt** > **Aging Summary by Tree**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Aging Summary By Tree page.



Aging By ChartField Page

Use the Aging By Chartfield page (RUN_AR30006) to define the run parameters for the Aging By ChartField report (AR30006).

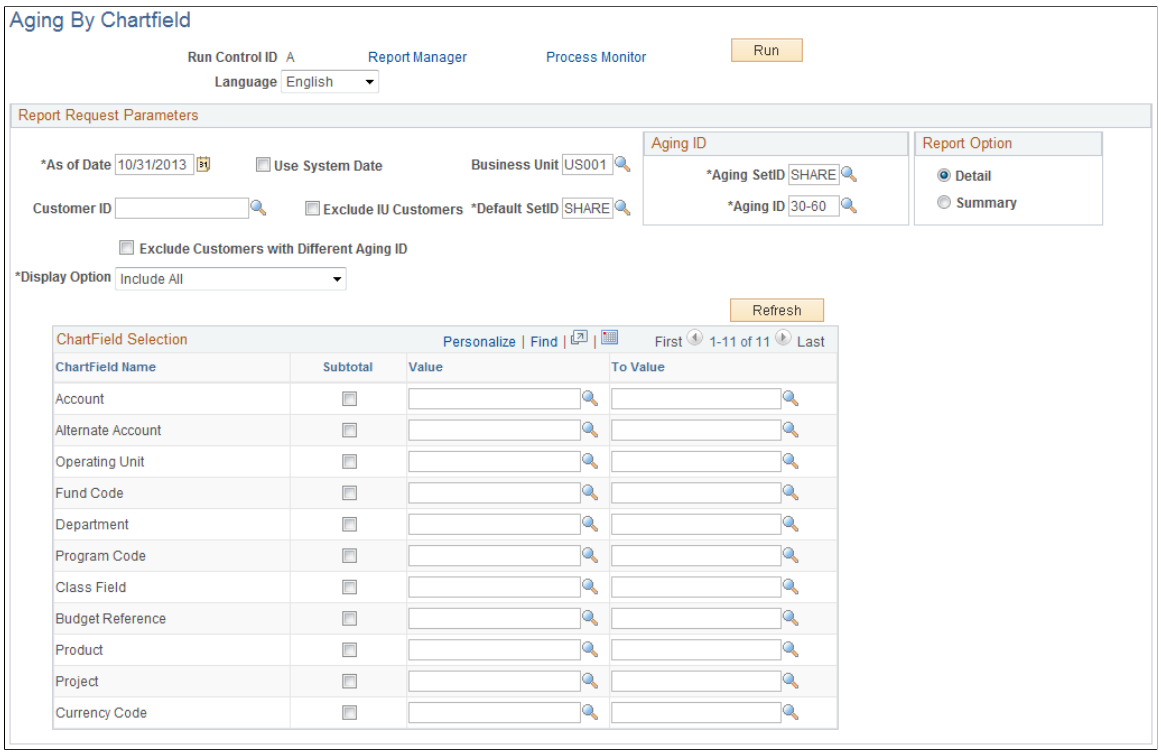
Choose from Detail or Summary report options. Use this report to see aged receivables by customer, item, and ChartField selection. (SQL)

Navigation:

Accounts Receivable > **Receivables Analysis** > **Aging** > **Aging by Chartfield Rpt** > **Aging By Chartfield**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Aging By Chartfield page.



Field or Control	*Description*
Report Option	Select the level of report detail. Values are: *Detail:* Includes the individual item detail within a customer. *Summary:* Summarizes information by customer.
Refresh	Click to display a list of ChartFields in the Field Long Name column.
Exclude IU Customers (exclude interunit customers)	Select to exclude interunit customers from the report. Customers are designated as interunit on the customer's Bill to Options page (Customer, Customer Information, General Information, Bill to Options).

ChartField Selection

Use the **ChartField Selection** group box to determine which items are included in the aging totals. The process ages items that have distribution lines that include the ChartField values that you entered.

Field or Control	*Description*
ChartField Name	Displays a list of ChartFields.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Subtotal	Select the ChartField for which you want to subtotal amounts.
Value and **To Value**	Select the range of ChartField values for each ChartField for the items that you want to age. If you do not enter any values, the system automatically ages all items that have any AR account value in the distribution lines.

Aging By Reason Report Page

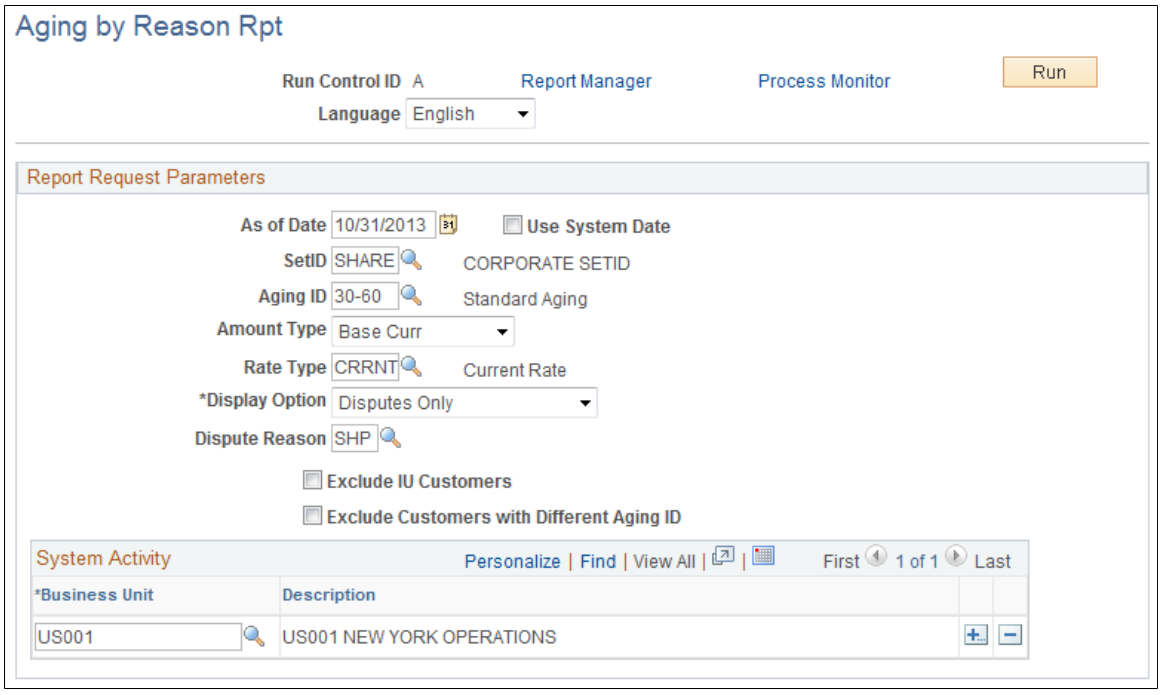
Use the Aging by Reason Rpt page (RUN_AR30007) to define run parameters for the Summary Aged by Reason Code report (AR30007).

Use the report to see aged open balances for deductions, items in collection, or disputed items for all customers in a business unit in either the base currency of the unit or the entry currency. Select the entry currency to show subtotals by currency. (SQL)

Navigation:

Accounts Receivable > **Receivables Analysis** > **Aging** > **Aging by Reason Rpt** > **Aging by Reason Rpt**

This example illustrates the fields and controls on the Aging by Reason Rpt page.



You can run this report for a specific reason or all reasons. Depending on your selection in the **Display Option** field, the reason that you enter varies:

- If you selected *Collections Only,* select a **Collection Code.**

Copyright © 1988, 2025, Oracle and/or its affiliates.

- If you selected *Deductions Only,* select a **Deduction Reason.**
- If you selected *Disputes Only,* select a **Dispute Reason.**

Aging Detail By Department Page

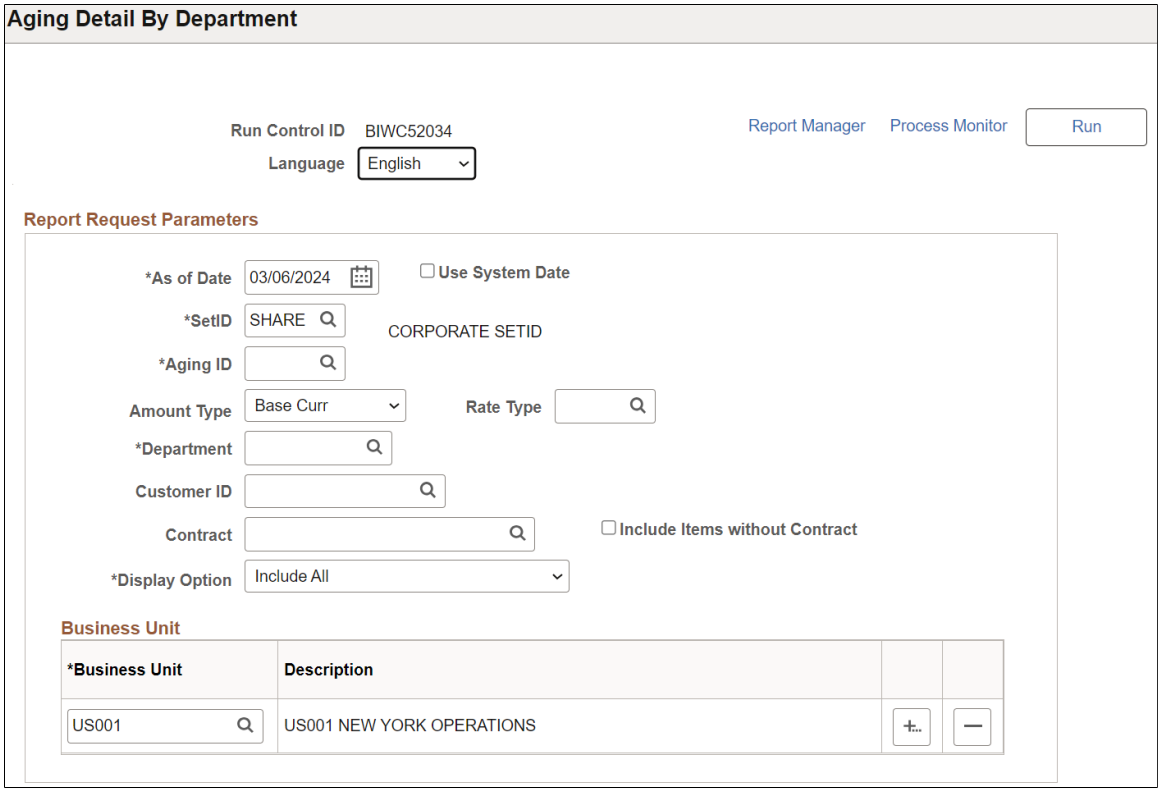
Use the Aging Detail By Department run control page (RUN_AR30009) to define run parameters for the Aging Detail by Department report (AR30009).

Use the report to see the age of open balances for all items in a given department, totaled by contract number and grouped by customer ID and business unit. Select the entry currency to show subtotals by currency. (SQL)

Navigation:

Accounts Receivable > Receivables Analysis > Aging > Aging by Department Report > Aging Detail By Department

This example illustrates the fields and controls on the Aging Detail By Department page.



Field or Control	*Description*
Aging ID	Enter an aging ID defined in the system.
Amount Type	Select from *Base Curr* (base currency) or *Entry Curr* (entry currency).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Rate Type	Enter a rate type.
Department	Enter a department ID. Enter *ALL_DEPTS* to run the report for all departments.
Customer ID	Enter a customer ID.
Contract	Enter a contract ID or a wildcard (%) for all contracts for the selected department and customer.
Include Items without Contract	Select the check box to include items without contract on the report.
Display Option	Select an option from the drop-down list: • *Collections Only* • *Deductions Only* • *Disputes Only* • *Include All*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 47

Generating Correspondence

Understanding Correspondence Generation

When you run the processes that generate statements, dunning letters, and follow-up letters, the processes generate this correspondence for those customers that meet the criteria that you specify on the run control request.

To run the processes, you can:

- Schedule the processes to run at a designated time.
- Run the processes on demand from the menu.
- Set up collection and assessment rules that trigger correspondence and run the Condition Monitor Application Engine process (AR_CNDMON).

  The Condition Monitor process generates correspondence for customers with a Send a Dunning Letter (DLTR), Send Follow Up Letter (OLTR), or Send Statement of Account (STMT) action on the customer action list. The action must have the **Process Flag** field set to *Y.* Depending on the setup in the action template, the Condition Monitor process automatically sets the flag to *Y,* or you manually set the flag to *Y* when you work the action that is on the customer action list. The Condition Monitor process calls the Statements (ARSTMT) multiprocess job, AR Dunning (AR_DUNNING) process, and Follow-up Letter Extract (AR_FOLLOWUP) process to generate correspondence for customers that have one of the correspondence actions. If you manually work a correspondence action, you can transfer from the customer action list to the appropriate correspondence request page for the single correspondence action.

Related Links

Generating Correspondence Using Condition Monitor

(NLD) Understanding Acceptgiro Form Printing

PeopleSoft Receivables enables you to print dunning letters and statements using the acceptgiro form. The acceptgiro form becomes an attachment to the dunning letters and statements. You must use the A/S Contract Type acceptgiro form. The system prints the normal dunning letter or statement information at the top of the form and, in the event of more information than will fit, it prints the remaining information on subsequent pages. The system prints Vervallen (void) in the body and counterfoil sections of the acceptgiro attachment on the subsequent pages.

The system prints the total balance due for the dunning letter or statement in the body and counterfoil sections of the acceptgiro attachment, which is at the bottom of the form. If the total amount exceeds 999,999.00 EUR, then the system prints Vervallen (void) in the amount field. The system also prints the address and bank account number for the receivables business unit—this is the collector's bank address

Copyright © 1988, 2025, Oracle and/or its affiliates.

and account number—in the body and counterfoil sections of the acceptgiro attachment. The body and counterfoil sections of the attachment also include the address and bank account for the remit to customer.

Important! If you do not assign a bank account to the customer on the Customer Bank page, the system prints only the normal dunning letter or statement information at the top of the form.

The system also prints the system-generated acceptgiro reference number in the body and counterfoil section of the acceptgiro attachment. The system uses the acceptgiro reference number assigned to the business unit on the Bank/Payment Options page and increments the number by one. The system also appends the control digit to the number. The system also updates the **AG Number** (acceptgiro reference number) field for each item with the acceptgiro reference number from the dunning letter or statement. If an item already has an acceptgiro reference number, the system overwrites it. The bank normally sends the payment for acceptgiro electronically and includes the acceptgiro reference number. The Payment Predictor process (ARPREDCT) can use this number to apply payments if you use detail algorithms, or you can use the number to apply payments to items on the payment worksheet.

If a statement has a negative balance, the system prints Vervallen (void) on the acceptgiro attachment in the amount field.

To enable acceptgiro, you must select *A/S Contract* in the **Accept Giro Type** field on the Bank/Payment Options page for the business unit.

Each time that you generate dunning letters and statements for business units enabled for acceptgiro attachments, you can print the letters or statements without the attachments by overriding the option on the run control page. If you leave the business unit field blank on the run control pages, the system does not print the letters or statements with the acceptgiro attachments. If the Condition Monitor process triggers the dunning letter or statement processing, you cannot override acceptgiro processing.

Important! You may need to modify the report formats to ensure that the fields align correctly on the acceptgiro attachment. Also, you are responsible for obtaining certification with your banking institutions.

Generating Customer Statements

Pages Used to Generate Customer Statements

Page Name	*Definition Name*	*Usage*
Statements Parameters Page	RUN_AR32001	Run the Statements - Preprocessor (ARSTMT) multiprocess job or the Statements-Parallel/Prnt multiprocess job (STATEMNT).
Currency to Convert Page	RUN_AR32001_CUR	Select the type of currency to appear on Open Item statements, and select the effective date.
Hold Statements Page	RUN_AR32001_CNTR	Exclude invoices from the statement document based on correspondence customers associated with a contract.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Statement Print Page	RUN_AR32000	Print statements.
Review Statements Page	CUSTOMER_STMTS	Review all statements for a customer. View the total amount of the statement and the customer's current balance. View the statement type. Also, view the balance forward amount for balance forward statements.
Review Last Statement Page	CUST_STMTS_LAST	View the last statement for a customer. This page displays the same information as the Statements page.
Statement Email Log Page	STMT_EMAIL_LOG	Review the Statement email log.

Understanding the Statement Generation Process

To generate customer statements:

- Run the Statements multiprocess job (ARSTMT).
- (Optional) Select the currency for Open Item statements.
- (Optional) Exclude specific contracts from the Statements process.
- Print statements.

The Statements - Preprocessor multiprocess job (ARSTMT) includes:

- The Statement Parallel Preprocessor process (AR_STMTPP).
- The Statements - Parallel multiprocess job (AR_STMT).

  The Statements - Parallel multiprocess job runs the Statements process (AR_STMTS).

See Setting Up Parallel Processing for Statements.

The Statements process (AR_STMTS) extracts data from customer and item records and populates statement records. The Statements Print multiprocess job (ARSTPRT) merges data from the statement records with predefined layouts and prints both the Open Item Statement (ARX32000 and ARX32A00) and the Balance Forward Statement (ARX32001and ARX32A01). You can also choose to print these statements separately and to print the Draft Customer Statement (ARX32002). You can use the customer statement samples that the PeopleSoft software provides, or use BI Publisher to create your own statements.

Note: The ARX32A00 and ARX32A01 statements print only if you enable acceptgiro processing for the business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The Statements process assigns a process instance number to all items that it processes. When it finishes, it sets the number to zero. Instance numbering enables you to run the process concurrently with other PeopleSoft Application Engine processes that use different run control IDs.

Note: PeopleSoft Receivables also provides the Statements-Parallel/Print multiprocess job (STATEMNT), which runs the Statements multiprocess job (ARSTMT) and prints the Open Item Statement and the Balance Forward Statement.
If you run the Statements - Preprocessor multiprocess job (ARSTMT), each AR_STMT# child process that runs statements uses the same statement ID. Therefore, if you run the statement print processes separately, you use one statement ID for all statements. This feature also enables you to view all statements in the run using the same statement ID.

PeopleSoft Receivables enables you to generate customer statements on a regular schedule for many customers or a single statement for only one customer. When you run the Statements process, you specify the scope of the process at any of the following levels:

- SetID level: Generates an invoice or a statement for each correspondence customer in all business units that reference the SetID.
- Business unit level: Generates an invoice or statement for each correspondence customer in the business unit.
- Correspondence customer level: Generates a single invoice or statement for all customers in the correspondence group.
- Customer level: Generates a single invoice or statement for the specified customer's correspondence customer.

Customer statements are based on current customer balances and open item information, which are updated by the Receivables Update Application Engine process (ARUPDATE). Therefore, Oracle suggests that you run Receivables Update before creating statements.

PeopleSoft Receivables enables you to create the types of statements described in this table:

Statement Type	***Description***
Open Item	Statements that provide detail information for all open items for the customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Statement Type	*Description*
Balance Forward	Statements that provide: • An opening balance, which is the ending balance for the previous balance forward statement period. These statements do not show the detail for open items from the previous statement. • All new activity for the current statement period, including a list of all new items (open or closed) and payments. **Note:** If the customer has not had any activity since the last balance forward statement period, a balance forward statement is generated for the current period showing only the customer's balance forward. • The ending balance, which is the total of the opening balance plus new items minus payments. **Note:** Unlike other balance forward systems, PeopleSoft Receivables does not close all open items from the previous statement period and create one new open item for the total of those items. All open items from the previous statement period remain open so that you can determine which items are included in the opening balance.

Prerequisites

Before you generate statements:

- Set up statement IDs.
- Assign default statement IDs to each SetID and define the default remit to address that is used on statements (from bank account addresses) on the Receivables Options - General 1 page.
- Specify which entry types are included in statements on the Entry Type page.

  If you do not select the **Include in Statements** check box for an entry type, activities with that entry type do not appear in statements.
- Override the remit to address and statement ID defaults or place a global hold on customer documents on the Receivable Options - General 1 page.
- Specify the destination of statements as either the customer or the correspondence customer on the Correspondence Selection page.
- Provide the address and contact for the customer to which you will send the statement on the General Info page.
- Specify the contact and address options for statements on the Correspondence Options page.
- Set up delivery information for correspondence.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Assign the next available statement number at the installation level.
- Set up parallel processing for statements.
- (NLD) If the organization uses acceptgiro, enable acceptgiro processing for the appropriate business units on the Bank/Payment Options page and assign the initial acceptgiro reference number.
- (NLD) Enter the bank account information for customers that use acceptgiro to make their payments on the Customer Bank page.
- Run the Receivables Update process to post pending items.

Related Links

Setting Up Statement Processing
Receivables Options - General 1 Page
Entry Type Page
Receivables Definition - Bank/Payment Options Page
“Adding General Customer Information” (PeopleSoft Order to Cash Common Information)
“Installation Options - Receivables Page” (Application Fundamentals)
“MICR Information - Customer Bank Page” (PeopleSoft Order to Cash Common Information)

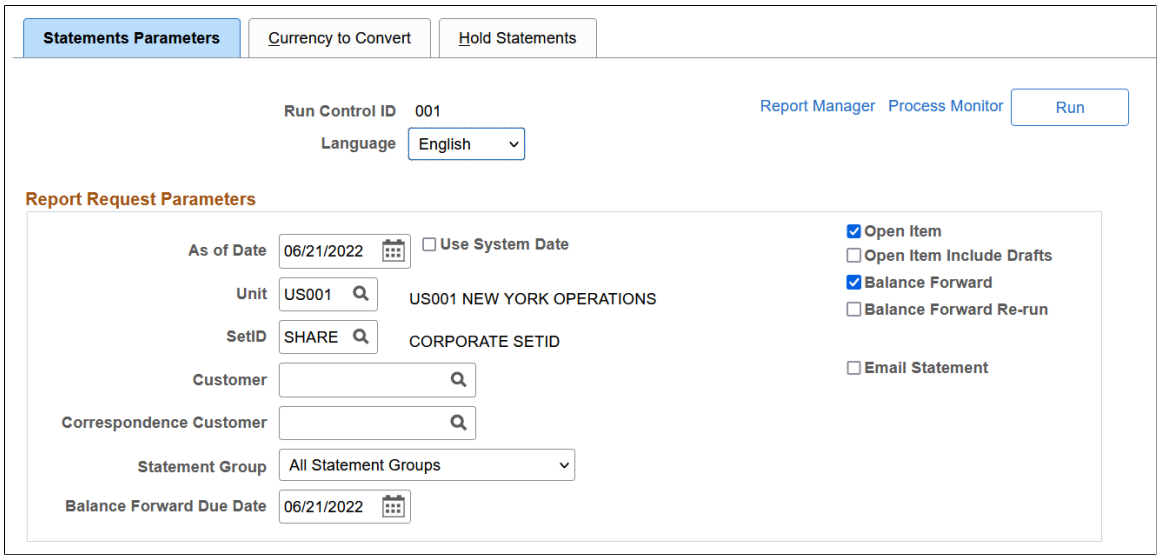
Statements Parameters Page

Use the Statements Parameters page (RUN_AR32001) to run the Statements - Preprocessor (ARSTMT) multiprocess job or the Statements-Parallel/Prnt multiprocess job (STATEMNT).

Navigation:

Accounts Receivable > Customer Interactions > Statements > Create Customer Statements > Statement Parameters

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



 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Language	Select the language to use to print the statements if running the STATEMNT multiprocess job. Do *not* select a language if you run the ARSTMT multiprocess job.
As of Date and Use System Date	Enter a date that specifies the last date that the statement includes data. The current date is the default. When you select the Use System Date check box, you cannot change the As of Date, and processing always uses the system date for the as of date. If you use an earlier date in the As of Date field, the process reconstructs customer balances so that statements show open items as of the date that is provided. For example, if statements are run on January 5 and you select an as of date of *1/1/00,* the results are the same as if the statements are run on January 1 and the current default date is accepted. For balance forward statements, the as of date also determines the ending date for the current statement period. The current balance forward statement period begins with the statement date from the previous balance forward statement.
Open Item and **Balance Forward**	Deselect one of these check boxes if you do not want to run both statement types in the same statement run. This setting is useful when you select a business unit that has some customers who receive open item statements and others who receive balance forward statements, and you do not want to process all of them at the same time.
Open Item Include Drafts	Select to include draft items in an open item statement.
Balance Forward Re-Run	Select to rerun a balance forward statement. The system determines which previous balance forward statement to use for the opening balance based on the as of date. It uses the most recent balance forward statement prior to the as of date. When you rerun a statement, use the same as of date that you use when you run the original statement. The process deactivates the original statement and creates a new one. If you rerun a balance forward statement and you ran other, later balance forward statements with a different as of date, you must also rerun those statements to ensure that all balances remain correct from one statement to the next. **Note:** If the statement type is *Bal Fwd,* only items that have not appeared on a previous balance forward statement are eligible for exclusion.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Email Statement	Select this option to have individual customer statements emailed to all correspondence customers that have the preferred communication method of *Email Only* or *Email and Print,* defined on the “Contact Information - Maintain Contacts Page” (PeopleSoft Order to Cash Common Information). Filenames are automatically provided for the PDF statements using this method: Correspondence Customer SetID + Correspondence Customer ID. For example, SHARE1000.pdf. For each email processed, one statement email log information is created. For more information, see Statement Email Log Page. **Note:** The email is sent to the correspondence customer’s primary contact. A valid email address must be defined for primary contact on the “Contact Information - Maintain Contacts Page” (PeopleSoft Order to Cash Common Information). In addition, select the *Primary Bill To* option for primary contact using the “Contact Information – Contact Customers Page” (PeopleSoft Order to Cash Common Information). This option only applies to these reports: ARX32000 (Customer Balance Statement), ARX32001 (Balance Forward Statement), and ARX32002 (Customer Balance with Draft).
(NLD) Print Acceptgiro	Deselect this check box if you do not want to print statements with an acceptgiro attachment. This field appears only if you enabled acceptgiro processing for the selected business unit on the Bank/Payments page and the check box is selected by default.
Unit	Enter a business unit to create statements for all customers with transactions in a specific business unit. If you leave this field blank, a default business unit automatically appears in the field.
SetID	Select a SetID or accept the default SetID. If you leave this field blank, a default SetID automatically appears in the field.
Customer	Enter only a customer ID to create statements for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer but includes only the specified customer's information. **Note:** If you select a single customer, the system generates a statement for that customer even if the customer is on hold.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Correspondence Customer	Enter only the customer ID for a correspondence customer to create statements for all customers in the correspondence group. **Note:** If you add or remove a customer from a correspondence customer group between statement periods, rerun the statements for the correspondence customer by using the same as of date as the previous statement. This setting ensures that the balance forward amount for the next statement run will reflect the correct amount.
Statement Group	Enter a statement group to create statements for all groups or only for customers who belong to a selected statement group. Assign customers to a statement group on the Correspondence Options page.
Balance Forward Due Date	Enter the due date to print on the statements if you are running balance forward statements.

Note: Enter the percent wildcard in the Customer fields if you want to include customer IDs that begin or end with the same characters or numbers. For example, entering *100%* includes all customer IDs that start with 100, such as 1001 and 1002.

Provide more than one parameter to tailor statements even further. The following table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right of that parameter:

Parameter	*SetID*	*Business Unit*	*Customer ID*
Business Unit	One statement for each correspondence customer in the business unit.	NA (not applicable)	NA
Customer ID	A single statement for the customer. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items that are for the specified customer.	A single statement for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items for the specified customer.	NA
Correspondence Customer	A single statement for the correspondence customer, containing items for all customers in the correspondence group.	A single statement for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single statement that is addressed to the correspondence customer, containing only items for the specified customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

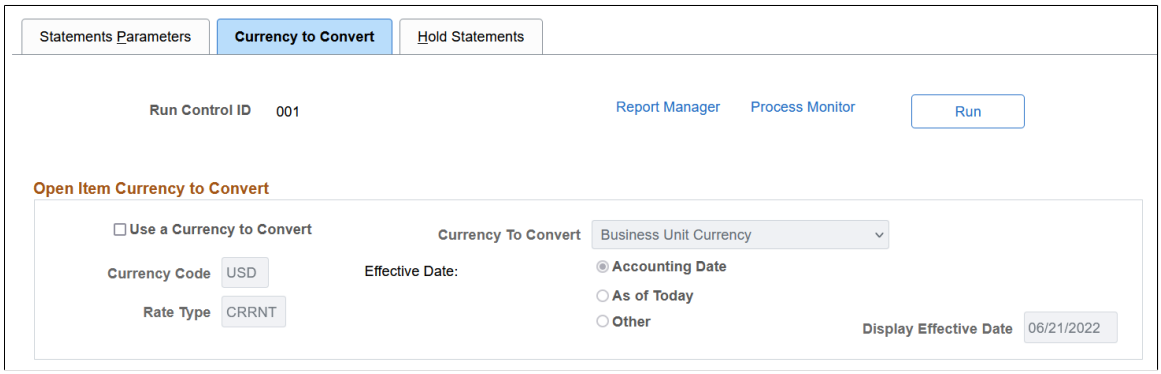
Currency to Convert Page

Use the Currency to Convert page (RUN_AR32001_CUR) to select the type of currency to appear on Open Item statements, and select the effective date.

Navigation:

Accounts Receivable > Customer Interactions > Statements > Create Customer Statements > Currency to Convert

This example illustrates the fields and controls on the Currency to Convert page. You can find definitions for the fields and controls later on this page.



The default values for the fields depend on the values that you enter on the Receivables Options - Currency Display Options page for the business unit. Override the values if you want to use a different display currency on the statements.

Field or Control	*Description*
Use a Currency to Convert	Select to print statements by using the default display currency that you specify in the **Currency to Convert** field.
Currency to Convert	Select the type of currency for the statements: *Business Unit Currency:* Select to use the default currency that is defined for the business unit. *Customer Default Currency:* Select to use the preferred currency that is defined for the customer on the General Info page. *Other:* Select to use the currency that you enter in the **Currency Code** field. Then, enter the exchange rate type and specify whether to use today's date, the accounting date, or another date that you specify as the effective date.

Hold Statements Page

Use the Hold Statements page (RUN_AR32001_CNTR) to exclude invoices from the statement document based on correspondence customers associated with a contract.

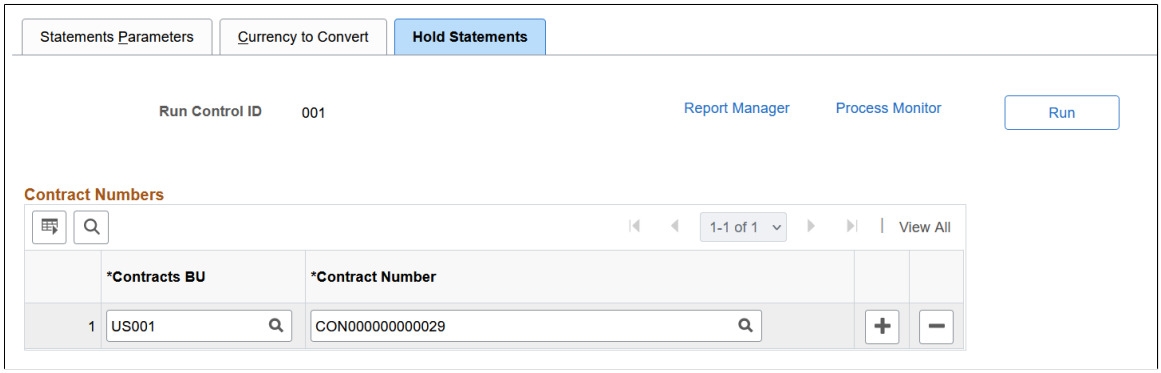
Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: This page is only visible if you have installed PeopleSoft Contracts.

Navigation:

Accounts Receivable > Customer Interactions > Statements > Create Customer Statements > Hold Statements

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



Field or Control	*Description*
Contracts BU (Contracts Business Unit)	Enter the business unit associated with the contract.
Contract Number	Enter the contract number. When you select the Run button, any invoices associated with the correspondence customer of the contract are excluded from the Statement document. **Note:** The contract you enter must be an active contract.

Statement Print Page

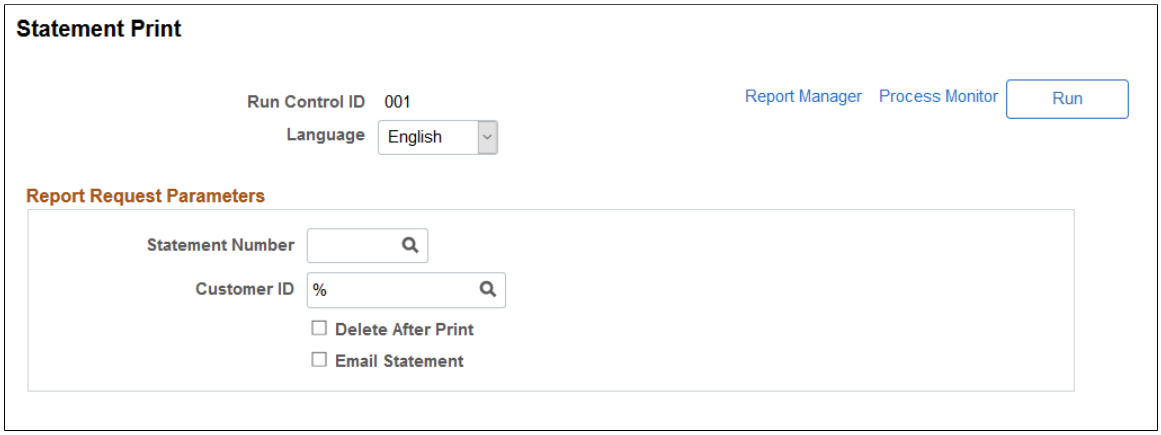
Use the Statement Print page (RUN_AR32000) to print statements.

Navigation:

Accounts Receivable > Customer Interactions > Statements > Print Statements > Statement Print

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Statement Print page.



Field or Control	*Description*
Language	Select the language for the statements.
Statement Number	Displays the most recent number for the run control ID that is not printed. Select a different number to print a different request. **Note:** Each time that you run the Statements multiprocess job (ARSTMT), each AR_STMT# child process generates a statement number and applies it to all statements that the run for that child process generates. For example, the AR_STMT1 child process retrieves data for 37 statements and assigns statement number *64*. When you print statement number 64, you get 37 statements. You do not have to run the report 37 times.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Email Statement	Select this option to have individual customer statements emailed to all correspondence customers that have the preferred communication method of *Email Only* or *Email and Print,* defined on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). Filenames are automatically provided for the PDF statements using this method: Correspondence Customer SetID + Correspondence Customer ID. For example, SHARE1000.pdf. **Note:** The email is sent to the correspondence customer's primary contact. A valid email address must be defined for primary contact on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). In addition, select the *Primary Bill To* option for primary contact using the "Contact Information – Contact Customers Page" (PeopleSoft Order to Cash Common Information). This option only applies to these reports: ARX32000 (Customer Balance Statement), ARX32001 (Balance Forward Statement), and ARX32002 (Customer Balance with Draft). For each email processed, a statement email log information is created. For more information, see Statement Email Log Page.

On the Process Scheduler Request page, select one of these statement print processes:

Process	*Description*
Customer Statement Print (ARX32000) Customer Stmt Print w/Agiro (ARX32A00)	Prints open item statement without draft items. The Open Item statement provides a list of all open items for a customer based on the as of date that is specified when the statement is run. Select Customer Stmt Print w/Agiro only if you want to include the acceptgiro attachment on the statement.
Balance Forward Statement Print (ARX32001) Balance Forward Stmt P w/Agiro (ARX32A01)	Prints balance forward statements. The Balance Forward statement provides a list of all the items and payments in the current statement period. It also provides a balance forward amount from the previous statement period and the ending balance for the current statement period. Select Balance Forward Stmt P w/Agiro only if you want to include the acceptgiro attachment on the statement.
Draft Customer Statement Print (ARX32002)	Prints open item statements that include draft items, if Include Drafts is selected on the Statement Parameters page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Process	*Description*
PS/AR Statements Print (ARSTPRT)	Prints both statement types: Open Item statement (ARX32000 and ARX32A00) and Balance Forward statement (ARX32001 and ARX32A01). **Note:** ARX32001 and ARX32A01 print only if you enabled acceptgiro processing for the business unit.

Warning! If you print one statement type only, you must print the other statement type before you run the Statements process again.

Review Statements Page

Use the Review Statements page (CUSTOMER_STMTS) to review all statements for a customer. View the total amount of the statement and the customer's current balance. View the statement type. Also, view the balance forward amount for balance forward statements.

Navigation:

Accounts Receivable > **Customer Interactions** > **Statements** > **Review Statements** > **Review Statements**

Review Last Statement Page

Use the Review Last Statement page (CUST_STMTS_LAST) to view the last statement for a customer. This page displays the same information as the Review Statements page.

Navigation:

Accounts Receivable > **Customer Interactions** > **Statements** > **Review Last Statement** > **Last Statement**

Statement Email Log Page

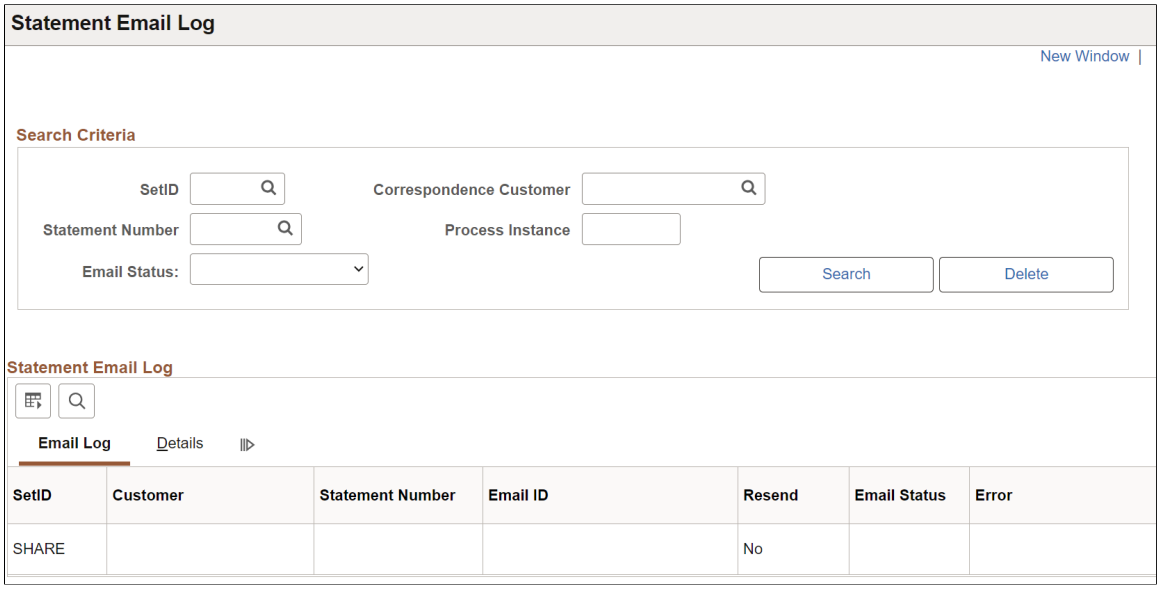
Use the Statement Email Log page (STMT_EMAIL_LOG) to review the Statement email log. You can delete the Statement email log entries using the Delete button. The email log entries will be deleted based on the search criteria.

Navigation:

Accounts Receivable > **Customer Interactions** > **Statements** > **Statement Email Log**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Statement Email Log page



Running Balance Forward Statements the First Time

When running the balance forward statements the first time for existing customers, follow a slightly different procedure to generate a starting balance forward balance that appears on the customer's first statement.

To run balance forward statements for the first time:

1. Use the Statements Parameters page to run the Statements - Preprocessor multiprocess job (ARSTMT).

   Important! Do *not* select the Statements-Parallel/Prnt multiprocess job (STATEMNT). Also, do not run the Balance Forward Statement Print (ARX32001) or Balance Forward Stmt P w/Agiro (ARX32A01) process that prints the statement at this time.

   Use the end date of the previous statement period for the as of date.

2. Run the Statements - Preprocessor multiprocess job (ARSTMT) again by using the current statement period for the as of date.

3. Use the Statement Print page to run the Balance Forward Statement Print process for each AR_STMT# child process to print the statements.

Example

You run statements that contain activity that ends on September 30, 2000.

In the first run of the process, you enter August 31, 2000 for the as of date. Because the process does not find an as of date from a previous run, it extracts all activity from January 1, 1900 through August 31, 2000.

Copyright © 1988, 2025, Oracle and/or its affiliates.

In the second run, you enter September 30, 2000 for the as of date. Because the system now has an as of date from the first run, it extracts activity from September 1, 2000 through September 30, 2000.

Related Links

Generating Customer Statements

Generating Dunning Letters

Pages Used to Generate Dunning Letters

Page Name	*Definition Name*	*Usage*
Dunning Letters Parameters Page	RUN_AR33000	Specify the extract parameters and run the AR Dunning process or the Dunning Letters multiprocess job.
Dunning Letters - Display Currency Page	RUN_AR33000_CUR	Select the type of currency that you want to appear on dunning letters and select the effective date.
Dunning Letters - Letter Preview Page	DUNNING_LTR1	Review dunning letters and delete them if necessary.
Dunning Letters - Letter Editing Page	DUNNING_LTR_EDIT	Preview or change the text of a dunning letter before you print it.
Dunning Preview Delete Item Page	DUNNING_LTR3	Delete items on a dunning letter prior to printing.
Dunning Letter Print Page	RUN_AR33001	Run reports that merge data from temporary tables with a predefined layout to generate dunning letters.
Dunning Letter Review Page	DUNNING_LTR2	Delete a dunning letter after you print it. The system rolls back the dunning status of the items to the status of the previous dunning process and re-initializes the status if no previous dunning occurred.
Dunning Letters Page	DUNNING_LETTERS	View items on all the dunning letters for a customer.
Last Dunning Letter Page	DUNNING_LETTERS	View items on only the most recent dunning letter that is generated for a customer.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Letter Content Page	DUNNING_LTR_CNTNT	View the contents of all the dunning letters for a customer or of only the most recent dunning letter that is generated for a customer.
Item Dunning Status Page	DUN_ITEM_INQUIRY	View the current dunning status of the selected item.
Dunned Item History Page	DUN_ITEM_HISTORY	View the dunning history of an item.

Understanding the Dunning Letter Process

To generate dunning letters::

- Define run parameters for the AR Dunning Application Engine process (AR_DUNNING).
- Define the display currency for dunning letters.
- (Optional) Review and delete dunning letters before printing.
- (Optional) Review and modify dunning letters before printing.
- (Optional) Review and remove items from dunning letters before printing.
- Print dunning letters.

Use these processes to generate dunning letters:

- The AR Dunning process (AR_DUNNING) extracts customer data and populates a temporary table, PS_AR33000_TMP.

  When the Dunning extract process begins, it assigns a process instance number to all items that it is processing.

- Predefined dunning reports merge data from the temporary table with predefined report layouts and generate dunning letters.
- The Dunning Letters process (DUNNING), which is a multiprocess job, runs both the AR Dunning process and then the dunning reports in one step.

  The job runs the Level 1 Dunning Letter (ARX33001 and ARX33A01), Level 2 Dunning Letter (ARX33002 and ARX33A02), and Level 3 Dunning Letter (ARX33A03 and ARX33A03). The system prints data on the ARX33A01, ARX33A02, and ARX33A03 reports only if you enabled acceptgiro processing for the business unit.

- The Dunning for All Levels process (DUNNINGA), which is a multiprocess job, runs both the AR Dunning process and then the Dunning Letter All Levels report (ARX33000 or ARX33A00) in one step.

  The system prints the ARX33A00 report only if you enabled acceptgiro processing for the business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Note: Use the Dunning for All Levels process if you have more than three letter codes or for the Dunning by Action List method.

Note: If you run the Dunning or Dunning for All Levels multiprocess jobs, you cannot change the text or delete unwanted letters before printing.

If you select the **Include Finance Charge** field when you create a dunning method, and you run the process for customers that are assigned that dunning method, you must run the Overdue Charges Application Engine process (AR_OVRDUE) before you generate the letters to create the overdue charges invoice.

AR Dunning Process Data Extract

To generate dunning letters, you run the extract process, review and edit the results as needed, and then run a dunning report that prints a dunning letter.

When you enter the run parameters for the AR Dunning process, you select the scope of the dunning letters:

- Unit level: Generates a letter for each correspondence customer in the business unit.
- Correspondence customer level: Generates a single letter containing all past-due items for all customers in the correspondence group.
- Customer level: Generates a single letter for the specified customer's correspondence customer.

The process uses the default dunning ID that is assigned to the customer on the Correspondence Options page. If none is defined for the customer, it uses the default dunning ID that is assigned to the business unit on the Receivables Options - General 1 page.

Review and Edit of Letters Before Printing

After running the AR Dunning process, you can:

- Review the letters before printing them.
- View a list of the letters that the process generates.
- Selectively delete items that are on a letter.
- Delete letters that you do not want to send.
- Change the text for an individual letter before printing.

After you review the letters and make any needed onetime changes, run the dunning reports that print dunning letters.

Days, Intervals, and Action Lists

When past-due items exist for a customer, dunning letters are sent based on the dunning methods that you selected when you set up the system. The following figure shows dunning by days, where the age of the item determines the level of the dunning letter sent. In this scenario, depending on when the dunning run is performed, a customer could receive a level-three letter as a first correspondence. If a customer has

 Copyright © 1988, 2025, Oracle and/or its affiliates.

multiple past-due items, that customer receives one letter based on the age of his or her oldest item, rather than multiple letters.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Days. Dunning Run 1 may include Item A, which is five days past due and a level 1 letter was sent; Item B, which is twenty-five days past due and a level 1 letter sent; Item C, which is sixty-five days past due and a level 3 dunning letter sent. Dunning Run 1 is run thirty days after the first run and includes Item A, which is thirty-five days past due and a level 2 letter was sent; Item B is fifty-five days past due and a level 2 letter sent; Item C, which is ninety-five days past due and a level 3 letter sent.

The three levels by days include:

- One to thirty days past due.
- Thirty-one to sixty days past due.
- Sixty-one to nine thousand, nine hundred days past due.

Dunning Run 1 includes these items:

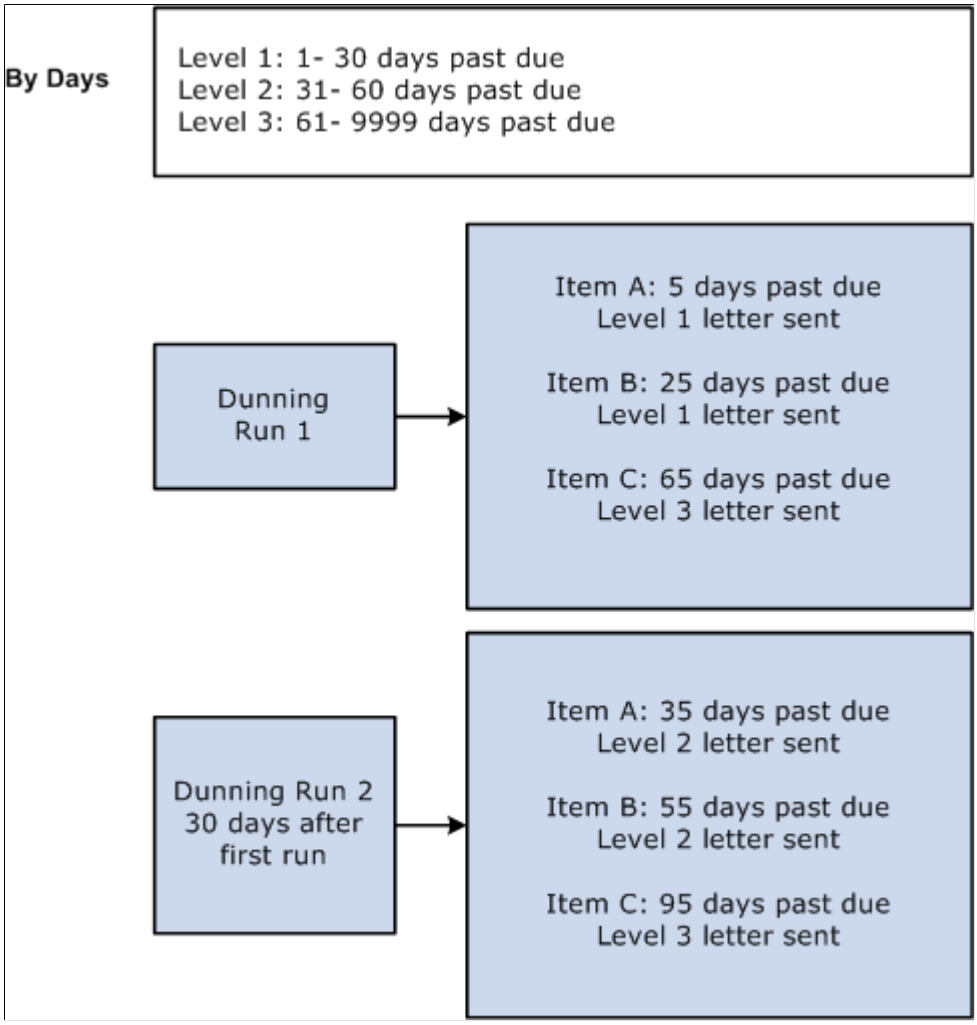
- Item A, which is five days past due and a level 1 letter was sent.
- Item B, which is twenty-five days past due and a level 1 letter sent.
- Item C, which is sixty-five days past due and a level 3 dunning letter sent.

Dunning Run 2 thirty days after the first run includes these items:

- Item A, which is thirty-five days past due and a level 2 letter was sent.
- Item B, which is fifty-five days past due and a level 2 letter was sent.
- Item C, which was ninety-five days past due and a level 3 letter was sent.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Days.



When you use dunning by interval, the level of the letter sent corresponds to the time intervals that you have defined between letters. Therefore, items that receive a level 1 letter could have different ages, but subsequent letters would be determined by the time interval between letter levels. For a customer with multiple past-due items, the oldest item is used to determine the start of the interval cycle.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Interval. The levels by interval include:

- Level 1: Past-due items that have not received a letter.
- Level 2: Thirty or more days after the first letter.
- Level 3: Fifteen or more days after the second letter.

Items included in Dunning Run 1 are:

- Item A: five days past due, level 1 letter sent.
- Item B: eighteen days past due, level 1 letter sent.

Items included in Dunning Run 2, which was sent ten days after the first run, are:

Copyright © 1988, 2025, Oracle and/or its affiliates.

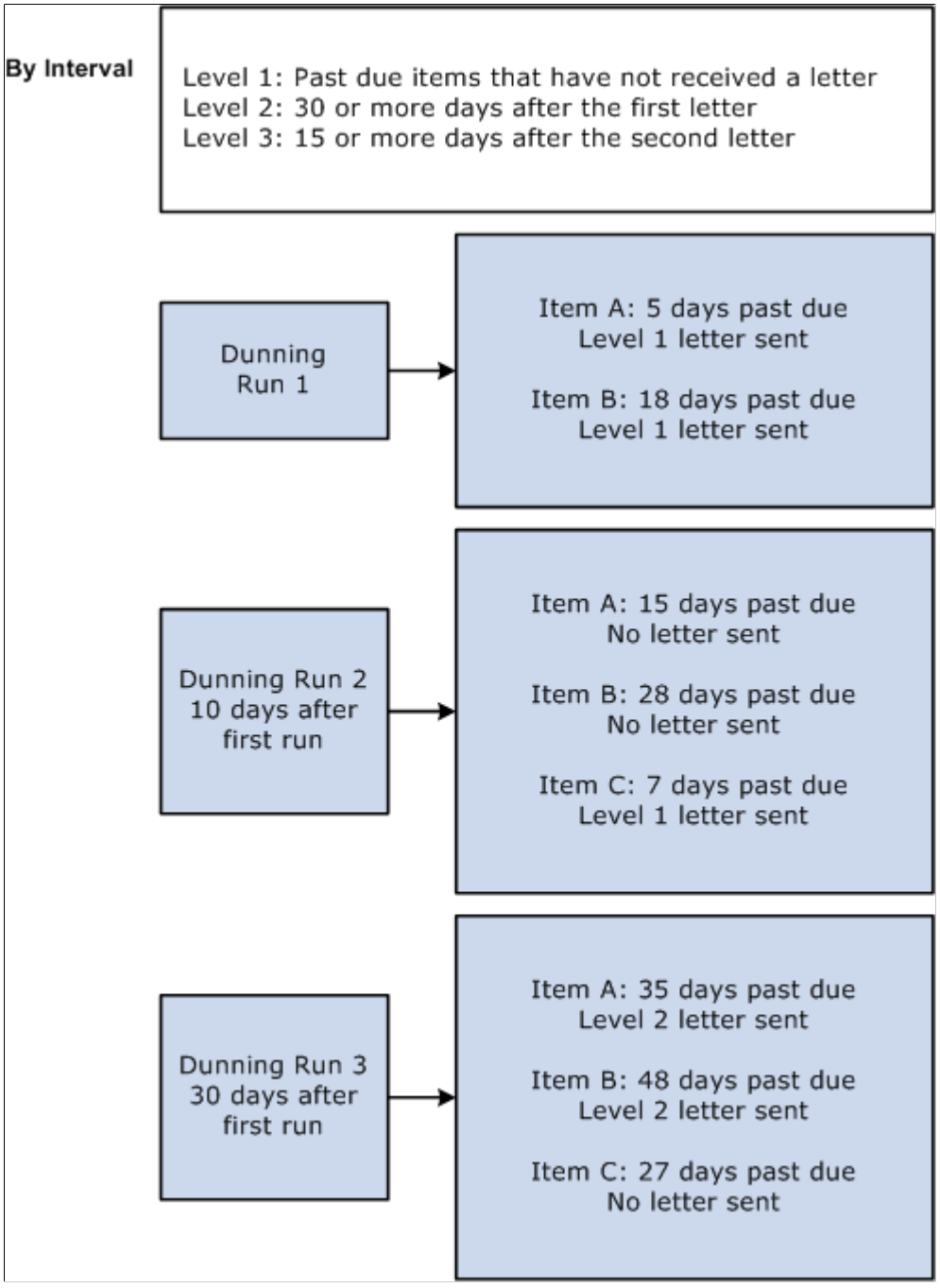
- Item A: fourteen days past due, no letter sent.
- Item B: twenty-eight past due, no letter sent.
- Item C: seven days past due, level 1 letter sent.

Items included in Dunning Run 3, which was sent thirty days after the first run, are:

- Item A: thirty-five days past due, level 2 letter sent.
- Item B: forty days past due, level 2 letter sent.
- Item C: twenty-five days past due, no letter sent.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Interval.



Dunning by action list is entirely based on rules you determine when you set up the system.

The following diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Action List. The action list includes all dunning criteria defined by rules. Dunning Run 1 includes:

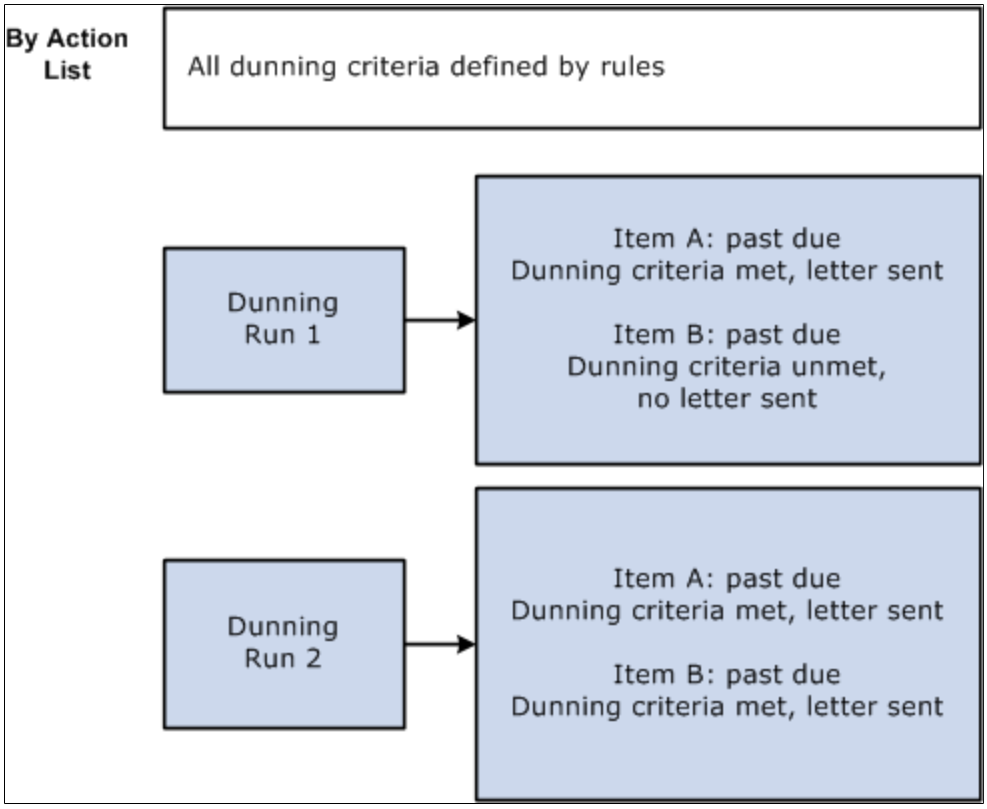
- Item A, which is past due, the dunning criteria was met, and a letter was sent.
- Item B, which is past due, the dunning criteria was met, and no letter was sent.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Dunning Run 2 includes:

- Item A, which is past due, the dunning criteria was met, and a letter was sent.
- Item B, which is past due, the dunning criteria was met, and a letter was sent.

This diagram illustrates what the Dunning process includes in letters if the dunning method is Dunning by Action List.



Related Links

Setting Up Dunning Letter Processing

Prerequisites

Before you generate dunning letters:

- Define letter codes and letter content.
- Define the dunning ID and dunning method.
- Define the dunning levels for each dunning ID.
- Select the Include in Dunning check box on the Entry Type Page for all entry types relevant that you want to include in the Dunning Process.
- Assign default dunning IDs to business units and define the default remit to addresses that are used on letters (from bank account addresses) on the Receivables Options - General 1 Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Override the default dunning IDs and default remit to addresses for correspondence customers if appropriate.
- Enter customer addresses and assign an address and contact to correspondence customers who should receive the dunning letters.
- Specify whether to use item-based addressing or customer-based addressing.
- Set up delivery information for correspondence.
- Assign the next available dunning number at the installation options level.
- (Optional) Change the sample dunning letters that the PeopleSoft system provides or create additional letter layouts.
- (NLD) If the organization uses acceptgiro, enable acceptgiro processing for the appropriate business units on the Bank/Payment Options page and enter the initial acceptgiro reference number.
- (NLD) Enter the bank account information on the Customer Bank page for customers that use acceptgiro to make their payments.
- Apply all the payments to items and run the Receivables Update process.

Related Links

Setting Up Dunning Letter Processing
Receivables Options - General 1 Page
Receivables Definition - Bank/Payment Options Page
“Adding General Customer Information” (PeopleSoft Order to Cash Common Information)
“Installation Options - Receivables Page” (Application Fundamentals)
“MICR Information - Customer Bank Page” (PeopleSoft Order to Cash Common Information)

Common Element Used in This Section

Field or Control	*Description*
Letter Code	Letter codes represent the text that you want printed on a dunning letter.

Dunning Letters Parameters Page

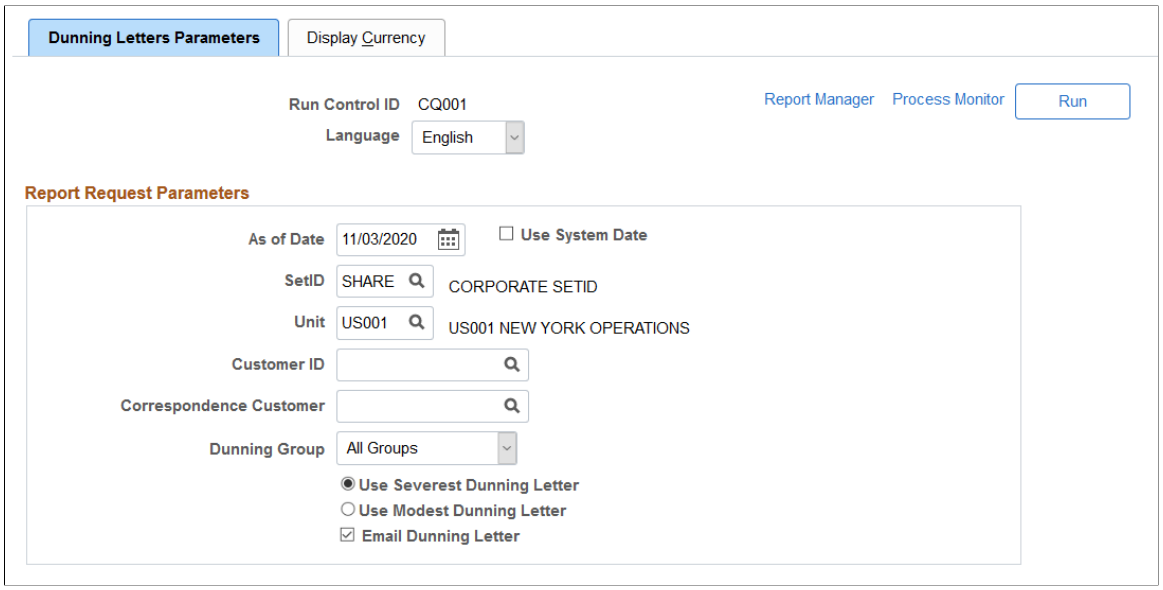
Use the Dunning Letters Parameters page (RUN_AR33000) to specify the extract parameters and run the AR Dunning process or the Dunning Letters multi-process job.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Extract Dunning Letter Info** > **Dunning Letters Parameters**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Dunning Letters Parameters page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
As of Date and Use System Date	Enter a date that determines the last date for the dunning letter data. The current date is the default. When you select the Use System Date check box, you cannot edit the As of Date field. In this case, processing will always use the current (system) date as the last date for the dunning letter data.
SetID	Use the default SetID or select a SetID. If you use only a SetID and do not enter a specific business unit, the process creates dunning letters for correspondence customers with transactions in every business unit that references the SetID.
Unit	Enter a business unit to create dunning letters only for customers with transactions in the selected business unit.
(NLD) Print Acceptgiro	Deselect this check box if you do not want to print dunning letters with an acceptgiro attachment. This field appears only if you enabled acceptgiro processing for the selected business unit on the Bank/Payments page, and the check box is selected by default.
Customer ID	Enter only a customer ID to extract dunning data for the specified customer. If you specify a customer who is part of a correspondence group, the process addresses the letter to the correspondence customer but includes only the specified customer's items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Correspondence Customer	Enter only a correspondence customer ID to extract dunning data for all the customers in the correspondence group.
Dunning Group	Select *All Groups* or the name of a specific group. You assign customers to a dunning group on the Correspondence Options page.
Use Severest Dunning Letter	Select to print the text from the letter code that is associated with the highest dunning level and to print all past-due items for the customer.
Use Modest Dunning Letter	Select to print the text from the letter code that is associated with the lowest dunning level and to print all past-due items for the customer.
Email Dunning Letter	Select this option to have individual customer dunning letters emailed to all correspondence customers whose primary contact has a preferred communication method set to *Email Only* or *Email and Print,* as defined on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). **Note:** The email is sent to the correspondence customer's primary contact. A valid email address must be defined for primary contact on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). In addition, select the *Primary Bill To* option for primary contact using the "Contact Information – Contact Customers Page" (PeopleSoft Order to Cash Common Information). This option only applies to these reports: ARX33000 (Dunning Letters - All Levels), ARX33001 (Level One Dunning Letter), ARX33002 (Level Two Dunning Letter), and ARX33003 (Level Three Dunning Letter).

This table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right:

Parameter	*SetID*	*Business Unit*	*Customer ID*
Business Unit	The system generates one letter for each correspondence customer in the business unit.	NA	NA

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Parameter	*SetID*	*Business Unit*	*Customer ID*
Customer ID	The system generates a single letter for the customer. If the customer is part of a correspondence customer group, the process addresses the letter to the correspondence customer but includes only items for the specified customer.	The system generates a single letter for the customer, containing only items that are in the business unit. If the customer is part of a correspondence customer group, the process addresses the letter to the correspondence customer but includes only items that are for the specified customer.	NA
Correspondence Customer	The system generates a single letter for the correspondence customer, containing items for all customers in the correspondence group.	The system generates a single letter for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	The system generates a single letter that is addressed to the correspondence customer, containing only items that are for the specified customer.

Note: The next available dunning number is determined by the setup on the Installation Options - Receivables page. The system increments the dunning number only when the AR Dunning Application Engine process runs.

Dunning Letters - Display Currency Page

Use the Display Currency page (RUN_AR33000_CUR) to select the type of currency that you want to appear on dunning letters and select the effective date.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Extract Dunning Letter Info** > **Display Currency**

Some customers prefer to have business units share TableSet data. This page enables you to generate dunning letters for a business unit that has a SetID that is also used by another business unit. When letters contain different currencies, the AR Dunning process groups and subtotals items by customer and then by currency.

The default values for the fields depend on the values that you enter on the Receivables Options - Currency Display Options page for the business unit. Override the values if you want to use a different display currency on the dunning letters.

Field or Control	*Description*
Use an AR Display Currency	Select to print dunning letters by using the default display currency that you specify in the **Display Currency** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Display Currency	Select the currency for the dunning letters. Options are: *Business Unit Currency:* Select to use the default currency that is defined for the business unit. *Customer Default Currency:* Select to use the preferred currency that is defined for the customer on the Miscellaneous General Info page. *Other:* Select to specify a currency for the dunning letters and enter the type of currency and the exchange rate.
Effective Date	Enter the basis date for determining the conversion rate if you select *Other* for the display currency. Options are *Accounting Date, As of Today,* and *Other.*

Dunning Letters - Letter Preview Page

Use the Letter Preview page (DUNNING_LTR1) to review dunning letters and delete them if necessary.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Preview Letter** > **Letter Preview**

Review information about various items in the dunning letter, such as the customer, item ID, dunning date, and letter code.

Field or Control	*Description*
Delete Letter	Click if you do not want to print a letter for a particular customer. The system removes the dunning record from the Dunning Letter Report table (AR33000_TMP), marks the letter as deleted, and retains the letter in the Customer Dunning Letter Detail table (DUN_CUST_DTL) as a historical record.

Dunning Letters - Letter Editing Page

Use the Letter Editing page (DUNNING_LTR_EDIT) to preview or change the text of a dunning letter before you print it.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Preview Letter** > **Letter Editing**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Edit	Click to make a onetime change to the text of the letter.

Note: If you change the text of the letter to make it longer, you may need to modify the format of the report so that all of the report prints.

Dunning Preview Delete Item Page

Use the Dunning Preview Delete Item page (DUNNING_LTR3) to delete items on a dunning letter prior to printing.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Delete Item on Letter** > **Dunning Preview Delete Item**

Use the check boxes to select the items that you want to remove from a dunning letter before printing.

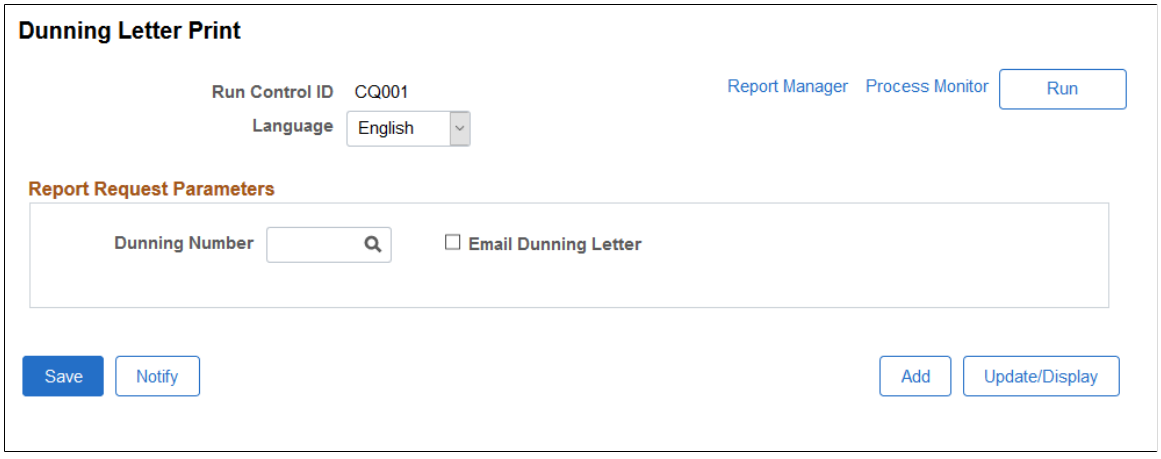
Dunning Letter Print Page

Use the Dunning Letter Print page (RUN_AR33001) to run reports that merge data from temporary tables with a predefined layout to generate dunning letters.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**

Dunning Letter Print page



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Dunning Number	Select the dunning number that the system assigned for the AR Dunning process run instance for the letters that you want to print.
Email Dunning Letter	Select this option to have individual customer dunning letters emailed to all correspondence customers whose primary contact has a preferred communication method set to *Email Only* or *Email and Print,* as defined on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). **Note:** The email is sent to the correspondence customer's primary contact. A valid email address must be defined for primary contact on the "Contact Information - Maintain Contacts Page" (PeopleSoft Order to Cash Common Information). In addition, select the *Primary Bill To* option for primary contact using the "Contact Information – Contact Customers Page" (PeopleSoft Order to Cash Common Information). This option only applies to these reports: ARX33000 (Dunning Letters - All Levels), ARX33001 (Level One Dunning Letter), ARX33002 (Level Two Dunning Letter), and ARX33003 (Level Three Dunning Letter).

Note: Each time that the AR Dunning process runs, it generates a unique dunning number that serves as a batch ID. The dunning number for the process is applied to all the dunning letters that the process generates. If a process retrieves data for 37 dunning letters, it assigns each dunning letter the same run control ID that is assigned to the AR Dunning process. Using the run control ID in the report parameters enables you to generate multiple dunning letters by using one report. Therefore, if you have 37 letters, you do not have to run the report 37 times.

On the Process Scheduler page, select one or more of the following dunning reports. Each report corresponds to a dunning level and letter code. If you select only the level 3 dunning letter, reports processing prints letters only for customers who have past-due items in dunning level 3.

Report	*Process Name*	*Description*
Dunning Letters - All Levels	ARX33000 (BI Publisher)	Includes all past-due items in the age bracket that is associated with the dunning level and the text that is associated with the oldest or newest item in the letter (depending on the run parameters that you specify).
Dunning Letters - All w/Agiro	ARX33A00 (BI Publisher)	This report is the same as the ARX33000 report except that it includes the acceptgiro attachment.
Level 1 Dunning Letter	ARX33001 (BI Publisher)	Includes only items that are assigned to dunning level 1.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Report	*Process Name*	*Description*
Level One Dunning w/Agiro	ARX33A01 (BI Publisher)	This report is the same as the ARX33001 report except that it includes the acceptgiro attachment.
Level 2 Dunning Letter	ARX33002 (BI Publisher)	Includes only items that are assigned to dunning level 2.
Level Two Dunning w/Agiro	ARX33A02 (BI Publisher)	This report is the same as the ARX33002 report except that it includes the acceptgiro attachment.
Level 3 Dunning Letter	ARX33003 (BI Publisher)	Includes only items that are assigned to dunning level 3.
Level Three Dunning w/Agiro	ARX33A03 (BI Publisher)	This report is the same as the ARX33003 report except that it includes the acceptgiro attachment.
Dunning Control	ARX33005 (BI Publisher)	Lists all the dunning letters that you printed from all dunning runs.
Dunning Preview	ARX33006 (BI Publisher)	Lists the dunning letters that print. Run this report before you print the letters.

Note: You define dunning levels and the age range of items that are included in each letter category that is on the Dunning Levels page.

Related Links

Setting Up Dunning Letter Processing

Dunning Letter Review Page

Use the Dunning Letter Review page (DUNNING_LTR2) to delete a dunning letter after you print it. The system rolls back the dunning status of the items to the status of the previous dunning process and reinitializes the status if no previous dunning occurred.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Delete Letter** > **Dunning Letter Review**

Dunning Letters Page

Use the Dunning Letters page (DUNNING_LETTERS) to view items on all the dunning letters for a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **History of Letters** > **Dunning Letters**

Last Dunning Letter Page

Use the Last Dunning Letter page (DUNNING_LETTERS) to view items on only the most recent dunning letter that is generated for a customer.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Last Letter** > **Last Dunning Letter**

Letter Content Page

Use the Letter Content page (DUNNING_LTR_CNTNT) to view the contents of all the dunning letters for a customer or of only the most recent dunning letter that is generated for a customer.

Navigation:

- **Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **History of Letters** > **Letter Content**
- **Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Last Letter** > **Letter Content**

Item Dunning Status Page

Use the Item Dunning Status page (DUN_ITEM_INQUIRY) to view the current dunning status of the selected item.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Item Dunning Status** > **Item Dunning Status**

Dunned Item History Page

Use the Dunned Item History page (DUN_ITEM_HISTORY) to view the dunning history of an item.

Navigation:

Accounts Receivable > **Customer Interactions** > **Dunning Letters** > **Item Dunning History** > **Dunned Item History**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Generating and Printing Follow-Up Letters

Page Used to Generate and Print Follow-Up Letters

Page Name	*Definition Name*	*Usage*
Customer Follow Up Letter Page	RUN_AR33004	Run the Follow Up Letters Extract process, the Follow Up Letter report, or the Follow Up Letters multiprocess job.

Understanding Follow-Up Letter Processing

Follow-up letters change little from mailing to mailing. Only the names, addresses, and dates change. PeopleSoft Receivables delivers a sample follow-up letter that you create by using BI Publisher that you can modify to suit your organization's needs.

The system generates follow-up letters as long as you provide a valid contact ID, follow-up action, follow-up user ID, and letter code on the Conversations page.

Note: To print the standard text within a follow-up letter, you must enter a promise amount, a promise date, and a review date on the Conversations page.

To generate follow-up letters, you run two processes:

- The Follow Up Letters Extract Application Engine process (AR_FOLLOWUP) extracts names, addresses, and other data, scanning conversation records with letter codes for follow-up letters that have not been marked by the system as done.

  After the process extracts data, it marks the conversation record as done on the Conversation Actions and Keywords page.

- The Customer Follow Up Letter report (ARX33004) merges the extracted data with the follow-up letter.

Note: PeopleSoft Receivables also provides the Follow Up Letters multiprocess job (FOLLOWUP), which runs both the Follow Up Letters Extract process and the Customer Follow Up Letter report.

You run all three processes from the Customer Follow Up Letter page. If you run the extract process and the report separately, you must wait for the Follow Up Letters Extract process to finish before you run the report.

Related Links

Modifying the Sample Follow-Up Letter

“Conversations Page” (PeopleSoft Order to Cash Common Information)

Prerequisites

You must perform these tasks before you generate follow-up letters:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Verify that you have a letter code of *F* for follow-up letters.
- Assign a remit to address to the correspondence customer who should receive follow-up letters and other types of customer correspondence on the General Information - Correspondence Options page.
- Set up delivery information for correspondence for a contact.
- When you create the conversation entries for a specific customer, provide a valid contact ID, follow-up action, and a follow-up letter of *F.*

Related Links

Setting Up Follow-Up Letter Processing
"Adding General Customer Information" (PeopleSoft Order to Cash Common Information)
"Conversations Page" (PeopleSoft Order to Cash Common Information)

Common Element Used to Generate and Print Follow-Up Letters

Field or Control	*Description*
Customer ID	Enter the customer ID for a specific customer or leave the field blank to run the process for all customers. Use a wildcard (%) to process all customers for multiple business units.

Customer Follow Up Letter Page

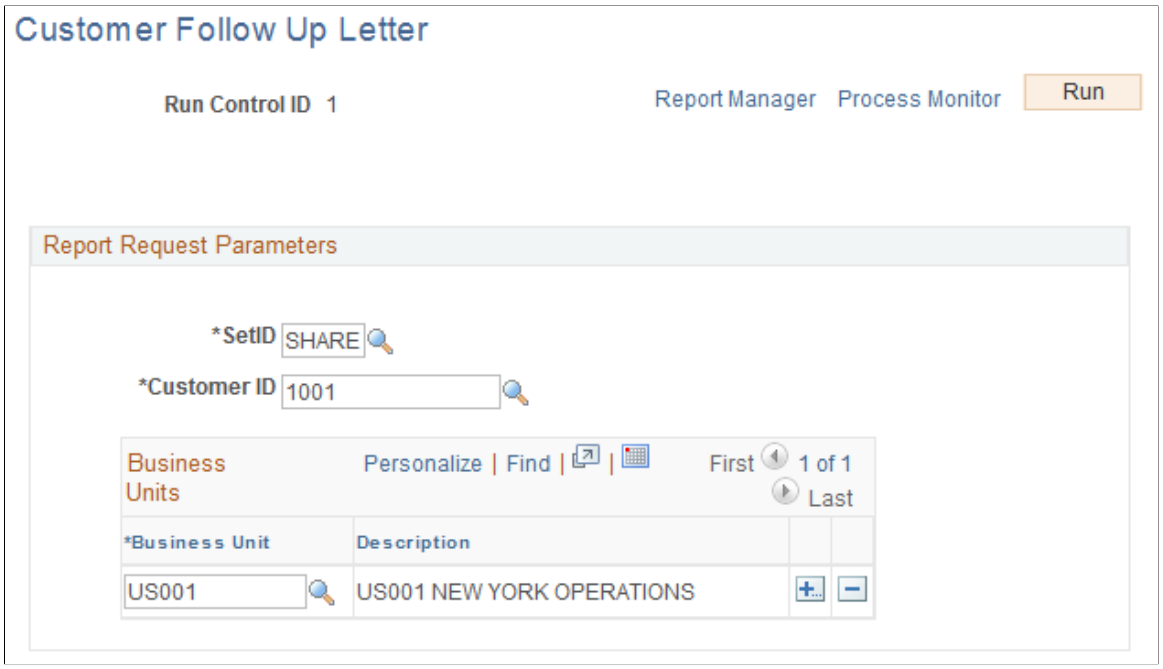
Use the Customer Follow Up Letter page (RUN_AR33004) to run the Follow Up Letters Extract process, the Follow Up Letter report, or the Follow Up Letters multiprocess job.

Navigation:

Accounts Receivable > **Customer Interactions** > **Customer Follow-Up Letter** > **Customer Follow Up Letter**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Follow Up Letter page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
SetID	If you use only a SetID, the process creates follow-up letters for each correspondence customer in every business unit that references the TableSet.
Customer ID	Enter a customer ID to create follow-up letters for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer but includes only the specified customer's information. Enter a wildcard (%) to process all customers for multiple business units.
Business Unit	Enter a business unit to create follow-up letters for all customers in a specific business unit. The system enables you to specify multiple business units.

Running the Follow Up Letter Extract Application Engine Process

Use the Customer Follow Up Letter page (RUN_AR33004) to run the Follow Up Letters Extract process.

Navigation:

Accounts Receivable > **Customer Interactions** > **Customer Follow-Up Letter** > **Customer Follow Up Letter**

Select the AR_FOLLOWUP process on the Process Scheduler Request page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Generating the Follow Up Letter Report

Use the Customer Follow Up Letter page (RUN_AR33004) to run the Follow Up Letter report (ARX33004).

Navigation:

Accounts Receivable > **Customer Interactions** > **Customer Follow-Up Letter** > **Customer Follow Up Letter**

Select the ARX33004 process on the Process Scheduler Request page.

Reprinting Invoices

Pages Used to Reprint Invoices

Page Name	*Definition Name*	*Usage*
Item List Page	ITEM_LIST	Select invoices to reprint. See Selecting Items for Reprinting. See the Item List Page for more information.
Invoices Reprint Overrides Page	BI_RPT_OVRRIDE_SEC	Run the Reprint Invoice multiprocess job and override the default parameters for generating invoices.

Understanding Invoice Reprinting

PeopleSoft Receivables enables you to reprint invoices that you created in PeopleSoft Billing that are associated with open items. You cannot reprint invoices that originate in PeopleSoft Grants that have a letter of credit ID. If you select to print these PeopleSoft Grants invoices or invoices that are created in a third-party billing system, the system issues a warning message.

The Reprint Invoice multiprocess job (BIJOB19) uses the server and printer that you specify on the User Preferences - Billing page. You can override these parameters when you reprint the invoices. The invoices print in the customer's language.

The existence of a summarization template on invoice lines determines whether the system prints a summarized or detailed pro forma or actual invoice. If you are printing an invoice with multiple invoice lines, the system performs the following tasks:

- If any of the lines in the invoice has a summarization template, the system generates a summarized pro forma or actual invoice.
- If none of the lines has a summarization template, the system generates a detail pro forma or actual invoice.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

(NLD) If you enabled acceptgiro for the billing business unit associated with the item, the system prints the invoice with an acceptgiro attachment. If the original invoice in PeopleSoft Billing or PeopleSoft Purchasing was printed with an acceptgiro attachment, the system uses the same acceptgiro reference number.

Related Links

"User Preferences - Billing Page" (Application Fundamentals)
"Understanding Invoicing Processes" (PeopleSoft Billing)
"Setting Up Bill Summarization" (PeopleSoft Billing)

Prerequisite

If you enabled acceptgiro for the billing business unit, you must enter the bank account information for the remit to customer on the Customer Bank page.

Related Links

"MICR Information - Customer Bank Page" (PeopleSoft Order to Cash Common Information)

Selecting Items for Reprinting

Use the Item List page (ITEM_LIST) to select invoices to reprint.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Item List** > **Item List**

To reprint invoices:

1. Enter search criteria for the items and click **Search.**
2. Select the items for which you want to reprint invoices.

   Note: You must select items that came from PeopleSoft Billing and have a billing business unit that is associated with them and a valid invoice number in the **Invoice** field.

3. Select *Reprint Invoices* in the **Item Action** field and click **Go.**

Related Links

Item List Page

Invoices Reprint Overrides Page

Use the Invoice Reprint Overrides page (BI_RPT_OVRRIDE_SEC) to run the Reprint Invoice multiprocess job and override the default parameters for generating invoices.

Navigation:

Select *Reprint Invoices* in the **Item Action** field on the Item List page and click **Go.**

Override the print parameters as needed and click **OK** to run the Reprint Invoices job.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Custom Label	Enter additional text that you want to print on the invoice.
Print Invoice Sort By	Select the order in which the invoices print. Values are *Bus Unit, Invoice* (business unit, invoice), *Country, Postal,* and *Customer, Invoice.* For example, if you select *Customer, Invoice,* the system prints the invoices by customer in invoice number order.
Server Name	Select the server on which to run the Reprint Invoices job.
Output Destination	Specify whether the invoices should print to a file or on a printer and enter the path for the output in the **Output Destination** field.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 48

Generating Overdue Charges

Understanding Overdue Charges

PeopleSoft Receivables uses an open-item based approach to overdue charges that calculates overdue charges based on the number of days that an invoice is overdue. An important aspect of the overdue charge functionality is whether or not an overdue charge is considered a collectible item, and part of the customer's balance, when it is created. Some businesses exclude overdue charges from the customer's balance, while other businesses include them. PeopleSoft Receivables supports both approaches and provides flexibility for how and when to create accounting entries.

Prerequisites for Generating Overdue Charges

You must perform these tasks before you generate overdue charge invoices:

- Define overdue charge IDs.
- Assign default overdue charge IDs and remit-to addresses to business units for overdue charge invoices on the Receivables Options - General 1 page.
- Specify which entry types to include in overdue charge invoices when you define entry types and entry reasons.

  If you do not select the **Include in Overdue Charges** check box for an entry type, activities with that entry type do not appear on overdue charge invoices.
- Define automatic entry types and reasons for overdue charges.

  If you enabled the entry event option and you create one overdue charge for all of a customer's eligible items, then enter the entry event used to generate supplemental accounting entries for each entry reason.
- If you enabled the entry event option and you create an activity for an item for overdue charges, or you create a new line item for the overdue charge, then create a step for each type of overdue charge on the Entry Event Code Definition page and Entry Event Process Definition page.

  For example, you would have two fields in each step: ENTRY_REASON and ENTRY_USE_ID. The entry use ID is FC-01 and the entry reason is the code that you defined for the overdue charge type, such as ADMIN.
- Specify the following correspondence information for a customer:
  - Override the remit-to address and overdue charge ID defaults or place a global hold on customer documents, if needed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Specify the destination of overdue charges invoices as either the customer or the correspondence customer.
- Assign an address and contact to customers who should receive the overdue charge invoices.
- Specify whether you want item-based addressing or customer-based addressing.

Before you generate overdue charges, you must apply all your payments to items and run the Receivables Update process.

Related Links

Setting Up Rules for Overdue Charges
Understanding PeopleSoft Receivables Processing Options
"Understanding Entry Events" (Application Fundamentals)
"Adding General Customer Information" (PeopleSoft Order to Cash Common Information)

Generating Overdue Charge Invoices

This topic discusses how to enter overdue charges process parameters and run the Overdue Charge Print report.

Pages Used to Generate Overdue Charge Invoices

Page Name	*Definition Name*	*Usage*
Overdue Charges Run Control Page	OVRDUE_REQUEST	Enter the parameters for the Overdue Charges process (AR_OVRDUE) or the multiprocess job (AROVERDUE).
Overdue Charge Print Page	RUN_AROVRDUE2	Run an Overdue Charge Print report (ARX35000) that merges data from the temporary overdue charge records with a predefined layout and generates overdue charge invoices.
Review Overdue Charges Page	CUSTOMER_OC_CHGS	View summary and detail information for all overdue charge invoices.
Review Last Overdue Charges Page	CUSTOMER_OC_CHGS	View summary and detail information for overdue charge invoices that the Overdue Charges process created the last time it ran.

Understanding Overdue Charges Processing

Use the following processes to generate overdue charge invoices:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

1. The Overdue Charges Application Engine process (AR_OVRDUE) extracts customer and item data and populates temporary overdue charge records.

   The process reviews customers' open items and identifies those that are eligible for overdue charges. The system calculates the overdue charge for the number of days that are eligible for charging. If an item has a previous overdue charge, the system compares the value in the **Days Between Charges** field on the Overdue Charging Setup 1 page (**Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **Overdue Charging** > **Setup 1**) to the number of days between the date of the current overdue charge run and the date of the previous overdue charge. If an item has no previous charges, the system uses the **Grace Days** entered on the Setup 1 page in combination with the basis date to determine whether the item is overdue. If an item has exceeded its grace due days, the system uses the total days past due to calculate the charges. These calculations are based on the amount, interest rate, fixed amount, and date basis that you specified when defining overdue charge IDs. The process extracts the customer and item data and populates temporary overdue charge records.

   See Setting Up Rules for Overdue Charges.

2. The Overdue Charge Print report (ARX35000) generates the overdue charge invoices by merging the data from the temporary overdue charge records with a predefined layout.

Note: You can also run the Overdue Charges multiprocess job (AROVRDUE), which runs the Overdue Charges Application Engine process (AR_OVRDUE) and then runs the Overdue Charge Print process.

You run both the Overdue Charges Application Engine process (AR_OVRDUE) and the Overdue Charges multiprocess job (AROVRDUE) from the same Process Scheduler Request page. If you run the AR_OVRDUE process, you can review the results online after the process is done and then print the report separately.

Note: Each time you run a process, it generates a unique run control ID. The run control ID for the Overdue Charges process (AR_OVRDUE) is applied to all the invoices generated by the process. When the process completes, the system sets the number to zero, which enables you to run the Overdue Charges process concurrently with other PeopleSoft Application Engine processes that are using different run control IDs.

After the processes complete, review the overdue charge groups using the pending item components, if needed, and run the Receivables Update process (ARUPDATE) to post the items.

Related Links

Overdue Charges Groups

Overdue Charges Run Control Page

Use the Overdue Charges run control page (OVRDUE_REQUEST) to enter the parameters for the Overdue Charges process (AR_OVRDUE) or the multiprocess job (AROVERDUE).

Navigation:

Accounts Receivable > **Customer Interactions** > **Overdue Charges** > **Process Overdue Charges** > **Overdue Charges**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Enter the parameters for the overdue charge invoices that you want to create. The more parameters you define, the more limited the scope of the overdue charges.

Field or Control	*Description*
As of Date and Use System Date	Enter the date that determines the last date that the overdue charge invoice includes data. The current date is the default. When you select the Use System Date check box, you cannot change the As of Date, and processing always uses the system date for the as of date.
SetID	Enter only a SetID to create an overdue charge invoice for each correspondence customer in every business unit that references the SetID.
Business Unit	Enter only a business unit to create an invoice for each customer in the business unit. Indicate a specific business unit. **Note:** If you select a single business unit, the system generates an overdue charge invoice for that customer even if the customer is on hold.
Overdue Charge Group	Enter an overdue charge group to extract data only for a specific overdue charge group. If you use overdue charge groups, leave this field blank to extract data for all overdue charge groups. Assign customers to an overdue charge group on the Correspondence Options page.
Group Unit	Enter the business unit that determines the business unit that the system uses to create the group and the pending items.
Prime Rate	Enter the prime rate value used to calculate the interest charge. This value is required if you selected prime rate as the basis for the interest charge for the overdue charge ID.

This table lists the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right.

Parameter	*SetID*	*Business Unit*	*Customer ID*
Business Unit	One invoice for each correspondence customer in the business unit.		

Copyright © 1988, 2025, Oracle and/or its affiliates.

Parameter	*SetID*	*Business Unit*	*Customer ID*
Customer ID	A single invoice for the customer. If the customer is part of a correspondence customer group, the process addresses the invoice to the correspondence customer but includes only items for the specified customer.	A single invoice, for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the invoice to the correspondence customer, but includes only items for the specified customer.	
Correspondence Customer	A single invoice, for the correspondence customer, containing items for all customers in the correspondence group.	A single invoice, for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single invoice addressed to the correspondence customer, containing only items for the specified customer.

Overdue Charge Print Page

Use the Overdue Charge Print page (RUN_AROVRDUE2) to run the Overdue Charge Print report (ARX35000) that merges data from the temporary overdue charge records with a predefined layout and generates overdue charge invoices.

Navigation:

Accounts Receivable > **Customer Interactions** > **Overdue Charges** > **Print Overdue Charges** > **Overdue Charge Print**

Field or Control	*Description*
Overdue Charge Number	Displays the most recent number for the Overdue Charges process run control ID for which you have not printed the report. Select a different run control ID to print a different request.

Note: If a process retrieves data for 37 invoices, it assigns each invoice the same run control ID assigned to the Overdue Charges process. Using the run control ID in the report parameters enables you to generate overdue charge invoices using one report. Therefore, if you have 37 invoices, you do not have to run the Overdue Charge Print report 37 times.

Review Overdue Charges Page

Use the Review Overdue Charges page (CUSTOMER_OC_CHGS) to view summary and detail information for all overdue charge invoices.

Navigation:

Accounts Receivable > **Customer Interactions** > **Overdue Charges** > **Review Overdue Charges** > **Review Overdue Charges**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Review Last Overdue Charges Page

Use the Review Last Overdue Charges page (CUSTOMER_OC_CHGS) to view summary and detail information for overdue charge invoices that the Overdue Charges process created the last time it ran.

Navigation:

Accounts Receivable > **Customer Interactions** > **Overdue Charges** > **Review Last Overdue Charges** > **Review Last Overdue Charges**

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 49

Using the Collections Workbench

Understanding the Collections Workbench

The PeopleSoft Receivables Collections Workbench is a central work space that presents a complete view of each customer. Collectors can perform their day-to-day activities, including accessing and completing action items directly from the Collections Workbench. Prior to contacting a customer or completing an action, the collector can use the Collections Workbench to review a customer's history, such as the average days it takes a customer to pay, the number of days any sales are outstanding (DSO), any past due balances, and any previous broken promises. With this information at hand, the collector can contact the customer and hopefully, work out a plan for payment and indicate on the Collections Workbench that the customer will pay by direct debit, credit card, or a check. If the customer does not make a commitment to pay, the collector can use the Collections Workbench to place the customer on credit hold and add an action to follow up in a specified number of days. If the customer agrees to pay within a certain number of days and does not pay, the collector can use the Collections Workbench to send a dunning letter. The collector can continue to follow-up with this customer, and, after reviewing several broken promises, can use the Collections Workbench to mark the customer in collections and refer the customer to a collection agency. The Collections Workbench provides the collector all of the information and metrics needed to diligently track and manage customer data from the days the customer receives a statement until it is paid or referred to a collection agency.

Collections managers can use the Collections Workbench to complete day-to-day management activities, which may include reviewing the current payment promises, reviewing any outstanding broken promises, the reassigning action items to different members of their team, or completing their own assigned action items.

The Collections Workbench enables an authorized user to:

- Easily access and populate the workbench data.
- Navigate to and from multiple pages and levels of data.
- Personalize the workbench.
- Access an enhanced owner action list and view action lists across customers.
- Access specific levels of customer detail.
- Display the credit profile information of a customer.
- Display and work the item list associated with a customer.
- Display the payment status and payment history of a customer.
- Review customer promises.
- Review, add, update, and delete conversations with a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Review the correspondence history of a customer and send statements by e-mail.
- Review customer aging and open credit information.
- Calculate a credit risk score for a customer.
- Review direct journal payments.

Integrating with PeopleSoft Contracts

If your PeopleSoft 9.2 installation includes Contracts and Financials, you can leverage the Collections Workbench for payments associated with contracts. This expanded Collections Workbench functionality extends collections to contracts based on detailed item references and worksheets.

The Collections Workbench integrated with Contracts enables an authorized user to:

- Review balance and past due amounts by contract or contract line.
- Display and work the item list associated with a contract.
- Display the payment status and payment history by contract.
- Review, add, and update conversations that reference a contract.

If you enter both customer and contract criteria, the system matches contracts payment items, including credit items, payments, drafts, and direct debits, from all customers in the defined hierarchy.

See also the product documentation for *PeopleSoft Contracts*.

Collections Workbench Access and Population

You can easily access customer data on the workbench by searching for or entering a customer ID in the Collections Workbench header. When you enter the header information, your user ID is used to generate an action list in the Action List group box, which lists any actions assigned to you that apply to the selected customer. Customer detail information also appears for the selected customer in the Customer Details group box along with tabs on which you can review:

- A credit profile of the customer.
- Any payment activity by this customer.
- A list of items purchased and the details regarding the purchase and payment of each item.
- A list of conversations with this customer.
- A history of correspondence with this customer in the form of statements and dunning letters
- Customer aging details.
- A multilevel customer hierarchy, which displays the item balance, past due balance, and credit limit for each customer in the hierarchy with rolled up information that customers defined within the hierarchy.

You can also leave some of the header information blank, such as the Unit field and the Customer ID field to display multiple customers who are associated with your user ID and have new or pending actions in

 Copyright © 1988, 2025, Oracle and/or its affiliates.

the Action List group box. Instead of selecting a customer, you can select the Detail button for one of these action rows and display the customer detail for the customer associated with the action.

Conversations

You can record any conversation you may have with the customer while working on the Collections Workbench by clicking a link in the header of the Collections Workbench to add a new conversation or by selecting the Conversations tab on the workbench to add, review, or delete conversations concerning the selected customer. Conversations enable a collector to track and act on conversations and promises made by the customer. Conversations and promises are discussed in more detail in a discussion about the Conversations tab and in the *PeopleSoft Order to Cash Common Information* documentation.

See also Reviewing Conversations and Promises.

See also “Entering and Reviewing Conversations” (PeopleSoft Order to Cash Common Information).

Content Personalization

You can click the Personalize Content link in the header of the Collections Workbench and access the Personalize Content page, where you can determine if and how you want the Action List or Customer Details to appear on the Collections Workbench. You can also indicate if you want the message alert icon to appear next to the customer's name, which indicates that there are notes associated with the selected customer. These notes can be standard or custom and are printed on selected documents such as a bill of lading, a picking plan, an invoice, and more. They enable you to view what type of information has been sent to the customer, for example a reminder note, prior to your contacting them.

You can personalize the contents of the Customer Details group box by identifying the row and column where you want to add a specific field name in the group box after you select one of these field categories.

- Activity Field

  When you select this field category and place your cursor in a specific row and column, you can select from field names such as Broken Promises, Credits, Kept Promises, In Process Payments and more. When you select a field name, that selected field name appears in the row/column location of the Customer Details group box with a value next to it.

  For example, a customer has 4 broken promises and you want to display the number of broken promises in the Customer Details group box on the Collections Workbench., If you select the Activity Field for the category, click the Search icon in Row 1, Column 1, and select the field name Broken Promises, when you return to the Collections Workbench page the field name Broken Promises will appear in Row 1, Column 1 in the Customer Details group box and the system displays 4.0 as the number of broken promises that exist for the selected customer.

- Balances Field

  This field works the same way as the Activity Field. However, the field names produced by the online search are different. Some of the fields names for the Balances Field category are Balances, Collections, Deductions, Deposits and more. The system will display the value associated with the selected field name in the selected column and row on the Customer Details group box.

- General Field

  This field also works the same way as the Activity Field. However, some of the field names that you can select are AR Specialist, Bill to Address, Collection Date, Collection Status and more.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Metric Field

  This field also works the same way as the Activity Field. However, some of the field names that you can select are Prior History Day, Prior Avg Days Late, Prior Current Date, Prior DSO 30, Prior DSO 90 and more.

- User Field

  These are fields that you define specifically based on the needs of your organization. You can set up user-defined fields using instructions in the *PeopleSoft Receivables* and *PeopleTools.* documentation.

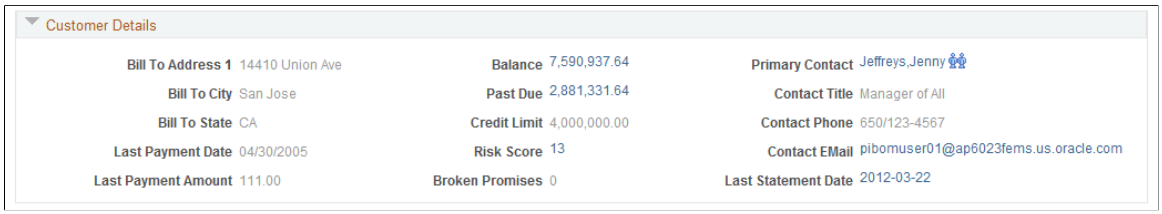
  See *PeopleTools: PeopleSoft Application Designer Developer's Guide.*

This table is an example of Summary Information entered on the Personalize Content page. A Field Name and Category are selected for 3 columns and five rows.

Row/ Column	***Column 1*** ***Field Name (Category)***	***Column 2*** ***Field Name (Category)***	***Column 3*** ***Field Name (Category)***
Row 1	Bill To Address 1 (General)	Balance (Balances)	Primary Contact (General)
Row 2	Bill To City (General)	Past Due (Balances)	Contact Title (General)
Row 3	Bill To State (General)	Credit Limit (General)	Contact Phone (General)
Row 4	Last Payment Date (Activity)	Risk Score (General)	Contact EMail (General)
Row 5	Last Payment Amount (Activity)	Broken Promises (Activity)	Last Statement Date (Activity)

This diagram displays how the information entered on the previous example table appears in the Customer Details group box on the Collections Workbench page for the selected customer, in this example Customer 1000.

This example illustrates the fields and controls in the Customer Details group box on the Collections Workbench.



You can also personalize the tabs that appear on the Collections Workbench page. You can rename the tabs and change the order of the tabs. The content of the data that appears on each tab is system-defined. The system-defined tab labels are:

- Credit Profile

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Items
- Aging
- Corporate Accounts
- Payments
- Conversations
- Correspondence
- Contracts
- Direct Journal Payments

See “General Information - Notes Page” (PeopleSoft Order to Cash Common Information).

Action List

If you specify a customer ID in the Collections Workbench header, any action items associated with the user and the selected customer appear in the Action List group box, along with the details and workbench data applicable to the selected customer.

If you do not specify a customer ID and you click the Search button in the header of the Collections Workbench, the system displays all action items in the Action List group box of the Collections Workbench that are assigned to this user and have an action status of New. The list is initially sorted by customer name and priority. Once the user clicks the **Detail** button next to an action list item, the Collections Workbench header is refreshed with the customer ID and customer name associated with the action item along with any details and workbench data that apply to that customer. In addition, the system overrides any setid or customer entered in the Collections Workbench header and replaces it with the SetID and customer associated with the action list item.

You can also display a list action items by selecting a user-defined action filter. You can set up user-defined action filters by selecting the Action Filter link in the Action List group box to access the Filter Action List page. You select specific criteria on this page that are used to filter the owner action data. You assign a name to this filter, save it, and click the Search button. The system displays the action items in the Action List group box on the Collections Workbench page based on the filter criteria. You can set up, name, and save as many filters as you need for your organization. Whenever you access the Collections Workbench page, you can click the Search icon, select the appropriate action filter and display the action items that fall within the parameters of the selected action filter.

You can also reassign an action to another action owner by selecting the Reassign Action link on the Collections Workbench page.

See Assigning Actions and Sending Notification.

Customer Details

As previously discussed, you can personalize the customer details that you want to appear in Customer Details group box directly after the Action List on the Collections Workbench page by clicking the Personalize Content link and accessing the Personalize Content page. The values for the credit details that you select to appear on the Collections Workbench page are updated by the system based on the customer

Copyright © 1988, 2025, Oracle and/or its affiliates.

you select. You can also select an option on the Personalize Content page, which indicates that you do not want the Customer Details group box to appear at all on the Collections Workbench page.

Collections Workbench Detail Tabs

The Personalize Content page also enables you to change the system-defined tab labels and change the order of the tabs that appear on the Collections Workbench.

See the documentation for the Collections Workbench Tabs Page.

These are the system-defined tabs:

- Aging
- Contracts
- Conversations
- Corporate Accounts (also known as Customer Hierarchy)
- Correspondence
- Credit Profile
- Items
- Payments
- Direct Journal Payments

For summary and links to more information, see Understanding Collections Workbench Detail Tabs.

The Contracts tab is available only if your business has implemented PeopleSoft Contracts. In addition, you can populate the Payments, Items, Aging, and Conversations tabs using contract-related criteria, whereas Credit Profile, Corporate Accounts, and Correspondence tabs return only customer-related data.

The Direct Journal Payments tab data is populated only if *Track Direct Journal Customer* check box is selected on the “Installation Options - Receivables Page” (Application Fundamentals).

See information about personalizing the content of the Collections Workbench for all users by role or user ID in Setting Up Collections Workbench Components.

Understanding Collections Workbench Detail Tabs

This topic provides information about the detail tabs and content found on the Collections Workbench.

This table lists the system-defined tabs, usage, and links to page information:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Tab Name	*Usage*
Aging	View the current and past due balances, the high balance and high past due balance, and the balance and past due balance dates for the selected customer, as well as balances for any customer in the customer hierarchy. See Reviewing Customer Aging on the Collections Workbench.
Contracts	View balances by contract and contract line, and select and review items by contract and contract line. Available only if your business has implemented PeopleSoft Contracts. See Reviewing Contracts Information on the Collections Workbench.
Conversations	View a conversation's details related to the selected customer or contract values. See Managing Customer Conversations and Promises on the Collections Workbench.
Corporate Accounts (Customer Hierarchy)	Also known as Customer Hierarchy. Review customer hierarchy information. Reviewing the Customer Hierarchy on the Collections Workbench.
Correspondence	Review correspondence history, including any statements or dunning letters associated with this customer. See Reviewing Customer Correspondence on the Collections Workbench.
Credit Profile	View the current and past circumstances of the selected customer's credit. See Reviewing the Customer's Credit Profile on the Collections Workbench
Items	View an item list associated with the selected customer based on the item status. See Researching Customer Item Information on the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Tab Name	*Usage*
Payments	View the outstanding and complete payment information for a customer and/or contract, and the payment performance for a customer. See Reviewing Customer Payment Information on the Collections Workbench.
Direct Journal Payments	Review direct journal payments. See Reviewing Direct Journal Payments on the Collections Workbench

Aging

The Aging tab displays the customer current and past due balances, the high balance and high past due balance, and the balance and past due balance dates for the selected customer, as well as balances for any customer in the customer hierarchy. The current aged date appears and will be updated if you click an icon on this tab to update the aging. The Customer Aging grid contains the aging category, aging ID, the aging amount and currency, and the count.

See Understanding the Aging Application Engine Process.

See Setting Up Aging.

Contracts

The Contracts tab is available only if your PeopleSoft Financials installation integrates with PeopleSoft Contracts. You can retrieve Contracts data by entering contracts and/or customer information in the Collections Workbench header. This tab displays balances by contract and contract line, and you can select and review items by contract and contract line. In addition, a contracts filter enables you to narrow your search of selected attributes. For a given contract or contract line, the system returns multiple values for Billing Specialist and Billing Authority, which can be displayed including names and phone numbers, and for Projects, which shows Project Costing business unit, contracts project, and contracts activity.

You can also access the Contracts Console page for a selected contract to display a summary of contract lines, amounts, related projects, and milestones.

Conversations

The Conversations tab enables you to display a conversation's details related to the selected customer or contract values. You can search for specific conversations by creating a filter of selected attributes. You name and save each filter so that you can use it to search for those conversations again. When the details of a conversation appear on the Conversations grid, you can access the conversation by clicking the link associated with the conversation's date.

This tab also enables you to access the Conversations component to add a new conversation, as well as add any promise details on the Conversations page. You can access the Customer Contacts page from the Conversations tab and add a contact or click a link associated with a contact's name to modify a contact's information.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

You can access the Promise Date Inquiry from the Conversations tab and search for promises by selecting various attributes. You indicate whether you want to show all of the promises based on your search criteria, or group the promises by customer, business unit, collector, or supervisor.

See “Understanding Conversations” (PeopleSoft Order to Cash Common Information).

See Setting Up Promise Date Options for a Customer.

See Reviewing Conversations and Promises.

Corporate Accounts (Customer Hierarchy)

When you select a customer to search for in the header of the Customer Workbench, you are required to select either corporate, correspondence, remit from, or no relationship as the customer relationship level. The selected relationship level determines the type of customer hierarchy that has been created for this customer and displays it on the Customer Hierarchy tab of the Customer Workbench. However, if the selected customer is not part of a customer hierarchy or you select the No Relationship value, then nothing will appear on the Customer Hierarchy tab.

The multilevel customer hierarchy that appears on the Customer Hierarchy tab is set up based on values that you select on General Info page (**Customers** > **Customer Information** > **Create Customer Information**). The information that you select on the Customer General Info page for a customer displays in the customer hierarchy for the selected relationship on the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy).

The level that you select in the header also accumulates the item and past due balances for each level of customer in the selected customer hierarchy and displays them on the Customer Hierarchy tab along with each customer's credit limit.

If the Customer Hierarchy tab displays a hierarchy with multiple levels of customers, then each of the tabs on the Collections Workbench is updated with data for each level of customer in the customer hierarchy, based on the selected customer level at the top of the Collections Workbench page.

See “Corporate Customers” (PeopleSoft Order to Cash Common Information).

See Reviewing Additional Customer Account Information.

See “Installation Options - Customer Page” (Application Fundamentals).

Correspondence

The Correspondence tab enables you to review any statements associated with this customer. You can drill down to the details for each form of correspondence. You can also view this customer's statements and send a statement as an attachment by e-mail.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then any correspondence related to each of the customers appearing at each level of the hierarchy appear in the list of conversations on the Conversations tab.

Furthermore, you can extract dunning letter info, preview a letter, delete an item from a letter, and print a letter using the Correspondence tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Credit Profile

The Credit Profile tab describes the current and past circumstances of the selected customer's credit. You can see everything that you need both about this customer's credit and any customer's within the selected customer's remit from, correspondence, and corporate hierarchy, depending on the multilevel hierarchies that have been set up for the selected customer. The Credit Profile tab for the selected customer contains:

- The current and past due balances as of the current system date.
- The credit limit amount
- A risk score and risk level.
- An assigned collector.
- The credit class.
- The D&B Rating (Dun & Bradstreet rating).
- The fiscal year to date record of the number of open, kept, and broken promises.
- A link to the Customer Messages page, which provides details or enables you to add details about a customer message.
- History including all or various aspects of the history.
- Aged date.
- Posted date.

Customer Balances

You can click the customer's balance amount link to display the Items tab, which includes all open items that make up the total balance for the customer. You can also click the customer's past due amount link to display a detail list of the items for which the due date has passed that are included in this balance.

Risk Scoring

A risk score is calculated based on the set up and processing of specific risk scoring rules by the Risk Scoring program (RUN_AR_RISK). You can set up one or more risk scoring rules for selected SetID, customer, or customer group. The range value entered in a risk score is used in conjunction with the risk scoring weight to compute the risk score. The system computes the Range Value * Risk Scoring Weight = Risk Score.

The Risk Scoring program is run as part of a nightly batch run after the ARUPDATE and AR_AGING processes have completed. This ensures that the most current risk score appears on the Credit Profile tab of the Collections Workbench and in the customer's Credit Profile. The AR_RISK program relies on updated history and aging information to compute the most accurate risk score. The Risk Score process does not take into account the Dun & Bradstreet rating for this customer.

The Risk Score condition enables the Condition Monitor to create action items based on a customer's risk score.

Risk score setup and processing are discussed in detail in other sections of the *PeopleSoft Receivables* and *PeopleSoft Order to Cash Common Information* documentation.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

See Setting Up Risk Scoring Rules.

See Generating Risk Scores.

See Understanding Exception and Collection Processing Options.

Promise Tracking

Open, kept, and broken promises for this customer are based on the Promise Tracking functionality on the Conversations page. A summary of these promises are listed on the credit tab and a breakdown of these promise statuses appears on the Conversations tab, which is described in a later section.

Customer Messages

When you click a link to access the Customer Message page, you can review or update the message code, the start and end dates of the message, the action required, and the hold code, if applicable. You can also indicate whether you want Customer Messages to appear on the Collections Workbench.

See “General Information - Messages Page” (PeopleSoft Order to Cash Common Information).

Direct Journal Payments

The Direct Journal Payments tab allows you to review direct journal payments.

You can budget check direct journals, complete direct journals and post direct journals to GL using the actions available for each direct journal payment.

The Direct Journal Payments tab data is populated only if *Track Direct Journal Customer* check box is selected on the “Installation Options - Receivables Page” (Application Fundamentals).

Items

The Items tab enables you to display an Item List associated with the selected customer based on the item status. You can also set up one or more filters to narrow your search for items similar to the way you set up filters for the Action List. The Item List is identical the Item List component (**Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item List**). You can access the Account Overview component (**Accounts Receivable** > **Customer Accounts** > **Customer Information** > **Account Overview**) to view the selected customer's balance, the most recent item and payment activity, and summarized aging information. You can also click links to view detailed credit data, such as the customer's risk code or dispute status.

You can select an Item Action option to perform an action. For example, you can generate a report for a customer, such as generate a dunning letter (DUNONL multiprocess job) or run the customer item inquiry report (ARX34003). Or you can view or perform an action for all of the selected items. The Item Action options are also available on the Item List page.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then the items purchased by the customer and all other customers defined at the same level or a lower level in the hierarchy appear in the Item List.

Note: Dunning letter actions can be performed on the Correspondence tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See Item List Page.

See Item Action Page.

Payments

The Payments tab displays the outstanding and complete payment information for a customer and/or contract and the payment performance for a customer. If you select a SetID, customer, and business unit in the Collections Workbench header, the system will display this information for that specific business unit. If you leave the business unit blank, the system will display the totals on the Outstanding Payments, Complete Payments, and Payment Performance grids for all business units that apply to the selected customer.

With PeopleSoft Contracts integration, you can also search payments (credit items, payments, drafts, and direct debits) based on contract ID, contract line, contract type, billing specialist, billing authority, or reference award number, or a combination thereof, for the following:

- On Account Items
- Prepayments
- Credit Memos
- Outstanding Payments
- Complete Payments

When you select the Payments tab, an On Account balance link enables you to access the Items tab and view any new On Account items for the selected criteria. You can also click the Prepayments total amount, which displays any items with prepayments that comprise this total.

You can set up one or more search filters to search for outstanding and complete payments. You select check boxes on the Payments tab to display payments in process, unapplied payments, drafts and direct debits in the Outstanding Payments grid. This grid displays the details for each payment and enables you to click the Deposit ID link to drill down to the Review Payments – All Payments page for regular payments, Draft Control page for drafts, and the Direct Debit Control page for direct debits.

You can use the search filter, select the Direct Debit and Draft check boxes, and enter a date range to display completed payments on the Complete Payments grid. This grid displays details about each completed payment. You can click a link to view the Item Activity From a Payment page, which displays how the completed payment affected each item.

The Payment Performance grid for customers displays the weighted average days and amount, which is the average number of days and amount it took to complete payments falling within a specified year and accounting period and an overall weighted average.

Depending on the level of customer that you select in the header (corporate, correspondence, or remit from) if a customer hierarchy is associated with this customer, then all outstanding payments for every customer that is at the same level or a lower level in the hierarchy appear in the Outstanding Payments list on the Payments tab.

See Customer History Calculations in the Receivables Update process.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Using the Collections Workbench

This topic discusses how to populate the Collections Workbench, personalize content, and use the action list.

Pages Used to Use the Collections Workbench

Page Name	*Definition Name*	*Usage*
Collections Workbench Page	COLLECTION_WRKBNCH	Track and manage customer data, contracts data, and collections.
Customer Notes Page	CUST_NOTES	Click the Notes icon next to the select Customer ID on the Collections Workbench page to display any notes associated with a selected customer. See “General Information - Notes Page” (PeopleSoft Order to Cash Common Information) for more information.
Conversations Page	CONVER_DATA1_SS	Click the **Add Conversation** link on the Conversations tab or in the header region of the Collections Workbench to add and update conversations with an active customer. See Reviewing Conversations and Promises for more information.
Personalize Content Page	AR_CWB_USER_OPTION	Click the Personalize Content link on the Collections Workbench page to personalize the content and tabs in the Customer Details Section.
Reassign Action Page	ACTION_REASSIGN	Click the Reassign Action link in the Action List section to reassign an action's owner to another owner. See Using the Action List on the Collections Workbench for more information.
Filter Action List Page	AR_ALISTFILTER_SEC	Select the Add Filter link in the Activity List group box to add, name, and save a filter that narrows your search for action items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Collections Workbench Page

Use the Collections Workbench page (COLLECTION_WRKBNCH) to track and manage customer data and collections, as well as contracts.

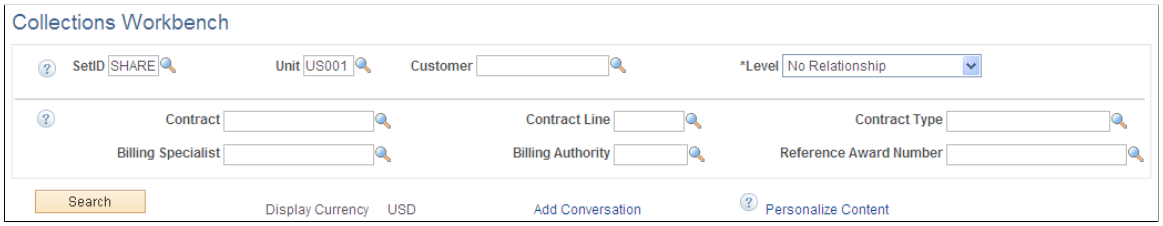
Navigation:

Accounts Receivable > Collections Workbench

Searching By Customer

You can populate the Collections Workbench detail tabs with customer data by entering search criteria in the header fields.

This example illustrates the fields and controls in the header search on the Collections Workbench page, for customer information only. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
SetID	Select a SetID. If a default SetID appears in this field, it is derived from User Preferences. You must select at least a SetID and customer ID to return data on the Collections Workbench detail tabs.
Unit	Select a business unit or leave the field blank to search all business units associated with a customer ID. If a default business unit appears in this field, it is derived from the Default Business Units group box on the User Preferences - Receivables Data Entry 1 page.
Customer	Select a customer. You must select at least a SetID and customer ID to return data on the Collections Workbench detail tabs.
	Click the Customer Messages (exclamation mark) icon to display any notes or documents associated with the selected customer. If there are no notes associated with the selected customer, this icon will not appear on the page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

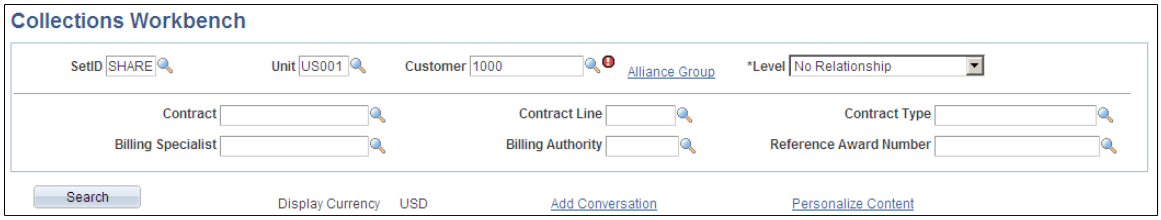
Field or Control	*Description*
Level	Select one of these customer relationship options to display on the Hierarchy tab the remit from, correspondence, or corporate multilevel hierarchy that was set up from the customer's General Information page. If a multilevel hierarchy was set up for the selected customer relationship, data for all customers associated with each level of the hierarchy display on each of the Customer Workbench tabs. If you select No Relationship, then the data will display only for the selected customer or customers, but no multilevel hierarchy will apply to any of the Collections Workbench tabs. • *Corporate* • *Correspondence* • *No Relationship* (This is the default field value.) • *Remit From* See “Understanding the Primary Customer Roles” (PeopleSoft Order to Cash Common Information).
Display Currency	Shows the currency used to display the amounts in the Collections Workbench. Its default value is default currency for the SetID in the Receivables Options component, the default currency in the Receivables business unit, the default currency in the Customer definition, or Personalize Content page.
Add Conversation	Click this link to access the Conversations page, where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page. You can add new conversations for active customers only. See Reviewing Conversations and Promises.
Personalize Content	Click this link to access the Personalize Content page where you can personalize the way the Customer Details fields and the tabs appear on the Collections Workbench page.

Searching By Contract

If you have PeopleSoft Contracts installed, you can search by values for contracts parameters only, or by both customers and contracts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls in the header search on the Collections Workbench page - including Contracts search criteria. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Contract	Also known as Contract Number, enter a unique identifier for a contract.
Contract Line	Also known as Line, select a distinct contract line number associated with a contract product or product details. Contract Line values are not used to populate the Conversations tab.
Contract Type	Select a value for the contract category.
Billing Specialist	Select a user name to identify the Billing Specialist.
Billing Authority	Select a user name to identify the Billing Authority.
Reference Award Number	Select a purchase order (PO) or award reference number.

See also the product documentation for *PeopleSoft Contracts*.

You can see contracts on the Contracts tab when searching by customer ID only. However, to search data by contract, you need to include one of these fields:

- **Contract**
- **Billing Specialist**
- **Billing Authority**
- **Reference Award Number**

These Collections Workbench detail tabs will display data for contracts:

- Contracts
- Payments
- Items

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Aging
- Conversations

Because Conversations are associated with Contracts at the header level, a Contract Line search value is not used to retrieve matching Conversations.

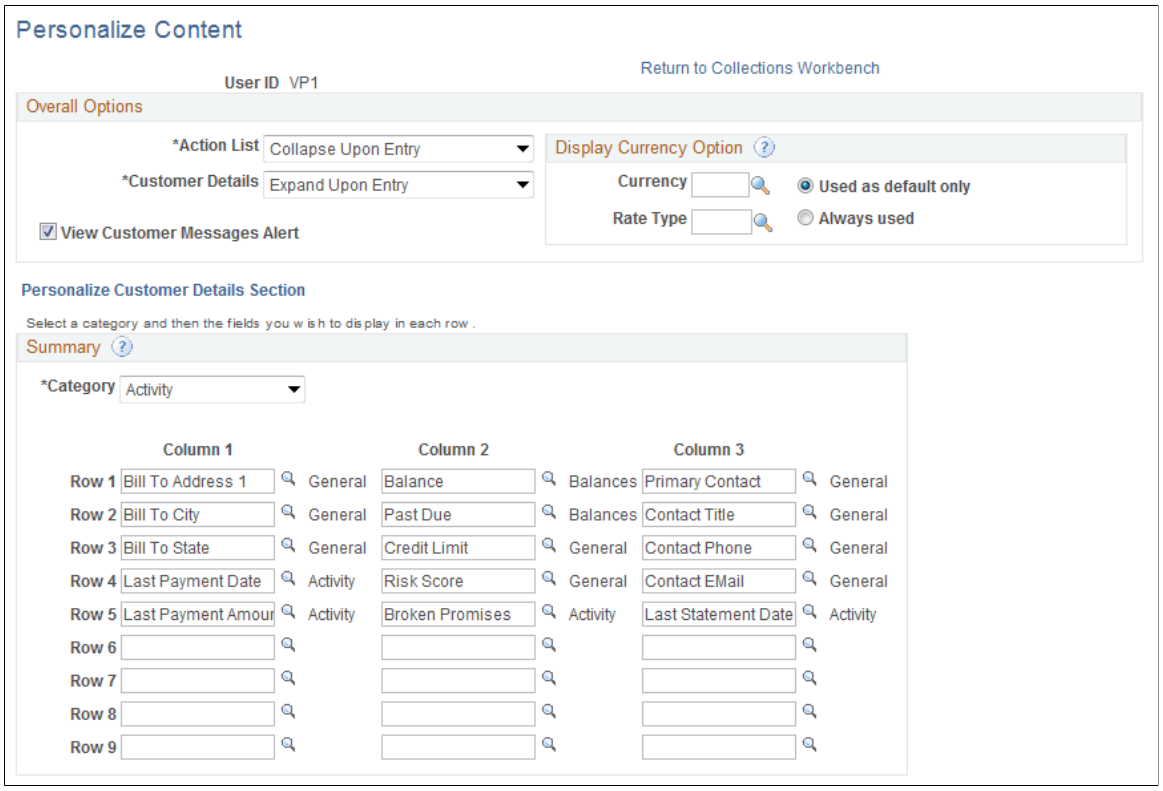
Personalize Content Page

Use the Personalize Content page (AR_CWB_USER_OPTION) to personalize the content and tabs in the Customer Details Section.

Navigation:

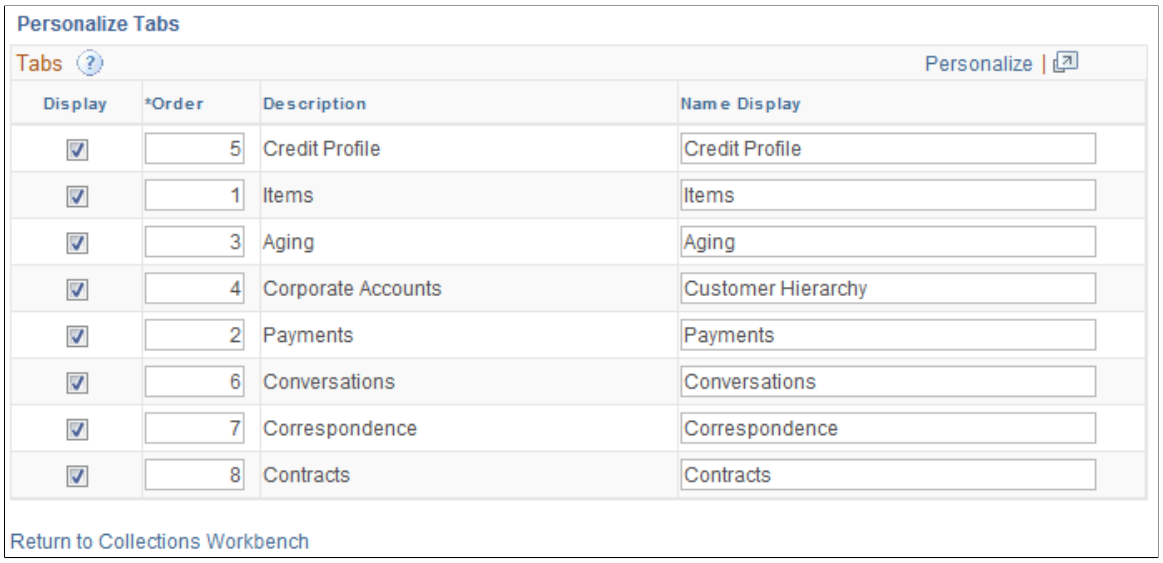
Click the **Personalize Content** link on the Collections Workbench page.

This example illustrates the fields and controls on the Personalize Content page (1 of 2), showing Overall Options and the Personalize Customer Details Section. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Personalize Content page (2 of 2), showing the Personalize Tabs grid. You can find definitions for the fields and controls later on this page.



Overall Options

Field or Control	*Description*
Action List	Select one of these values: • *Collapse Upon Entry* Displays only the Action List group box header when you access the Collections Workbench. • *Expand Upon Entry* Displays the entire Action List group box with a list of any actions that apply to either the user or the selected customer when you access the Collections Workbench. • *Always Hide* Does not display the Action List header or group box when you access the Collections Workbench.
Customer Details	Select from the same options that appear for the Action List to determine how you want the Customer Details group box to appear or not appear in the Collections Workbench.
View Customer Messages Alert	Select this check box to display the Notes icon next to the customer ID to enable you to access Customer Notes page (CUST_NOTES) to review any notes regarding the selected customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Display Currency Option

If the Display Currency Option fields on the Personalize Content page are empty, and the Business Unit or Customer criteria are not entered in the Collections Workbench header search, the system will not be able to populate any of the detail tabs. An error message on the detail tabs directs you to enter currency values on the Personalize Content page.

Field or Control	*Description*
Currency and **Rate Type**	Enter both a Currency and a Rate Type value, or leave both fields empty.
Used as default only	Select this option to use the Currency value entered here only if a display currency cannot be derived from either the Business Unit or Customer.
Always used	Select this option to use the Currency value entered here and override the display currency defined for the business unit or customer.

When you enter a customer but no Business Unit value in the Collections Workbench header, and then you click a **Display Currency** link and select the Business Unit Currency Option, the display currency is determined as follows:

- If all the open items have the *same* base currency, this base currency will appear as the display currency.
- If any of the open items have *different* base currencies, the system uses the Currency value that you specify on the Personalize Content page as the display currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Personalize Customer Details Section

Field or Control	*Description*
Category	Select from one of these categories: • *Activity Field* When you select this category, you can select the column and row number where you want to display the activity attribute field. Search and select the appropriate activity attribute. This attribute appears as the field name on the Collections Workbench in the Customer Details group box in the location indicated on the grid. The system displays a value next to that attribute. For example, if you select the category *Activity* and click the Search icon in Column 1, Row 1, a list of attributes that apply to activity appears. Select the attribute that you want to display in the Customer Details section of the Collections Workbench. • Select the category *Activity.* • Click the Search icon in Column 1, Row 1 to display a list of activity attributes. • Select the activity attribute that you want to appear in the Customer Details section of the Collections Workbench such as *Last Payment ID.* • When you save the Personalize Content page, the **Last Payment ID** appears as the field name in column 1, row 1 in the Customer Details group box along with the Last Payment ID number for the selected customer, if applicable. For example: **Last Payment ID 12345** for Customer 1001. • *Balances Field* Select this category and select attributes for the selected row and column as described for the **Balances Field** category, which will appear in the Customer Details group box of the Collections Workbench. • *General Field* Select this category and select attributes for the selected row and column as described for the **General Field** category, which will appear in the Customer Details group box of the Collections Workbench. • *Metric Field*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
	Select this category and select attributes for the selected row and column as described for the **Metric Field** category, which will appear in the Customer Details group box of the Collections Workbench. • *User Field* Select this category and select attributes for the selected row and column as described for the **User Field** category, which will appear in the Customer Details group box of the Collections Workbench. You define and populate fields that apply to your organization. See Setting Up User-Defined Fields.

See Collections Workbench Access and Population.

Personalize Tabs

Use the Tabs grid on the Personalize Content page.

Field or Control	*Description*
Display	Select the check box next to each tab's row to indicate that you want the tab to appear on the Collections Workbench page.
Order	Enter the numerical order that you want the tabs to appear on the Collections workbench page. **Important!** You must enter a different number to order each of the tabs even if you left the Display check box unchecked, which indicates that you do not want to the tab to appear on the Collections Workbench page. For example, if you number the tabs 1,2,6,4,5,3,7,8, leave the Display check box for tabs 3 and 4 unchecked, and save the page, the tabs 1, 2, 6, 5, 7, and 8 will appear on the Collections Workbench page in that order.
Description	Displays the system-defined description of each tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Name Display	Enter a name for each tab that you want to display on the Collections Workbench page. If you do not enter a name and you select the Display check box for that tab, a blank tab will appear on the Collections Workbench page. You can enter any name for the tab. However, Oracle recommends that the name of the tab corresponds with the page content of the tab. **Note:** The default values in the Name Display field are the labels entered during setup on the Collections Workbench Tabs page (Set Up Financials/Supply Chain, Product Related, Receivables, Workbench, Tabs, Collections Workbench Tabs).

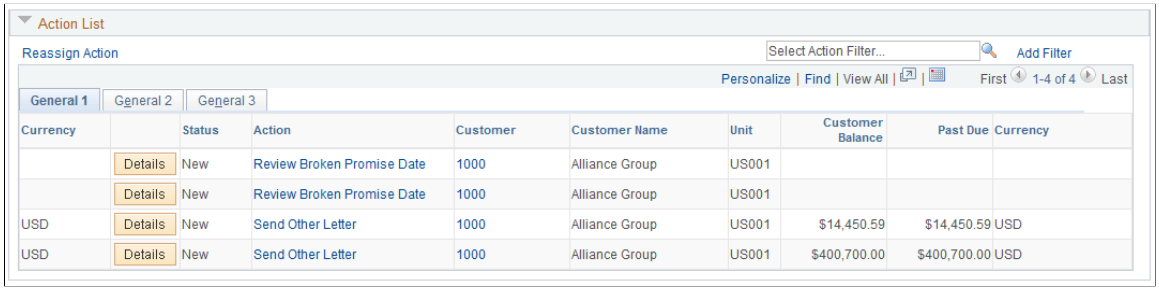
Using the Action List on the Collections Workbench

Use the Action List group box on the Collections Workbench page (COLLECTION_WRKBNCH) to view any actions assigned to you (based on your user ID) that apply to the selected customer.

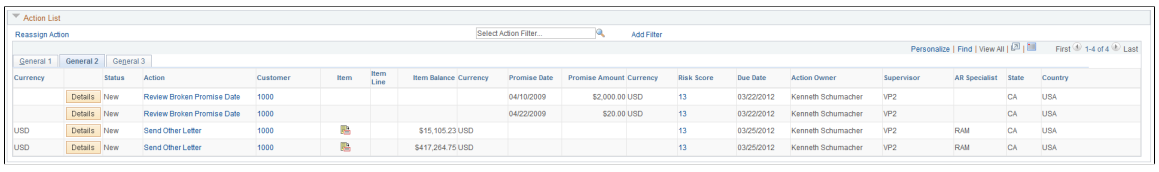
Navigation:

Expand the **Action List** section on the Collections Workbench page.

This example illustrates the fields and controls in the Action List section (General 1 tab) on the Collections Workbench page. You can find definitions for the fields and controls later on this page.

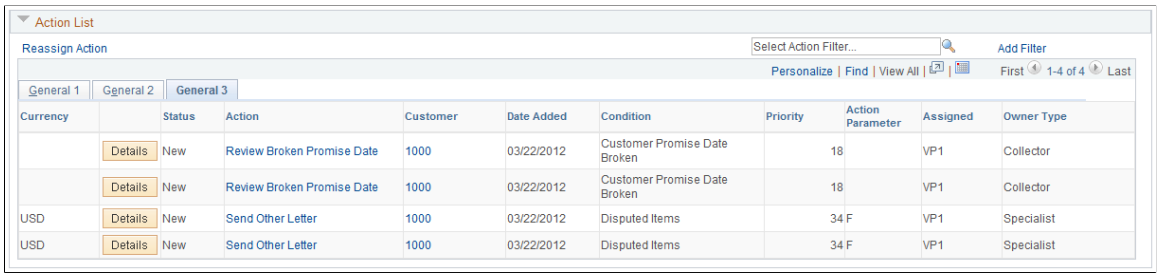


This example illustrates the fields and controls in the Action List section (General 2 tab) on the Collections Workbench page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls in the Action List section (General 3 tab) on the Collections Workbench page. You can find definitions for the fields and controls later on this page.



Field or Control	***Description***
Reassign Action	Select the Reassign Action link to reassign an action to another owner on the Reassign Action page (ACTION_REASSIGN). See Reassign Action Page.
Select Action Filter	Click the Search icon to select an action filter from a list of one or more action filters that you previously set up using the **Add Filter** link. When you select an action filter, a list of actions appear in the Action List group box based on the criteria you selected and saved on the Filter Action List page (AR_ALISTFILTER_SEC).
Add Filter	Select this link to access the Filter Action List page. Refer to the Adding Filters sub-section following this section.
General 1	Displays a list of any actions that have been for each customer in the list. You can click the Action link to view details about the action. You can also click the customer link to view details about this customer. See Customer Action Page.
General 2	Displays the items and their amounts affected by the action, the promise date information from the Conversations page, the customer's risk score, the action owner, the supervisor and location information. An Item icon appears only if the action is associated with an item condition, such as a deduction or an online action. Click to access the Item Maintenance page, where you view or update details for an item and access the item action list. If the item is associated with the conversation actions CPDB or CPDR after Condition Monitor runs, clicking the Item icon opens the Conversation Item References page, which lists the items. Click item ID links on the secondary page to view detail on the Item Maintenance page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
General 3	Displays the conditions related to the action, the priority of the condition, the action parameter, the user ID assigned to the action, and the user's role.

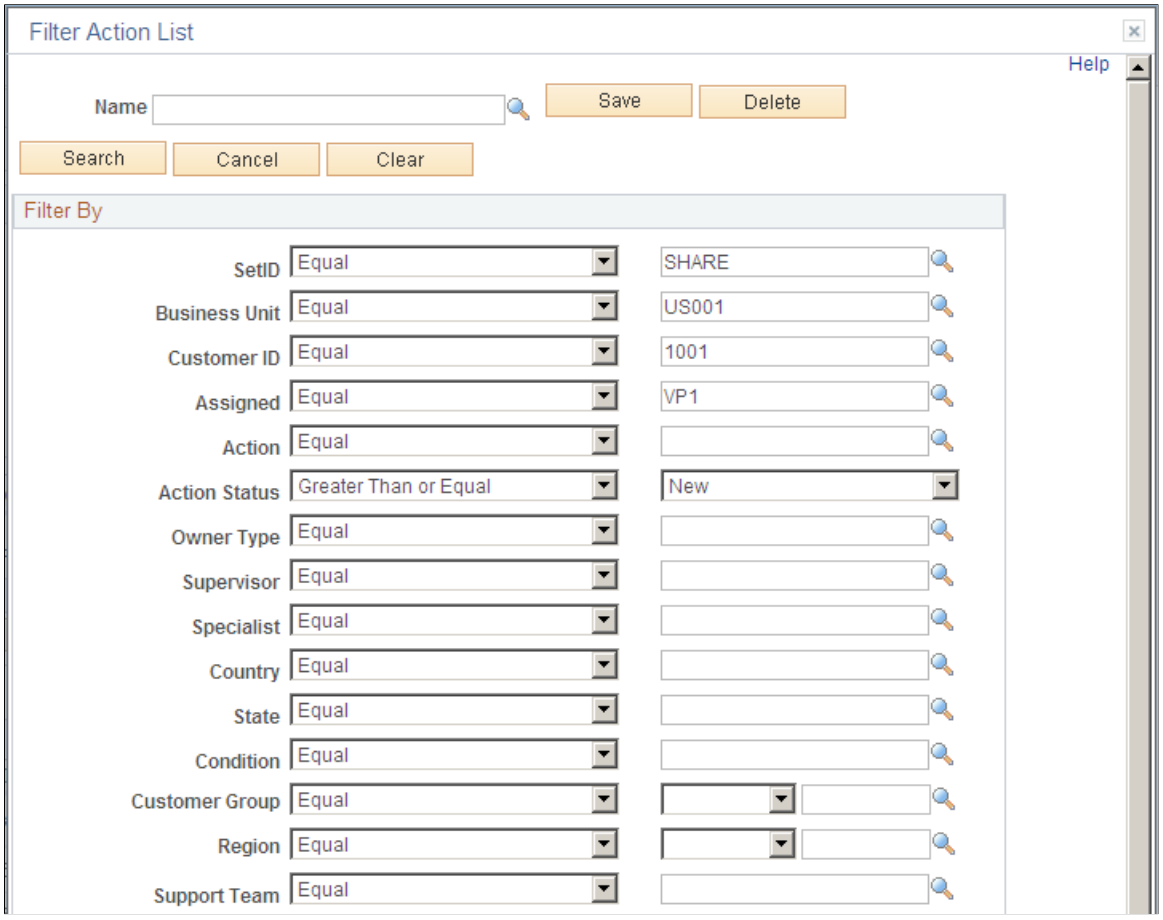
Filter Action List Page

Use the Filter Action List page (AR_ALISTFILTER_SEC) to add, name, and save a filter that narrows your search for action items.

Navigation:

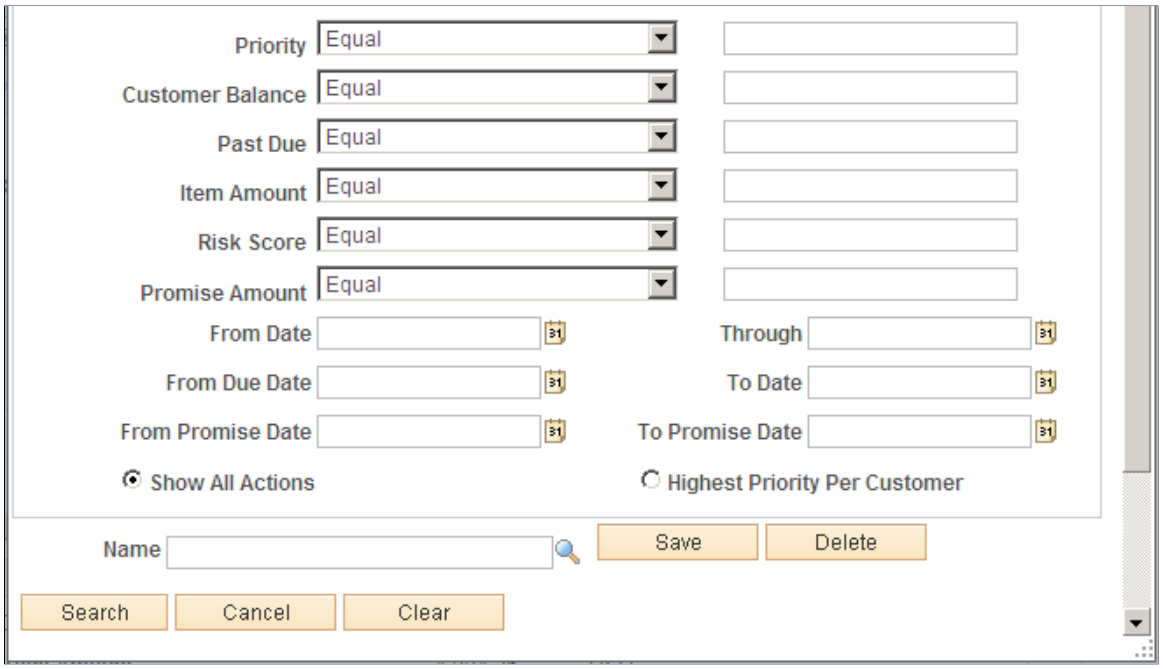
Click the **Add Filter** link on the Collections Workbench page in the Activity List group box.

This example illustrates the fields and controls on the Filter Action List page (1 of 2). You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Filter Action List page (2 of 2). You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Show All Actions	Select this radio button to display a list of all actions for each customer. The default sort order is Customer, Priority, and Condition. It is not necessary to enter a value in the **Priority** field on this page to use this option.
Highest Priority Per Customer	Select this radio button to display only the highest priority action for each customer. The default sort order is Customer, Priority, and Condition. Actions that you define on the Item Action page have the lowest priority. It is not necessary to enter a value in the **Priority** field on this page to use this option.
Name	Enter a name for the action filter that you want to create and save. You can also click the Search icon next to the field and search for and display an existing action filter.
Filter By group box	Select action criteria listed in this group box that will narrow your search for action items that you want to appear in the Action List group box on the Collections Workbench page. You can use this filter criteria to display action items assigned to more than one owner.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Save	Click this button to save your selection of filter options by the filter name that you entered or selected in the **Name** field. The system adds this action filter name and its settings to the list of available action filters.
Delete	Select the name of an action filter that you want to delete and click the **Delete** button. The selected action filter will be removed from your list of action filters.
Search	Click the Save button and then click this button to search for any actions that fall within the **Filter By** criteria that you selected for this action filter. When you click the Search button, the system searches for actions based on your filter criteria and displays those actions in the Action List group box on the Collections Workbench page. The name of the filter that you used to perform the search replaces *Select Action Filter* field value in the field next to the Search icon.
Cancel	Click this button to cancel the Filter Action List page and return to the Collections Workbench page. If you already saved the action filter and its search criteria and select the **Cancel** button, the Collections Workbench page appears and the saved action filter appears in the list of saved action filters.
Clear	Click this button to clear any values entered or selected in the Filter By group box. If an action filter name appeared in the Name field, it is replaced by the field value *Select Action Filter.* However, the action filter that originally appeared in the **Name** field still appears on the list of action filters as long as you saved it before clicking the Clear button.

See Assigning Actions and Sending Notification.

Reviewing the Customer's Credit Profile on the Collections Workbench

Pages Used to Review the Customer’s Credit Profile on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Credit Profile Tab	COLLECTION_WRKBNCH	View the current and past circumstances of the selected customer's credit.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page/Tab Name	*Definition Name*	*Usage*
Risk Score Details Page	AR_RISK_DTL_SBP	Click the **Risk Score** value link on the Credit Profile tab to review risk score details. See the Credit Profile Tab for more information.
Customer Messages Page	CUST_MESSAGES	Click the **Customer Messages** link on the Credit Profile tab to display any messages sent to the customer on various documents such as a statement, reminder notice, and more.

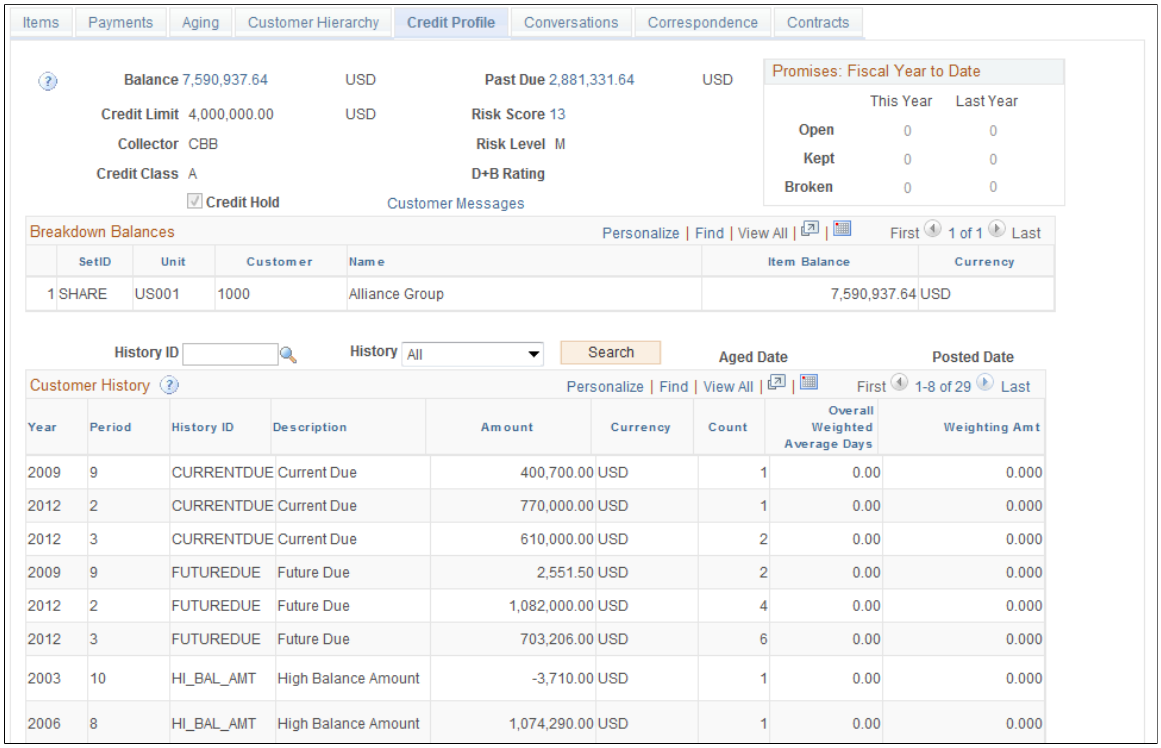
Credit Profile Tab

Use the Credit Profile tab (COLLECTION_WRKBNCH) to view the current and past circumstances of the selected customer's credit.

Navigation:

Select the Credit Profile tab on the Collections Workbench.

This example illustrates the fields and controls on the Credit Profile tab on the Collections Workbench page. You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Balance	Displays the current outstanding balance for the selected customer. Click the **Balance** amount link to display the Items tab, which contains the list of items and their amounts that were purchased to make up this balance amount. The **Total Amount** on the Items tab should equal the **Balance** amount on the Credit Profile tab.
Past Due	Displays the amount of the outstanding balance owed that is currently past due. Click the **Past Due** amount link to display the Items tab, which contains a list of items and their amounts that are past due.
Credit Limit	Displays the current credit limit for this customer. This value is derived from the Customer Information – Credit Profile page **(Customers > Customer Information > General Information > select 0030 – Credit Profile in the General Info (information) links field**
Risk Score	Displays the risk score that is calculated based on setting up risk scoring rules and running the Request Risk Scoring process (AR_RISK). Click the Risk Score value link to access the Risk Score Details page (AR_RISK_DTL_SBP). See Generating Risk Scores.
Collector	Displays the collector ID and name assigned to this customer on the Bill to Options page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
Risk Level	Displays the level of risk for this customer, which is set up on the Credit Profile page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
Credit Class	Displays the credit class for this customer, which is set up on the Credit Profile page (Customers, Customer Information, General Information, select 0030 – Credit Profile in the General Info (information) links field).
D&B Rating (Dun & Bradstreet rating)	Displays the Dun & Bradstreet credit rating for the selected customer. You can purchase a Dun & Bradstreet Report for a customer, which you can integrate with PeopleSoft. This Dun & Bradstreet rating is derived from the Dun & Bradstreet Report's Credit and Risk page. See “Obtaining D and B Credit Reports” (PeopleSoft Order to Cash Common Information).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Credit Hold	If this check box is selected, the customer has been put on a credit hold. When you run the Condition Monitor process, the process searches for customers with credit holds and creates an action based on the rules that you define. See Condition Monitor Page.
Customer Messages	Click this link to access the Customer Messages page. Use the Customer Messages page (CUST_MESSAGES) to display any messages sent to the customer on various documents such as a statement, reminder notice, and more. See “General Information - Messages Page” (PeopleSoft Order to Cash Common Information).
Promises: Fiscal Year to Date group box	Displays the number of **Open, Kept,** and **Broken** promises for this year and last year. See “Understanding Conversations” (PeopleSoft Order to Cash Common Information).
Breakdown Balances grid	Displays the setid, business unit, item balance and currency for a specific customer.

Customer History

Use the Customer History grid on the Credit Profile tab of the Collections Workbench.

Field or Control	*Description*
History ID	Select a History ID such as *HI_ BAL_AMT, CURRENTDUE, AVGDAYS.*
History	Select either: • *All* This enables you to view the customer history amounts for all accounting periods of the selected **History ID.** • *Most Recent* This enables you to view the customer history amount for the most recent accounting period of the selected **History ID.** See Understanding History Calculations.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See “General Information - Credit Profile - General Page” (PeopleSoft Order to Cash Common Information).

See Reviewing Customer Account Information.

Reviewing Customer Payment Information on the Collections Workbench

Pages Used to Review Customer Payment Information on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Payments Tab	COLLECTION_WRKBNCH	View the outstanding and complete payment information for a customer and/or contract, and the payment performance for a customer.
All Payments Page	PAYMENT_STATUS	Click the Deposit ID link for a regular payment on the Outstanding Payments grid on the Payments tab to review details for a selected outstanding regular payment. See the Payments Tab for more information. You can also access the All Payments page by navigating to **Accounts Receivable** > **Review Payments** > **All Payments**.
DD Control Page	DD_CONTROL_DSP	Click the Deposit ID link for a direct debit payment on the Outstanding Payments grid on the Payments tab to view control information, such as the direct debit status, customer information, and the posting details. See the Payments Tab for more information. You can also access the DD Control page by navigating to **Accounts Receivable** > **Direct Debits** > **Review Direct Debits** > **All Direct Debits** > **DD Control**.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page/Tab Name	*Definition Name*	*Usage*
Draft Control Page	DRAFT_CONTROL_DSP	Click the Deposit ID button for a draft on the Outstanding Payments grid on the Payments tab to review summary or detailed information for each item on a draft. See the Payments Tab for more information. You can also access the Draft Control page by navigating to **Accounts Receivable** > **Drafts** > **Review Drafts** > **All Drafts** > **Draft Control**.
Item Activity From a Payment Page	ITEM_PAYMENT	Click the More Info (more information) icon on the Complete Payments grid on the Payments tab to review the item details based on completed payment. See the Payments Tab for more information. You can also access the Item Activity From a Payment page by navigating to **Accounts Receivable** > **Customer Accounts** > **Item Activity From a Payment**.
History Page	CUSTOMER_HISTORY	On the Payment Performance grid of the Payments tab, view both user-defined history and system-defined history. The system stores customer history based on the fiscal years and periods that you define on the Detail Calendar page. See the Payments Tab. See also the History Page.

Payments Tab

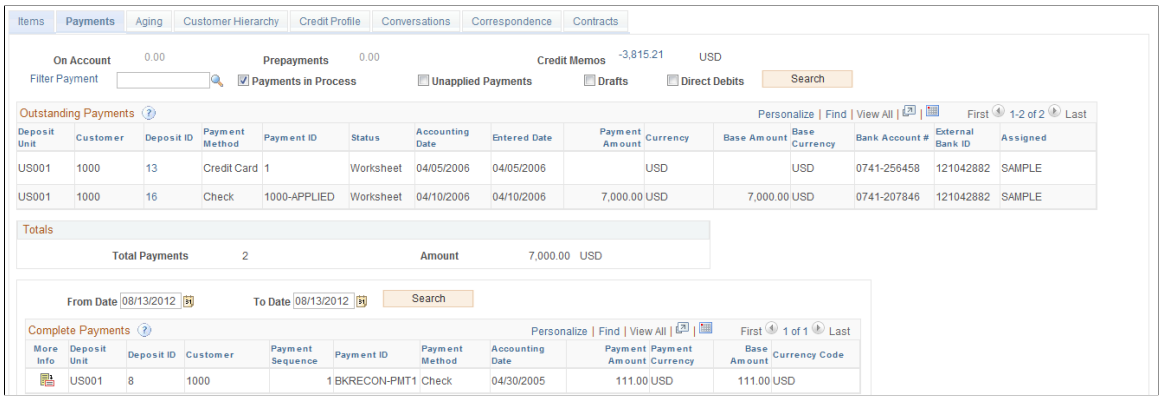
Use the Payments tab (COLLECTION_WRKBNCH) to view the outstanding and complete payment information for a customer and/or contract, and the payment performance for a customer.

Navigation:

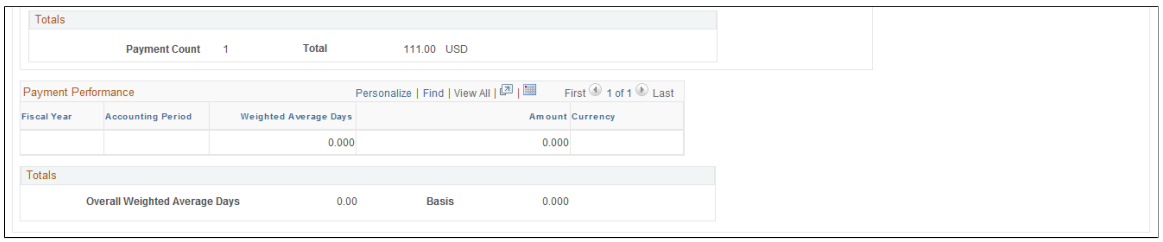
Select the Payments tab on the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Payments tab on the Collections Workbench page (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Payments tab on the Collections Workbench page (2 of 2). You can find definitions for the fields and controls later on this page.



Field or Control	***Description***
On Account	Displays the total amount of payments placed on a customer's account. Click the **On Account** amount link to access the Items tab, which lists the individual items making up the amount. The **Total Amount** at the bottom of the Items tab equals the **On Account** amount on the Payments tab.
Prepayments	Displays the total amount of prepayments made by this customer. Click the **Prepayments** amount link to access the Items tab, which lists the individual items making up the amount. The **Total Amount** at the bottom of the Items tab equals the **Prepayments** amount on the Payments tab.
Credit Memos	Displays the total amount of credit memos issued to this customer. Click the **Credit Memos** amount link to access the Items tab, which lists the individual items making up the amount. The **Total Amount** at the bottom of the Items tab equals the **Credit Memos** amount on the Payments tab.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Filter Payment	Click this link to access the Filter Payment page. Use this page to create filters that enable you to specify values that narrow your search for Outstanding Payments for this customer. This page works the same way as the Filter Action List page. Click the **Search** icon for the adjacent field to select one of the filters that you have set up.
Payments in Process	Select this check box to display payments that have worksheets created and have been partially or fully applied in the Outstanding Payments grid for the selected customer.
Unapplied Payments	Select this check box to include any payments that been identified but not applied in the Outstanding Payments grid for the selected customer.
Drafts	Select this check box to include any drafts in the Outstanding Payments and the Complete Payments grids for the selected customer.
Direct Debits	Select this check box to include any direct debit payments in the Outstanding Payments and Complete Payments grids for the selected customer.
Outstanding Payment Search	Click this button to search for payments based on the filter and the check boxes you selected.
Outstanding Payments grid	Displays details of the payments and the total of all of the payments displayed based on the filter and check boxes you selected after clicking the **Outstanding Payment Search** button. You can click the **Deposit ID** link to access the All Payments page (PAYMENT_STATUS) for each outstanding regular payment, the Direct Debit Control page (DD_CONTROL_DSP) for each outstanding direct debit payment, and the Draft Control page (DRAFT_CONTROL_DSP) for each outstanding draft payment. See DD Control Page. See Draft Control Page. In both Outstanding Payments and Complete Payments, the same payment can be applied to multiple customers. In this case, the system displays **Multiple** in the Customer field. You can click the Deposit ID link to see details.
From Date and To Date	Enter a date range to narrow your search for completed payments. The complete payments within the date range display in the Complete Payments grid.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Complete Payments grid	Displays payment information for payments where the Receivables Update process has successfully posted the payment. After a payment has been marked Complete, you can only inquire on it. To change it, you must unpost the payment group. See Receivables Update Processing Options. In both Outstanding Payments and Complete Payments, the same payment can be applied to multiple customers. In this case, the system displays **Multiple** in the Customer field. You can click the Deposit ID link to see details.
	Click this icon in the Complete Payments grid to access the Item Activity From a Payment page (ITEM_PAYMENT), which describes the effect of the payment on the payment items.
Payment Performance grid	Displays the **Weighted Average Days** and **Amount** for payments within a specific fiscal year and accounting period. Also displays the **Total Weighted Average Days** and **Basis** for all payments listed for the specific fiscal year and accounting period for the selected customer. See Customer History Calculations in the Receivables Update process. See History Page.

Researching Customer Item Information on the Collections Workbench

Pages Used to Research Customer Item Information on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Items Tab	COLLECTION_WRKBNCH	View an item list associated with the selected customer based on the item status.
Filter Items Page	CWB_ITEMSRCH_SEC	Click the Add Filter link on the Items tab to display a list of attributes that you can select to create a filter, which is used to narrow your search for items. See the Items Tab for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page/Tab Name	*Definition Name*	*Usage*
Account Overview – Balances Page	CUST_BALANCES_HDR	Click the **Account Overview** link on the Items tab to view customer balance, the most recent item and payment activity, and summarized aging information. Click links to view detailed credit data, such as the customer's risk code or dispute status. See the Items Tab and Reviewing Customer Account Information for more information.

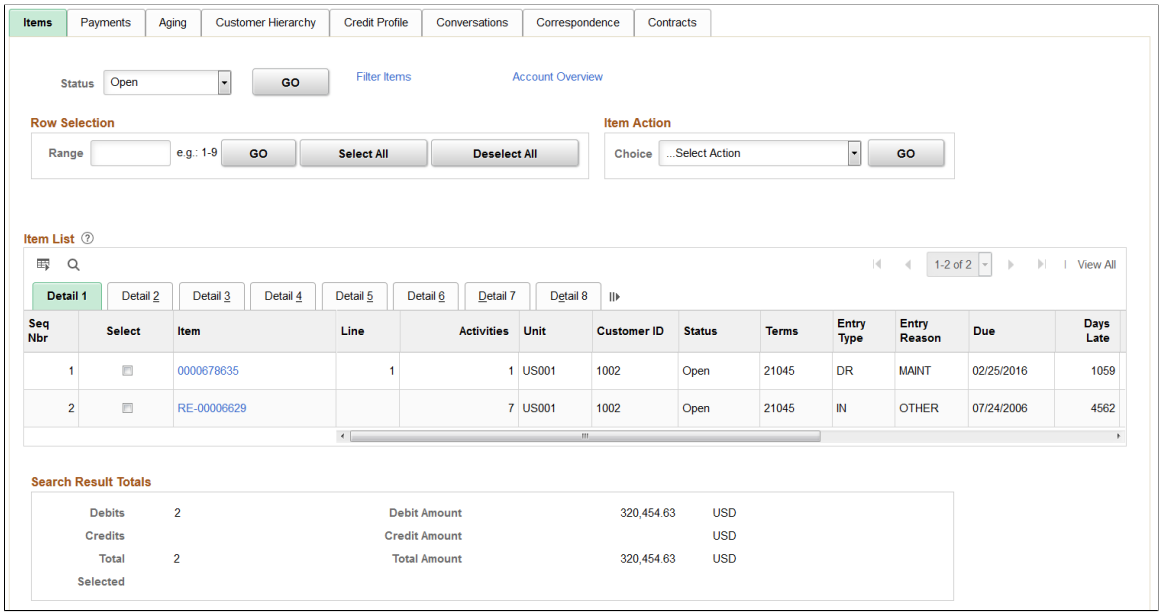
Items Tab

Use the Items tab (COLLECTION_WRKBNCH) to view an item list associated with the selected customer based on the item status.

Navigation:

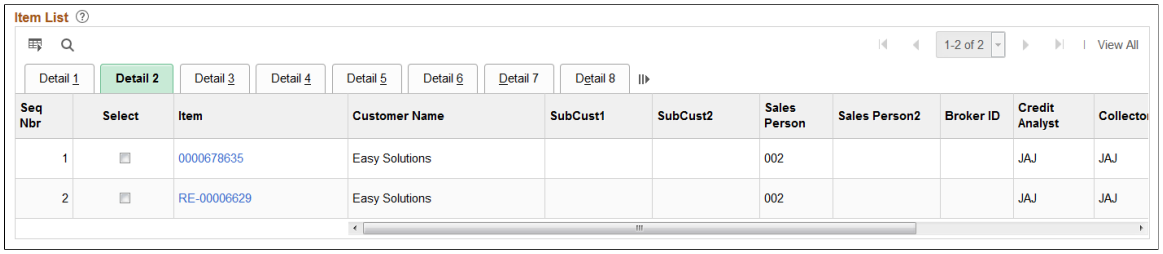
Select the Items tab on the Collections Workbench.

This example illustrates the fields and controls on the Items tab (Detail 1). You can find definitions for the fields and controls later on this page.

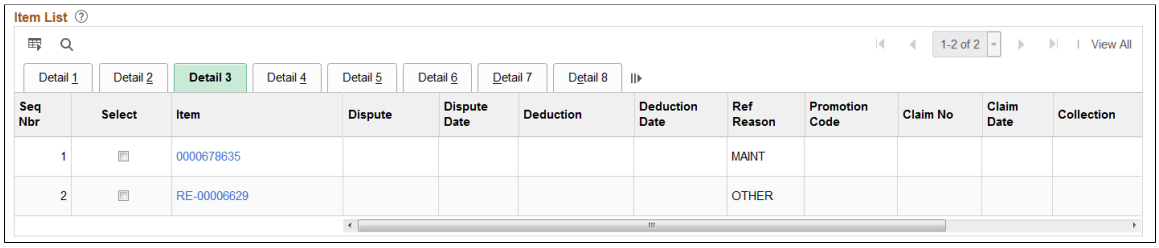


Copyright © 1988, 2025, Oracle and/or its affiliates.

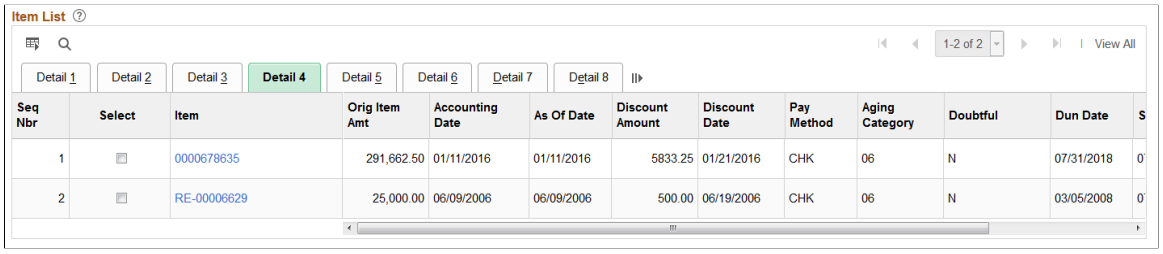
This example illustrates the fields and controls on the Items tab (Detail 2).



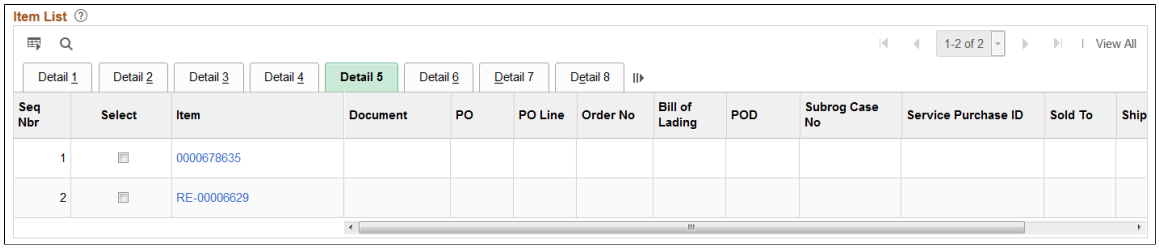
This example illustrates the fields and controls on the Items tab (Detail 3).



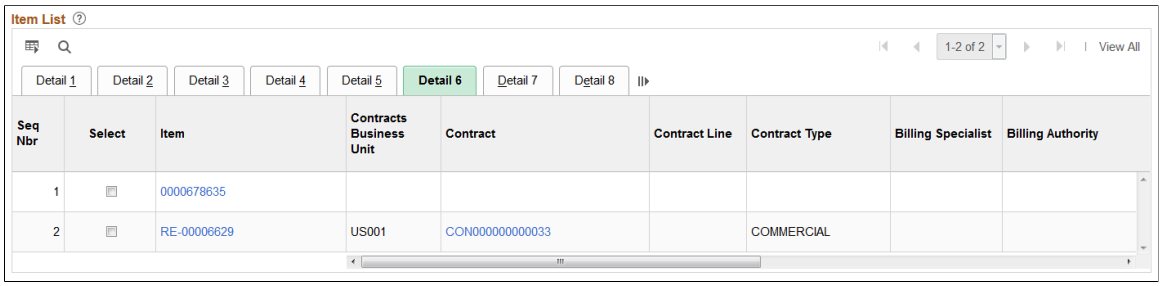
This example illustrates the fields and controls on the Items tab (Detail 4).



This example illustrates the fields and controls on the Items tab (Detail 5).

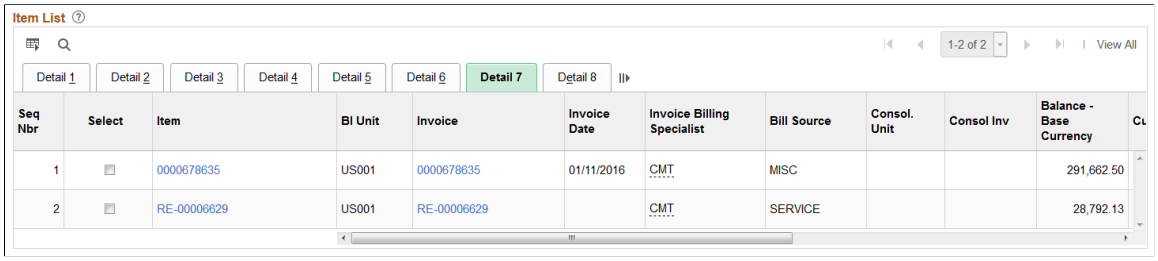


This example illustrates the fields and controls on the Items tab (Detail 6).

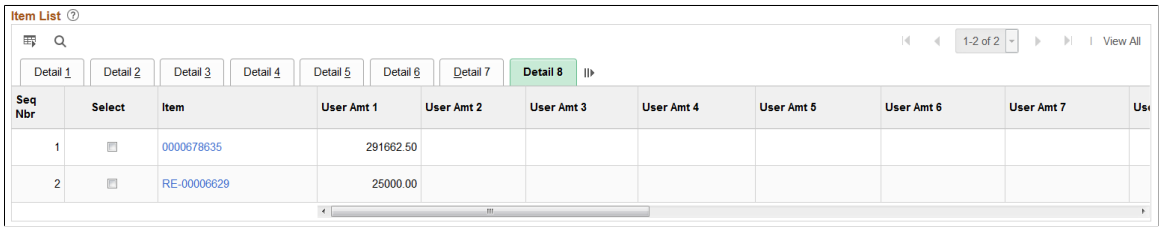


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Items tab (Detail 7).



This example illustrates the fields and controls on the Items tab (Detail 8).



Field or Control	***Description***
Status	Select the status of the items that you want to appear on the Item List grid from these options and select the **Go** button: • Items tab (Detail 1) on the Collections Workbench page *All* • *Closed* • *Collection* • *Deduction* • *Dispute* • *Doubtful* • *Last Conv* (last conversation) • *Open* (default) • *Past Due*
Filter Items	Click this link to access the Filter Items page (CWB_ITEMSRCH_SEC). Select the attributes that you want to use for this filter, enter the name of the new filter in the **Search Preferences** field on the Filter Items page and click the Save button. You set up and use this filter like you do the filters for the action list.
Account Overview	Click this link to access the Account Overview – Balances page (CUST_BALANCES_HDR) for the selected customer. See Reviewing Customer Account Information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Range	Enter a range for the Item List rows that you want to select and click the **Go** button. For example, if you enter 3–5 in this field, the system will place a check mark next to rows 3, 4, and 5 in the Item List.
Item Action and **Go**	Select an Item Action option to perform an action and click **Go**. You can generate a report for a customer, such as generate an open item, for example, or run the customer item inquiry report (ARX34003). Or you can view or perform an action for all of the selected items. Item Action values are the same as on the Item List page: • *Create a Maintenance Worksheet:* Create a maintenance worksheet showing all selected items on the Worksheet Application page. • *Generate An Open Item Report:* Run the Customer Item Inquiry report (ARX34003) for the customer. This report lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date. • *Multi-Item Update:* Use the Multi-Item Update page and change field values for all selected items. • *Pay by Credit Card:* Use the Credit Card Details page to authorize and settle the transaction. **Note:** If an item cannot be selected the item is highlighted in red and an error message that explains why the item cannot be paid by credit card appears. • *Reprint Invoices:* Reprint invoices for selected items. • *Select for Direct Debit:* Update the payment method to direct debit for the selected item. • *Tie To A New Conversation:* Use the Conversations page and add a new conversation. The system associates the selected items with the conversation. • *Tie To The Last Conversation:* Use the Conversations page and add information to the most recent conversation for the customer. The system associates the selected items with the conversation. • *View Items And Item Activity:* Use the Selected Items page and view summarized item details and activity for selected items. See also the documentation for the Item List page in Reviewing Item Information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
 (Conversation Exists icon)	Click the **Conversation Exists** icon to access the Conversations page, where you can view conversations associated with the item. This button is available only if the item is associated with one or more existing conversations. If the item has multiple conversations associated with it, the system displays a list of conversations.
 (View Invoice Image icon)	Click the View Invoice Image icon to view a copy the invoice for the selected item in a browser window.
 (Email icon)	Click the Email icon to open the Send Invoice page, where you can send a copy of the invoice image for an item by email.

Note: The fields *Invoice Billing Specialist* and *Bill Source information* originate from the PS_BI_HDR table that is associated with the invoice. The *Billing Specialist* field originates from a Contracts table.

Managing Customer Conversations and Promises on the Collections Workbench

Pages Used to Manage Customer Conversations and Promises on the Collections Workbench

Page Name	*Definition Name*	*Usage*
Conversations Tab	COLLECTION_WRKBNCH	View a conversation's details related to the selected customer or contract values.
Filter Conversations Page	CWB_CONVFILTER_SEC	Click the Filter Conversations link on the Conversations tab to select attributes to narrow your search for existing customer conversations. See the Conversations Tab for more information.
Customer Contacts Page	CWB_CUSTCONT_SEC	Click the Update Contacts link on the Conversations tab to display the contacts associated with this customer and enables you to click links for calling and sending the contact an email. You can also click a link to access the Contact page for the selected contact, as well as click a link to add a contact. See the Conversations Tab for more information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Promise Date Inquiry Page	CWB_PROMISEINQ	Click the **Promise Inquiry** link on the Conversations tab to search for and display promises associated with a selected customer. See Reviewing Conversations and Promises for more information.

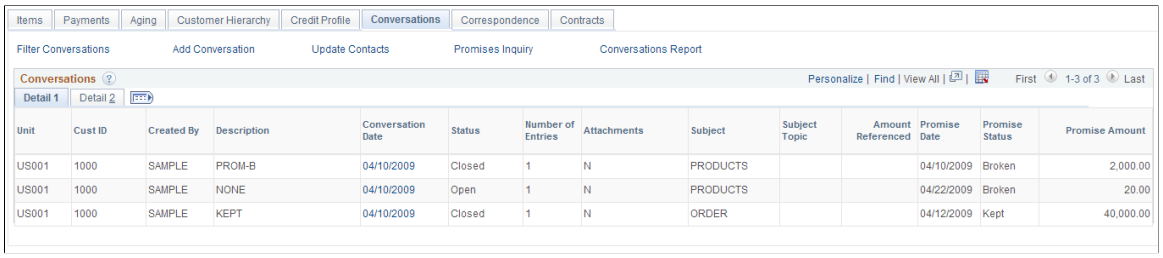
Conversations Tab

Use the Conversations tab (COLLECTION_WRKBNCH) to view a conversation's details related to the selected customer or contract values.

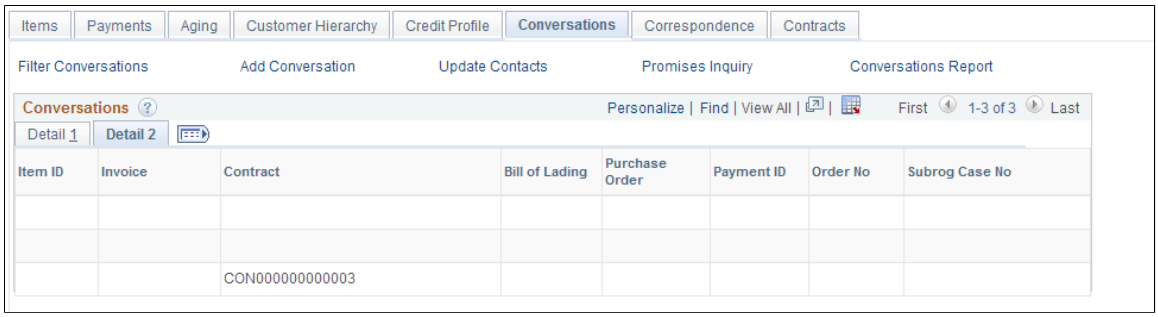
Navigation:

Select the Conversations tab on the Collections Workbench.

This example illustrates the fields and controls on the Conversations tab (Detail 1). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Conversations tab (Detail 2). You can find definitions for the fields and controls later on this page.



You can view conversations for inactive customers as well as for active customers here on the Conversations tab of the Collections Workbench or from pages in the Conversations component. Other pages show only conversations for active customers. Conversation details for inactive customers are read-only.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Filter Conversations	Click this link to access the Filter Conversations page (CWB_CONVFILTER_SEC), where you can select or enter attributes to narrow your search for conversations associated with the selected customer and display them in the Conversations grid on the Conversations tab of the Collections Workbench.
Add Conversation	Click this link to access the Conversations page (CONVER_DATA1_SS), where you can add a new conversation. The SetID, Business Unit, and Customer ID fields are populated based on the selected customer. You can add new conversation entries by clicking the Add Conversation Entry button on the Conversation page. You can add new conversations for active customers only. See “Conversations Page” (PeopleSoft Order to Cash Common Information). See Setting Up Promise Date Options for a Customer.
Update Contacts	Click this link to access the Customer Contacts page (CWB_CUSTCONT_SEC), which lists the name of each contact associated with the selected customer. You can perform these activities from this page: • Click the link associated with a contact's name to access the Contact page and maintain the selected contact's information. See “Setting Up and Maintaining Contacts” (PeopleSoft Order to Cash Common Information). • Click the Telephone icon on a customer contact row and the system will automatically dial this customer contact's phone number. **Important!** This icon will only appear if Computer Telephony Integration (CTI) is activated and the user is a CTI user. • Click the contact's email address, which enables you to create and send an email to the customer contact. • Click the **Add a New Contact** link to access a blank Contact page, where you can add a new contact for the selected customer.
Conversations Report	Click this link to access the Customer Conversations run control page (RUN_ARXCUSTCONVER) to run a report that lists the conversations for a customer for a specified period of time. See also PeopleSoft Receivables Reports: A to Z.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Conversations grid	The conversations associated with the selected customer based on your search criteria are listed on this grid. You can click on the link associated with a **Conversation Date** to access the Conversations page of the Conversations component, where you can review and update the details about the conversation associated with the selected **Conversation Date.** See “Understanding Conversations” (PeopleSoft Order to Cash Common Information).

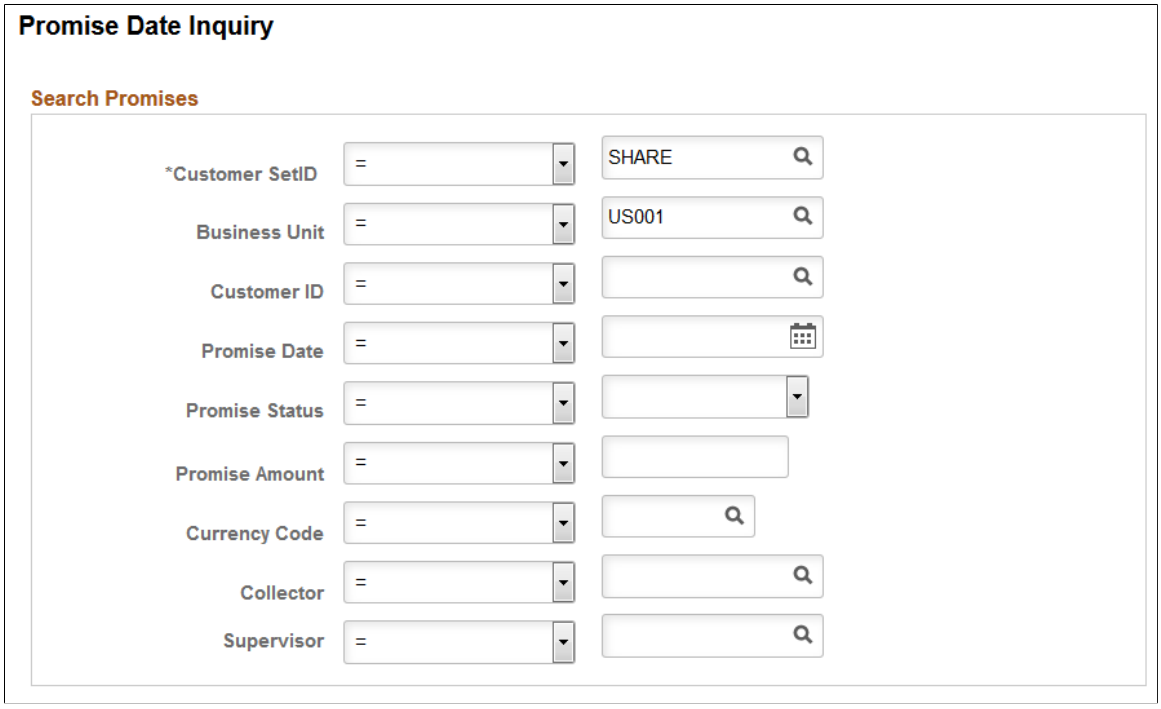
Promise Date Inquiry Page

Use the Promise Date Inquiry page (CWB_PROMISEINQ) to search for and display promises associated with a selected customer.

Navigation:

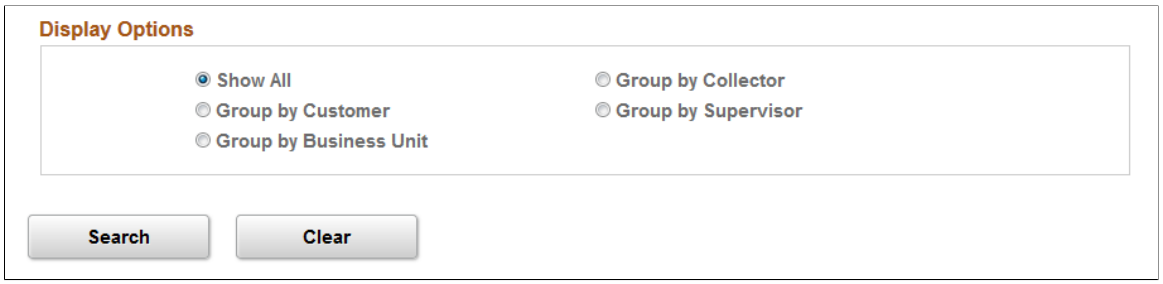
- Click the **Promise Inquiry** link on the Conversations tab of the Collections Workbench.
- **Accounts Receivable** > **Customer Interactions** > **Conversations** > **Promises Inquiry** > **Promise Date Inquiry**

This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.

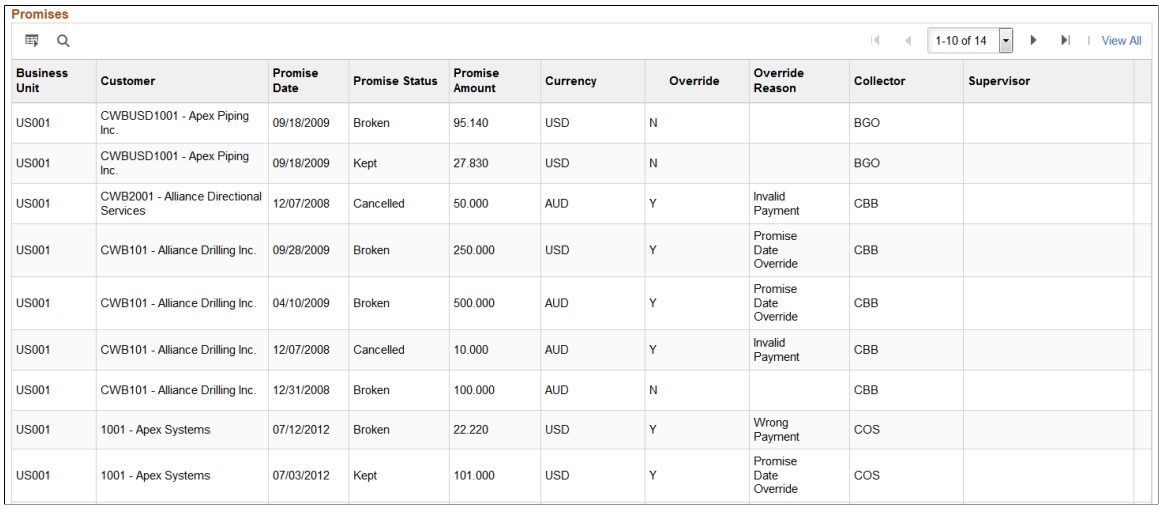


 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Promise Date Inquiry page. You can find definitions for the fields and controls later on this page.



Business Unit	Customer	Promise Date	Promise Status	Promise Amount	Currency	Override	Override Reason	Collector	Supervisor
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Broken	95.140	USD	N		BGO	
US001	CWBUSD1001 - Apex Piping Inc.	09/18/2009	Kept	27.830	USD	N		BGO	
US001	CWB2001 - Alliance Directional Services	12/07/2008	Cancelled	50.000	AUD	Y	Invalid Payment	CBB	
US001	CWB101 - Alliance Drilling Inc.	09/28/2009	Broken	250.000	USD	Y	Promise Date Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	04/10/2009	Broken	500.000	AUD	Y	Promise Date Override	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/07/2008	Cancelled	10.000	AUD	Y	Invalid Payment	CBB	
US001	CWB101 - Alliance Drilling Inc.	12/31/2008	Broken	100.000	AUD	N		CBB	
US001	1001 - Apex Systems	07/12/2012	Broken	22.220	USD	Y	Wrong Payment	COS	
US001	1001 - Apex Systems	07/03/2012	Kept	101.000	USD	Y	Promise Date Override	COS	

Field or Control	*Description*
Search Promises group box	Select or enter the attributes that will narrow your search for promises made by a customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Display Options group box	Click on one of these options to determine how you want the promises to appear on the Promises list. • *Show All* When you click the **Search** button, the system return all conversations based on the search parameters that you entered and display all promise conversations. • *Group by Collector* When you click the **Search** button, the system will group conversations by collector and display the summarized information for each collector. • *Group by Customer* When you click the **Search** button, the system will group conversations by customer and display the summarized information for each customer. • *Group by Supervisor* When you click the **Search** button, the system will group selected conversations by supervisor and display the summarized information for each supervisor. • *Group by Business Unit* When you click the **Search** button, the system will group conversations by business unit and display the summarized information for each business unit.
Promisesgrid	When you click the Search button, promise information and associated details display based on your selection of the search criteria and your selection of a display option.

Reviewing Customer Correspondence on the Collections Workbench

This topic discusses how to review customer correspondence and send customer statements by email on the Collections Workbench.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Review Customer Correspondence on the Collections Workbench

Page Name	*Definition Name*	*Usage*
Correspondence Tab	COLLECTION_WRKBNCH	Review correspondence history, including any statements or dunning letters associated with this customer.
Review Statements Page	CUSTOMER_STMTS	Click the link associated with a statement number in the Statements grid on the Correspondence tab to review the statement's subtotal and balances, as well as the items associated with the selected statement. See also Generating Customer Statements.
Send Statement Page	AR_SND_STMT_SEC	Click the Email icon in the Statements grid on the Correspondence tab to send an email message that includes the statement as an attachment.
Dunning Letters Page	DUNNING_LETTERS	Click a Dunning Number link in the Letters grid on the Correspondence tab to review the dunning letter details of a specific dunning letter sent to a selected customer. See also Generating Dunning Letters.
Letter Content Page	DUNNING_LTR_CNTNT	Click a Dunning Number link in the Letters grid on the Correspondence tab to review the content of a specific dunning letter sent to a selected customer. See also Generating Dunning Letters.
Send Statement Page	AR_SND_STMT_SEC	Send an email message that includes the statement as an attachment.
Send Dunning Letter Page	AR_SND_DUN_SEC	Send an email message that includes the dunning letter as an attachment.

Correspondence Tab

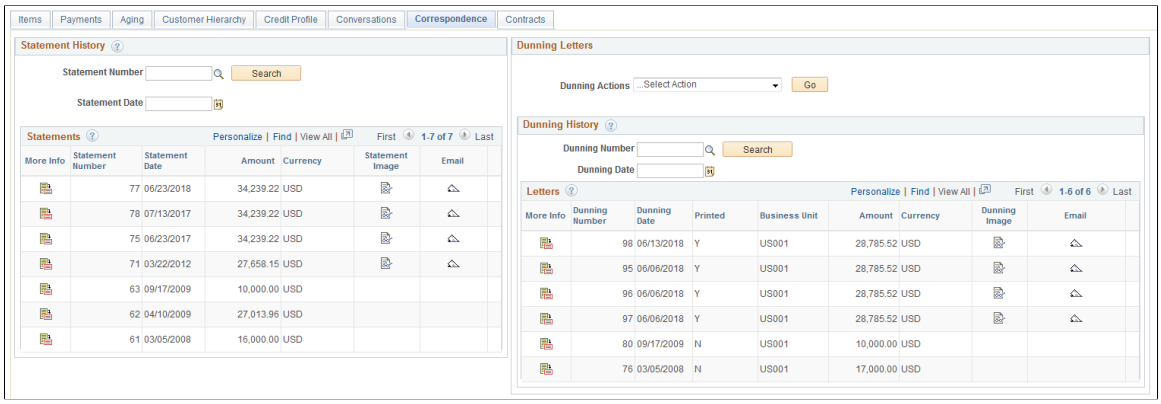
Use the Correspondence tab (COLLECTION_WRKBNCH) to review correspondence history, including any statements or dunning letters associated with this customer.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Select the Correspondence tab on the Collections Workbench.

This example illustrates the fields and controls on the Correspondence tab on the Collections Workbench page. You can find definitions for the fields and controls later on this page.



Statement History

Field or Control	*Description*
Statement Number	Select a **Statement Number** associated with the selected customer and click the **Search** button. The statement associated with this number appears in the Statements grid.
Statement Date	Select a date and click the **Search** button, to list any statements created on that date in the Statements grid. **Note:** You can also select a **Statement Number** and **Statement Date** and click the **Search** button to display the selected statement on the Statements grid. However, if you select a **Statement Number** and a **Statement Date** that is not associated with that number and click the **Search** button, nothing will appear in the Statements grid.

Statements

When you access the Correspondence tab, a maximum of eight statements will appear on the details grid in descending date order for the selected customer. Use the Statement Number field to search for and display a specific statement in the grid, and the Statement Date field to search for and display any statements created on the selected date in the grid.

Click the link associated with a **Statement Number** in the grid to display the Review Statements page (CUSTOMER_STMTS), where you can review the items associated with this statement.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Statement Image	Click to view an image of the statement for the specified customer. This field is visible only when an image file was generated for the statement. See Generating Customer Statements.
Email	Click to access the Send Statement page and email the statement as an attachment. The system automatically attaches the image to the email. You can view the image by clicking the filename. This field is visible only when an image file was generated for the statement.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Dunning Letters and Dunning History

Field or Control	*Description*
Dunning Actions	Use this list to perform dunning letter actions: • *Extract Dunning Letter Info*: Select this option to access the Dunning Letters Parameters page and run the AR Dunning process job. See Dunning Letters Parameters Page. • *Preview Letter*: Select this option to access the Letter Preview page and review dunning letters. See Dunning Letters - Letter Preview Page. • *Delete Item on Letter*: Select this option to access the Dunning Preview Delete Item page and delete items on a dunning letter prior to printing. See Dunning Preview Delete Item Page. • *Print Letter*: Select this option to access the Dunning Letter Print page and run reports that merge data from temporary tables to generate dunning letters. See Dunning Letter Print Page. For users to fully utilize this field, you must use PeopleTools security to grant access to these dunning letter components: • RUN_AR33000 • DUNNING_DELETE • DUNNING_DEL_ITEM • RUN_AR33001 Grant access using the *COLLECT_RECEIVABLES* menu: PeopleTools > Security > Permissions & Roles > Permission Lists > Pages > COLLECT_RECEIVABLES.
Dunning Number	Select a **Dunning Number** associated with the selected customer and click the **Search** button. The Dunning Number and its details appear in the Letters grid. Dunning history is available for two years, based on the current system date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Dunning Date	Select a **Dunning Date** associated with the selected customer and click the **Search** button. Any dunning numbers created on this date appear in the Letters grid. **Note:** You can also select a **Dunning Number** and **Dunning Date** and click the **Search** button to display the specific Dunning Number on the Letters grid. However, if you select a **Dunning Number** and a **Dunning Date** that is not associated with the selected dunning number and click the **Search** button, nothing will appear in the Letters grid.

Letters

When you access the Correspondence tab, a maximum of eight Dunning IDs will appear on the dunning letters detail grid in descending date order for the selected customer. Use the **Dunning Number** field to search for and display a specific Dunning Number in the grid, and the Dunning Date field to search for and display any Dunning Numbers created on the selected date in the grid.

Click the link associated with a **Dunning Number** in the grid to display the Dunning Letters page (DUNNING_LETTERS), where you can review the details concerning the items that associated with the dunning letter. You can click the Letter Content tab to view the actual dunning letter that was sent out to the customer.

Field or Control	*Description*
Dunning Image	Click to view an image of the dunning letter for the specified customer and dunning ID. **Note:** This field is visible only when an image file was generated for the dunning letter. To generate a dunning image, you must select the *Generate Dunning Image* option on the Receivables Options - General 1 page or the General Information - Correspondence Options page, then run the AR Dunning Application Engine process (AR_DUNNING) and print the dunning report, or run the dunning job containing both the aforementioned processes. See: Receivables Options - General 1 Page “General Information - Correspondence Options Page” (PeopleSoft Order to Cash Common Information) Generating Dunning Letters

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Email	Click to access the Send Dunning Letter page and email the image as an attachment. The system automatically attaches the image to the email. You can view the report by clicking the filename. **Note:** This field is visible only when an image file was generated for the dunning letter. To generate a dunning image, you must select the *Generate Dunning Image* option on the Receivables Options - General 1 page or the General Information - Correspondence Options page, then run the AR Dunning Application Engine process (AR_DUNNING) and print the dunning report, or run the dunning job containing both the aforementioned processes. See: Receivables Options - General 1 Page “General Information - Correspondence Options Page” (PeopleSoft Order to Cash Common Information)

Send Statement Page

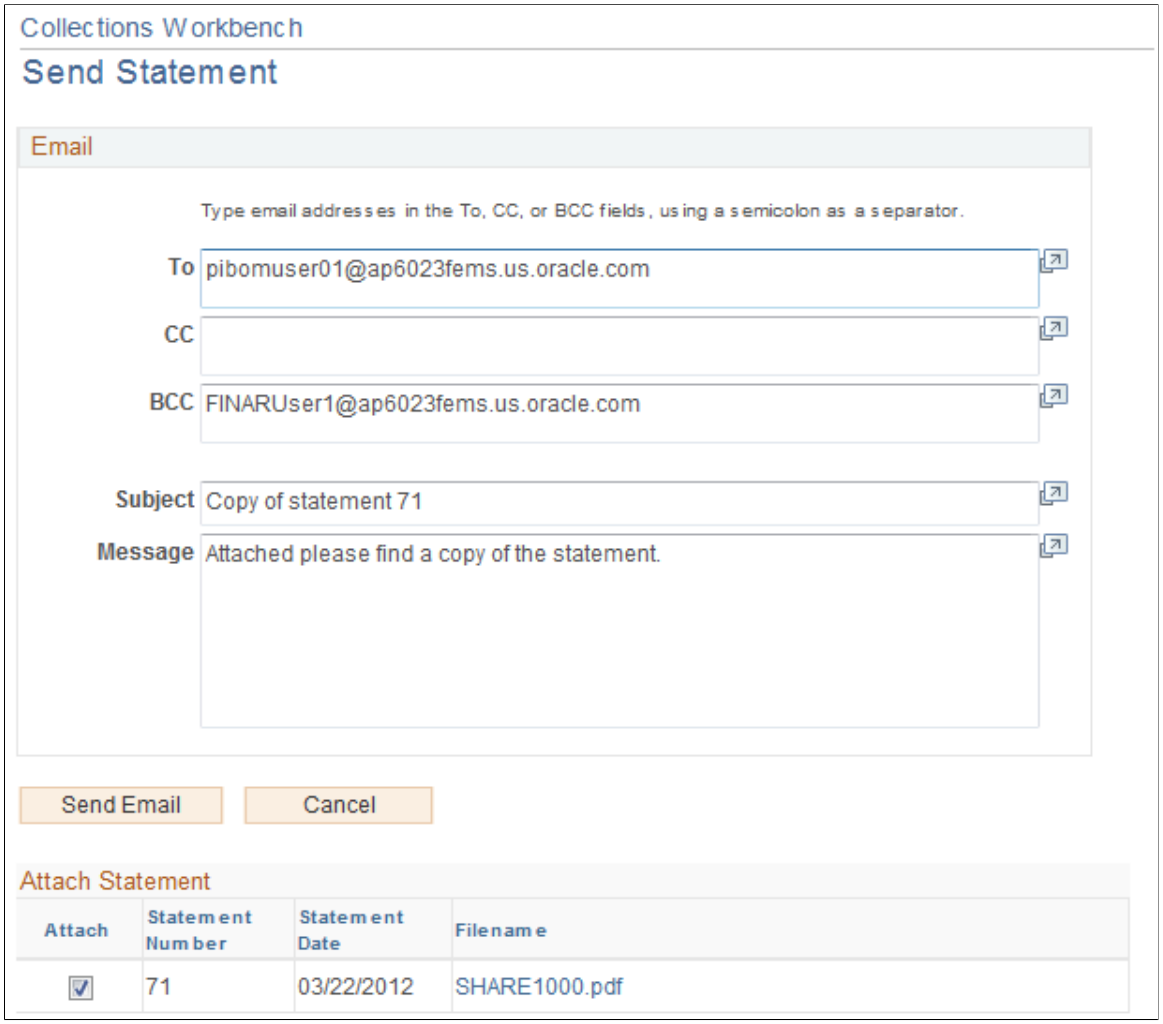
Use the Send Statement page (AR_SND_STMT_SEC) to send an email message that includes the statement as an attachment.

Navigation:

Click the **Email** icon in the Statements grid on the Correspondence tab of the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Collections Workbench – Send Statement page.



The default value for the recipient (To field) is the e-mail address of the primary contact for the customer, and your e-mail address appears by default in the BCC field. You can edit these and the other Email field values as required for your business processes and record keeping.

You can view the statement before sending the e-mail by clicking the statement filename link. The Attach check box must be selected for the statement to be delivered with the e-mail message.

Send Dunning Letter Page

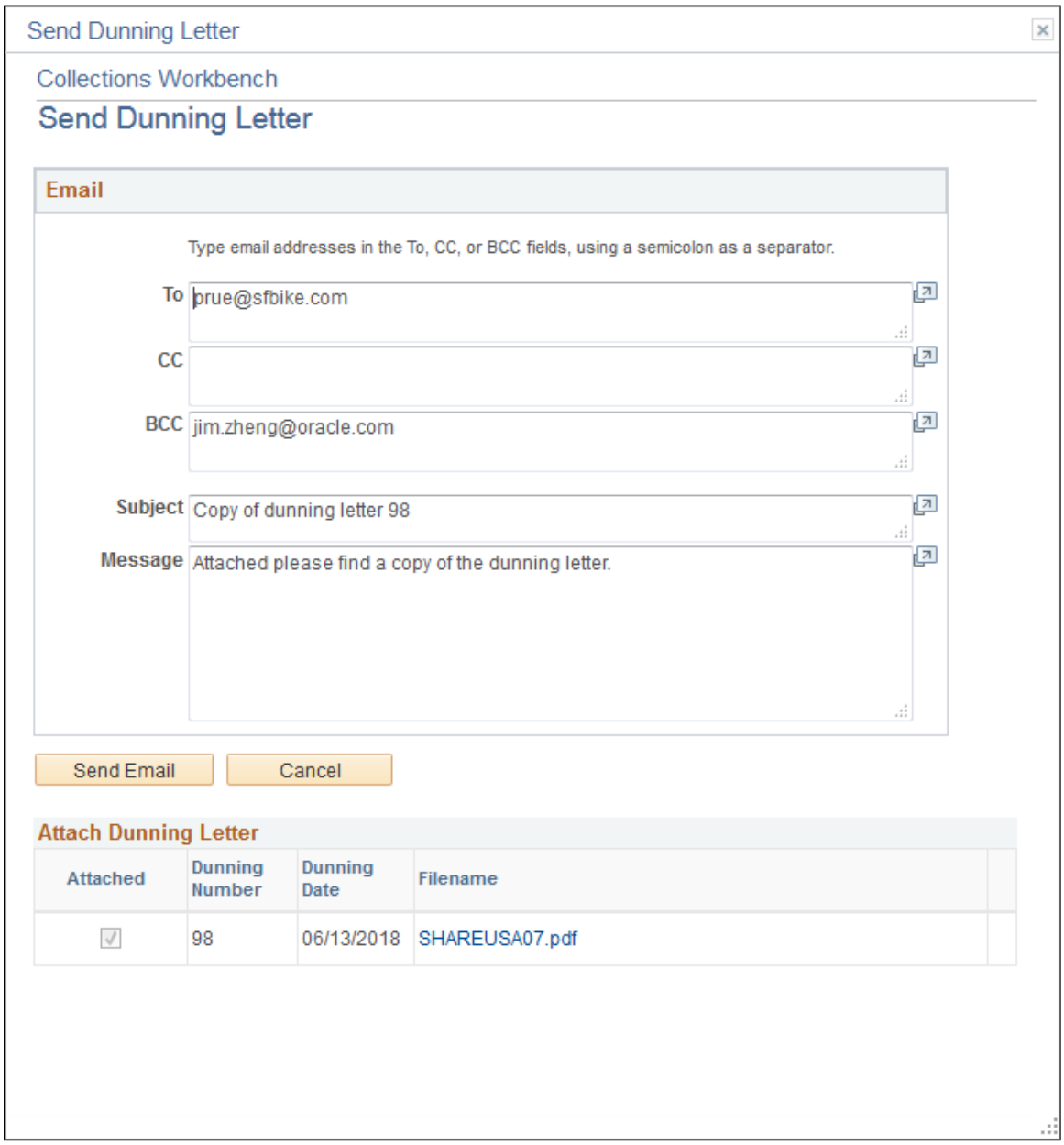
Use the Send Dunning Letter page (AR_SND_DUN_SEC) to send an email message that includes the Dunning Letter Attachment Report as an attachment.

Navigation:

Click the **Email** icon in the Letters grid on the Correspondence tab of the Collections Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Collections Workbench – Send Dunning Letter page.



You can view the report by clicking the filename.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Reviewing Customer Aging on the Collections Workbench

Page Used to Review Customer Aging on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Aging Tab	COLLECTION_WRKBNCH	View the current and past due balances, the high balance and high past due balance, and the balance and past due balance dates for the selected customer, as well as balances for any customer in the customer hierarchy. See also Setting Up Aging.

Aging Tab

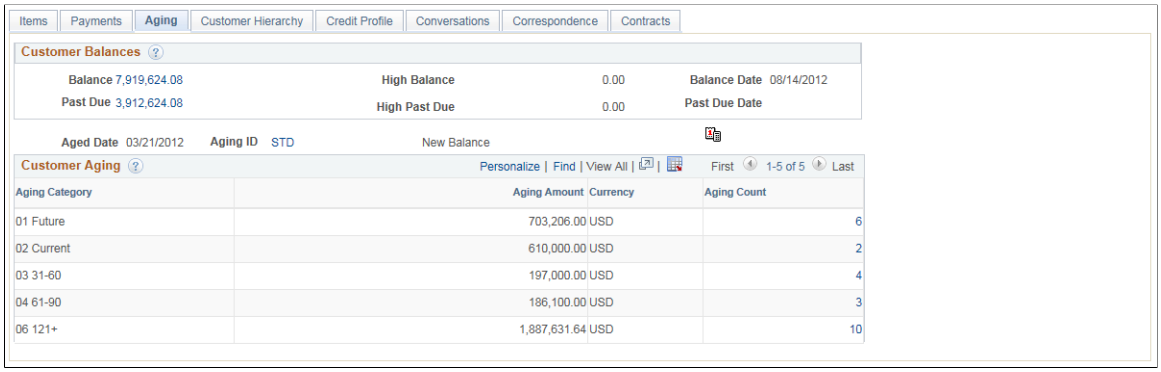
Use the Aging tab (COLLECTION_WRKBNCH) to view the current and past due balances, the high balance and high past due balance, and the balance and past due balance dates for the selected customer, as well as balances for any customer in the customer hierarchy.

Navigation:

Accounts Receivable > Collections Workbench

Select the Aging tab on the Collections Workbench.

This example illustrates the fields and controls on the Aging tab on the Collections Workbench page. You can find definitions for the fields and controls later on this page.



The fields in the Customer Balances region appear only when you enter a Customer value in the Collections Workbench header.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Balance	Displays the highest balance for the selected customer since the last time the ARUPDATE process ran. Click the link associated with the balance amount to display the Items tab of the Collections Workbench. See Researching Customer Item Information on the Collections Workbench.
High Balance (highest balance)	Displays the highest balance amount for the selected customer since the last time the ARUPDATE process ran.
Balance Date	Displays the date on which the balance amount was calculated.
Past Due	Displays the portion of the balance amount that is currently past due. Click the link associated with the past due amount to display the Items tab of the Collections Workbench.
Hi Past Due (highest past due)	Displays the highest past due amount for the selected customer since the last time the Aging process ran. **Important!** This amount only appears if you select a business unit for this customer. See Researching Customer Item Information on the Collections Workbench.
Past Due Date	Displays the date an amount is past due. **Note:** This amount only appears if you select a business unit for this customer.
Aged Date	Displays the system date from the beginning of the aging run. For example, if the Aging process starts at 11:58 p.m. on September 12 and ends at 12:01 a.m. on September 13, the aged date is September 12.
Aging ID	Displays the Aging ID. Click the **Aging ID** link to display the aging definition on the Aging page (AGING_TABLE).
New Balance	Appears if the customer's balance has changed since it was last aged. This indicates that you may want to rerun the Aging process.
	Click the **Update Aging** icon to age the customer's items during the next run of the Aging process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See Setting Up Aging.

Customer Aging Grid

This grid is updated after the aging process has been run for the selected customer or contract payments. Values appear in the **Aging Category**, **Aging Amount**, **Currency**, and **Aging Count** fields.

Click the **Aging Count** link associated with an aging category to display the Items tab of the Collections Workbench, which lists the items and amounts included in the selected aging category. If you have included any contracts search criteria, the system selects items based on those criteria and displays the items in the Items tab.

Reviewing the Customer Hierarchy on the Collections Workbench

Pages Used to Review the Customer Hierarchy on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Customer Hierarchy Tab	COLLECTION_WRKBNCH	Review customer hierarchy information. See also Reviewing Additional Customer Account Information.
Customer Credit Page	CUST_CREDIT_AVAIL	Click the Credit Limit link within a customer's hierarchy on the Customer Hierarchy tab to check the customer's credit position. See also "Making Customer Inquiries" (PeopleSoft Order to Cash Common Information).
Customer Information – General Info Page	CUST_GENERAL1	Click the Customer ID link within a customer's hierarchy on the Customer Hierarchy tab to access the customer's information. See also "Adding General Customer Information" (PeopleSoft Order to Cash Common Information).

Customer Hierarchy Tab

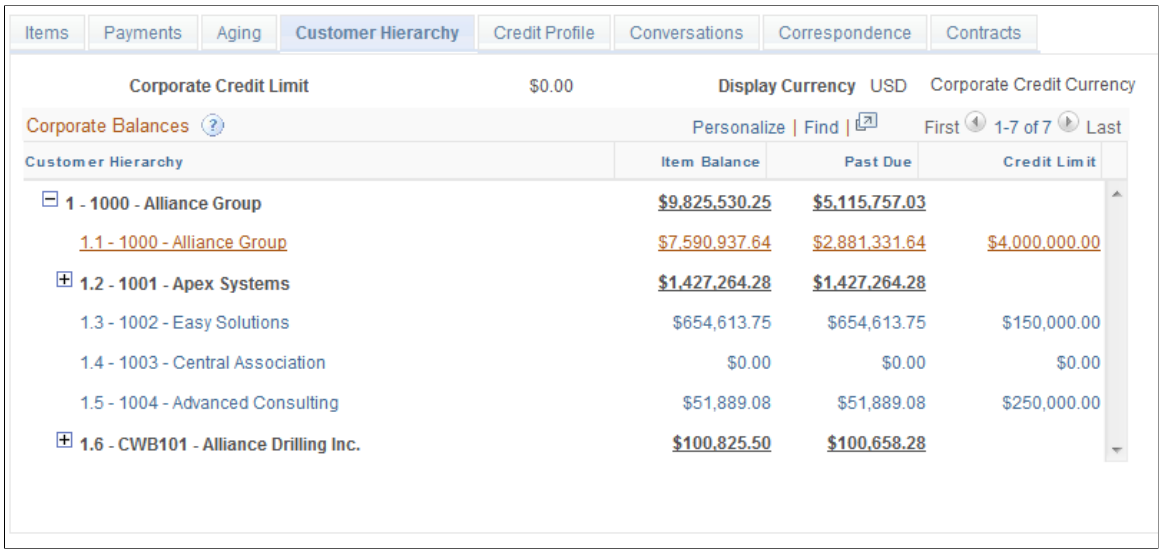
Use the Customer Hierarchy tab (COLLECTION_WRKBNCH) to view customer hierarchy information for the customer relationship level (*Corporate*, *Correspondence*, or *Remit From*) selected in the header search.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Select the Customer Hierarchy tab on the Collections Workbench.

This example illustrates the fields and controls on the Customer Hierarchy tab. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Corporate Credit Limit	Displays the credit limit for the parent customer in the hierarchy.
Display Currency	Displays currency associated with customer's general information.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Corporate Balances grid	This grid displays the levels of the **Customer Hierarchy,** which include the customer ID, the **Item Balance** amount, the **Past Due** amount, and the **Credit Limit** each customer on the grid. Customers that have other customers defined as children display the summarized item balance and past due amounts of all of their children. The credit limit is not summarized for each level of the hierarchy, because the credit limit is controlled by the parent's corporate credit limit. When summarized information for each level of the hierarchy displays, you cannot drill down to a more detailed level of data. Click one of the customer ID links in the Customer Hierarchy to access the selected customer's general information on the Customer Information - General Info page (CUST_GENERAL1). Click the **Item Balance** link for a selected customer within the Customer Hierarchy to display the Items tab of the Collections Workbench. Click the **Past Due** balance link for a selected customer within the Customer Hierarchy to display the Items tab, where you can select *Past Due,* search for, and display the items that make up the selected **Past Due** balance. Click the Credit Limit amount link for a selected customer within the Customer Hierarchy to display the Customer Credit page for the selected customer.

See “Corporate Customers” (PeopleSoft Order to Cash Common Information), “Installation Options - Receivables Page” (Application Fundamentals).

Reviewing Contracts Information on the Collections Workbench

Pages Used to Review Contracts Information on the Collections Workbench

Page/Tab Name	*Definition Name*	*Usage*
Contracts Tab	COLLECTION_WRKBNCH	View balances by contract and contract line, and select and review items by contract and contract line.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Page/Tab Name	*Definition Name*	*Usage*
Contract Billing Specialists Contract Billing Authorities Contract Projects	AR_CNTRCT_DATA_SEC	Click the (more) link in the Billing Specialist, Billing Authority, or 'Project Bus Unit, ID, Activity' field on the Contracts tab to display all values for the selected field. Display all Billing Specialist, Billing Authority, or 'Project Bus Unit, ID, Activity' values for the Contract or Contract Line. See the Contracts Tab for more information.
Filter Contracts	AR_CWB_CA_FLTR_SEC	Click the Filter Contracts link on the Contracts tab to add more filters for selecting contract data. See the Contracts Tab for more information.
Contracts Workbench	CA_CONSOLE	Click the Contract link for a selected contract on the Contracts tab to display contract details including contract amounts, contract lines, related projects, and contract milestones. See also “Using the Contracts Workbench” (PeopleSoft Contracts).

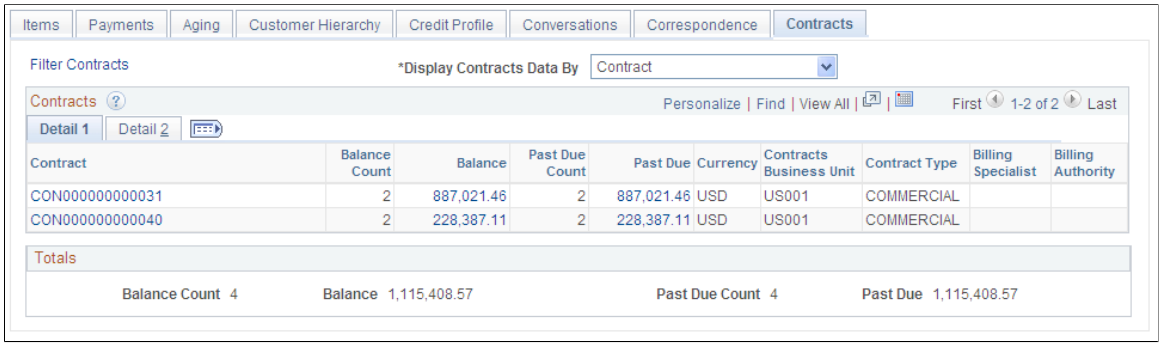
Contracts Tab

Use the Contracts tab (COLLECTION_WRKBNCH) to view balances by contract and contract line, and select and review items by contract and contract line.

Navigation:

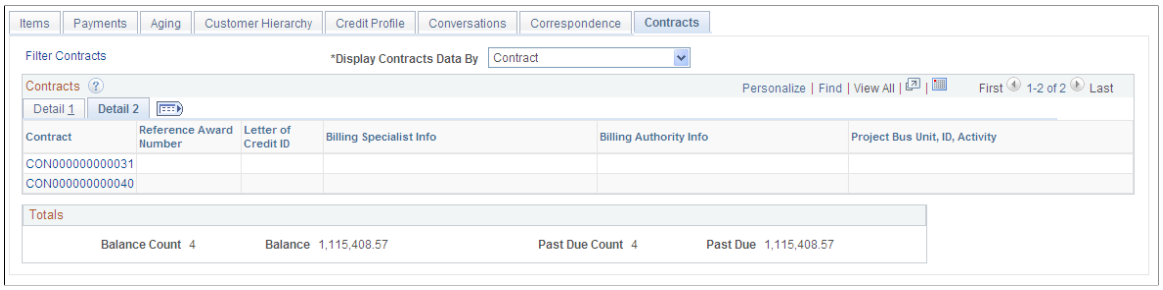
Select the Contracts tab on the Collections Workbench.

This example illustrates the fields and controls on the Contracts tab (Detail 1). You can find definitions for the fields and controls later on this page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Contracts tab (Detail 2). You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Filter Contracts	Click this link to access the Filter Contracts page (AR_CWB_CA_FLTR_SEC). You can select specific criteria on this page that are used to filter the contracts data. The original contracts values entered at the Collections Workbench header level are display-only on the filter page, except for the Customer fields. If you enter a Customer and select *No Relationship* as the Level, the system searches for the selected customer only. However, if you select a different Level value, the Customer field is available so that you can filter data by customers in the hierarchy.
Display Contracts Data By	Select *Contract* or *Contract Line* to display the data in the Contracts grid at the contract or contract line level. The default value is *Contract*. If you display contracts data by contract, the system hides these columns: Contract Line, Unit, Customer ID, SubCust1, and SubCust2.

Contracts Details Grid and Totals

The Contract grid shows the balance and past due by contract or contract lines. It also shows some contract details for the contract or contract line. The Totals group box displays the balance and past due total counts and amounts.

Field or Control	*Description*
Contract	Click a contract number link to review contract details on the Contracts Workbench page.
Balance and **Past Due**	Click a Balance or Past Due amount link to display the Items tab with item details. These links are available only if the Items tab has been selected for display on the Collections Workbench.
Totals	Shows the balance and past due total counts and amounts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Contracts Business Unit, Contract Type, Reference Award Number, and **LOC ID**	These fields display data that the system fetches from PeopleSoft Contracts.
Customer	Displays data for Customer, SubCust1, SubCust2, Business Unit, and Customer associated with the Contract Line from the associated items.
Billing Specialist and Billing Authority	Displays the billing specialist ID or the billing authority ID for the contract or contract line in the grid. You can hover over the ID to display the full name and phone number.
Billing Specialist Info and Billing Authority Info	The Info fields display the full name and phone number for the billing specialist and billing authority. If there are more than three values, the first two values are displayed in the grid, with a link to more. Click the (more) link to display all of the values.
Project Bus Unit, ID, Activity	This field displays a string of values for the Project Business Unit, ID, and Activity for the contract or contract line.

Viewing Details By Contract

Use the Contracts Workbench page (CA_CONSOLE) to displays contract details including contract amounts, contract lines, related projects, and contract milestones.

Navigation:

Click the Contract link for a selected contract in the Contracts tab.

Customer Contracts > **Contracts Workbench**

Reviewing Direct Journal Payments on the Collections Workbench

This topic discusses how to review direct journal payments on the Collections Workbench.

Pages Used to Review Direct Journal Payments on the Collections Workbench

Pages Used to Review Direct Journal Payments on the Collections Workbench.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	Definition Name	Usage
Direct Journal Payments Tab	COLLECTION_WRKBNCH	Review direct journal payments.

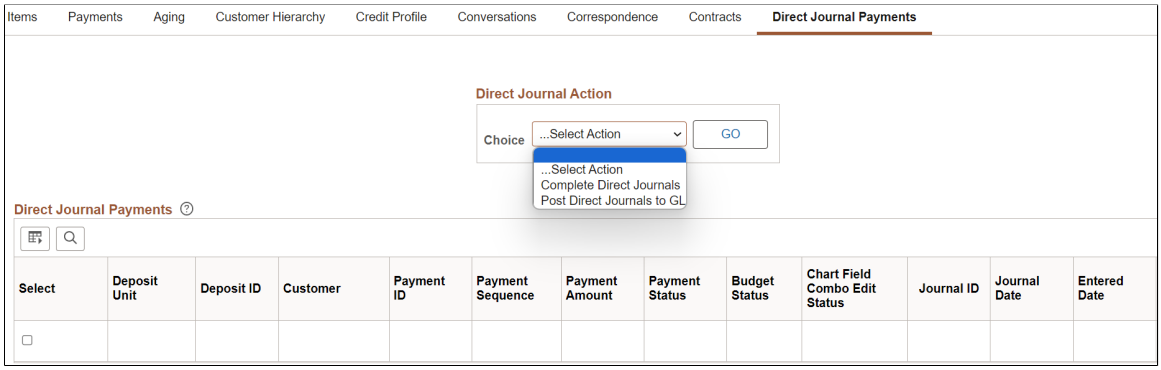
Direct Journal Payments Tab

Use the Direct Journal Payments tab (COLLECTION_WRKBNCH) to view direct journal payments.

Navigation:

Select the Direct Journal Payments tab on the Collections Workbench.

This example illustrates the fields and controls on the Direct Journal Payments tab. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Choice	Select an action for the journal. The available options are the following: • *Complete Direct Journals* • *Post Direct Journals to GL* • *Budget Check Direct Journals*: Available only if Commitment Control is enabled at the Installation options.
Payment Status	Displays the payment status. The options are: *Identified*, *Journalled* or *Directly Journalled*.
Chartfield Combo Edit Status	Displays the Chartfield Combo Edit status. If there are errors, you can click the *Errors* link to access the Direct Journal Acctg Entries page. See Direct Journal Payments - Accounting Entries Page.
Journal ID	Click to access the Create/Update Journal Entries page. See "Create/Update Journal Entries - Header Page" (PeopleSoft General Ledger).

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 50

Processing Service Purchase Invoices

Understanding Service Purchase Invoice Processing

Employers, particularly in the public sector, may offer one or more pension plans to their employees. A *pension plan* is a type of retirement plan wherein an employer makes contributions during employment toward a pool of funds set aside for an employee's future benefit. The pool of funds is then invested on the employee's behalf, allowing the employee to receive benefits upon retirement. Every pension plan is unique. Employees who enroll in a pension plan offered by an employer are considered members of that plan.

A pension plan may offer an employee service purchase option, which enables members to buy service credit based on rules defined by the plan and type of service. The service may include periods when members were not contributing to the plan—for example, military leaves or periods in which they were working but were not eligible to participate in the plan. In such cases, employees pay the contributions and interest that the plan would have collected if they had been working and contributing during that time. They can also reestablish service credit if they previously terminated and received a refund of their contributions to the plan. Each service type is associated with an action and action reason, with the exception of withdrawn contributions. Action and action reason codes are used to define the period that can be purchased for service credit.

Pension plans and their associated service purchase options are set up and administered by PeopleSoft Pension Administration in PeopleSoft Human Capital Management (HCM). Eligibility to participate in the Service Purchase option is defined by the plan. Once a service purchase is initiated, it is assigned a Service Purchase ID in Pension Administration. A pension administrator initiates service purchase transactions in Pension Administration, and Integration Broker messages are sent to Receivables to do the following:

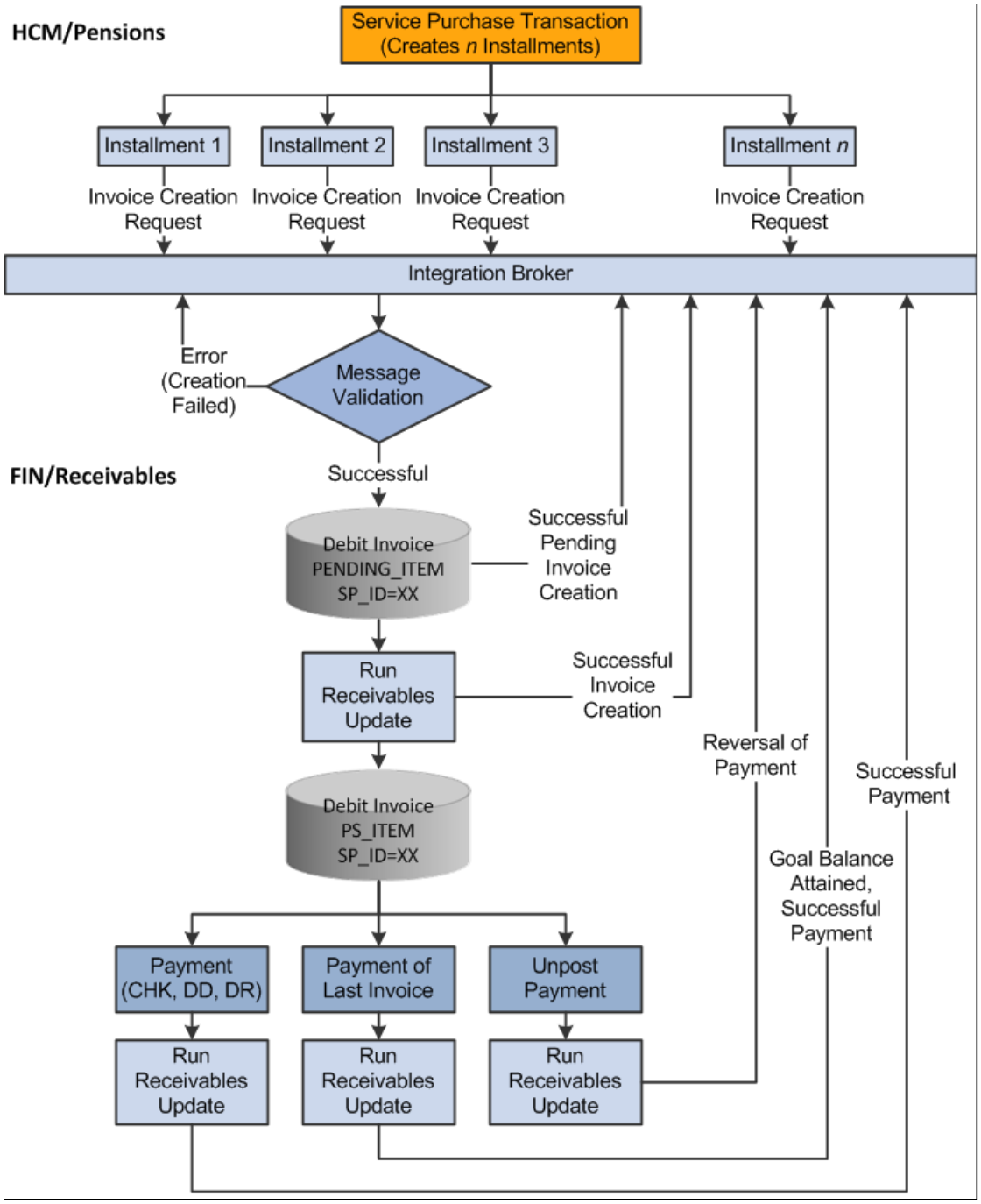
- Create open invoices.
- Request a refund.
- Cancel a service purchase transaction.

The Pension Administration application first creates a Service Purchase transaction. Each Service Purchase transaction has a unique ID (SP_ID) and a set of installments is created for this transaction. Each installment triggers a message in Integration Broker, which creates a single pending invoice in PeopleSoft Receivables. This means that one Service Purchase transaction consists of a set of Receivables items.

The following diagram illustrates the regular life cycle of a Service Purchase transaction:

Copyright © 1988, 2025, Oracle and/or its affiliates.

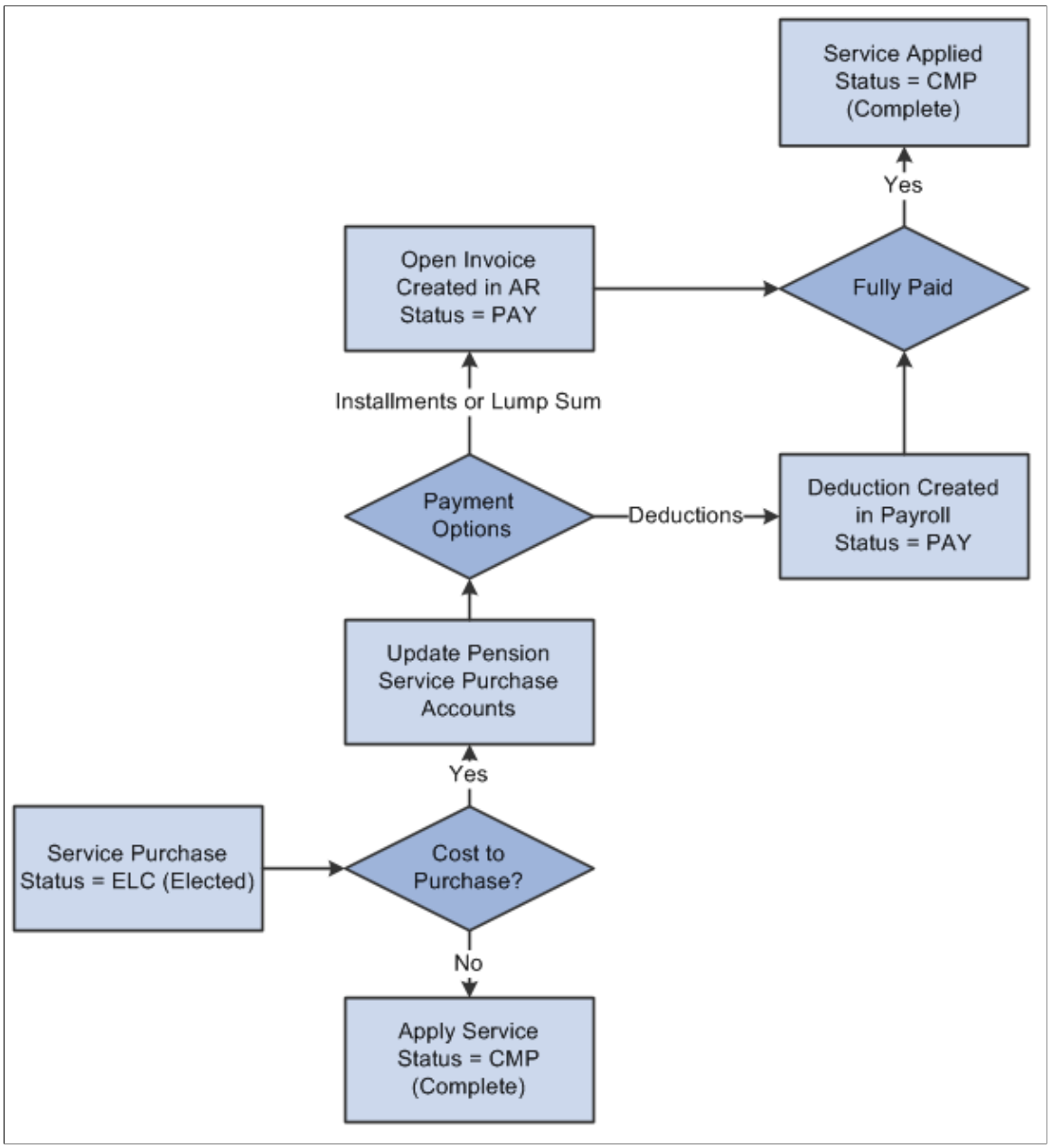
Regular Life Cycle of a Service Purchase transaction



A Reference Qualifier Code for Service Purchase (SP) transactions is delivered as system data and setup are not necessary. The SP code is identified on the Reference Qualifier page (Set Up Financials/Supply Chain, Product Related, Receivables, Options, Reference Qualifier) and must reside in the Reference Qualifier Code table in order to select items by SP_ID in any worksheet.

Copyright © 1988, 2025, Oracle and/or its affiliates.

The following diagram illustrates the integration flow between Receivables and HCM.



Service Purchase items are not subject to budget checking. As a pass-through collection, they do not affect overall operating budgets and are forwarded to the Pension Administration system. Items with a service purchase ID cannot be transferred to another business unit or customer ID. In addition, Transfer to Doubtful will not be allowed for service purchase items. Because of these constraints, items with SP_ID are *excluded* when a transfer worksheet is built.

Prerequisites

To implement service purchase processing, you must have PeopleSoft Pension Administration 9.2 and PeopleSoft Receivables 9.2 installed. See the product documentation for *PeopleSoft HCM: Pension Administration*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

See also the product documentation for *PeopleSoft Human Capital Management 9.2 Installation* and *PeopleSoft Financials/Supply Chain Management 9.2 Installation*.

Setting Up Service Purchase Processing in Receivables

Pages Used to Set Up Service Purchase Processing in Receivables

Page Name	*Definition Name*	*Usage*
Receivables Options - General 1 Page	BUS_UNIT_OPT_AR1	Define Pension Administration integration settings. See Setting Up Receivables Business Unit Options for Service Purchase Transactions. See the Receivables Options - General 1 Page for more information.
Receivables Definition - Business Unit Definition Page	BUS_UNIT_TBL_AR1	Link a PeopleSoft Receivables business unit with a PeopleSoft General Ledger business unit and assign a location code to the unit. You can also define the base currency and automatic numbering options for the business unit. See Setting Up the Receivables Business Unit Definition for Service Purchase Transactions. See the Business Unit Definition Page for more information.
Service Default Values Page	SCM_SVC_DFLTS	Change default values for Pension Administration customers. See the Service Default Values Page for more information.
Customer Information - General Info Page	CUST_GENERAL1	Add or review customers' names and level information, and assign associated roles. You can also enter one or more addresses for customers and assign descriptions to each location. See Setting Up Customer Information for Pension Customers. See the “Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information) for more information.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
General Information - Bill To Options Page	CUST_BILLTO_OPT	Enter additional billing and purchasing options for bill-to customers. You can also enter customer payment options and payment terms as well as default write-off tolerances for customer account maintenance in PeopleSoft Receivables. See Setting Up Customer Information for Pension Customers. See the "General Information - Bill To Options Page" (PeopleSoft Order to Cash Common Information) for more information.
Miscellaneous General Info Page	CUST_GENERAL_MISC	Enter web addresses, stock symbols, currency codes, rate types, support team codes, and subcustomer codes. See Setting Up Customer Information for Pension Customers. See the "Miscellaneous General Info Page" (PeopleSoft Order to Cash Common Information) for more information.
Origin Page	ORIGIN_TABLE1	Define group origin IDs. See Setting Up an Origin ID for Service Purchase Transactions . See the Origin Page for more information.

Understanding Setting Up Service Purchase Processing

To process service purchase transactions, you must set up the following:

- Receivables business unit options for service purchase transactions.
- Receivables business unit definition for service purchase transactions.
- Pension plan members as customers.
- Customer information for pension customers.
- Origin ID for the service purchase transaction pending item groups.

Copyright © 1988, 2025, Oracle and/or its affiliates.

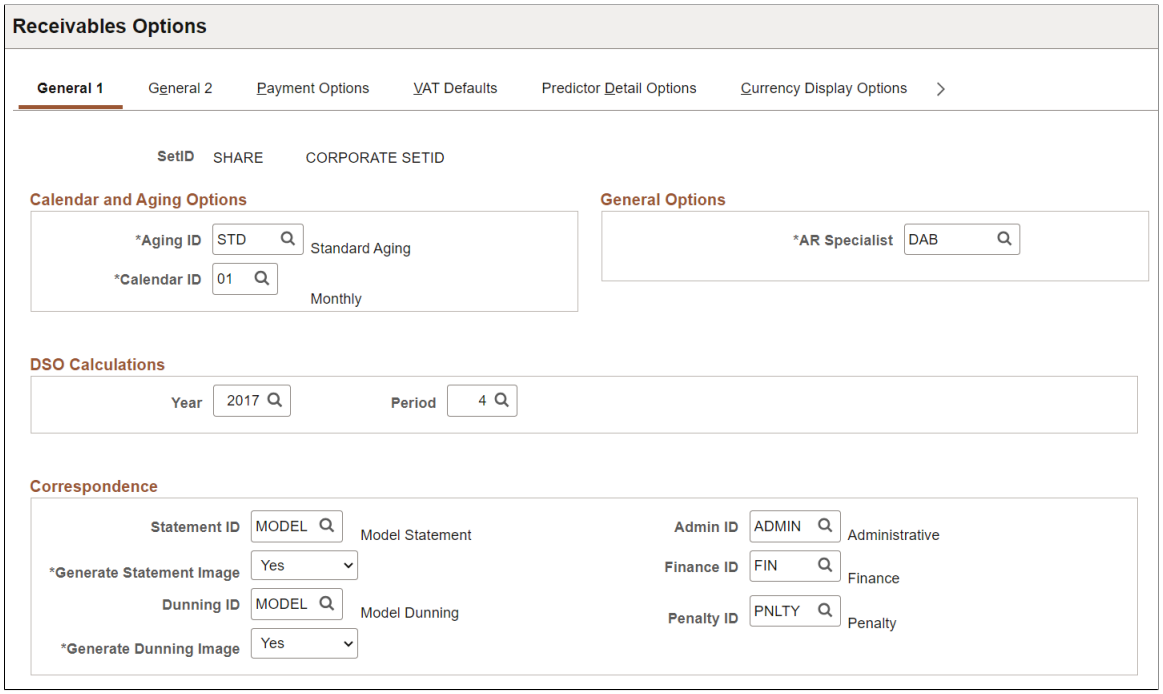
Setting Up Receivables Business Unit Options for Service Purchase Transactions

Use the Receivables Options - General 1 page (BUS_UNIT_OPT_AR1) to define Pension Administration integration settings.

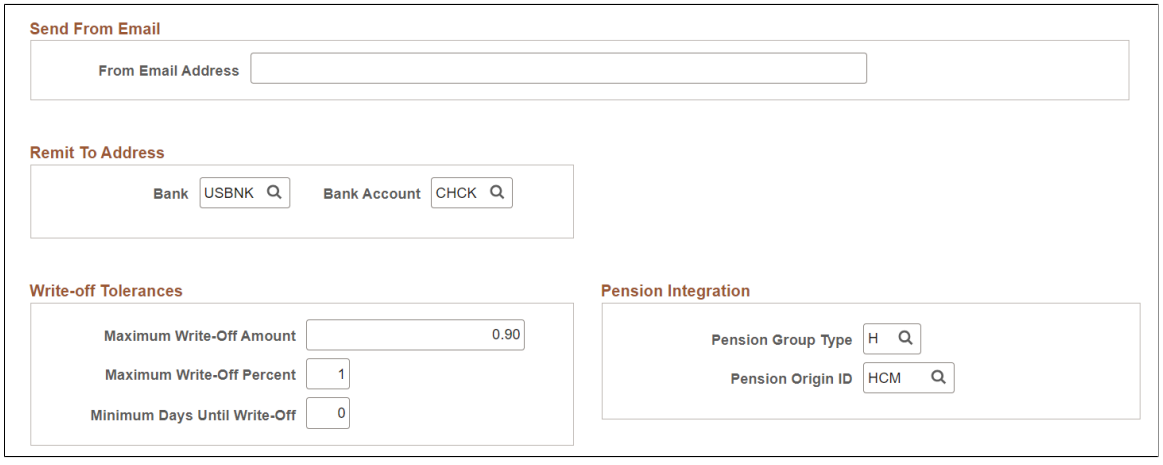
Navigation:

Set Up Financials/Supply Chain > Business Unit Related > Receivables > Receivables Options > General 1

This example illustrates the fields and controls on the Receivables Options - General 1 page.



This example illustrates the fields and controls on the Receivables Options - General 1 page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

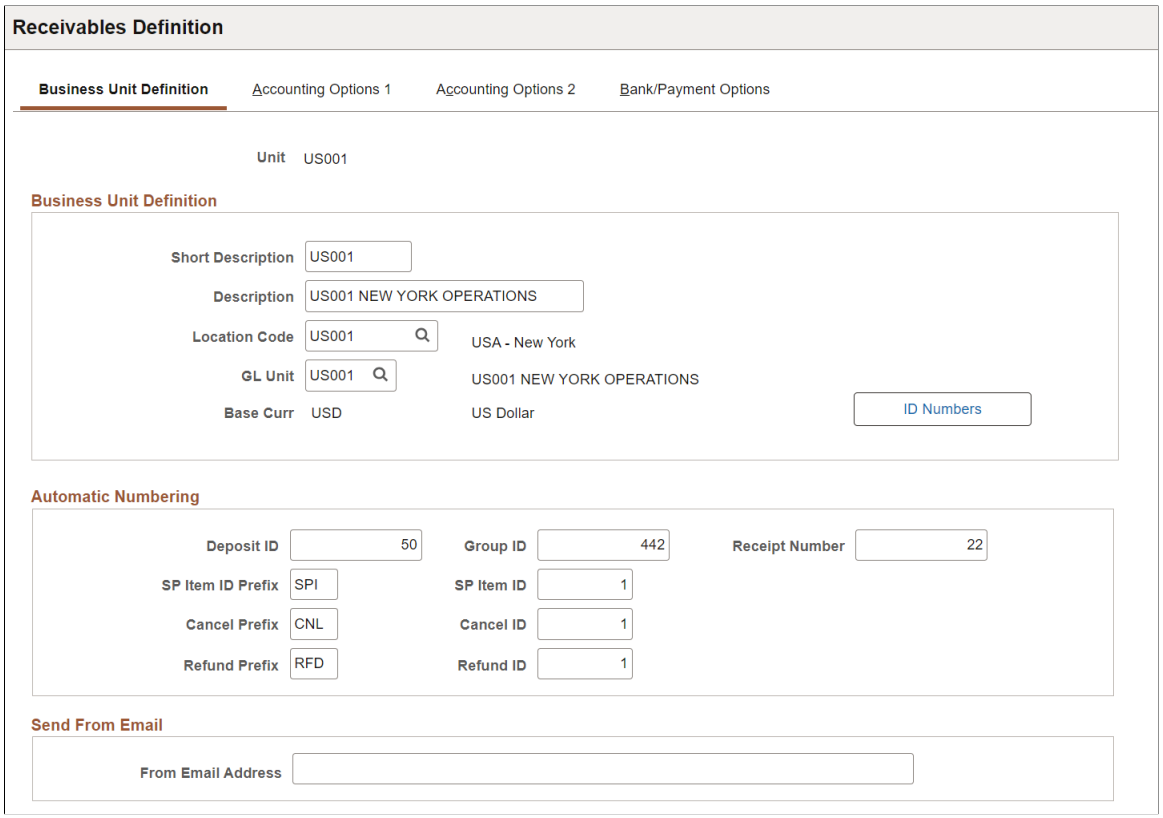
Field or Control	*Description*
From Email Address	Enter an email address to override the default system address when *Override Send From Email* is selected at Installation Options Receivables page. See “Installation Options - Receivables Page” (Application Fundamentals). When a dunning letter or statement is associated with a single business unit, this email address is used when no email address is specified at business unit definition level, If no email address is specified here, the default system email address is used as sender email address. When a dunning letter or statement is associated with multiple business units and all business units have the same Receivables Options SetID, the email address specified here is used as the sender email address, If no email address is specified here, the default system email address is used as sender email address.
Pension Group Type	Enter any Group Type value acceptable for pending item groups (such as Pension Administration, Billing, entered on-line).
Pension Origin ID	Enter a Pension origin ID. Only Origin IDs with the following settings are available for selection: • Origin Type = P (Pension) • Origin Method = E (External)

Setting Up the Receivables Business Unit Definition for Service Purchase Transactions

Use the Receivables Definition - Business Unit Definition page (BUS_UNIT_TBL_AR1) to set up Service Purchase invoice autonumbering.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivables Definition - Business Unit Definition page.



Automatic Numbering

Field or Control	*Description*
Deposit ID	Enter a deposit ID.
Group ID	Enter a group ID.
Receipt Number	Enter a receipt number.
SP Item ID Prefix, **Cancel Prefix**, and **Refund Prefix**	Enter prefixes for the Service Purchase (SP) invoices created by PeopleSoft Pension Administration. The system uses the following prefixes to identify items when they are displayed in one of the Worksheets: • **SP Item ID Prefix** = *SPI* • **Cancel Prefix** = *CNL* • **Refund Prefix** = *RFD*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
SP Item ID, **Cancel ID**, and **Refund ID**	Enter *1* for the initial value.

Setting Up Pension Plan Members as Customers

When the Service Purchase status is changed to SUB (or Submit) in Pension Administration, the system sends an Integration Broker message to SCM Integrations to create a Customer ID in the financials database using HCM employee data.

This customer represents the service purchase participant and, therefore, is used only for creating the service purchase transactions. This customer should never be used for invoicing purchases.

See the product documentation for *PeopleSoft HCM: Global Payroll* and *PeopleSoft HCM: Pension Administration*.

To prevent this customer's Service Purchase items from being processed by Payment Predictor or the Overdue Charge process, some pension customer fields are populated with default values. Customer default values can be changed on the Service Default Options page. The user can also change the customer setup as required by its business needs in the Customer Information component.

Related Links

Processing Overdue Charges for Service Purchase Items

Setting Up Customer Information for Pension Customers

Set up values in the Customer Information component to support Pension Administration transactions. This section identifies the required fields and field values for Pension Administration customers.

Required Values on the General Info Page

Use the Customer Information - General Info page (CUST_GENERAL1) to add or review customers' names and level information and to assign associated roles.

Set up and verify customer information for Pension Administration customers.

Navigation:

Customers > **Customer Information** > **General Information** > **General Info**

See the documentation for the "Customer Information - General Info Page" (PeopleSoft Order to Cash Common Information).

When the customer has just been created by Pension Administration, the fields are properly populated and the customer is ready for the service purchase transactions. Users can change the customer setup to adjust for business needs, but they must not edit these fields:

- **Level** should always be *Regular*.
- **Customer status** should be *Active*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- **Bill To Customer** check box should always be selected.
- The **Federal Customer** and **IPAC** check boxes should be deselected.

Important! If these values do not match, pending item groups cannot be created when Pension Administration sends the Integration Broker message requesting creation of items.

Bill To Options for Pension Administration Customers

Use the General Information - Bill To Options page (CUST_BILLTO_OPT) to enter additional billing and purchasing options for bill-to customers.

Navigation:

Customers > **Customer Information** > **General Information** > **Bill To Options**

See the documentation for the "General Information - Bill To Options Page" (PeopleSoft Order to Cash Common Information).

The Status should always be Active.

Select Payment Method = Select method employee will use to pay the items. These Payment Methods can be selected for Service Purchase transactions:

- *CHK* (check)
- *DD* (Direct Debit)
- *CC* (Credit Card)

In most cases, *CHK* is used. Payment Method CHK enables the item to be paid in a Payment Worksheet or matched against a credit in a Maintenance Worksheet. The default Payment Method value for a customer representing a Pension employee will be *CHK*.

If this field is left blank, Receivables will search for a default value in Receivables Option setup. If this value is invalid, an error message will be sent to Pension Administration.

You can change the payment method after the invoice is created in Receivables on the following pages:

- Item List page (**Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item List**. Select the Detail 1 tab).
- View/Update Item Details – Detail 1 page (**Accounts Receivable** > **Customer Accounts** > **Item Information** > **View/Update Item Details, Detail 1**).

Subcustomers Not Supported

A customer representing Pension employees should not use subcustomers. The message requesting item creation will return an error if a customer with a subcustomer selected on the Miscellaneous General Information page (**Customers** > **Customer Information** > **General Information** > **Miscellaneous General Information**) was sent to Receivables.

Setting Up an Origin ID for Service Purchase Transactions

Use the Origin page (ORIGIN_TABLE1) to define group origin IDs.

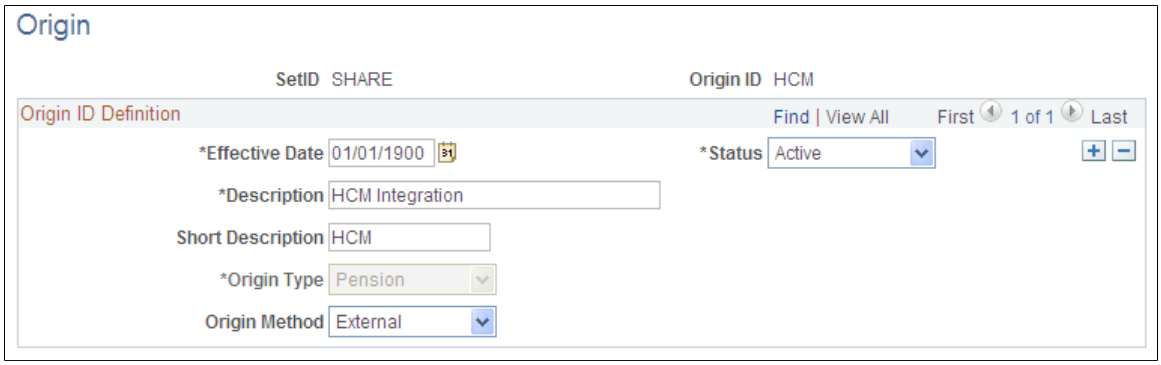
 Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

- **Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Options** > **Billing Origin Set** > **Origin**
- **Set Up Financials/Supply Chain** > **Product Related** > **Billing** > **Setup** > **Establish Billing Origin** > **Origin**

See the documentation for the Origin Page.

This example illustrates the fields and controls on the Origin page for integration with HCM.



To create an origin ID to be used for integration with Pension Administration, use the following values:

- **Origin Type** = *Pension*
- **Origin Method** = *External*

Integrating with PeopleSoft Pension Administration

This topic covers Integration Broker messaging between PeopleSoft Pension Administration and PeopleSoft Receivables.

One Integration Broker service operation facilitates the communication between Pension Administration and Receivables. The PA_SP_MSG record is added to define the message structure, and it will be referenced by the new message. The message data will be populated differently for each event.

Understanding Messages Initiated by Pension Administration

Messages from Pension Administration to Receivables include the following:

- Create Open Item

  Pension Administration sends a message to create open invoices in AR to track the payment of lump sum or installment payments for the cost of the Service Purchase. One message will be sent for each open item to be created.

- Service Purchase Canceled

  Pension Administration sends a message to create credit items in Receivables. This kind of message can be used for two purposes:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- To change the Tax Type (Pre-tax/Post-tax) of a Service Purchase item.

  See Changing the Tax Type of a Service Purchase Item.

- To cancel the entire Service Purchase transaction. In this case, the system creates credit items to match all the Service Purchase items still open in Receivables.

See Canceling or Refunding Payments for Service Purchase Items.

- Service Purchase Refund Requested

  Pension Administration sends a message to Receivables indicating that a refund of all payments to date has been requested due to cancellation of a service purchase transaction.

Messages from Receivables to Pension Administration include the following:

- Response to Creating Open Items, Refund, or Cancellation

  Receivables sends a message to Pension Administration to indicate success or that an error occurred when creating pending items, credits for refund, or credits for cancellation. This message occurs soon after the validation step. The validation step happens automatically when Receivables receives the Integration Broker message.

  When the groups of pending items or the groups of credit items are posted, Receivables sends another message communicating this action as well.

- Payments

  Receivables sends a message to Pension Administration to indicate payment has been applied to an open item in AR.

- Goal Balance Reached

  Receivables sends a message to Pension Administration to indicate that all open items have been closed. This message is generated when the last open Service Purchase Item has been paid.

- Reversal

  Receivables sends a message to Pension Administration to indicate an open item has been reopened due to failure of payment at the bank. Pension Administration will perform a reversal of that payment. This may also be sent if a payment is unposted in Receivables.

The following table lists the fields that compose the messages:

Field	***Message Description***
5 - Business Unit	The Receivables Business Unit in which the items will be created. Because Pension Administration is a U.S.-only application, the business unit must be a U.S. business unit.
1 - Emplid	Information received from Pension Administration. Customer ID has a hidden field that contains the Emplid. The emplid of the message should match the emplid of the customer.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field	*Message Description*
3 - Benefit Plan	Information received from Pension Administration. Used by Pension Administration for tracking.
2 - Customer ID	The Pension Administration employee should be previously established as a customer in the financials database. The SetID for this customer will be determined in Receivables by Table Set Control.
8 - Due Date	Pension Administration must provide a Due Date.
9 - Entry Type	Pension Administration must provide an Entry Type. The Entry Type together with the Entry Reason contains the account and Chartfields that should be used for accounting in Receivables. When the request is to create a Debit Pending Item, proper Entry Type for Debit should be provided. When the request is to create Credit Items for Cancellation of Refund, Entry Type for Credit should be provided. The SetID for the Entry Type will be determined in Receivables by Table Set Control.
10 - Entry Reason	In combination with the Entry Type, an Entry Reason is needed to determine Account and Chartfields information.
12 - Amount	The invoice amount. Even for Credit items, a positive amount should be provided in this field.
13 - Currency	Pension Administration is a U.S.-only product, which means that the currency is USD. The business unit is also a U.S. BU.
14 - Accounting Date	Pension Administration provides the accounting date.
6 - Installment Number	Number of the installment sent by Pension Administration. When Receivables send IB messages to communicate payments and cancellations over a service purchase item, the installment number of this item is always included in the message. When Pension Administration sends Cancellation messages to cancel a specific Service Purchase item, this field can be populated with the installment number of the item intended to be canceled. However no validation is done in Receivables to assure that credits and debits are matched only when they have corresponding Installment Numbers.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field	*Message Description*
11 - Tax Type	This value indicates whether this is a pre-tax or a post-tax amount. Pension Administration sends the appropriate Entry Type and Entry Reason to enable accounting entries to be added to the appropriate Pre-Tax or Post-Tax accounts.
4 - Service Purchase ID	Pension Administration assigns the Service Purchase ID (SP _ID). The SP_ID is assigned to the set of invoices that will be created by the set of messages triggered from Pension Administration. The SP_ID will also be stamped in the Credit Items created from messages coming from Pension Administration.
7 - Message Number from Pension	Pension Administration creates a message number that is populated for each message that Pension sends to Receivables requesting the creation of a Debit or Credit Memo. When Receivables replies to this message regarding Validation errors, successful creation of the pending item groups, successful posting of pending item groups, or any other activity that Receivables communicates regarding Service Purchase items, this Message Number should be populated with the same value originally sent by Pension. Pension Administration uses this field, together with the Installment number, to track the items created in Receivables. If a validation error occurred, Pension will send another IB message after fixing the issue; the new message will have the same Message Number as the original one that failed.
15 - Source System	AR - PeopleSoft Receivables sends message to PeopleSoft Pension Administration PA - PeopleSoft Pension Administration sends message to PeopleSoft Receivables
16 - Request Code	CRT - Create Open Item PAY – Pay an Item CNL - Cancel Item RFD – Refund REV - Reversal of Payment GBA – Goal Balance Attained

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field	*Message Description*
17 - Request Status	01 – Request 02 - Success - Pending 03 - Success - Item 04 - Error 05 – Resend 06 – Applied
18 - Message Code for the Validation Error found	Receivables will create the pending item only after it validates all the fields to ensure that Receivables Update will not find any error during posting. If an error is detected, the message code is populated in this field so that Pension Administration will know what is wrong in the setup and will be able to fix it or to communicate with the Receivables person to have it fixed.
CF SubRecord	This field will be present in the message record in the HCM database. It will not be present in the FSCM database because Receivables does not use any account or CF SubRecord received by Pension. Rather, this information comes from the Entry Type/Entry Reason and current Receivables setup. Pension Administration can use CF SubRecord to integrate with third-party Receivables systems outside of PeopleSoft.

This table describes how the Request Code and the Request Status determine integration actions:

Action	*Sent By*	*Request Code*	*Request Status*
Request creation of Debit Memo	Pension Administration	CRT	01 - Request
Receivables validation ok	Receivables	CRT	02 - Success-Pending
Receivables validation failed	Receivables	CRT	04 - Error
Pension Administration resends a message	Pension Administration	CRT	05 - Resend
Receivables posts pending item with success	Receivables	CRT	03 - Success-Item
Payment Received	Receivables	PAY	06 – Applied
Unpost	Receivables	REV	06 – Applied

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	*Sent By*	*Request Code*	*Request Status*
Request creation of Credit Memo for Refund	Pension	RFD	01 - Request
Receivables validation of Credit Memo for Refund is ok	Receivables	RFD	02 - Success-Pending
Receivables validation of Credit Memo for Refund failed	Receivables	RFD	04 - Error
Pension Administration sends or resends a message for creation of Credit Memo for Refund	Pension Administration	RFD	05 - Resend
Receivables posts the Credit Memo for Refund	Receivables	RFD	03 - Success-Item
Credit Memo has been refunded and posted successfully	Receivables	RFD	06 – Applied
Request creation of Credit Memo for Cancellation	Pension Administration	CNL	01 - Request
Receivables validation for Credit Memo for Cancellation is ok	Receivables	CNL	02 - Success-Pending
Receivables validation for Credit Memo for Cancellation failed	Receivables	CNL	04 - Error
Pension Administration resends a message for creation of Credit Memo for Cancellation	Pension	CNL	05 - Resend
Receivables posts the Credit Memo for Cancellation	Receivables	CNL	03 - Success-Item
Credit Memo has been used for Cancel Open Items and has been successfully posted	Receivables	CNL	06 - Applied

Copyright © 1988, 2025, Oracle and/or its affiliates.

Action	Sent By	Request Code	Request Status
Open Items have been matched against the Credit Memo for cancellation.	Receivables	CNL	06 - Applied
Goal Balance attained.	Receivables	GBA	06 - Applied

Receivables Update Validations

Most of the validations performed for Pension Administration are validations that Receivables Update uses to post the invoices. Receivables should only create pending items if those pending items are guaranteed to pass all Receivables Update validations.

Receivables cannot validate accounting entries when the message is received, which might generate an error message when Receivables Update processes the group. In this case the group will appear in the External Item Error Correction component and cannot be edited. Users must delete all of the accounting entries to correct this error, fix the setup that caused the error, set the group to Batch Standard, and run Receivables Update again.

Message Set	Message Number	Pension Error Code	Message	Action Required
6031	1	1	Business Unit Invalid	Verify that the business unit used for the Pending Item has been created in AR and GL.
6035	102	2	Customer does not exist.	Verify that the customer exists on the Customer General Information page. Confirm that the customer status is Active and the customer level is not set to Prospect. Also verify that the **Bill to Customer** check box is selected on the Bill to Customer Selection page.
6031	2	3	Customer Options Missing	Verify that Customer Options have been defined, are active, and are properly effective dated for this customer and accounting date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	*Message Number*	*Pension Error Code*	*Message*	*Action Required*
6031	3	4	Entry Type/Entry Reason is not valid.	Verify the status of the Entry Type/Entry Reason on the Entry Type page.
6030	38	5	Entry Reason required.	This Entry Type requires an Entry Reason. Enter an Entry Reason or deselect the **Required Reason** check box on the Item Entry Type selection or Automatic Entry Type selection page.
6035	302	6	AR Distribution code Invalid.	Verify the status of the Distribution Code on the Distribution Code page.
6030	33	7	Entry Type and Entry amount combination is invalid.	Verify the entry amount for this Entry Type. Entry types require either positive or negative amounts based on the Entry Type.
6030	34	7	Entry Type and Entry amount combination is invalid.	Verify the entry amount for this Entry Type. Entry types require either positive or negative amounts based on the Entry Type.
6031	4	8	Subcustomer is not valid for Service Purchase Integration.	Change Customer or deselect the **Subcustomer** check box on the Customer General Information page.
6031	5	9	Customer IPAC flag is not valid for Service Purchase Integration.	Change Customer or deselect the **IPAC** check box on the Customer General Information page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	*Message Number*	*Pension Error Code*	*Message*	*Action Required*
6035	601	10	Entry Currency is not valid.	Entry Currency Code must be active based on the pending item accounting date. Verify the status and effective date on the Currency Code page.
9000	302	11	Accounting Period Not Open	Verify in General Ledger that the accounting period is open for the transaction type specified on the Group Type page. See transaction type for Group Type being posted.
6035	22	12	Direct Debit Profile Missing	Pending Item has a Payment Method of Direct Debit but is missing a Direct Debit Profile. Verify that a profile for the customer has been defined on the Customer General Information Payment Option page.
6035	33	13	Direct Debit Profile Invalid	Pending Item has a Payment Method of Direct Debit, but the Direct Debit Profile indicated is invalid. Either add this Direct Debit profile to the Direct Debit Profile table or change the indicated Direct Debit Profile to a valid value.
6031	6	14	At least one account to be used for the accounting entries is Inactive.	Verify the accounts for the Entry Type / Entry Reason on the Item Entry Type page.
6030	58	15	Due Date is required.	Verify the Due Date in the Pension message.
6035	202	16	Collector Invalid	Verify the status and effective date of the collector on the Collector page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	Message Number	Pension Error Code	Message	Action Required
6035	201	17	Credit Analyst Invalid	Verify the status and effective date of the credit analyst on the Credit Analyst page.
6035	200	18	Salesperson Invalid	Verify that the default Support Team defined for this customer has a Team Member defined as a Salesperson with a priority greater than zero.
6031	7	19	Group Type is not valid.	Verify the default Pension Group Type for SetID on the Receivables Options page.
6030	202	20	The AR Distribution Code is a required field.	Verify the default Distribution Code for Entry Type / Customer / Business Unit.
6030	44	21	You must complete the subcustomer information.	Verify the Subcustomer setup on the Customer Information pages.
6030	132	22	Due Date cannot be less than Accounting Date.	Verify the Due Date and Accounting Date in the Pension message.
13	10	23	There is no matching conversion rate for the currency pair.	Verify the Market Rate for the Currency Code to Base Currency conversion.
6030	35	24	You must enter exchange rate information.	Verify the Market Rate for the Currency Code to Base Currency conversion.
6030	73	25	Payment Method is not defined.	Verify the default Payment Method for the Customer / Business Unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	*Message Number*	*Pension Error Code*	*Message*	*Action Required*
6031	8	26	Draft Type is invalid.	Service Purchase invoices could not use Payment Method Draft. Verify Payment Method default on the Customer page.
6031	9	27	Draft Approval is invalid.	Service Purchase invoices could not use Payment Method Draft. Verify Payment Method default on the Customer page.
6031	10	28	Draft Document is invalid.	Service Purchase invoices could not use Payment Method Draft. Verify Payment Method default on the Customer page.
6031	11	29	The Group Type associated with this transaction does not have an associated Document Type.	Document Sequencing is active. Define a Document Type on the Group Type page.
6031	13	30	Document Sequence is inactive. Document Type is invalid.	Document Type must be blank on the Group Type page.
6031	15	31	Customer Federal flag is not valid for Service Purchase Integration.	Change Customer or deselect the **Federal** check box on the Customer General Information page.
6031	16	32	Customer Employee ID is not defined.	Verify the Employee ID on the Customer Information page.
6031	17	33	Customer Employee ID is invalid.	Verify the Employee ID on the Customer Information page because it is different from the Employee ID in Pension Administration.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	Message Number	Pension Error Code	Message	Action Required
6031	18	34	Origin ID is not valid.	Verify the default Pension Origin ID for SetID on the Receivables Options page.
6031	20	35	Document Sequence Number cannot be NEXT for Manual type.	Verify Document Type on the Group Type page. Sequence type should not be manual.
6031	24	36	Document Type is invalid.	Verify the Document Sequence setup for the Document Type defined on the Group Type page.
6031	27	37	Sequence range information does not exist.	Verify the Document Sequence setup for the Document Type defined on the Group Type page.
6031	29	38	Document Sequence Number is duplicated.	Verify the Document Sequence setup for the Document Type defined on the Group Type page.
6031	30	39	Accounting Date is required.	Verify the Accounting Date on the Pension message.
6031	31	40	Customer ID is required.	Verify the Customer ID on the Pension message.
6031	32	41	Entry Type is required.	Verify the Entry Type on the Pension message.
6031	33	42	Entry Amount cannot be zero.	Verify the amount on the Pension message.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Message Set	*Message Number*	*Pension Error Code*	*Message*	*Action Required*
6031	34	43	Payment Method is invalid for Pension integration.	Service Purchase invoices must use Payment Method of CC, CHK, or DD. Verify the Payment Method default on the Customer page.
		99999	Message error not defined for Pension integration.	Verify the original error message in Receivables.

Reviewing Service Purchase Pending Items in Receivables

A service purchase transaction, which is identified by a Service Purchase ID (SP_ID), is created in Pension Administration and is used to send messages to Receivables using Integration Broker to perform one of these activities:

- Create open items (CRT)
- Cancel a service purchase item (CNL)
- Request a refund (RFD)

A service purchase transaction may contain multiple open items (installments). The message request code is CRT. Pension Administration assigns a separate message number to each open item, and Integration Broker sends a separate message.

Receivables validates the data and sends a CRT message back to Pension Administration indicating whether the data is valid or not.

You can review the Service Purchase pending items on the Online Pending - Pending Item 1 Page in the Pending Items component (**Accounts Receivable** > **Pending Items** > **External Items** > **External Item Group Entry**). The pending item group for a pending item with an SP_ID value is display-only because editing it could cause out-of-synch scenarios between Pension Administration and Receivables. The only available action is delete or create accounting entries; maintenance on the accounting entries is not allowed.

By default, the Group Action for the pending item group is set as Batch Standard so that the next time Receivables Update runs with proper parameters, this group will be posted. After the group is posted, Receivables sends a message through Integration Broker to Pension Administration communicating that the items were created successfully.

Related Links

Entering or Updating Pending Items

Copyright © 1988, 2025, Oracle and/or its affiliates.

Making Payments on Service Purchase Items

Payments are made on service purchase items using a check (Payment Worksheet), credit card (Credit Card Worksheet), or direct debit (Direct Debit Worksheet) only.

Pages Used to Make Payments on Service Purchase Items

Page Name	*Definition Name*	*Usage*
Payment Worksheet Application Page	PAYMENT_WS_IC	Apply payments to selected items. See Paying Service Purchase Items in a Payment Worksheet. See the Payment Worksheet Application Page for more information.
Credit Card Worksheet Application Page	PAYMENT_WS_IC	Select items for payment by credit card. See Paying Service Purchase Items By Credit Card. See the Credit Card Worksheet Application Page for more information.
Create Direct Debits Page	DD_REQUEST	Create direct debits by running the Create Direct Debits process. See Paying Service Purchase Items By Direct Debit. See the Create Direct Debits Page for more information.
Update Direct Debits – Worksheet Page	DD_WORKLIST	Approve, hold, or reject direct debits. Mark the direct debits as ready for remittance to the bank. Create an EFT file for the direct debits on the worksheet. Paying Service Purchase Items By Direct Debit. See the Update Direct Debits - Worksheet Page for more information.

Paying Service Purchase Items in a Payment Worksheet

Use the Payment Worksheet Application page (PAYMENT_WS_IC) to apply payments to selected items.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > **Payments** > **Apply Payments** > **Update Worksheet** > **Payment Worksheet Application**

See Applying Payments Using Payment Worksheets.

Most of the open items for this customer will have the **Service Purchase ID** field populated because most of these items will be created from Pension messages. However, the customer can have On Accounts/ Prepayments items or items that originated from the Overdue Charge process. In that case, the **SP_ID** field will be empty for those items.

One customer may have more than one service purchase transaction at the same time, resulting in different SP_IDs. Credits created for a specific SP_ID should not be matched to debit items with a different SP_ID. However, you can apply one payment toward two debit items with different SP_IDs.

Important! Payment Worksheets for service purchase items should never contain items for different customers. All selected items on a Payment Worksheet must have the same Customer ID and Business Unit.

After the user builds the Payment Worksheet and all the lines are retrieved, the system populates Service Purchase ID, Tax Type, and Item Message Code for each item contained in the Payment Worksheet.

When the user posts the Payment Worksheet with service purchase items selected, Receivables Update sends a message through Integration Broker (IB) to Pension Administration communicating that the payment was successfully made and the amount paid. One message is sent for each service purchase item paid.

The payment can be unposted later. In this case, a Reversal of Payment message will be sent to Pension Administration when Receivables Update is run for this unpost transaction.

When the payment of the last item is complete, Receivables Update will send a Goal Balance Attained (GBA) message in addition to the regular PAY message. The GBA message indicates that the employee has paid all the installments of the Service Purchase transaction. It does not include any Overdue Charge Item that might have been created for this customer.

Even after GBA is reached, you can still unpost one of the payments. But when the open item is paid again, a new GBA will be sent to Pension Administration together with the PAY message.

Note: You cannot unpost Service Purchase item groups. If you unpost groups that have been sent from Pension Administration, the item will be closed. Because no message will be sent to Pension Administration upon closing, the unpost action would generate out-of-synch information between Receivables and Pension modules.

You can use any of the transactions available in the Payment Worksheet for Service Purchase items, but keep in mind the following:

- New credits and debits created as result of WS-06 (Adjust Remaining Overpayment) and WS-07 (Adjust Remaining Underpayment) will not have an SP_ID value and will not be part of the Service Purchase transaction. Therefore, subsequent activities for these new credits and debits will not generate IB messages to send to Pension Administration.
- Write-off actions for SP Items will not be communicated to Pension Administration, even though write-offs are allowed for SP Items. The Receivables user thus takes the responsibility for possible out-of-synch scenarios as a result of write-offs. However, used with discretion, write-offs can

Copyright © 1988, 2025, Oracle and/or its affiliates.

potentially be a good tool to solve out-of-synch scenarios in which HCM makes manual adjustments on the Pension side.

Partial payments are allowed. When an item is partially paid, the action creates a new line with the same Item ID as in the worksheet. Because the new line has the same Item ID, it is automatically populated with the same Tax Type and SP_ID as shown in the original line. The PAY message will always communicate the amount that has been paid.

Paying Service Purchase Items By Credit Card

Use the Credit Card Worksheet Application page (PAYMENT_WS_IC) to select items for payment by credit card.

Navigation:

Accounts Receivable > **Credit Cards** > **Update Credit Card Worksheet** > **Credit Card Worksheet Application**

See Creating Credit Card Payments Using the Credit Card Worksheet.

The same information for paying service purchase items in a Payment Worksheet also applies to payments made using a Credit Card Worksheet.

See Paying Service Purchase Items in a Payment Worksheet.

Paying Service Purchase Items By Direct Debit

Use the Create Direct Debits page (DD_REQUEST) to run the Create Direct Debits process.

Navigation:

Accounts Receivable > **Direct Debits** > **Administer Direct Debits** > **Create Direct Debits** > **Create Direct Debits**

See Creating and Working with Direct Debits.

Credit for Cancellation and Credit for Refund will not be added to the DD Worksheet. They should be handled in a Maintenance Worksheet.

Then use the Update Direct Debits – Worksheet page (DD_WORKLIST) to approve, hold, or reject direct debits.

Navigation:

Accounts Receivable > **Direct Debits** > **Administer Direct Debits** > **Update Direct Debits** > **Worksheet**

See Remitting Direct Debits to the Bank.

Worksheet lines will display Tax Type and Service Purchase ID.

As soon as items on the Direct Debit Worksheet are remitted to the bank, the items are closed. However, if an error is generated, the direct debit item is canceled, the item is reopened, and Pension Administration receives a REV (Reversal of Payment) message.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

The following summary outlines the transactions created by DD and the corresponding message that is sent to HCM:

- When items are remitted to Bank, Receivables Update will send PAY messages to Pension Administration during posting. This occurs for the following Entry Use IDs:

  DD-01 – Direct Debit Remit with Cash Clearing

  DD-02 – Direct Debit Remit without Cash Clearing

- If bank errors occur and direct debits are canceled, Receivables Update will send REV (Reversal of Payment) messages to Pension Administration during posting. This occurs for the following Entry Use IDs:

  - DD-03 - Direct Debit Cancel with Cash Clearing
  - DD-04 - Direct Debit Cancel without Cash Clearing
  - DD-07 - Direct Debit Cancel - Clearing (with VAT)
  - DD-08 - Direct Debit Cancel - Cash (with VAT)

The following Entry Use IDs should not produce any messages to send to Pension Administration:

- DD-05 - Direct Debit Cash Clearing - method = B (bank recon)
- DD-06 - Direct Debit Cash Clearing - method = D (due date)
- DD-09 - VAT at Due Date

Canceling or Refunding Payments for Service Purchase Items

You must use only the Maintenance Worksheet to cancel or refund payments for service purchase transaction items in Receivables. This section discusses the following procedures:

- Matching credits with debits for cancellation or refund using the Maintenance Worksheet.
- Canceling a service purchase item.
- Refunding payments for a service purchase.
- Changing the tax type of a service pension item.

Matching Service Purchase Items in a Maintenance Worksheet

You can use any of the transactions available in the Maintenance Worksheet for service purchase (SP) items, but keep in mind the following information:

- New credits and debits created as a result of MT-04 (Create New Debit) and MT-05 (Create New Credit) will not have an SP_ID value and will not be part of the Service Purchase transaction. Therefore, subsequent activities for these new credits and debits will not generate Integration Broker (IB) messages to send to Pension Administration.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Write-off actions for SP Items will not be communicated to Pension Administration, even though write-offs are allowed for SP Items. The Receivables user thus takes the responsibility for possible out-of-synch scenarios as a result of write-offs. However, used with discretion, write-offs can potentially be a good tool to solve out-of-synch scenarios in which HCM makes manual adjustments on the Pension side.
- Partial payments are allowed. When an item is partially paid, the action creates a new line with the same Item ID in the worksheet. Because the new line has the same Item ID, it is automatically populated with the same Tax Type and SP_ID as shown in the original line. The PAY message will always communicate the amount that has been paid.
- Matches done in the maintenance worksheet for SP Items against On-Accounts, Prepayment, or any other credit (which has not been created by a CNL message) also produces PAY messages since it affects the balance of the SP Items. It will only produce CNL messages if a credit for cancellation is selected in the worksheet.

Canceling a Service Purchase Item

To cancel a service purchase item, you must select and use a Maintenance Worksheet to match credits with their appropriate debit items. Even if the payment method for the credit to be canceled is direct debit (DD), you must use the Maintenance Worksheet.

1. Select a Maintenance Worksheet for payment cancellation.

   Access the Worksheet Selection page (**Accounts Receivable** > **Receivables Maintenance** > **Maintenance Worksheet** > **Create Maintenance Worksheet** > **Worksheet Selection**).

   See Maintaining Customer Accounts Using Worksheets.

2. Match credits for payment cancellation.

   The credits sent from Pension Administration through a message with Request Code = RFD should never be matched against any debit item. The only transaction type valid for them is Refund. Also, the credits sent through a CNL message should never be refunded.

   Service purchase debit items should be canceled on a separate Maintenance Worksheet from other debit items.

   Once the items are canceled on the first Maintenance Worksheet and Receivables Update is run, a message is sent to Pension Administration using the Request Code = CNL, which indicates that the debit items were successfully canceled.

   Note: If a user selects all of the debit items in a Maintenance Worksheet in which a credit for cancellation has been selected, the system will display this warning: “A credit for cancellation has been selected for this worksheet, which means that every debit item that you selected on this worksheet will be canceled. If there are debit items that you do not want to cancel, deselect these debit items before continuing with the cancellation process.”

   After debit items are matched on the second Maintenance Worksheet with On-Accounts, Prepayments, or any other kind of credits, and Receivables Update processing is done, a message is

 Copyright © 1988, 2025, Oracle and/or its affiliates.

sent to Pension Administration using the Request Code = PAY, which indicates that these items were successfully paid.

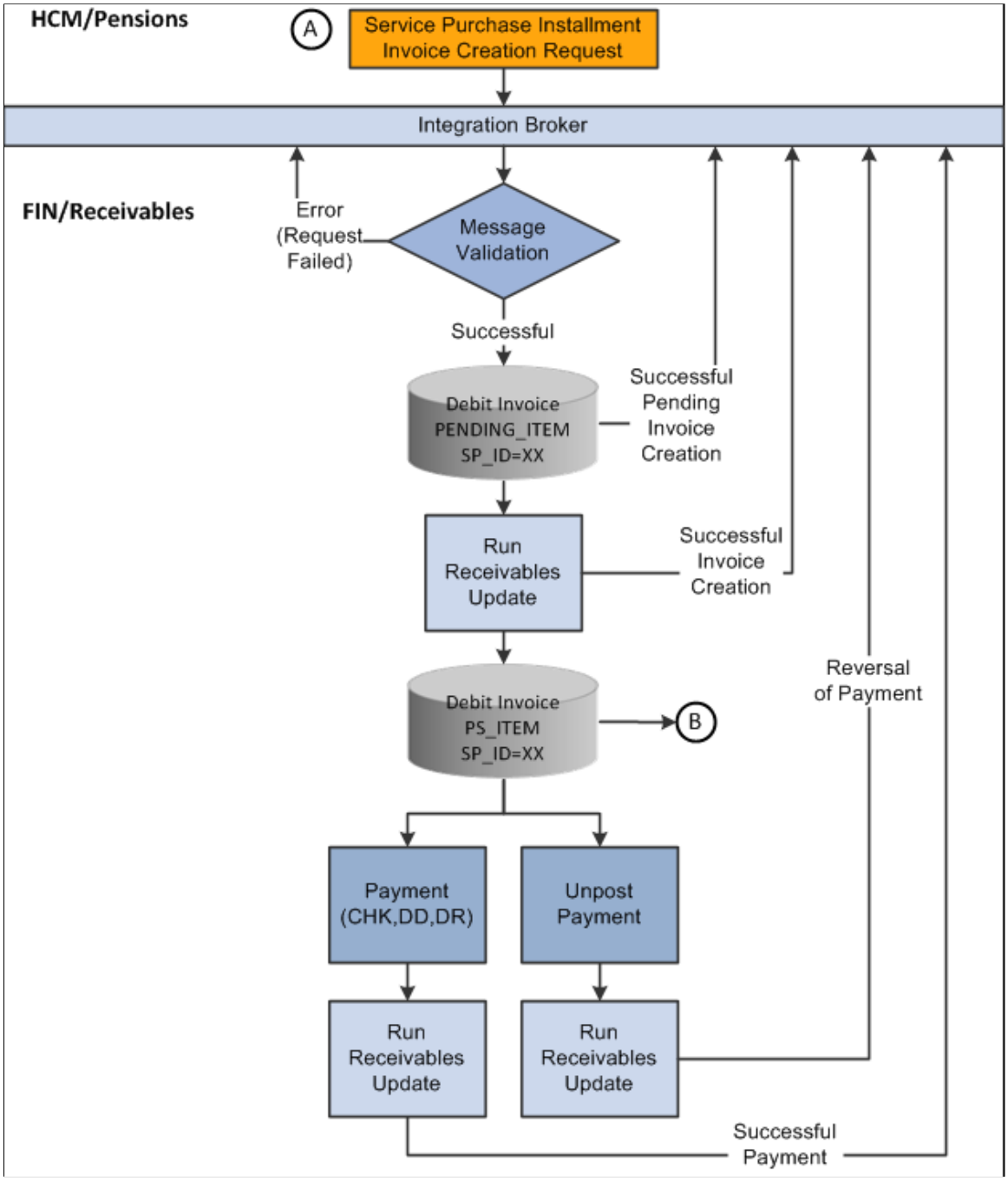
Refunding Payments for a Service Purchase

Cancellation of the service purchase invoice can be accompanied by a request for a refund (RFD) of the paid amount. When a refund is requested, Pension sends Receivables another IB message to create another credit memo. This credit for a refund should not be matched with a debit on the Maintenance Worksheet; it should only be refunded.

The following diagrams illustrate

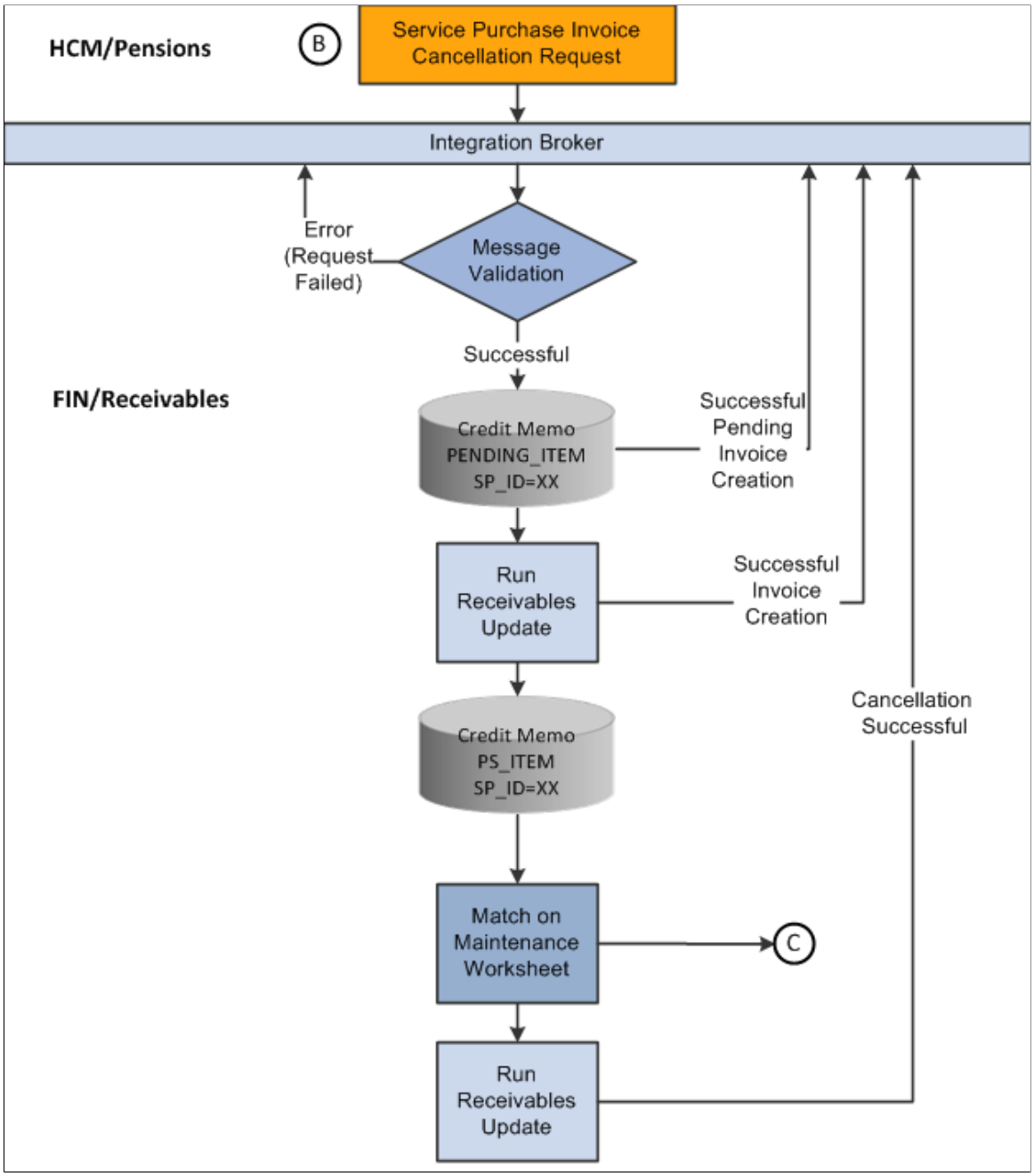
Copyright © 1988, 2025, Oracle and/or its affiliates.

Standard Service Purchase Invoice Creation Request (Step A)



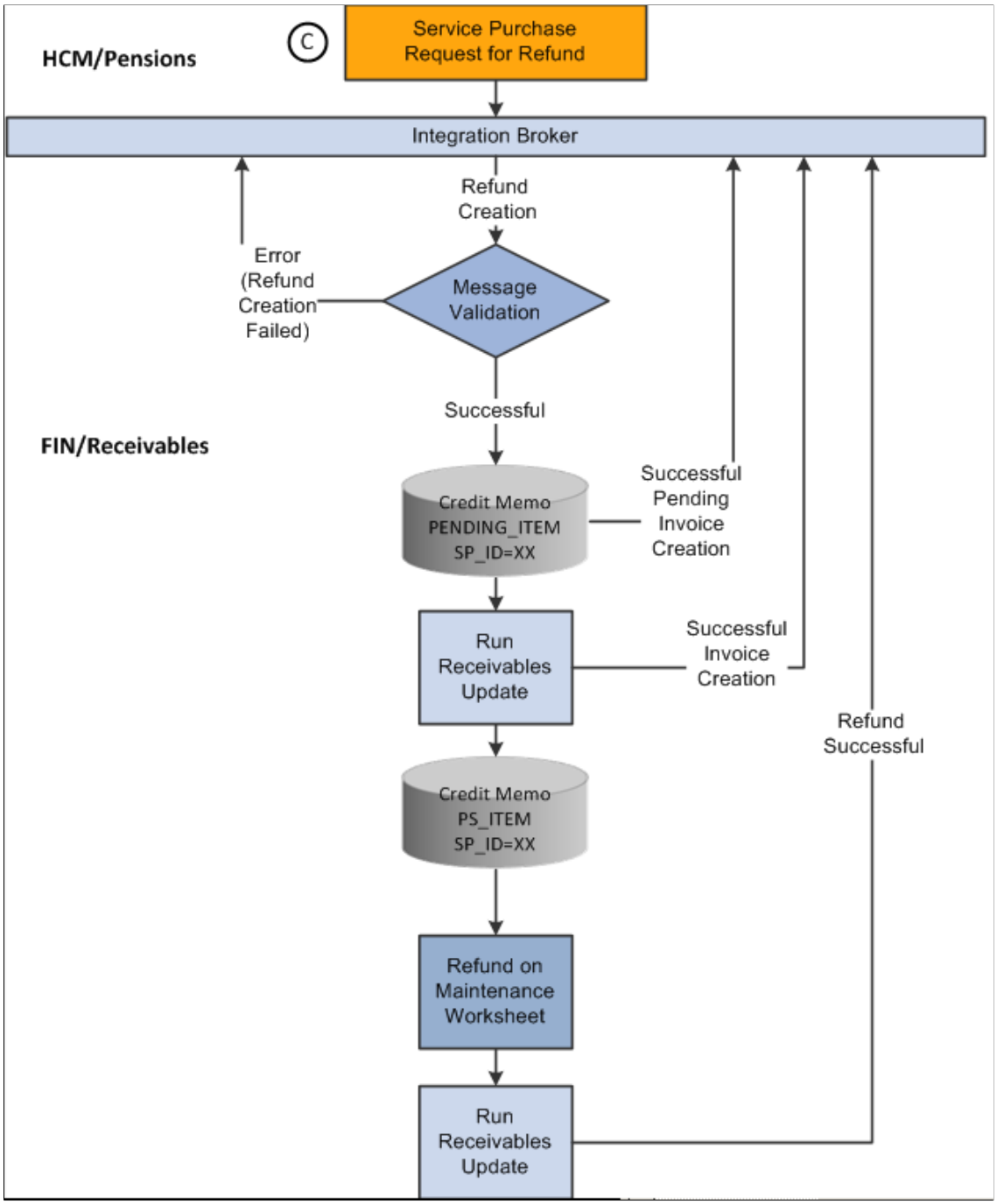
Copyright © 1988, 2025, Oracle and/or its affiliates.

Maintenance Worksheet cancellation of a Service Purchase transaction without refund of paid amount (Step B)



Copyright © 1988, 2025, Oracle and/or its affiliates.

Maintenance Worksheet cancellation of a Service Purchase transaction with request for refund of invoice amount (Step C)



Changing the Tax Type of a Service Purchase Item

If an item is created in Receivables with a tax type (Pre-Tax or Post-Tax) that has changed, Pension Administration will send a credit memo with the same tax type to cancel the item and then it will send a new item with updated tax type. The credit will be sent to Receivables using the request code CNL. It will have the same installment number of the debit item that requires canceling. The new debit with the updated tax type will be sent to Receivables using the request code CRT, which the system uses to create new debit items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

When Receivables Update posts the match of the CNL credit and the item with original tax type, a message will be sent to Pension Administration that both activities were successful using the request code CNL.

Viewing Service Purchase Transaction Details in Receivables

Pages Used to View Service Purchase Transaction Details in Receivables

Page Name	*Definition Name*	*Usage*
Service Purchases Page	AR_SP_INFO	Search for and view item information and message details for a specific employee's benefit plan and service purchase ID.
Service Purchase Message Log Page	AR_SP_TRANS_REVIEW	View the message log details using flexible search criteria.
Asynchronous Details Page	IB_MONITOR_DET	View asynchronous service operation instance details. See the Service Purchase Message Log Page. See also the product documentation for *PeopleTools: Integration Broker*.

Service Purchases Page

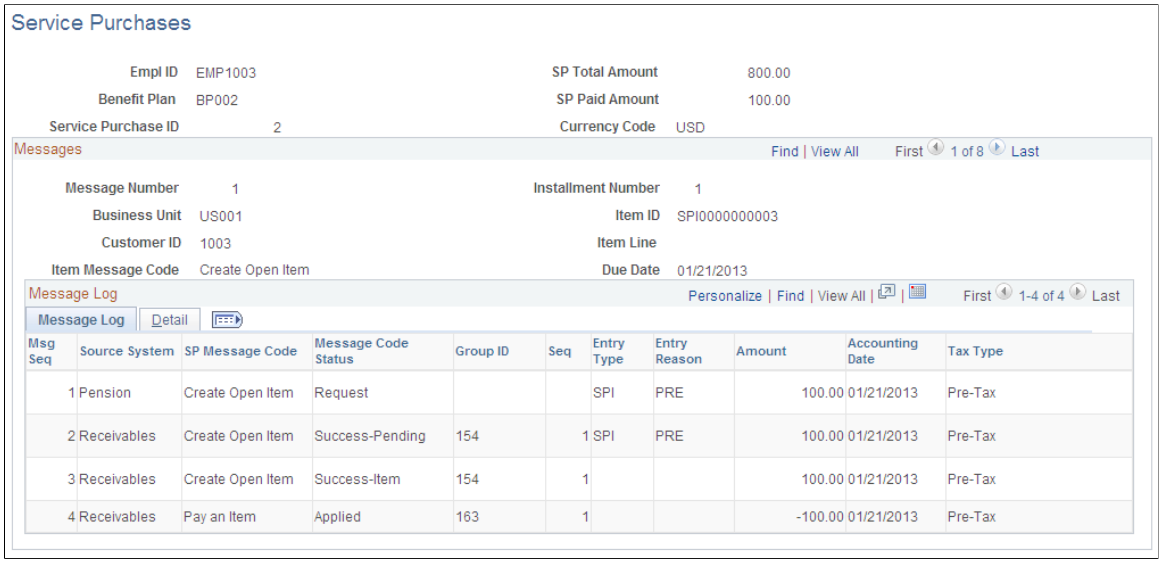
Use the Service Purchases page (AR_SP_INFO) to search for and view item information and message details for a specific employee's benefit plan and service purchase ID.

Navigation:

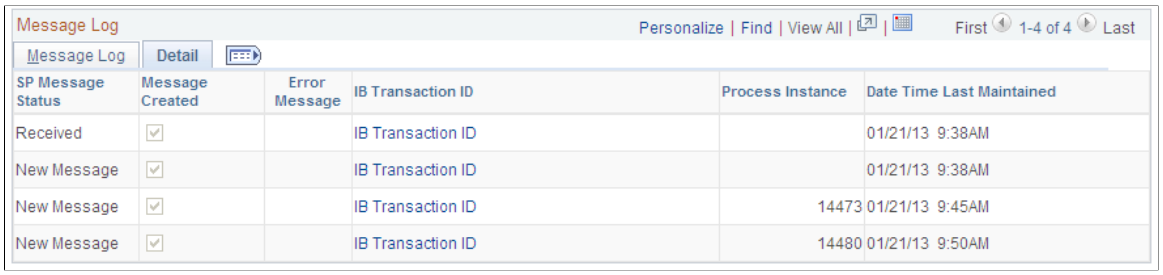
Accounts Receivable > **Customer Interactions** > **Service Purchase** > **Service Purchases**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Service Purchases page.



This example illustrates the fields and controls on the Service Purchases page - Message Log tab.



Service Purchase Message Log Page

Use the Service Purchase Message Log page (AR_SP_TRANS_REVIEW) to view the message log details using very flexible search criteria.

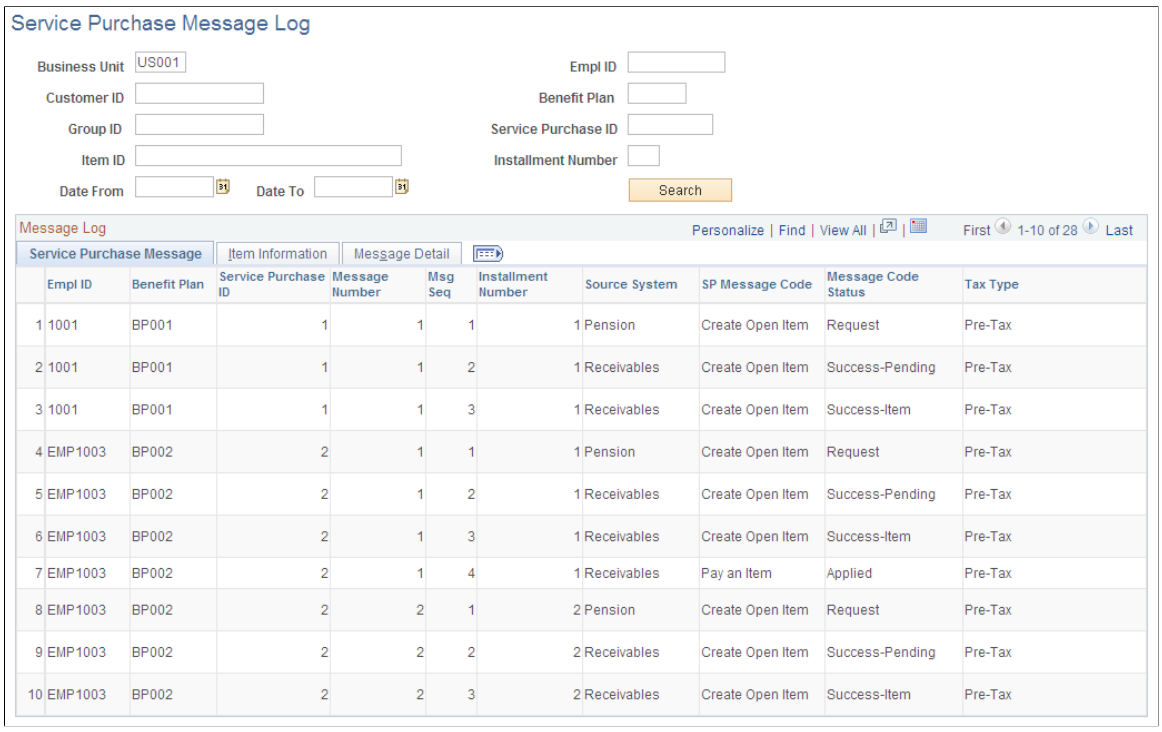
Search for all or some of the service purchase messages, depending on the search criteria that you select. The system returns item information and message details.

Navigation:

Accounts Receivable > **Customer Interactions** > **Service Purchase** > **Service Purchases**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Service Purchase Message Log page.



Service Purchase Message Log

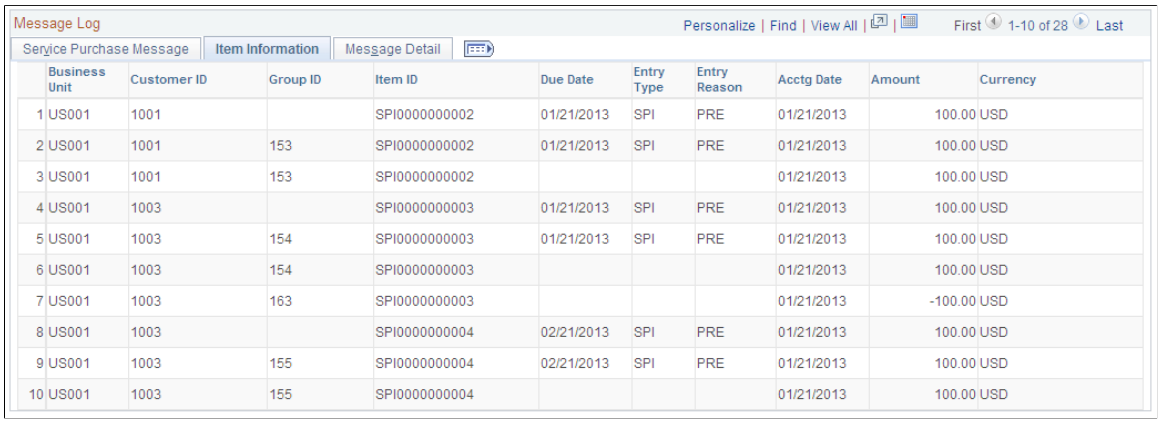
Business Unit: US001 | Empl ID | Customer ID | Benefit Plan | Group ID | Service Purchase ID | Item ID | Installment Number | Date From | Date To | Search

Message Log — Personalize | Find | View All | First 1-10 of 28 Last

Service Purchase Message | Item Information | Message Detail

	Empl ID	Benefit Plan	Service Purchase ID	Message Number	Msg Seq	Installment Number	Source System	SP Message Code	Message Code Status	Tax Type
1	1001	BP001	1	1	1	1	Pension	Create Open Item	Request	Pre-Tax
2	1001	BP001	1	1	2	1	Receivables	Create Open Item	Success-Pending	Pre-Tax
3	1001	BP001	1	1	3	1	Receivables	Create Open Item	Success-Item	Pre-Tax
4	EMP1003	BP002	2	1	1	1	Pension	Create Open Item	Request	Pre-Tax
5	EMP1003	BP002	2	1	2	1	Receivables	Create Open Item	Success-Pending	Pre-Tax
6	EMP1003	BP002	2	1	3	1	Receivables	Create Open Item	Success-Item	Pre-Tax
7	EMP1003	BP002	2	1	4	1	Receivables	Pay an Item	Applied	Pre-Tax
8	EMP1003	BP002	2	2	1	2	Pension	Create Open Item	Request	Pre-Tax
9	EMP1003	BP002	2	2	2	2	Receivables	Create Open Item	Success-Pending	Pre-Tax
10	EMP1003	BP002	2	2	3	2	Receivables	Create Open Item	Success-Item	Pre-Tax

This example illustrates the fields and controls on the Service Purchase Message Log page - Item Information tab.



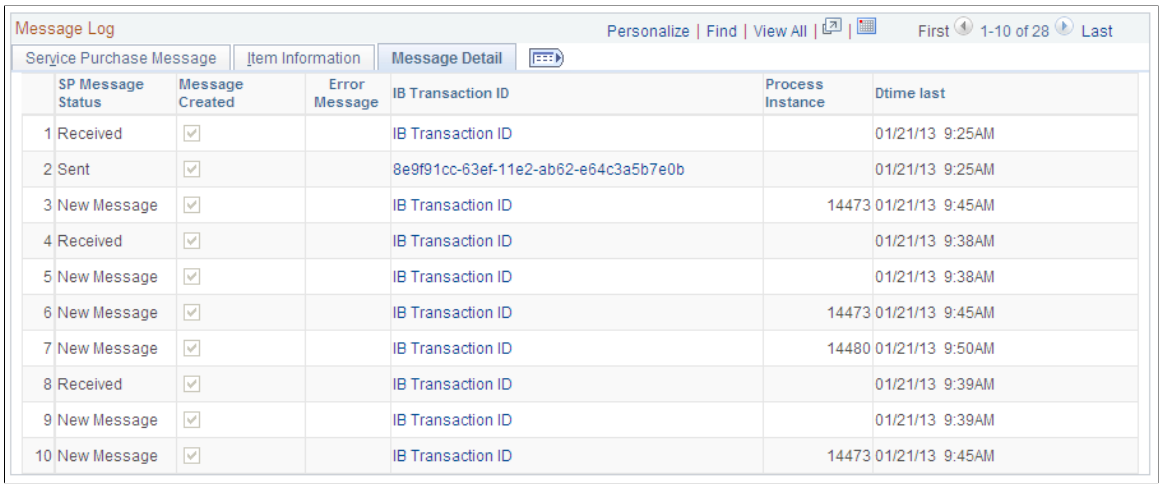
Message Log — Personalize | Find | View All | First 1-10 of 28 Last

Service Purchase Message | Item Information | Message Detail

	Business Unit	Customer ID	Group ID	Item ID	Due Date	Entry Type	Entry Reason	Acctg Date	Amount	Currency
1	US001	1001		SPI0000000002	01/21/2013	SPI	PRE	01/21/2013	100.00	USD
2	US001	1001	153	SPI0000000002	01/21/2013	SPI	PRE	01/21/2013	100.00	USD
3	US001	1001	153	SPI0000000002				01/21/2013	100.00	USD
4	US001	1003		SPI0000000003	01/21/2013	SPI	PRE	01/21/2013	100.00	USD
5	US001	1003	154	SPI0000000003	01/21/2013	SPI	PRE	01/21/2013	100.00	USD
6	US001	1003	154	SPI0000000003				01/21/2013	100.00	USD
7	US001	1003	163	SPI0000000003				01/21/2013	-100.00	USD
8	US001	1003		SPI0000000004	02/21/2013	SPI	PRE	01/21/2013	100.00	USD
9	US001	1003	155	SPI0000000004	02/21/2013	SPI	PRE	01/21/2013	100.00	USD
10	US001	1003	155	SPI0000000004				01/21/2013	100.00	USD

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Service Purchase Message Log page - Message Detail tab.



	SP Message Status	Message Created	Error Message	IB Transaction ID	Process Instance	Dtime last
1	Received	☑		IB Transaction ID		01/21/13 9:25AM
2	Sent	☑		8e9f91cc-63ef-11e2-ab62-e64c3a5b7e0b		01/21/13 9:25AM
3	New Message	☑		IB Transaction ID	14473	01/21/13 9:45AM
4	Received	☑		IB Transaction ID		01/21/13 9:38AM
5	New Message	☑		IB Transaction ID		01/21/13 9:38AM
6	New Message	☑		IB Transaction ID	14473	01/21/13 9:45AM
7	New Message	☑		IB Transaction ID	14480	01/21/13 9:50AM
8	Received	☑		IB Transaction ID		01/21/13 9:39AM
9	New Message	☑		IB Transaction ID		01/21/13 9:39AM
10	New Message	☑		IB Transaction ID	14473	01/21/13 9:45AM

From the results grid, you can view additional information:

Field or Control	*Description*
Error Message	Click the **Error** link to view the error message description.
IB Transaction ID	Click the **ID** link to view transaction details on the Asynchronous Details page (**PeopleTools** > **Integration Broker** > **Service Operations Monitor** > **Monitoring** > **Asynchronous Details**). The user must have appropriate permissions to access the Asynchronous Details page in Integration Broker. See the product documentation for *PeopleTools: Integration Broker Service Operations Monitor*.

Resubmitting Service Purchase Messages

Page Used to Resubmit Service Purchase Messages

Page Name	*Definition Name*	*Usage*
Resubmit Service Purchase Message Page	AR_SP_RESUBMIT_MSG	Resubmit Service Purchase messages with IB problems to Pension Administration. This functionality is limited to system administrators for use only when it is not possible to resubmit the message using the IB Service Operations Monitor pages.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Resubmitting Service Purchase Messages

In general, messages should be resubmitted using the Integration Broker (IB) Service Operations Monitor pages. However, this is not always possible, as, for example, when the Service Purchase message cannot be published due to an IB issue (for example, the message fails because the Service Operation Outbound Routing is not active). Only in this case can you resubmit the message through the Service Purchase component in Receivables. You must have appropriate system knowledge about both PeopleSoft Pension Administration and IB to use this functionality.

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

See also the product documentation for *PeopleSoft 9.2 Application Installation* for your database platform.

Resubmit Service Purchase Message Page

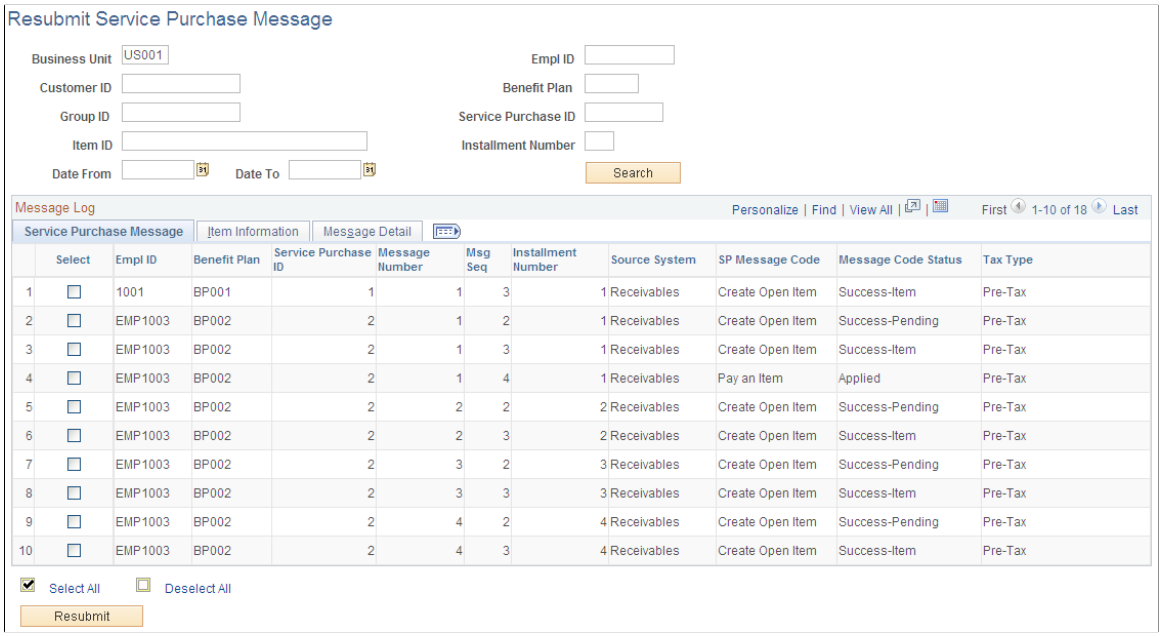
Use the Resubmit Service Purchase Message page (AR_SP_RESUBMIT_MSG) to resubmit Service Purchase messages with IB problems to Pension Administration.

This functionality is limited to system administrators for use only when it is not possible to resubmit the message using the IB Service Operations Monitor pages.

Navigation:

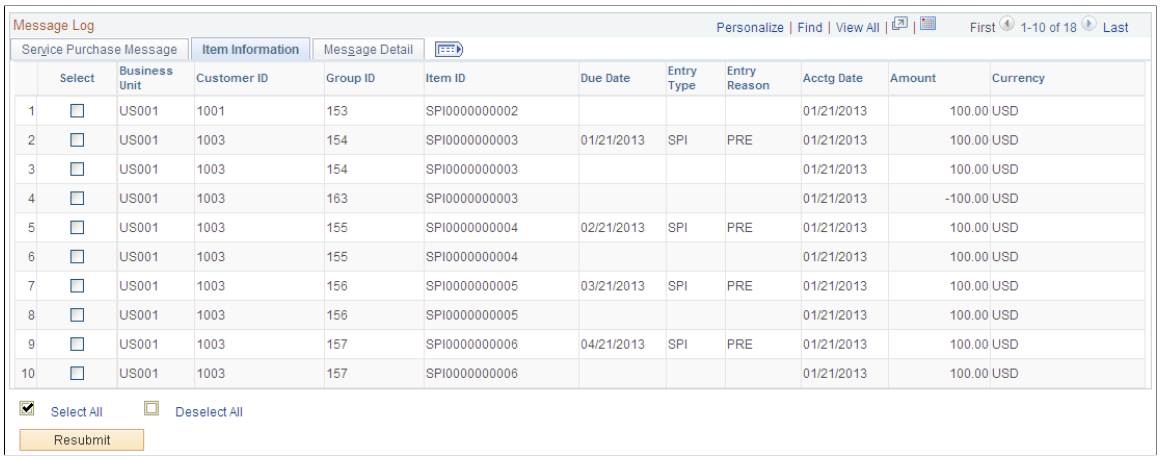
Accounts Receivable > **Customer Interactions** > **Service Purchase** > **Resubmit Service Purchase Message**

This example illustrates the fields and controls on the Resubmit Service Purchase Message page.

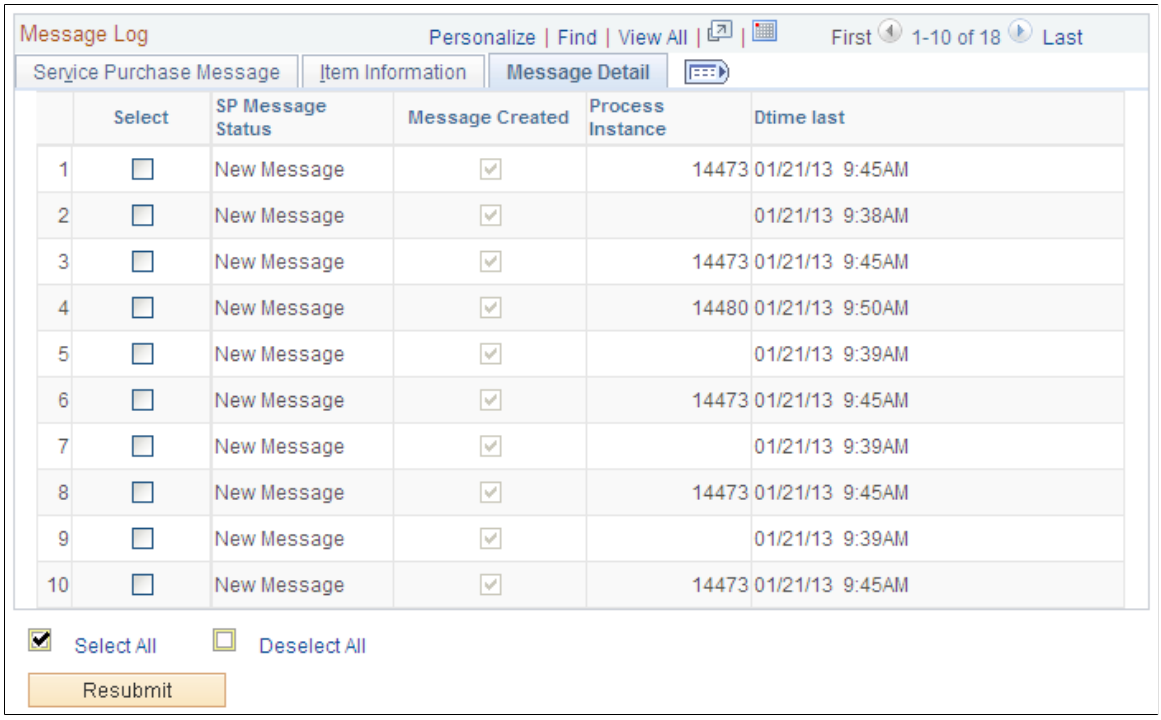


Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Resubmit Service Purchase Message page - Item Information tab.



This example illustrates the fields and controls on the Resubmit Service Purchase Message page - Message Detail tab.



Only messages with a *New Message* status appear in the Resubmit Service Purchase Message page.

Select the check boxes in the Select column for the messages you want to resubmit and then click the **Resubmit** button. You will be prompted to confirm the Resubmit request.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Processing Overdue Charges for Service Purchase Items

Overdue processing is allowed for Service Purchase items. However, the balance of the original Service Purchase item should remain the same, that is, it should *never* include overdue charges. An additional item for overdue charges should be generated with a different Item ID.

The overdue item will not be part of the Service Purchase transaction. Therefore, its **Service Purchase ID** field will be empty.

Pages Used to Process Overdue Charges for Service Purchase Items

Page Name	*Definition Name*	*Usage*
Overdue Charging - Setup 2 Page	OVERDUE_CHG_TABLE2	Define the conditions under which items should be excluded from overdue charges. See Setting Up and Modifying Overdue Charge Settings for Pension Administration Customers.
General Information - Correspondence Options Page	CUST_CRSPD_OPT1	Select name and address information to use in statement, invoice, and letter headers. You can also override remit-to-location default values from the business unit and tailor Dunning letters, finance charge invoices, and statements for individual customers. See Setting Up and Modifying Overdue Charge Settings for Pension Administration Customers.
Service Default Values Page	SCM_SVC_DFLTS	Change default values for Pension Administration customers.

Setting Up and Modifying Overdue Charge Settings for Pension Administration Customers

The Overdue Charge ID definitions in the Credit/Collections component must be properly set up for use by customers representing Pension employees.

1. Select the **Add An Item** check box for each Overdue Charge ID on the Overdue Charging - Setup 2 page (**Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Credit/Collections** > **Overdue Charging** > **Setup 2**).

   See Setting Up Rules for Overdue Charges.

2. By default, the setup for customers representing employees prevents them from being processed for overdue charges. Default settings include hold check boxes selected for Administration ID, Finance

Copyright © 1988, 2025, Oracle and/or its affiliates.

ID, and Penalty ID, and the **Assess Overdue Charges** check box deselected. You can change these options on these pages:

- The Service Default Options page during the process of customer creation initiated by HCM.
- The General Information - Correspondence Options page after the customer has been created in Receivables.

  See “Adding General Customer Information” (PeopleSoft Order to Cash Common Information).

See Setting Up Service Purchase Processing in Receivables.

3. After Order Management receives an Integration Broker message from HCM to create a customer, you can access the Service Default Options page (**SCM Integrations** > **Setup** > **Service Default Values** > **Service Default Values**).

   We recommend deselecting the **Hold** check boxes only for the overdue charge IDs that have been specified in the customer setup.

   If you deselect the **Hold** check box associated with an empty overdue charge ID field, the charge ID from the business unit will be used. If the Overdue Charge ID of the business unit does not have the **Add An Item** check box selected, the service purchase item’s balance would change. As a safeguard, the Overdue Charge processing will skip service purchase items and add a warning to the message log that indicates the service purchase items have been bypassed due to an overdue charge setup problem.

Service Default Values Page

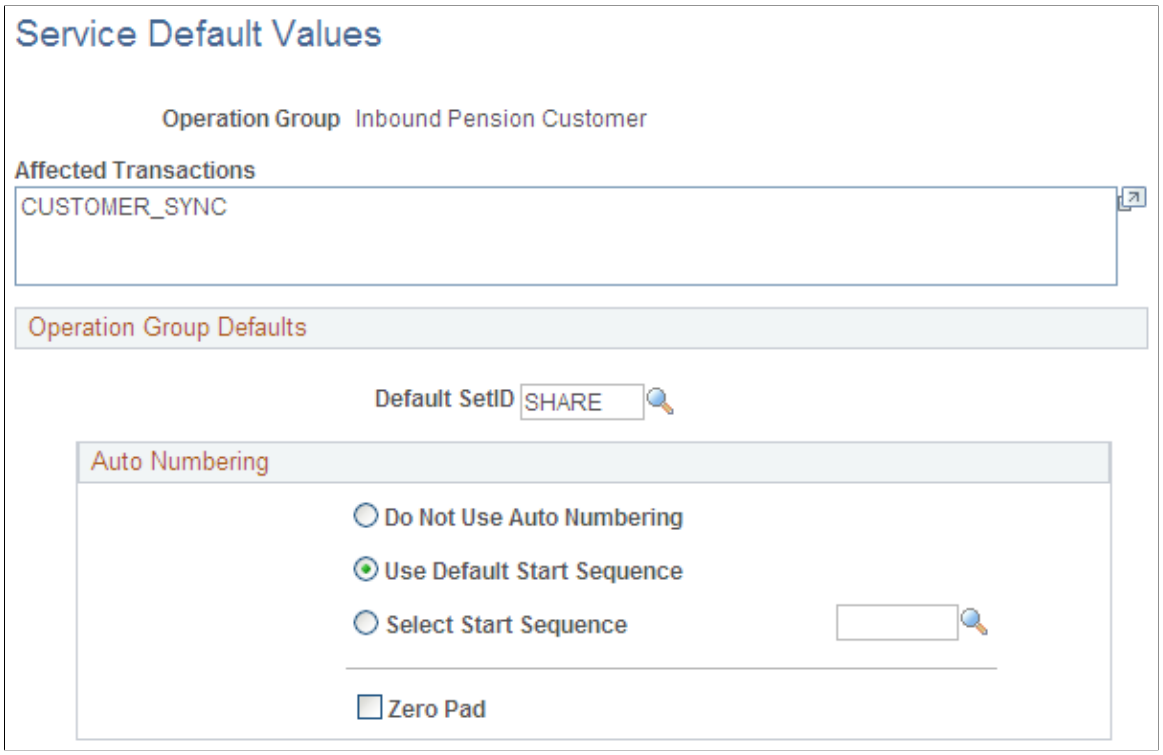
Use the Service Default Values page (SCM_SVC_DFLTS) to change default values for Pension Administration customers.

Navigation:

SCM Integrations > **Setup** > **Service Default Values** > **Service Default Values**

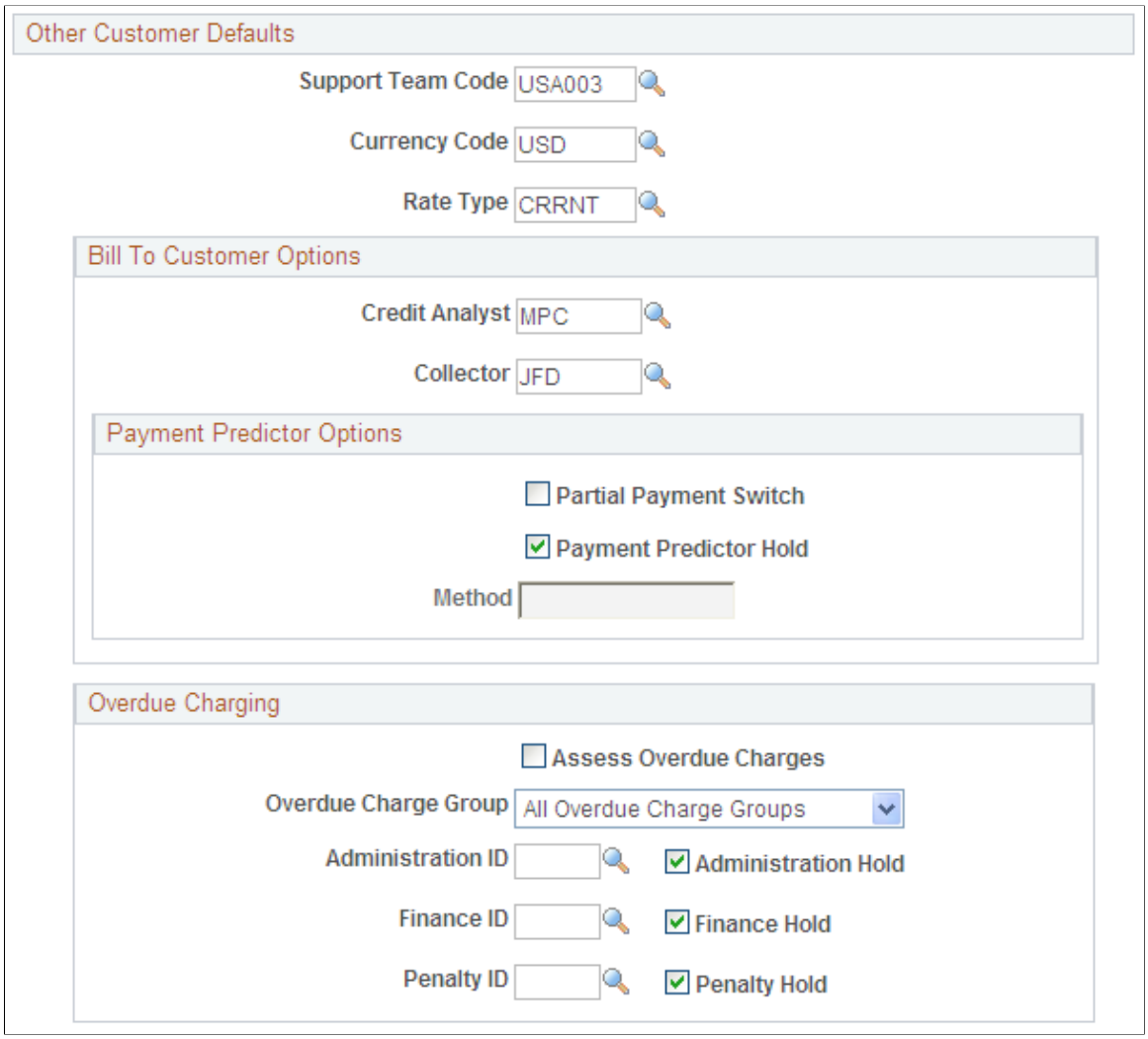
 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Service Default Values page for Pension Administration customers (1 of 2).



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Service Default Values page for Pension Administration customers (2 of 2).



Using Payment Predictor with Service Purchase Items

Payment Predictor is disabled by default for new customers representing Pension employees.

You can use Payment Predictor for service purchase items to process items in batch, but with only the REF_ONE or #REFS algorithm. Other algorithms will exclude service purchase items from processing.

A user can create new algorithms, but it is the user's responsibility to test the functionality of these algorithms with service purchase items.

Careful setup is required when using Payment Predictor with service purchase items. Use the following steps to set up Payment Predictor for service purchase items:

1. Deselect the **Payment Predictor Hold** check box on the Service Default Values page (**SCM Integrations** > **Setup** > **Service Default Values** > **Service Default Values**) during customer creation or in the Customer Information component on the Bill To Options page (**Customers** >

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Customer Information > **General Information** > **Bill To Options**) after the customer has been created in Receivables.

See Setting Up and Modifying Overdue Charge Settings for Pension Administration Customers.

See "Adding General Customer Information" (PeopleSoft Order to Cash Common Information).

2. Define the Payment Predictor Method to use only the #REF_ONE or #REFS algorithm on the Predictor Method page (**Set Up Financials/Supply Chain** > **Product Related** > **Receivables** > **Payments** > **Predictor Method** > **Predictor Method**). In general, avoid selection of write-off and adjustment options because selecting them can lead to unexpected adjustments on service purchase items.

   See Defining Payment Predictor Methods.

3. Select a Payment Predictor Method during customer setup for customers representing Pension employees on the Receivables Options - Payment Options page (**Set Up Financials/Supply Chain** > **Business Unit Related** > **Receivables** > **Receivables Options** > **Payment Options**).

   See Defining Business Unit Defaults by SetID.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 51

Interfacing with U.S. Federal Systems

(USF) Referring Delinquent Items to the DMS

Pages Used to Refer Delinquent Items to the DMS

Page Name	*Definition Name*	*Usage*
View/Update Item Details - Detail 1 Page	ITEM_MAINTAIN	View item information and access the DMS Information page. See the Select Referral Items Page and the View/Update Item Details - Detail 1 Page for more information.
DMS Information Page	DMS_ITEM_SEC	Update DMS (Debt Management Service) information for the item. See the Select Referral Items Page and the View/Update Item Details - Detail 1 Page for more information.
Select Referral Items Page	DMS_CONTROL	Select items to be referred to the DMS.
Create Referral File Page	DMS_REFERRAL	Create a file of referred debt for submission to the DMS.
Create Adjustment File Page	RUN_DMS_ADJST	Create a file of subsequent collections and adjustments of previously referred debt.
Process Receipts Page	RUN_DMS_RECEIPT	Process an inbound file of collections or adjustments against previously referred debt.

Understanding the Delinquent Debt Referral Process

To refer delinquent items to the Debt Management Service (DMS):

- Select items for referral to the DMS.
- Create a DMS referral file.
- Create a debt adjustment file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Process DMS receipts.

The Debt Collection Improvement Act (DCIA) requires that any non-tax debt or claim owed to the United States that has been delinquent for a period of 180 days be turned over to the DMS of the U.S. Department of Treasury for appropriate action. This is known as cross-servicing. Debts less than 180 days delinquent can be voluntarily submitted to private collection agencies and agency Debt Collection Centers (DCCs). These are referred to as pass-through debts.

Using the PeopleSoft Receivables Delinquent Accounts feature, you can:

- Enter DMS information for individual items on the DMS Information page.
- Select items for referral.
- Run the DMS Referral Application Engine process (AR_DMSREFRRL) to create the electronic flat file for submission to the DMS.
- Run the DMS Adjustment Application Engine process (AR_DMSADJST) to create an electronic flat file containing adjustments and corrections to previously referred debt for submission to the DMS.
- Run the DMS Process Receipts Application Engine process (AR_DMSRECEIP) to process any inbound files from the DMS containing collections or adjustments against the previously referred debt.

You can verify that each process runs successfully by viewing the log files for errors.

Prerequisites

Before creating debt referral files:

1. Enable DMS processing by selecting the **DMS Interface** check box on the Installation Options - Receivables page.
2. Enter business unit-level DMS data on the DMS Information page.
3. Enter customer DMS information in the DMS Customer 1, DMS Customer 2, and DMS Customer 3 pages.

Related Links

DMS Information Page
“Installation Options - Receivables Page” (Application Fundamentals)
“DMS Customer 1 Page” (PeopleSoft Order to Cash Common Information)

Common Elements Used in the Delinquent Debt Referral Process

Field or Control	*Description*
Admin Debt Classification (administrative debt classification)	Select the appropriate value for credit bureau reporting. Values are *Employee Advance, Fee, Fine, Miscellaneous Debt, Overpayment,* and *Penalty.*

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Business Unit	Enter the business unit for which you want to select items for referral. Generally, you process referrals monthly for a given business unit.
Program ID	Enter a code that enables the DMS to group related debts in their system for processing under specific business rules.
Referral Type	Select the type of referral for the items. Values are: *Passthrough:* Debts for referral to the Debt Management Service Center (DMSC) and Financial Management Service (FMS) system for referral to Private Collection Agencies (PCAs) under existing FMS contracts. *Cross-Servicing:* Debts for referral to the DMS for general collection activities.
Destination File Name	Enter the file path and file name of the delinquent account file that you are creating.
Secured Debt	Select to indicate that the debt is secured with collateral.
Manual Selection	Select to refer debts that are less than 180 days.

Select Referral Items Page

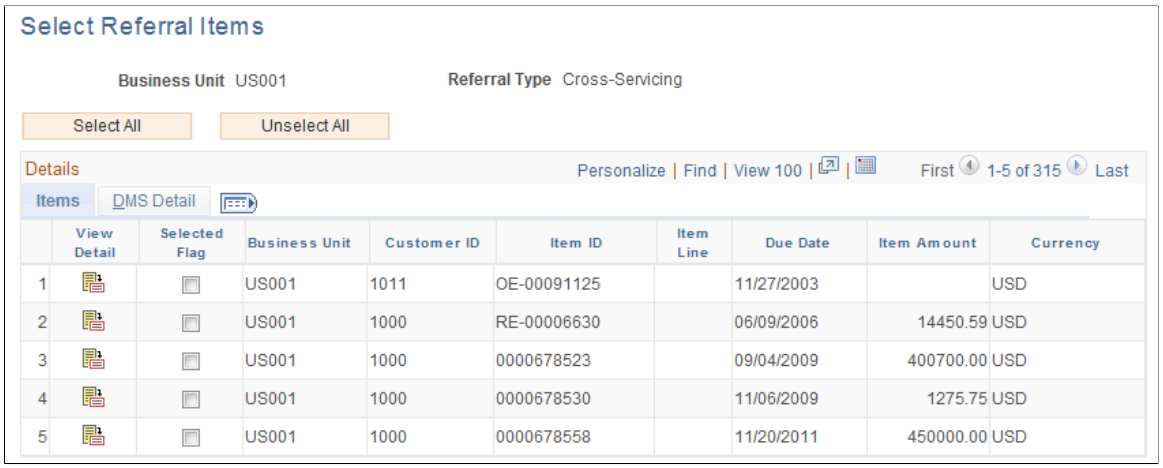
Use the Select Referral Items page (DMS_CONTROL) to select items to be referred to the DMS.

Navigation:

Accounts Receivable > **Customer Accounts** > **Delinquent Accounts** > **Select Referral Items** > **Select Referral Items**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Select Referral Items page. You can find definitions for the fields and controls later on this page.



	View Detail	Selected Flag	Business Unit	Customer ID	Item ID	Item Line	Due Date	Item Amount	Currency
1			US001	1011	OE-00091125		11/27/2003		USD
2			US001	1000	RE-00006630		06/09/2006	14450.59	USD
3			US001	1000	0000678523		09/04/2009	400700.00	USD
4			US001	1000	0000678530		11/06/2009	1275.75	USD
5			US001	1000	0000678558		11/20/2011	450000.00	USD

Select a business unit and referral type. The system processes one file for each business unit and referral type combination.

The page displays delinquent items for referral.

Viewing Item-Level Information

For each item listed in the grid, you can view the business unit, item ID, customer ID, and due date.

Field or Control	*Description*
	Click the **View Detail** icon for an item to access the View/Update Item Details - Detail 1 page, and click the **DMS Information** link. Use the DMS Information page (DMS_ITEM_SEC) to update DMS (Debt Management Service) information for the item.
Selected Flag	Select to mark individual items for referral.

Viewing and Adjusting DMS Information

Select the DMS Detail tab to view the DMS Information for the item. This information is automatically supplied based on the business unit and customer DMS setup. You can override these default values as needed.

Create Referral File Page

Use the Create Referral File page (DMS_REFERRAL) to create a file of referred debt for submission to the DMS.

Navigation:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > **Customer Accounts** > **Delinquent Accounts** > **Create Referral File** > **Create Referral File**

Select the business unit for which you want to create the referral file, the referral type that you want to process (*Cross-Servicing* or *Passthrough*), and enter the file path and name for the destination file.

Run the DMS Referral process to create the referral file for the DMS.

Create Adjustment File Page

Use the Create Adjustment File page (RUN_DMS_ADJST) to create a file of subsequent collections and adjustments of previously referred debt.

Navigation:

Accounts Receivable > **Customer Accounts** > **Delinquent Accounts** > **Create Adjustment File** > **Create Adjustment File**

Select the business unit and enter the destination file path and name.

Run the DMS Adjustment process. This process generates a file of subsequent adjustments or collections for debt that was previously referred to the DMS.

Process Receipts Page

Use the Process Receipts page (RUN_DMS_RECEIPT) to process an inbound file of collections or adjustments against previously referred debt.

Navigation:

Accounts Receivable > **Customer Accounts** > **Delinquent Accounts** > **Process Receipts** > **Process Receipts**

Field or Control	*Description*
Attached File	Displays the name of the file received from the DMS.
	Click the **Add Attachment** icon to browse for the file to attach. Once you have located the file, click the **Upload** button to load the file.
	Click the **Delete Attachment** icon to delete the currently selected attachment.
	Click the **View Attachment** icon to view the currently selected attachment.

Run the DMS Process Receipts process to insert delinquent account data from the DMS into the Pending Item PS_PENDING_ITEM table using the DMS Inbound process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Completing the Process Receipts Process

To complete the Process Receipts process:

1. Check the message log for errors.
2. View the group using the External Pending Item Entry component (ENT_EXTAID_UPDT) and select a posting action for the group.
3. Run the Receivables Update Application Engine process (ARUPDATE) to post the pending items.

Related Links

Entering or Updating Pending Items

(USF) Reclassifying Receivables Accounting Entries, Direct Journal Accounting Entries, and Open Items

Pages Used to Reclassify Accounting Entries and Items

Page Name	*Definition Name*	*Usage*
Reclassify AR Accounting Entries Page	PAR224_ARENTRIES	Change the fund associated with posted accounting entries. You can reclassify the entire stream of the transaction. The reclassification entries are recorded in the PS_ITEM_DST table with a sequence number starting from 600. You can also change the BETC and accounting date.
Reclassify Direct Journal Entries Page	PAR224_DIRJRNL	Identify accounting entries for direct journals and reclassify the entries to correct the fund. The reclassification entries are recorded in the PS_PAY_MISC_DST table with a line number starting from 600. You can also change the BETC and accounting date.
Transfer Selection Page	PAR224_TRANSFER	Create a new worksheet or add items to a transfer worksheet. See Reclassifying Open Receivables Items.
Worksheet1 Page	TRN_WORKSHEET1	Select the items to transfer. See Reclassifying Open Receivables Items.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Page Name	*Definition Name*	*Usage*
Worksheet2 Page	TRN_WORKSHEET2	Override the default receivable distribution code. See Reclassifying Open Receivables Items.
Transfer Action Page	TRN_ACTION	Select a posting action for a worksheet. Also use this page to delete a worksheet, create accounting entries online for the worksheets, or to delete accounting entries. See Reclassifying Open Receivables Items.

Understanding CTA Reporting

To set up agency location codes (ALCs) and government-wide accounting (GWA) reporting options for reporting, use the Agency Location component (AGENCY_LOC_CD). Select the CTA check box on the “Installation Options - Receivables Page” (Application Fundamentals). Once you see the Billing ALC field on the Receivables Options - General 1 Page, you can set the ALC to be a GWA Reporter for Receivables.

To create CTA reports, use the CTA Report Definition component (SF224_SF1220_DEFN). You can also create the Partial SF224 using this component.

The U.S. Treasury’s FMS-224 and Partial 224 processes were renamed Classification Transactions and Accountability (CTA). See “Understanding Federal Government and Statutory Reports” (PeopleSoft General Ledger) for more information.

The PeopleSoft Receivables Cash Reclassification is used to reclassify cash transactions from one Treasury Symbol (Fund Code) to another.

Related Links

“Defining, Generating, Creating, and Printing CTA, SF1219, and SF1220 Reports” (PeopleSoft General Ledger)

“Defining Agency Location Codes” (Application Fundamentals)

Reclassify AR Accounting Entries Page

Use the Reclassify AR accounting entries page (PAR224_ARENTRIES) to change the fund associated with posted accounting entries.

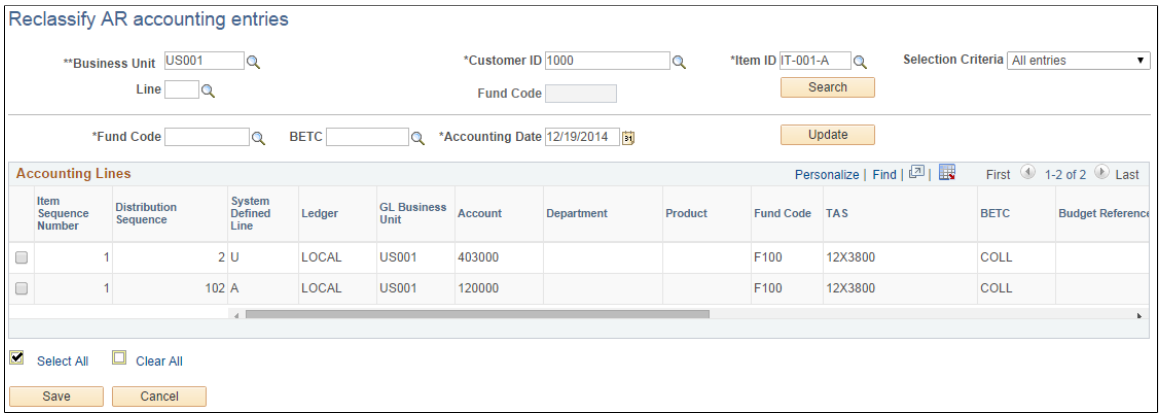
You can reclassify the entire stream of the transaction. The reclassification entries are recorded in the PS_ITEM_DST table with a sequence number starting from 600. You can also change the BETC and accounting date.

Navigation:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Accounts Receivable > Receivables Maintenance > Reclassify AR Entries

This example illustrates the fields and controls on the Reclassify AR accounting entries page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Item Search	Click to display the accounting lines that match the entered business unit, item ID, customer ID, fund code, and accounting date.
Selection Criteria	Select the types of entries to display in the Accounting Lines area. the values are *All Entries* and *Reclassification Entries.*

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Update	Click this button to generate new accounting entries for the selected accounting lines after you have entered the appropriate fund code, BETC, and accounting date. The system generates reversal entries for the selected accounting lines and creates new accounting entries with the following attributes: • The fund code, BETC, and accounting date are changed to the specified values. The system retrieves the TAS based on the fund code. The TAS value defaults in from the TAS _FUND_CD_TBL/TAS_DEFN_TBL. The TAS and BETC are required for reclassification transactions. The system verifies the Fund Code and TAS/BETC have been set up before you can update the Fund Code value. If you want to change only the BETC on the entries, you must also enter a Fund Code value in the Fund Code update field. This is necessary for the BETC prompt to display the correct values based on the fund code. • The distribution sequence number begins at 600. • The value in the **Distribution Status** field changes to *N* if the value in the selected rows is *N* or *D*. For distribution status *I* in the selected rows, the value remains the same. • The entry event process status is updated to *N*.

Reclassify Direct Journal Entries Page

Use the Reclassify Direct Journal entries page (PAR224_DIRJRNL) to identify accounting entries for direct journals and reclassify the entries to correct the fund.

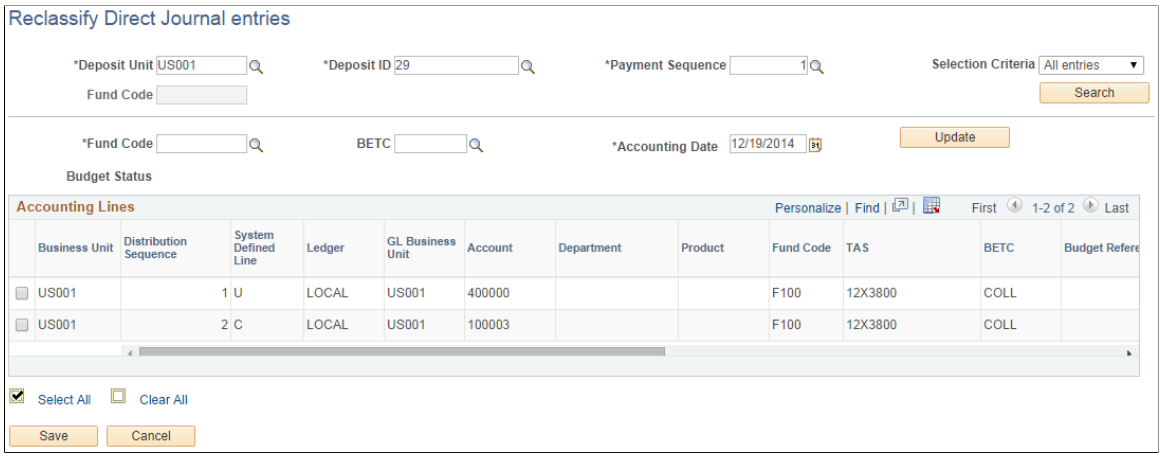
The reclassification entries are recorded in the PS_PAY_MISC_DST table with a line number starting from 600. You can also change the BETC and accounting date.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Reclassify Direct Jrnl Entries**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Reclassify Direct Journal entries page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Search	Click to display the accounting lines that match the entered deposit unit, payment sequence, fund code, and accounting date.
Selection Criteria	Select the types of entries to display in the Accounting Lines area. the values are *All Entries* and *Reclassification Entries.*
Accounting Date	Enter the accounting date to be used on the new reclassification entries. If no date is entered, it will default to the current date. The budget date will be set to the same date as the accounting date.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Update	Click this button to generate new accounting entries for the selected accounting lines after you have entered the appropriate fund code, BETC, and accounting date. The system generates reversal entries for the selected accounting lines and creates new accounting entries with the following attributes: • The fund code and accounting date are changed to the specified values. The system retrieves the TAS based on the fund code. The TAS value defaults in from the TAS_FUND_CD_TBL/TAS_DEFN_TBL. The TAS and BETC are required for reclassification transactions. The system verifies the Fund Code and TAS/BETC have been set up before you can update the Fund Code value. If you want to change only the BETC on the entries, you must also enter a Fund Code value in the Fund Code update field. This is necessary for the BETC prompt to display the correct values based on the fund code. • The distribution sequence number begins at 600. • The value in the **Distribution Status** field changes to *N* if the value in the selected rows is *N* or *D*. For distribution status *I* in the selected rows, the value remains the same. • The entry event process status is updated to *N*.

Commitment Control and Reclassification of Receivables Accounting Entries

In order for Journal Generator to process reclassification entries, the entries must have a valid budget check status. If you are using Commitment Control, run the Revenue Estimate Application Engine Process (AR_REV_EST) to create the source transactions for the revenue entries in the control budgets. Make sure to select the Send Transactions Generated option on the Revenue Estimate run control page to run the Budget Processor automatically immediately following the revenue estimate process. Once this process is complete and the reclassification transactions have been budget checked successfully, run the Journal Generator process to create GL journals for the reclassification transactions.

For more information about running the Revenue Estimate Process, and reviewing and correcting revenue estimate entries, see Performing Commitment Control Processing.

Reclassifying Open Receivables Items

This section discusses how to:

- Build a transfer worksheet for reclassifying receivables items.
- Reclassify open receivables items.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Modify the distribution code.
- Choose an action for a receivables reclassification worksheet.

Building a Transfer Worksheet for Reclassifying Receivables Items

Use the Transfer Selection page (PAR224_TRANSFER) to create a new worksheet or add items to a transfer worksheet.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Reclassify Open Item**

Enter your customer and reference selection criteria.

Field or Control	*Description*
Build	Click to build a worksheet that reclassifies an open item.

See Transfer Selection Page.

Reclassifying Open Receivables Items

Use the Worksheet1 page (TRN_WORKSHEET1) to select the items to transfer.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Reclassify Open Item** > **Worksheet 1**

Field or Control	*Description*
Sel (select)	Select the items to reclassify.

Modifying the Distribution Code

Use the Worksheet2 page (TRN_WORKSHEET2) to override the default receivable distribution code.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Reclassify Open Item** > **Worksheet 2**

Field or Control	*Description*
Dist ID AR (receivables distribution code)	Override the default distribution code that was assigned to the business unit. For reclassification, use the *RECLASSIFY* distribution code.

See Transfer Worksheet - Worksheet2 Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Choosing an Action for a Receivables Reclassification Worksheet

Use the Transfer Action page (TRN_ACTION) to select a posting action for a worksheet.

Also use this page to delete a worksheet, create accounting entries online for the worksheets, or to delete accounting entries.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Reclassify Open Item** > **Transfer Action**

See Finalize Transfer Worksheet Page.

(USF) Submitting Transactions Between Agencies Using the IPAC System

The Intra-governmental Payment and Collection System (IPAC) was designed by the U.S. Department of Treasury as an automated, standardized, interagency funds expenditure transfer mechanism for Federal Program Agencies (FPAs). It facilitates intra-governmental federal e-commerce by transferring funds, with related descriptive data, from one FPA to another on a real-time basis. IPAC supports three types of transactions:

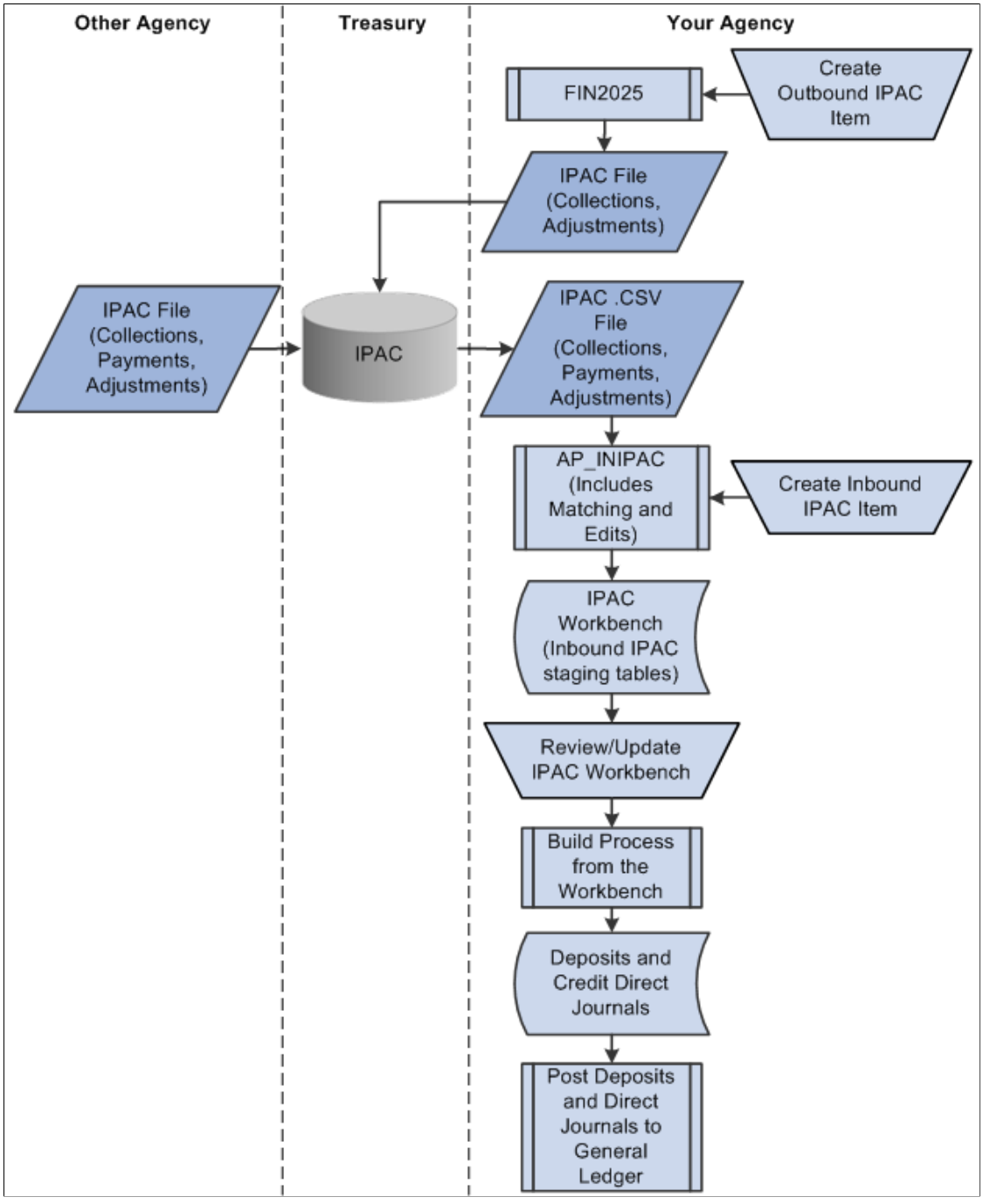
- *Collection* - A transaction that an agency initiates to transfer money, in the form of an online transfer, to FPAs within the IPAC System
- *Payment* - A transaction that an agency initiates to pull money, in the form of an online transfer, from FPAs within the IPAC System.
- *Adjustment* - A transaction that an agency initiates to adjust an erroneous or incorrect payment or collection.

PeopleSoft Receivables enables users both to create IPAC transactions for uploading to the IPAC system ("outbound" IPAC transactions) and to receive information about payments initiated by other agencies through the IPAC system for entry into PeopleSoft Receivables ("inbound" IPAC transactions).

The following diagram shows the flow of outbound and inbound IPAC information in Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This diagram shows outbound and inbound IPAC processing in PeopleSoft Receivables. It shows the flow for creating IPAC transactions for uploading to the IPAC system ("outbound" IPAC transactions) and for receiving information about payments initiated by other agencies through the IPAC system for entry into PeopleSoft Receivables ("inbound" IPAC transactions).



Outbound IPAC Processing

The flow of outbound IPAC information in Receivables is as follows: Your agency creates an item, runs ARUPDATE, reviews the IPAC information, and creates an IPAC file, which is sent to the Treasury Department and updated in the IPAC system.

Copyright © 1988, 2025, Oracle and/or its affiliates.

If an IPAC transaction has been processed, the item and the group of items it belongs to cannot be unposted. If IPAC items are bundled and posted, but the file is not sent immediately to the Treasury Department, the bundled items can be unposted only in the time frame before sending to the Treasury Department. A suggestion would be to group all IPAC items into one group to be processed by IPAC on the same date. If the items were posted and a period of time elapsed before sending to IPAC, in this window, the group could be unposted.

To create IPAC Adjustments for AR credit items to refund money previously collected via IPAC, see Processing Outbound IPAC Transactions in Receivables.

Inbound IPAC Processing

This section discusses the high-level business process flow for inbound IPAC. The inbound IPAC process in PeopleSoft Receivables is similar to the flow for inbound IPAC in PeopleSoft Payables.

An agency manually creates and downloads the IPAC .csv file from the Treasury's IPAC system. The data retrieved in the IPAC download contains all payment, collection, and adjustment transactions *received by and sent by* the requested ALC for a given time period. For PeopleSoft Inbound IPAC, the system needs to process transactions *received by* an agency's ALC only, unless your IPAC transactions are entered manually into the IPAC system.

Then the agency runs the Load Inbound IPAC process to load the received IPAC payment, collection, and adjustment transactions to the IPAC staging tables. During this process IPAC records are sorted into AP or AR. In addition, IPAC transactions are cross-referenced to previously entered PeopleSoft AP vouchers or AR items to facilitate transaction processing in the next step.

In the next step users review and correct the IPAC transactions in the IPAC Workbench. Payables users are able to view only payments and payment adjustments on the AP IPAC Workbench, whereas Receivables users are able to view only collections and collection adjustments on the Receivables IPAC Workbench. Managers can view collections, payments, and adjustments on the Manager Workbench, and have permission to correct errors that Payables and Receivables users cannot correct. IPAC transactions that cannot be sorted into AP or AR appear on the IPAC Manager Workbench. The manager must determine how to classify them, and update them manually as AP or AR, using the status.

The final step in the workflow is to create AP and AR transactions from the IPAC Workbench. Payables users can create payment vouchers or adjustments, depending on the type of IPAC transaction, whereas Receivables users can create deposits or credit direct journals, also depending on the type of IPAC transaction.

For more information about inbound IPAC in Receivables, see Processing Inbound IPAC Transactions in Receivables.

Processing Outbound IPAC Transactions in Receivables

This topic discusses how to perform outbound IPAC processing.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Process Outbound IPAC Transactions in Receivables

Page Name	*Definition Name*	*Usage*
Receivable IPAC Transactions Page	AR_IPAC_SEC	Enter information required by IPAC.
IPAC Description Page	AR_IPAC_DESCR_SEC	Enter a detailed description for an IPAC transaction. See the Receivable IPAC Transactions Page.
IPAC Miscellaneous Description Page	AR_IPAC_MISC_SEC	Enter additional text to describe an IPAC transaction and additional sender and receiver information.
Post SGL Comments Page	AR_IPAC_SGLCMT_SBP	Enter standard general ledger comments. See the Receivable IPAC Transactions Page.
Override Options Page	PRCSDEFNOVRD	Enter override options for the Format EFT File process. See Entering Override Options for the Format EFT File Process. See the Override Options Page for more information.
AR IPAC Run Request Page	IPAC_EXP_RQST	Run the Format EFT File process, which creates a file that can be uploaded to IPAC.

Understanding Processing Outbound IPAC Information

The IPAC system transmits billing information electronically, using a formatted file, to the U.S. Department of Treasury specifications so that bills and payments can be applied to the correct account. If your organization requires that you use the IPAC system, you can use PeopleSoft Receivables to create an extract file with receivables data that you send to the U.S. Department of Treasury. Some types of data you send using IPAC processing are required. Others can be configured to be required in your system, depending on business cases your agency may have to make certain IPAC information required or to leave it as optional. You create a request to collect funds from customers that are federal agencies by creating a flat file in PeopleSoft Receivables and sending the file online or in a bulk file connection to the IPAC system. PeopleSoft Receivables supports IPAC Bulk File Formats for Federal Program Agencies, Version 3.0, which was issued to accommodate the implementation of the component TAS.

PeopleSoft Receivables supports four types of IPAC transactions:

- Collection, which is associated with the 810 format.

  Use this transaction type to collect funds from other agencies.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Adjustment, which is associated with the 812 format.

  Use this transaction type to correct payment or collection information received by your agency, including the amount and the Standard General Ledger (SGL) account information. This transaction type is not available if you initiated the IPAC transaction.

  Note: A credit item cannot be selected for refund processing until an IPAC adjustment transaction is entered. If an item that belongs to a customer, who requires IPAC processing, is selected for refund and the adjustment transaction is not created for the item, then an error message appears on the Maintenance Worksheet - Worksheet Application page.

- Zero dollar, which is associated with the 835 format.

  Use this transaction type to add or change collection information that you sent in an earlier transmission. This transaction type does not change the transaction amount or SGL account information.

- Post SGL, which is associated with the 840 format.

  Use this transaction type to add or change SGL account information for previously received or sent transactions. You can add or change the sender's information, the receiver's information, or both.

The system includes transactions in the file only if they are marked as *Not Processed* in the IPAC record.

PeopleSoft Financials supports the following requirements for IPAC transactions:

- CGAC (Common Government-wide Accounting Classification) compliant Sender TAS for GWA reporters
- CGAC-compliant Receiver TAS for GWA reporters
- Sender BETC default
- Receiver BETC default

The system also supports STAR string TAS for non-GWA Reporters.

Note: Receivables items submitted to U.S. Department of Treasury IPAC collection process for money transfer remain open after running the PeopleSoft AR IPAC outbound interface. The agency must confirm that the collection was actually executed in the Treasury IPAC system and then manually record a payment and apply to the Item.

For more information about Inbound IPAC in Receivables, see Processing Inbound IPAC Transactions in Receivables.

Related Links

Selecting EFT Layouts

Prerequisites for Processing Outbound IPAC Transactions

Before you export PeopleSoft Receivables transactions to IPAC:

Copyright © 1988, 2025, Oracle and/or its affiliates.

1. (Optional) Determine business need for additional required IPAC fields for transaction processing, and define selected IPAC fields as required.
2. Enable the IPAC interface on the “Installation Options - Receivables Page” (Application Fundamentals).
3. Assign an IPAC billing agency location code, sender DO (disbursing office), and IPAC subcategory to a SetID for each business unit using the Receivables Options - General 1 Page.
4. When defining customers, select the options for the IPAC interface and the customer agency location code.
5. Select a primary IPAC contact and at least one primary contact phone number for each customer.

Related Links

“Defining Agency Location Codes” (Application Fundamentals)
“Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information)
“Setting Up and Maintaining Contacts” (PeopleSoft Order to Cash Common Information)
“Entry Event Code Definition Page” (Application Fundamentals)
“Defining and Using Account Types and Attributes” (Application Fundamentals)
“Understanding Federal Government and Statutory Reports” (PeopleSoft General Ledger)

Understanding TAS and BETC in Receivables IPAC Transactions

PeopleSoft Receivables defaults TAS and BETC values as shown in the tables here on both the Receivable IPAC Transactions page and in the AR Posting program for items from an external billing system. The TAS and BETC fields must be set up on the Treasury Account Symbol Definition page and Business Event Type Code page for IPAC transaction processing. The Receivables Update multiprocess job (ARUPDATE) sets the AR_ERROR_CD field value to ISTAS, IRTAS, ISBET, or IRBET when required TAS or BETC values are missing. The payment group is marked in error and the message appears in the message log.

Agency Location Code	*GWA Type*	*Consider Fund Code?*	*TAS Format*	*27th column*	*TAS Field*
Sender ALC	GWA Reporter	Yes	GWA TAS	‘C’	Required
Sender ALC	Non-GWA Reporter	Yes	String TAS		Optional
Receiver ALC	GWA Reporter	No	GWA TAS	‘C’	Required
Receiver ALC	Non-GWA Reporter	No	String TAS		Optional

Copyright © 1988, 2025, Oracle and/or its affiliates.

Agency Location Code	*GWA Type*	*BETC Field*	*BETC Defaulting Logic*	
			Number of BETC codes <=4	*Number of BETC codes > 4*
Sender ALC	GWA Reporter	Required	Yes – default BETC	No Defaulting. User has to manually select the BETC code.
Sender ALC	Non-GWA Reporter	Optional	No	No.
Receiver ALC	GWA Reporter	Required	Yes – default BETC	No Defaulting. User has to manually select the BETC code.
Receiver ALC	Non-GWA Reporter	Optional	No	No

Note: For the Receiver TAS/BETC, there will be no edit in the AR Posting program to validate that the field is required for external items. There will only be an edit to validate the setup of the Receiver TAS/BETC on the definition pages. This is because external billing systems do not populate IPAC data on the records being sent to Receivables.

Running Receivables Update and IPAC Processing

The SGL account information is now optional, however, if you want to automatically supply this information, you must perform these tasks:

1. Create entry event codes that include the WS-01 step for the ARUPDATE entry event process on the Entry Event Code Definition page.
2. Add two ChartField attributes for accounts to which IPAC processing applies on the ChartField Attributes page:
    - *IPAC:* Enter *Y* for the ChartField attribute value.
    - *USSGL:* Enter the four-character SGL account that you want to interface with the IPAC system for the ChartField attribute value.

When you run the Receivables Update process (ARUPDATE), the system compares the GL accounts in the entry event code definition to the Account ChartField attributes to determine whether IPAC processing applies. If IPAC processing applies, the system uses the four-character GL account that you enter for the USSGL attribute value to populate the **SGL Account** fields.

If invoices are entered directly in Receivables, ARUPDATE automatically creates the IPAC collection or adjustment transaction when the IPAC items are posted. You can view the transaction and enter manual adjustments on the Receivable IPAC Transactions page (click the Transfer to IPAC Transactions link on the View/Update Item Details - Detail 1 page).

Copyright © 1988, 2025, Oracle and/or its affiliates.

If invoices are loaded from an external billing source, the IPAC interface option is selected on the Installation Options - Receivables page, and the IPAC interface option is selected for the customer who is associated with the invoice, then the Receivable Update process performs these edits:

- Billing ALC - The pending item is marked in error if the ALC is not defined on the Receivables Business Unit options page.
- Sender DO - The pending item is marked in error if the sender do is not defined on the Receivables Business Unit options page.
- Customer ALC - The pending item is marked in error if the ALC is not defined on the Customer-General Options page.
- Sender TAS - The pending item is marked in error if the TAS string is not defined and associated with the fund code on the item AR accounting line.
- Unit Price - The pending item is marked in error if the item entry amount is zero.
- SGL Account - The pending item is marked in error if the SGL Account is not defined and associated with an entry event code on the item.
- Obligation Document and Purchase Order Id - Both fields default from the Purchase Order reference field. The pending item is marked in error if the purchase order reference is not populated.

The Receivables Update process also edits invoices from PeopleSoft Billing to check the configuration of IPAC fields as optional or required in the Agency Location Code component. If a field configured as required is left blank or the required setup is missing, the system uses AR_ERROR_CD, and the group is set to *Error*. You can view and correct the group in the Correct Posting Errors component.

See Correcting Posting Errors.

Processing IPAC for Federal Reimbursement Agreement Contracts

The IPAC processing for Federal Reimbursement Agreement Contracts is similar to processing for other invoices that come from Billing. However, Federal Reimbursement Agreement invoices, which are initiated in Contracts and sent to Billing, must have an IPAC Payment Type of *Seller*. The IPAC processing in Receivables uses the Receiver TAS from the Customer Funding information associated with the Contract line. More than one Receiver TAS can be defined on the Customer Funding page. In this case, for each Receiver TAS, the system creates an IPAC Detail record in Receivables. When multiple Receiver TAS values and percentages have been defined in Contracts, IPAC processing prorates the IPAC amount based on the percentage.

Creating Receivables Outbound IPAC Adjustments

IPAC Adjustments are created for Receivables credit items to refund money previously collected via IPAC. To create an IPAC Adjustment for the Receivables Outbound IPAC file, follow these steps:

1. Set up a vendor associated with a customer on the Identifying Information page (Suppliers, Supplier Information, Add/Update, Supplier, Identifying Information).
2. Create an AR credit item (Entry Type is *CR*) using the Pending Item 1 page (Accounts Receivable, Pending Items, Online Items, Group Entry, Pending Item 1).

 Copyright © 1988, 2025, Oracle and/or its affiliates.

3. Run Receivables Update (ARUPDATE) to post the item. Go to the Receivable Update Request page (Accounts Receivable, Receivables Update, Request Receivables Update, Receivable Update Request).

4. Review and update IPAC data for the item as necessary on the Receivable IPAC Transactions page (Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Receivable IPAC Transactions).

   The IPAC data is created during posting. The IPAC Type should be *Adjustment*.

5. Create and post a maintenance worksheet to refund the item using the refund a credit entry type. Go to the Worksheet Selection page (Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, Worksheet Selection). Click the Build button.

6. On the Worksheet Application page, select the item and select the Entry Type of *Refund A Credit*. Click Save.

7. Click the Worksheet Action link. Select the *Batch Standard* action. Click OK.

8. Run Receivables Update (ARUPDATE), this time to post the updated item.

9. Review the posting request results on the Group Control page (Accounts Receivable, Receivables Update, Posting Results-Updated Items, All Items, Group Control). The Posting Status should be *Complete*.

10. Run the Receivables Refund process (AR_REFUND) for the customer. Go to the Refunds page (Accounts Receivable, Receivables Maintenance, Refunds, Request Refund Item).

11. On the Voucher Build page, verify that *New Voucher Data* is selected in the Voucher Sources field, and *Receivables Customer Refunds* is selected in the Voucher Build Interfaces field before running the Voucher Build process. Go to the Voucher Build page (Accounts Payable, Batch Processes, Vouchers, Voucher Build, Voucher Build).

12. Run the Voucher Build process (AP_VCHRBLD) to create a voucher from the staged rows in Payables, which builds a Receivables Customer Refund.

13. Review Voucher Build errors and fix as needed.

14. Review IPAC information on the payment page. Go to IPAC page (Accounts Payable, Batch Processes, Vouchers, Voucher Build, Regular Entry, IPAC).

15. Continue with the standard Payables processes: Voucher Budget Checking, Matching, and Document Tolerance Checking.

16. Run the Pay Cycle to create the Payables Outbound IPAC file. See Payables documentation, “Processing Outbound IPAC Transactions” (PeopleSoft Payables).

The Pay Cycle process changes the status of all included IPAC vouchers to Processed on the IPAC page. After receiving notice that the U.S. Treasury has disbursed the payment, you can reconcile transactions by schedule ID.

Receivable IPAC Transactions Page

Use the Receivable IPAC Transactions page (AR_IPAC_SEC) to enter information required by IPAC.

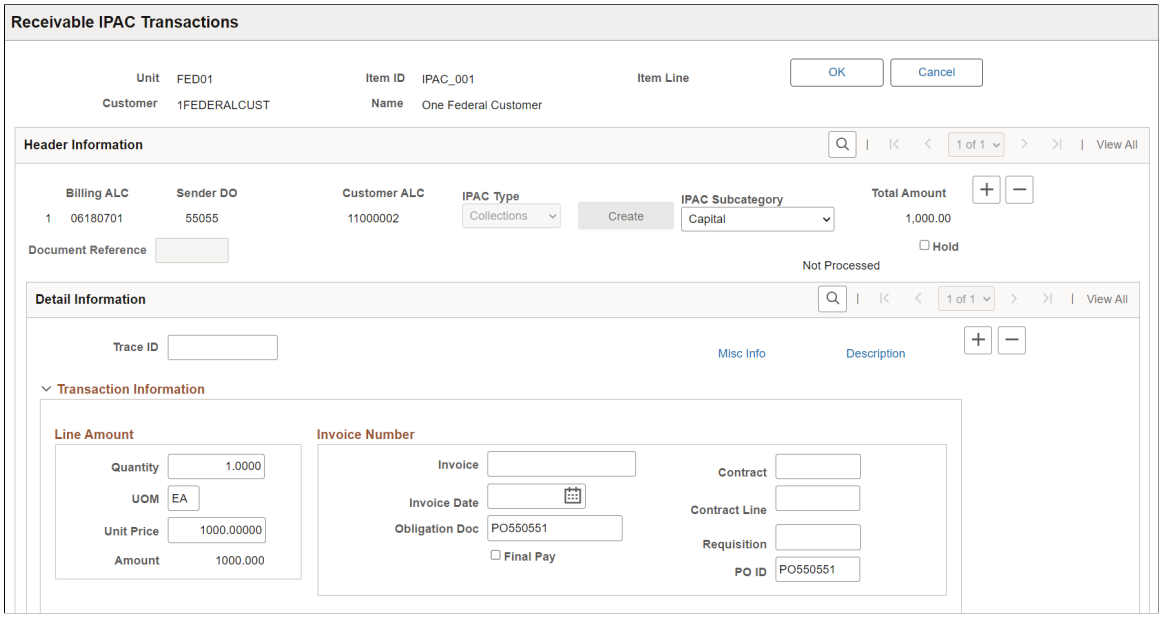
Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

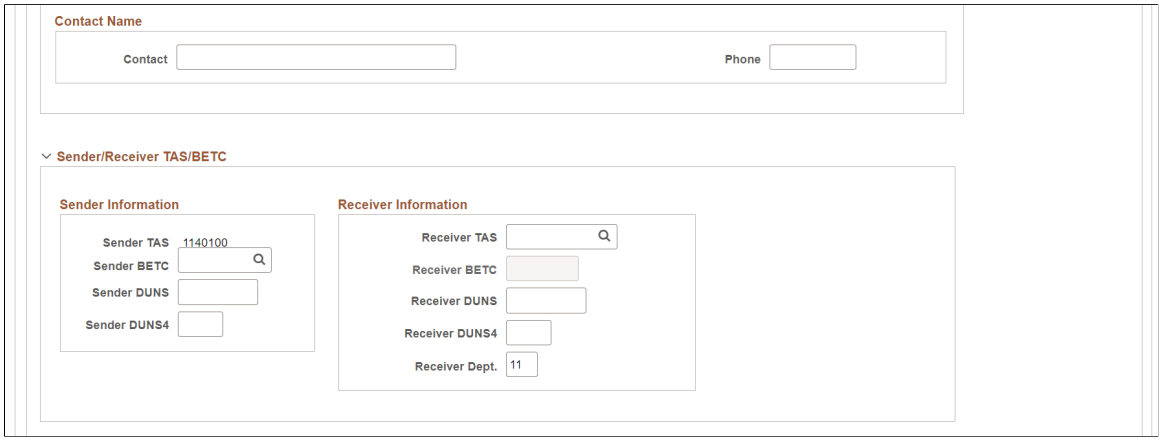
Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details > Detail 1

Click the **Transfer to IPAC Transactions** link on the View/Update Item Details - Detail 1 page.

This example illustrates the fields and controls on the Receivable IPAC Transactions page (1 of 3). You can find definitions for the fields and controls later on this page.

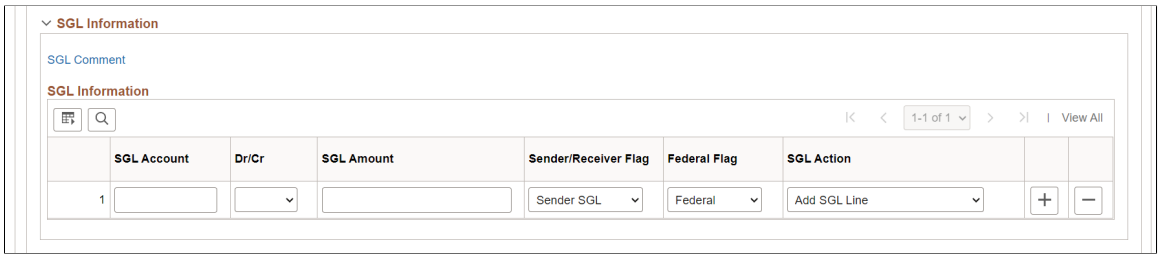


This example illustrates the fields and controls on the Receivable IPAC Transactions page (2 of 3). You can find definitions for the fields and controls later on this page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivable IPAC Transactions page (3 of 3). You can find definitions for the fields and controls later on this page.



Some of the information displayed on this page comes from the default values for IPAC that you assigned to business units, customers, and contacts. You can override the default values as needed.

Header Information

Field or Control	*Description*
Billing ALC (billing agency location code)	Displays the billing agency location code that you assigned to the SetID for the business unit. Override the code if needed.
Sender DO (sender disbursing office)	Displays the five-digit ID that you assigned to the SetID for the business unit. Override if needed.
Customer ALC (customer agency location code)	Displays the agency location code that you assigned to the customer associated with the item. Override if needed.
IPAC Type	Select an IPAC transaction type. Values are: *Collection:* Use for new transactions that you are sending to the IPAC system. *Adjustment:* Use for IPAC payment transactions received from another agency to add information and adjust the amount due. This option is not available if you initiated the transaction. *Post SGL:* Use to add or change the SGL account information for prior transactions that you sent for collection. *Zero:* Use for IPAC transactions that you have already sent to the IPAC system to change information other than the amount or the SGL account information. *None:* Use for information purposes only. No data is sent to the Department of Treasury. **Note:** The fields that require entry on the page vary based on the transaction type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Subcategory	Displays the IPAC subcategory you defined on the Receivables Options - General 1 Page. Subcategory values can be: • *Benefits* • *Borrowings* • *Buy/Sell* • *Capital* • *Custodial Exchange* • *Custodial Non-Exch* • *Expenditure Non-Exch* • *Investments* • *Other*
Create	Click to validate that no previous transactions exist for the item and to create IPAC transactions. Any previously entered transactions for the item must have a process status of *Processed.* After you click the **Create** button, the system enables data fields based on the IPAC record type selected. If you click the **Create** button after IPAC detail records have been created, the system issues a message warning that the existing IPAC detail records for this IPAC transaction will be re-created. You can proceed or cancel the action. **Note:** If you want to create additional IPAC transactions for an item that has prior transactions with a *Processed* status, you must insert a new record and IPAC type prior to clicking the **Create** button.
Total Amount	Displays the total amount of the IPAC transaction for all item lines.

Detail Information

Only the **Original Line Item Number** field is available for adjustment types. No other fields are available.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Trace ID	Displays the user-assigned identification number to enable back-end systems to match transactions.
Cross Ref Doc (cross-reference document)	Displays the document reference number on the header of the original transaction. This field appears only for zero dollar transaction types.
Original Line # (original line number)	Displays the detail line number from the original transaction, which is used for adjustments only.
Misc Info (miscellaneous information)	Click to add additional information about the transaction.
Description	Click to add information about the IPAC description on the IPAC Description page (AR_IPAC_DESCR_SEC).
Quantity	Displays the quantity amount that can be used to verify that the amount on each IPAC detail record equals the quantity times unit price, except for the Zero Dollar record type.
UOM (unit of measure)	Displays the units by which goods and services are measured. This field is not available for adjustment type.
Unit Price	Displays the total amount of each IPAC unit, which is quantity multiplied by unit price. This field is required for payment and collection.
Obligation Doc (obligation document)	Displays the billing agency's internal accounting document associated with a specific bill.
Final Pay	Select to indicate whether a payment is final *(F)* or partial *(P)*.
Contract	Displays a number that uniquely identifies a contract between two trading partners.
Contract Line	Displays a contract line item number.
Requisition	Displays whether a payment is from a requisition or a partial payment.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
PO ID (purchase order ID)	Displays a purchase order number. This field is required for IPAC collections.
Contact Name and **Phone**	Displays information about the primary IPAC contact that you assigned to a customer.

Sender/Receiver TAS/BETC

The fields that are available in this section vary based on the IPAC transaction type. This table shows the fields that are available based on the IPAC type:

IPAC Transaction Type	*Available Fields*
Collection	All fields.
Adjustment	All fields except sender and receiver **DUNS** and **DUNS4.**
Zero Dollar	All fields except sender and receiver **BETC.**

Field or Control	*Description*
TAS (Treasury Account Symbol)	For the sender, select the account number assigned by the U.S. Department of Treasury to classify transactions. Indicates the agency that initiated the billing. For the receiver, select the account of the fund that will receive the payment. The following table summarizes the TAS format for Sender ALCs and Receiver ALCs, and field dependencies in PeopleSoft Receivables.

Agency Location Code	*GWA Type*	*Consider Fund Code?*	*TAS Format*	*27th column*	*TAS Field*
Sender ALC	GWA Reporter	Yes	GWA TAS	‘C’	Required
Sender ALC	Non-GWA Reporter	Yes	String TAS		Optional

Copyright © 1988, 2025, Oracle and/or its affiliates.

Agency Location Code	*GWA Type*	*Consider Fund Code?*	*TAS Format*	*27th column*	*TAS Field*
Receiver ALC	GWA Reporter	No	GWA TAS	‘C’	Required
Receiver ALC	Non-GWA Reporter	No	String TAS		Optional

Field or Control	*Description*
BETC (business event type code)	Select the code used in the Governmentwide Accounting and Reporting Program (GWA) to indicate the type of activity being reported, such as payments, collections, and so on. This code must accompany the Treasury Account Symbol (TAS) and the dollar amounts to classify the transaction against the fund balance with the Treasury. The selected TAS determines the available BETC codes. Most TAS will have the following four BETC codes: • *DISB* = Payables disbursement. • *DISBADJ* = Payables disbursement adjustment. • *COLL* = Receivables collection. • *COLLADJ* = Receivables collection adjustment. The following table summarizes the BETC requirements and selections for Sender ALCs and Receiver ALCs, and field dependencies in PeopleSoft Receivables.

Agency Location Code	*GWA Type*	*BETC Field*	*BETC Defaulting Logic*	
			Number of BETC codes <=4	*Number of BETC codes > 4*
Sender ALC	GWA Reporter	Required	Yes – default BETC	No Defaulting. User has to manually select the BETC code.
Sender ALC	Non-GWA Reporter	Optional	No	No.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Agency Location Code	*GWA Type*	*BETC Field*	*BETC Defaulting Logic*	
			Number of BETC codes <=4	*Number of BETC codes > 4*
Receiver ALC	GWA Reporter	Required	Yes – default BETC	No Defaulting. User has to manually select the BETC code.
Receiver ALC	Non-GWA Reporter	Optional	No	No

Field or Control	*Description*
DUNS and **DUNS4**	Enter the Dun & Bradstreet numbers used to identify the sender (your agency) or the receiver (the customer's agency). The Sender DUNS and Sender DUNS4 appears by default from the values defined on the “Agency Location Code Page” (Application Fundamentals), if the DUNS fields were set up as required on the “IPAC Fields Page” (Application Fundamentals). The Receiver DUNS and Receiver DUNS4 appear by default from the values defined on Customers - Additional General Information page.
Department	Displays the receiver department code of the customer. This field appears by default from the first two characters of the Receiver ALC.

Entering SGL Information

If you entered an entry event code for the item in PeopleSoft Billing or during pending item entry on the Pending Item 1 page, the Receivables Update process populates the fields in the **SGL Information** grid. You can override the values if needed. If you did not enter an entry event code, you must enter SGL account information for Post SGL transaction types, and you can optionally enter SGL account information for the Collection and Adjustment transaction types. The SGL information fields are not available for zero dollar transaction types.

Field or Control	*Description*
SGL Comment (standard general ledger comments)	Click to access the AR Post SGL Comments page (AR_IPAC_SGLCMT_SBP), where you can enter standard general ledger comments. This link is active only when *Post SGL* is selected in the **IPAC Type** field.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
SGL Account (standard general ledger account)	Enter a chart of accounts used by the U.S. Department of Treasury for central agency reporting.
Dr/Cr (debit/credit)	Select a debit or credit, which determines the type of amount entered. When this value is saved, the system validates that the total debit amount is equal to the total credit amount.
SGL Amount (standard general ledger amount)	Enter an SGL amount. The **Dr/Cr** field determines the type of amount to enter. This value is used to verify that the total SGL debit amount is equal to the total SGL credit amount. It also verifies that the individual SGL amount is no greater than the amount on the IPAC detail record
Sender/Receiver Flag	Select a value to indicate whether the SGL account information for the line is for the sender (your agency) or the receiver (the customer's agency).
Federal Flag	Select a value to indicate whether the SGL account information for the line is Federal or Non-Fed (non-federal).
SGL Action (standard general ledger action)	Select a value that indicates the action for the line. Values are: *Add:* Indicates that this is a new line. *Edit:* Indicates that this is a changed line. For Post SGL transaction types, the action is *Edit* for existing lines and *Add* for new lines. For Adjustment transaction types, the action is *Edit* even though no existing rows exist.

IPAC Miscellaneous Description Page

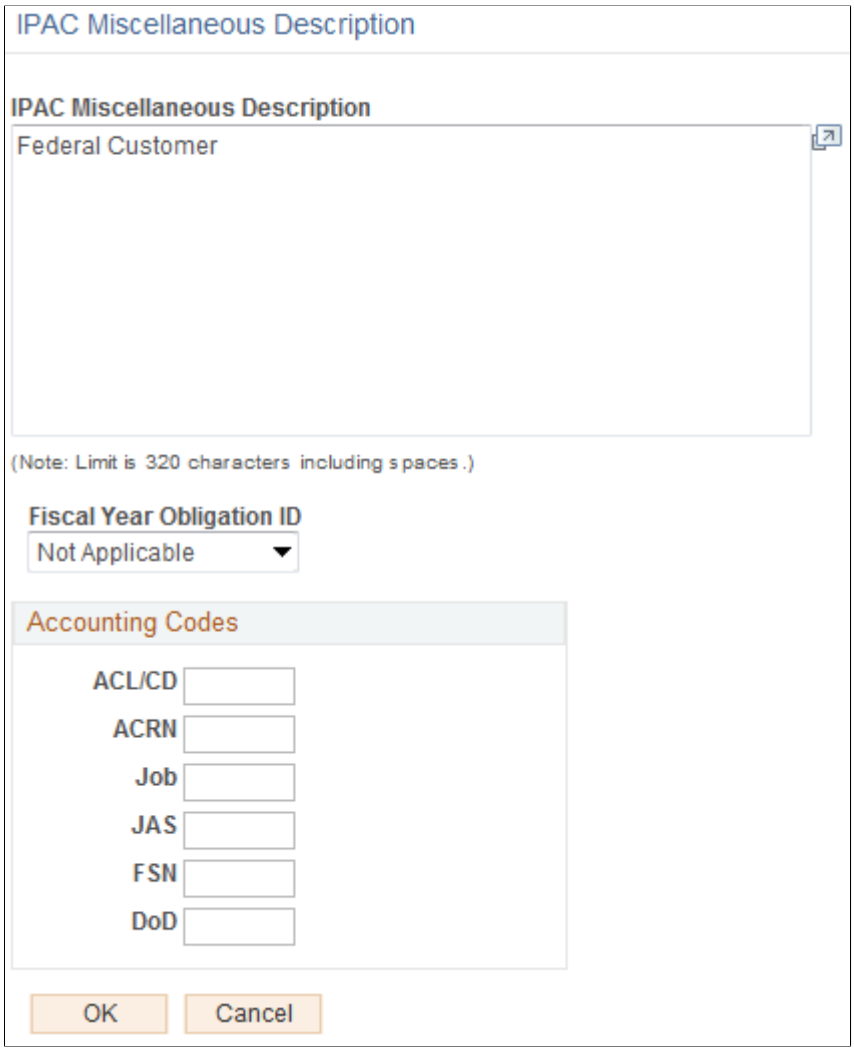
Use the IPAC Miscellaneous Description page (AR_IPAC_MISC_SEC) to enter additional text to describe an IPAC transaction and additional sender and receiver information.

Navigation:

Click the **Misc Info** (miscellaneous information) link on the Receivable IPAC Transactions page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the IPAC Miscellaneous Description page. You can find definitions for the fields and controls later on this page.



Enter comments about the collection request in the text box.

Field or Control	***Description***
Fiscal Year Obligation ID	Select a value to indicate the fiscal year of the obligation. Values are *Not Applicable, Current Fiscal Year,* and *Prior Fiscal Year.*
ACL/CD (account classification code)	Displays a project code and is supplied to the billing agency by the customer on the original request for services.
ACRN (account classification reference number)	Appears for adjustment type only.
Job	Not available for adjustment type.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
JAS (job agency site)	Displays a combination of job order number, accounting classification record number, and site ID.
FSN (fiscal station number)	Displays an 8-digit number identifying the subdivision of an agency location code.
DoD (activity address code)	Displays the activity address code.

The fields that are available on this page vary based on the IPAC transaction type. This table shows the fields that are available based on the IPAC type:

IPAC Transaction Type	*Available Fields*
Collection	All fields.
Adjustment	All fields.
Zero Dollar	All fields except **Fiscal Year Obligation ID.**
Post SGL	Only the text box.

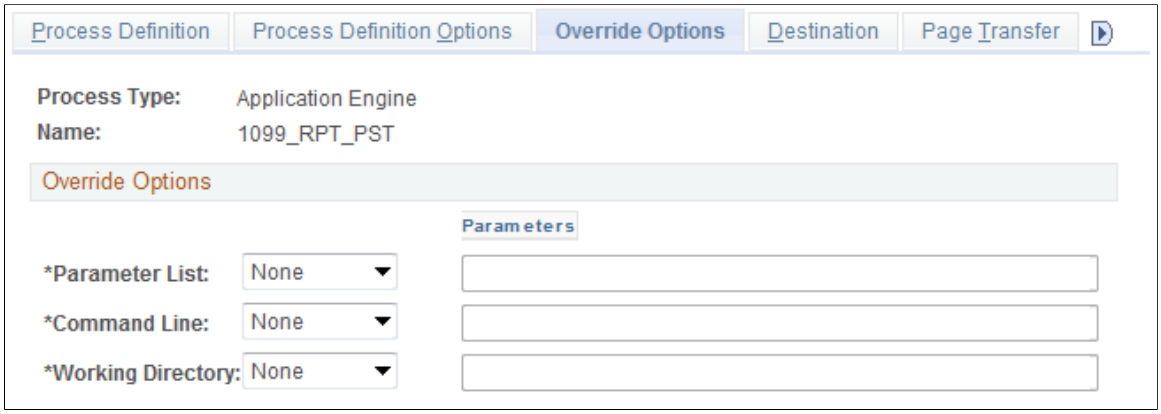
Entering Override Options for the Format EFT File Process

Use the Override Options page (PRCSDEFNOVRD) to enter override options for the Format EFT File process.

Navigation:

PeopleTools > **Process Scheduler** > **Processes** > **Override Options**

This example illustrates the fields and controls on the Override Options page for the Format EFT File process. You can find definitions for the fields and controls later on this page.



If you run PeopleSoft Receivables on a DB2 database on a Microsoft Windows or IBM OS390 server, you must manually insert an owner ID parameter in the list of parameters for the process definition before you can run the Format EFT Files process.

Field or Control	*Description*
Parameters List	Enter *Prepend.*
Parameters	In the **Parameters** field next to the **Parameters List** field, enter %%OWNERID%% :EFT_WRK_PARM1 as shown in the preceding example. Note that a space is between the owner ID parameter (%%OWNERID%%) and :EFT_WRK_PARM1.

AR IPAC Run Request Page

Use the AR IPAC Run Request page (IPAC_EXP_RQST) to run the Format EFT File process, which creates a file that can be uploaded to IPAC.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Request IPAC Interface** > **AR IPAC Run Request**

Field or Control	*Description*
IPAC Interface Options	Select an IPAC Interface option: Values are *Generate for All Units, Generate for One Unit, Generate for One Customer,* and *Rerun for Previous Job.*

Processing Inbound IPAC Transactions in Receivables

This topic lists prerequisites and discusses how to:

- Load inbound IPAC files.
- Review and correct staged inbound IPAC files on the Receivables IPAC Workbench.
- Create a payment for the item and the IPAC collection or adjustment transaction on the Receivables IPAC Workbench.
- Resolve errors using the IPAC Manager Workbench.

For an overview of inbound IPAC transactions in Receivables, see (USF) Submitting Transactions Between Agencies Using the IPAC System.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Process Inbound IPAC Transactions in Receivables

Page Name	*Definition Name*	*Usage*
Load Inbound IPAC Page	INTFC_IPAC_RQST	Load the IPAC .cvs file into the IPAC staging tables using the Load Inbound IPAC Application Engine process (AP_INIPAC).
Receivables IPAC Workbench Page	AR_INIPAC_WB	Review, correct, and process collection and adjustment transactions in PeopleSoft Receivables.
Line Details Page	AR_IPAC_WB_DTL_SEC	View fields from the IPAC detail staging table. This page is read-only.
IPAC Manager Workbench Page	IPAC_MANAGER_WB	Review and classify transactions as either AP or AR.
Manager Workbench Line Details Page	IPAC_MGR_DTL_SEC	View fields from the IPAC detail staging table. This page is read-only. The same information is displayed on the Receivables IPAC Workbench - Line Details Page.

Prerequisites for Inbound IPAC Processing in Receivables

Set up the system for inbound IPAC processing in Receivables:

- Perform the same setup as for outbound IPAC processing.

    1. Enable the IPAC interface on the Installation Options - Receivables page.
    2. Assign an IPAC billing agency location code and sender DO (disbursing office) to a SetID for each business unit.
    3. When defining customers, select the options for the IPAC interface and the customer ALC (agency location code).

- Configure the environmental variables of all affected workstations to enable IPAC inbound processing.

    See “Configuring Workstations for IPAC Inbound Processing” (PeopleSoft Payables).

- Set up the agency location code (ALC) and government-wide accounting (GWA) reporting options for reporting in the Agency Location component (AGENCY_LOC_CD). When the Billing ALC field is available on the Receivables Options - General 1 Page, you can set the ALC to be a GWA Reporter for Receivables.

See also Processing Outbound IPAC Transactions in Receivables

Copyright © 1988, 2025, Oracle and/or its affiliates.

Related Links

“Defining Agency Location Codes” (Application Fundamentals)
Receivables Options - General 1 Page
“Installation Options - Receivables Page” (Application Fundamentals)
“Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information)
“Entry Event Code Definition Page” (Application Fundamentals)
“Understanding Federal Government and Statutory Reports” (PeopleSoft General Ledger)

Downloading the Inbound IPAC Flat File

The Inbound IPAC File is downloaded manually by an agency from the Treasury IPAC system. The Treasury’s IPAC system exports transaction data by Agency Location Code (ALC) in a comma-separated value (.csv) format. This file contains all payment, collection, and adjustment transactions received by and sent by the requested ALC for a given time period.

Because the PeopleSoft system already contains the transactions sent by your agency’s ALC, the load process ignores them to avoid duplication of entries, provided you entered your ALC on the Load Inbound IPAC run control page. All IPAC transactions where the originating ALC field is equal to the ALC requesting the file are ignored. There is, however, an exception. An IPAC record is not ignored if the agency manually enters IPAC transactions into IPAC and wants to use the PeopleSoft Inbound IPAC interface to record the transactions. This is accomplished by leaving the ALC field blank on the Load Inbound IPAC run control record.

Load Inbound IPAC Page

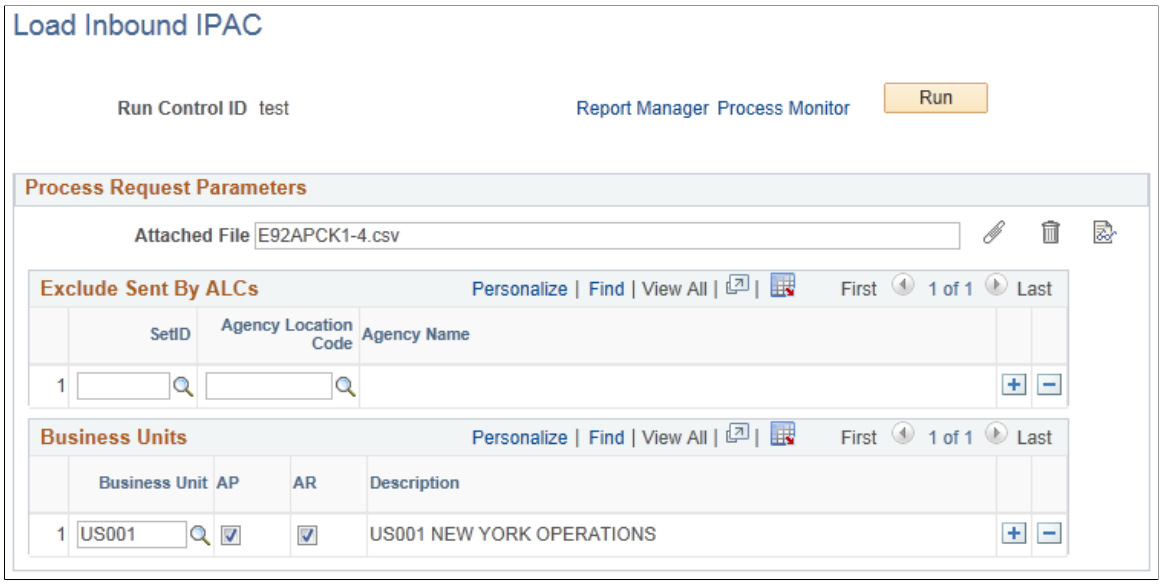
Use the Load Inbound IPAC page (INTFC_IPAC_RQST) to load the IPAC .csv file into the IPAC staging tables using the Load Inbound IPAC Application Engine process (AP_INIPAC).

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Load Inbound IPAC** > **Load Inbound IPAC**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Load Inbound IPAC page for Receivables. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Exclude Sent By ALCs grid	Enter a SetID and ALC that you want to exclude from the Load Inbound IPAC processing. Select the ALC from a list of all ALCs that belong to your company, the receiving agency running the Load Inbound IPAC process. The process compares the ALCs in this grid to the originating ALC on the incoming IPAC record. If there is a match, the IPAC record is ignored. An IPAC record is not ignored when the agency manually enters IPAC transactions into IPAC and wants to use the PeopleSoft Inbound IPAC interface to record the transactions by leaving the **Exclude Sent By ALCs** fields blank.
Business Units grid	Enter a business unit and select a check box to indicate the business unit is an AP business unit, an AR business unit, or both. The prompt for the Business Unit field shows all AP and AR business units. These business units are used by the defaulting logic in the Load Inbound IPAC process to narrow down the search when querying AP for previously entered vouchers and AR for previously entered items. The AP and AR check boxes indicate the Business Unit is an AP business unit, an AR business unit, or both.

Receivables IPAC Workbench Page

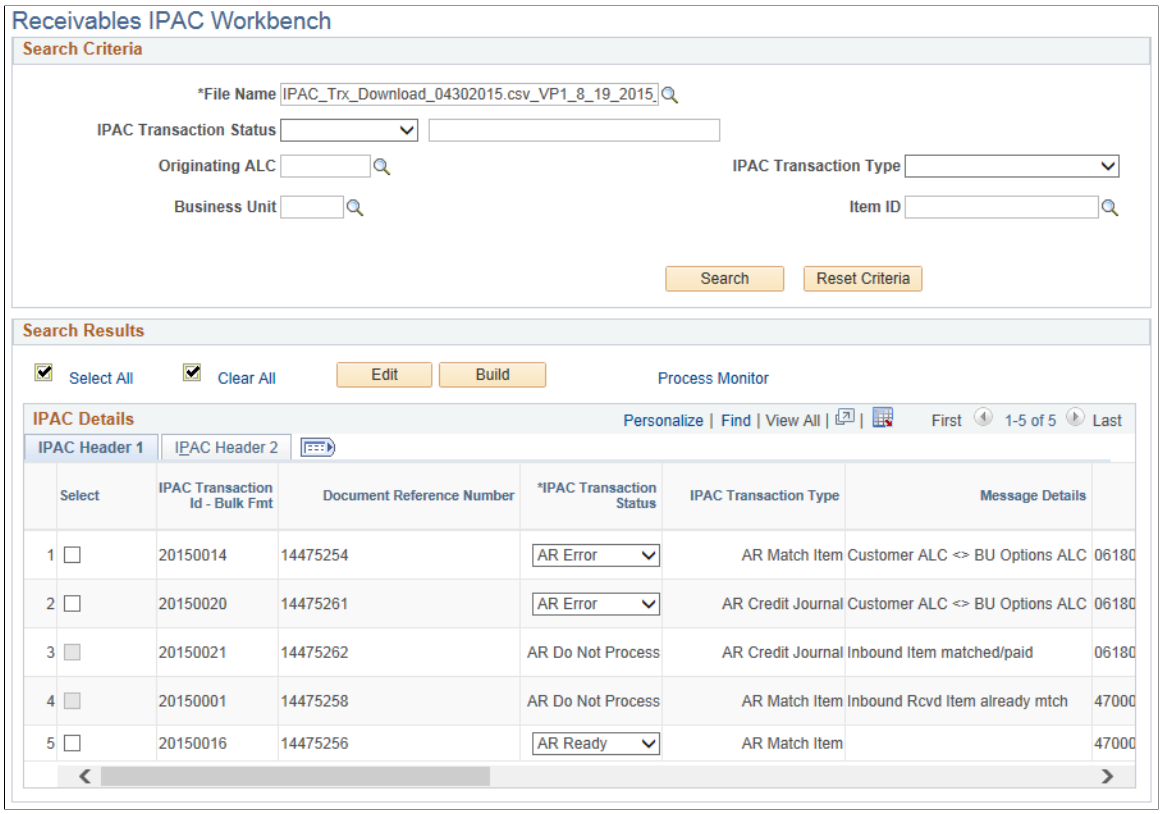
Use the Receivables IPAC Workbench page (AR_INIPAC_WB) to review, correct, and process collection and adjustment transactions for Receivables.

Navigation:

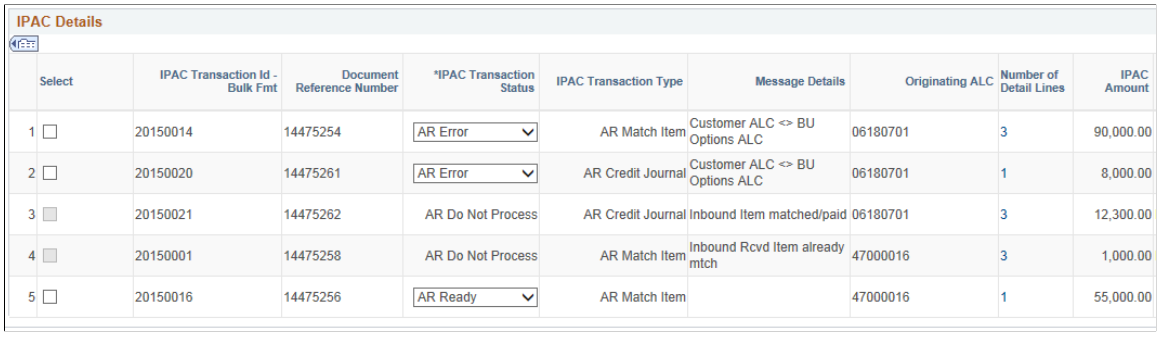
Accounts Receivable > **Receivables Maintenance** > **Receivables IPAC Workbench** > **Receivables IPAC Workbench**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivables IPAC Workbench page, showing the search results for the specified file. You can find definitions for the fields and controls later on this page.

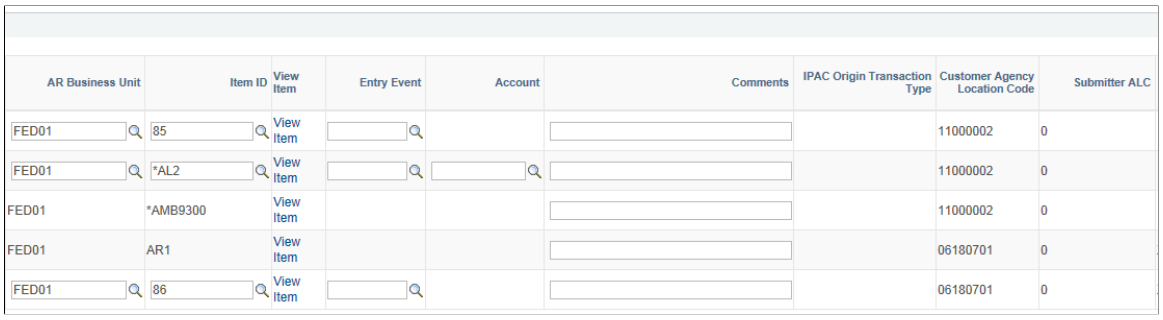


This example illustrates the fields and controls on the Receivables IPAC Workbench page – IPAC Details grid. You can find definitions for the fields and controls later on this page.



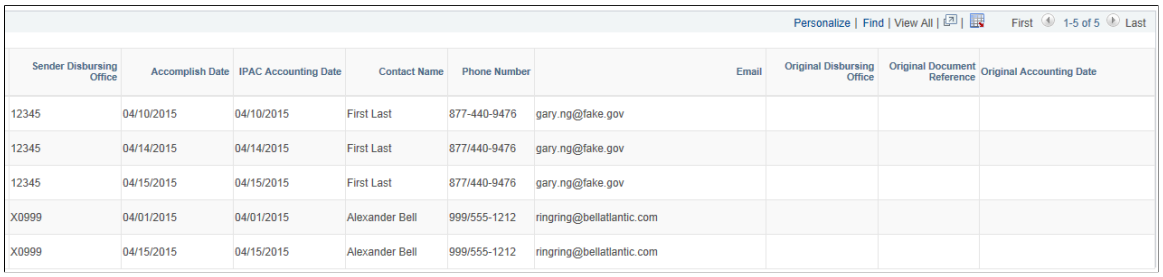
 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivables IPAC Workbench page – IPAC Details grid (continued). You can find definitions for the fields and controls later on this page.



AR Business Unit	Item ID	View Item	Entry Event	Account	Comments	IPAC Origin Transaction Type	Customer Agency Location Code	Submitter ALC
FED01	85	View Item					11000002	0
FED01	*AL2	View Item					11000002	0
FED01	*AMB9300	View Item					11000002	0
FED01	AR1	View Item					06180701	0
FED01	86	View Item					06180701	0

This example illustrates the fields and controls on the Receivables IPAC Workbench page – IPAC Details grid (continued). You can find definitions for the fields and controls later on this page.



Personalize | Find | View All | First 1-5 of 5 Last

Sender Disbursing Office	Accomplish Date	IPAC Accounting Date	Contact Name	Phone Number	Email	Original Disbursing Office	Original Document Reference	Original Accounting Date
12345	04/10/2015	04/10/2015	First Last	877-440-9476	gary.ng@fake.gov			
12345	04/14/2015	04/14/2015	First Last	877/440-9476	gary.ng@fake.gov			
12345	04/15/2015	04/15/2015	First Last	877/440-9476	gary.ng@fake.gov			
X0999	04/01/2015	04/01/2015	Alexander Bell	999/555-1212	ringring@bellatlantic.com			
X0999	04/15/2015	04/15/2015	Alexander Bell	999/555-1212	ringring@bellatlantic.com			

Understanding IPAC Transaction Statuses

The IPAC transaction status indicates the record status during IPAC processing. You can retrieve transactions by status by searching on the IPAC Workbench. These transaction statuses appear on the Receivables IPAC Workbench:

- *AR Do Not Process* - Indicates that the Load IPAC program found a previously matched item for this IPAC record.
- *AR Error* - Indicates that the item ID was able to be matched but failed edits. You can correct the error in the system and click the **Edit** button on the workbench to rerun the verification until the issue is resolved.

  You can change this status to *AR Ready* or *Manager Error*.
- *AR in Process* - Indicates that a user has clicked the **Build** button to create either AR Deposit/Payment records (similar to entering an express deposit online) or a credit direct journal. No actions can be performed against this record, but after the program has completed successfully the status is *AR Processed*.
- *AR Processed* - Indicates that the processing has completed successfully and deposit/payments or credit direct journals have been created. This transaction cannot be changed on the Receivables IPAC Workbench or the Manager Workbench.
- *AR Ready* - Indicates that the Load IPAC program matched an item ID to this record. You can review this record before further processing. You can also change this status to *Manager Error* to indicate that a manager should review and correct this record on the Manager Workbench.

Copyright © 1988, 2025, Oracle and/or its affiliates.

First select transactions, then click the **Build** button. The **Build** button initiates the IPAC Build program (AR_IPAC_BLD) to create AR transactions from the IPAC records. If the transaction type is AR Match Item, the build process creates a deposit and payment for the item and IPAC collection transactions. After the system creates the deposits/payments, you must run ARUPDATE to post the payment transaction to Receivables as well as run Journal Generator to create journals for the general ledger. If the transaction type is AR Credit Journal, the build process creates a credit direct journal and IPAC adjustment transactions. After the system creates the credit direct journal, and the build process changes the status to complete, you must run Journal Generator to create journals for the general ledger for this transaction.

For the AR Credit Journal, accounting entries are created in the PAY_MISC_DST table. The account for the user line comes from the user entered value on the Receivables IPAC Workbench and the other ChartFields come from the original item. The ChartFields for the cash line come from the external bank account definition. The bank information is taken from the item, if available. If not, the bank information comes from the AR Business Unit options.

- *AR Review* - Indicates that a manager has classified the record as AR. You need to review the record and make necessary changes before it can be fully processed.

  You can change this status to *AR Ready* or *Manager Error.*

When the *Manager Error* status appears, the system was unable to determine if this IPAC transaction is AP or AR, and this record must be reviewed by a manager on the IPAC Manager Workbench. You can also change the statuses *AR Review* and *AR Ready* to *Manager Error* for manager review.

Header Search Fields

Field or Control	***Description***
File Name	(Required) Enter the IPAC file name.
IPAC Transaction Status	Select the staging line status. You can search the status field by these operators: *contains* and = (equals). Valid values are: • *AR Do Not Process* • *AR Error* • *AR in Process* • *AR Processed* • *AR Ready* • *AR Review*
Originating ALC	Enter the originating ALC.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Business Unit	Enter the AR business unit. This field allows you to search for IPAC records that have already been matched.
IPAC Transaction Type	Select the IPAC transaction type. Valid values are: • *AR Match Item* – The build process creates a payment for the item and IPAC collection transactions. • *AR Credit Journal* – The build process creates a credit direct journal and IPAC adjustment transactions. • *AR Outbound Item Mtch* • *AR Outbound Adjustment*
Item ID	Enter an item ID. The Load process matched to this item. You can search by this field to verify that the processing matched to a specific entered item.
Search	Click the Search button to retrieve IPAC transactions in the staging tables using the search criteria specified.
Reset Criteria	Clears the entered search criteria from the search fields.

Search Results

Field or Control	*Description*
Edit	Click this button to verify the selected transactions in the grid. The program checks the following: • Customer ALC for the IPAC record must match the ALC on the AR business unit options. • If an existing IPAC collection or adjustment record with a document reference number is found, then the transaction is a duplicate. • There is a missing deposit or payment for an adjustment.
Build	Click this button to run the IPAC Build process for the selected transactions in the grid. The process creates AR transactions from the IPAC records with a status of *AR Ready*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

IPAC Details Grid

Field or Control	*Description*
Select	Select IPAC transactions in the grid by row. This check box is enabled only for transactions with a status of *AR Ready, AR Error,* or *AR Review*.
IPAC Transaction Id – Blk Fmt (IPAC transaction ID – bulk format)	Displays the IPAC transaction ID.
Document Reference Number	Displays the IPAC Document Reference Number from the IPAC file.
IPAC Transaction Status	Displays the current status of the IPAC header. Valid values are: • *AR Do Not Process* • *AR Error* – You can change this status to *AR Ready* or *Manager Error.* • *AR in Process* • *AR Processed* • *AR Ready* – You can change this status to *Manager Error.* • *AR Review* – You can change this status to *AR Ready* or *Manager Error*.
IPAC Transaction Type	Displays the interpreted transaction type calculated by the Load Inbound IPAC process: *AR Match Item* or *AR Credit Journal*.
Message Details	Displays any error messages generated during the Load Inbound IPAC Process.
Originating ALC	Displays the IPAC Originating ALC from the IPAC file.
Number of Detail Lines	Click this link to display the IPAC Line Details page (AR_IPAC_WB_DTL_SEC). The link shows the number of lines in the invoice.
IPAC Amount	Displays the IPAC Header Dollar Amount from the IPAC file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
AR Business Unit	Displays the defaulted AR Business Unit. You can update this field if the status of the IPAC record is *AR Ready, AR Error,* or *AR Review*.
Item ID	Displays the defaulted Item ID. You can update this field if the status of the IPAC record is *AR Ready, AR Error,* or *AR Review*. You must first enter an AR Business Unit.
View Item	Click this link to access the View/Update Item Details page.
Entry Event	Displays the defaulted entry event. You can update this field if the status of the IPAC record is *AR Ready, AR Error,* or *AR Review*. You must first enter an AR Business Unit.
Account	Enter the default revenue account that is used when creating credit direct journals using the **Build** button. This field is required if the transaction type is AR Credit Journal.
Comments	Enter up to 60 characters of text in this field to communicate with managers or make any notes. This field is not used for reporting and is not carried forward to the created PeopleSoft AR transactions.
IPAC Origin Transaction Type	Displays the IPAC Origin Transaction Type from the IPAC file.
Customer Agency Location Code	Displays the recipient of an IPAC transaction or receiver agency from the IPAC file.
Submitter ALC	Displays the submitting agency from the IPAC file. This field is optional.
Sender Disbursing Office	Displays the sender’s disbursing office symbol that is associated with the Customer ALC from the IPAC file.
Accomplish Date	Displays the date that an IPAC transaction was successfully processed by the IPAC System.
IPAC Accounting Date	Displays the IPAC accounting date.
Contact Name, Phone Number, and **Email**	Displays the contact information from the IPAC file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Original Disbursing Office	Displays the original disbursing office when the IPAC transaction is an adjustment.
Original Document Reference	Displays the original document reference number from the IPAC file when the IPAC transaction is an adjustment.
Original Accounting Date	Displays the accounting date from the original IPAC transaction when the IPAC transaction is an adjustment.

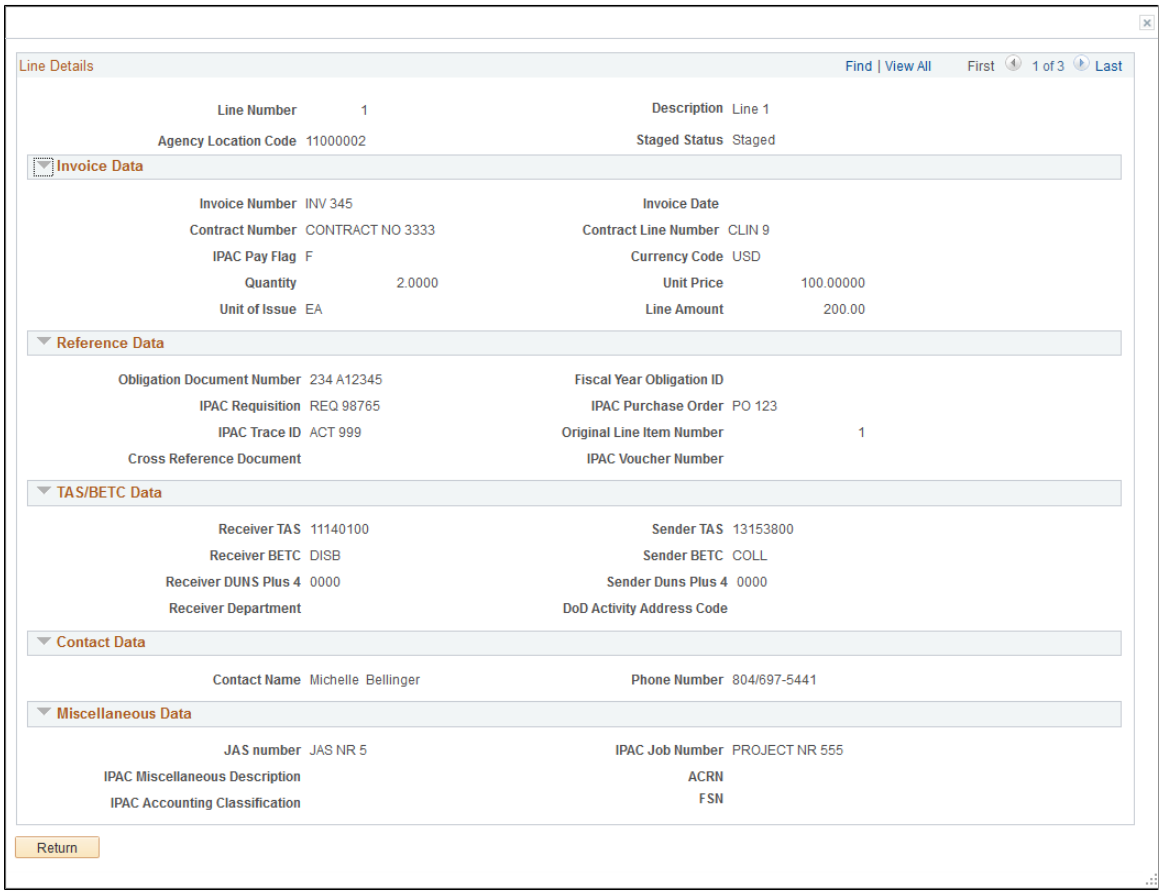
Line Details Page

Use the Line Details page (AR_IPAC_WB_DTL_SEC) to view fields from the IPAC detail staging table. This page is read-only.

Navigation:

Click the link in the **Number of Detail Lines** column on the IPAC Workbench page.

This example illustrates the fields and controls on the Line Details page.



 Copyright © 1988, 2025, Oracle and/or its affiliates.

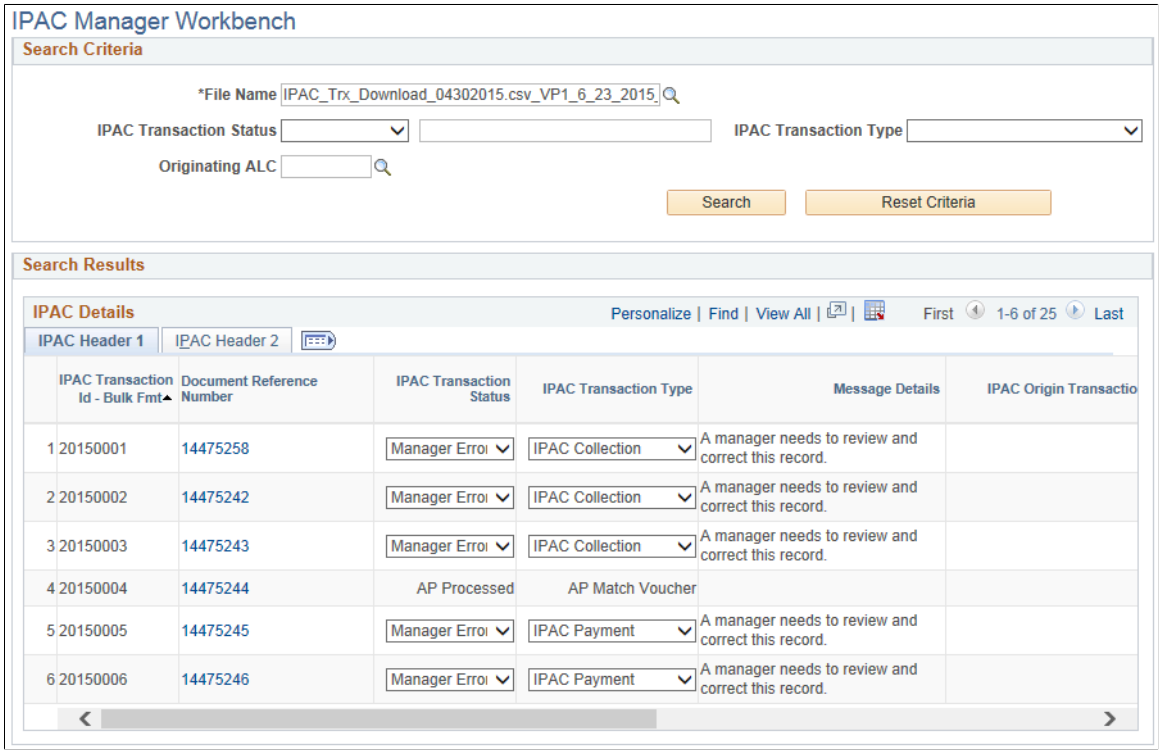
IPAC Manager Workbench Page

Use the IPAC Manager Workbench page (IPAC_MANAGER_WB) to review and classify transactions as either AP or AR.

Navigation:

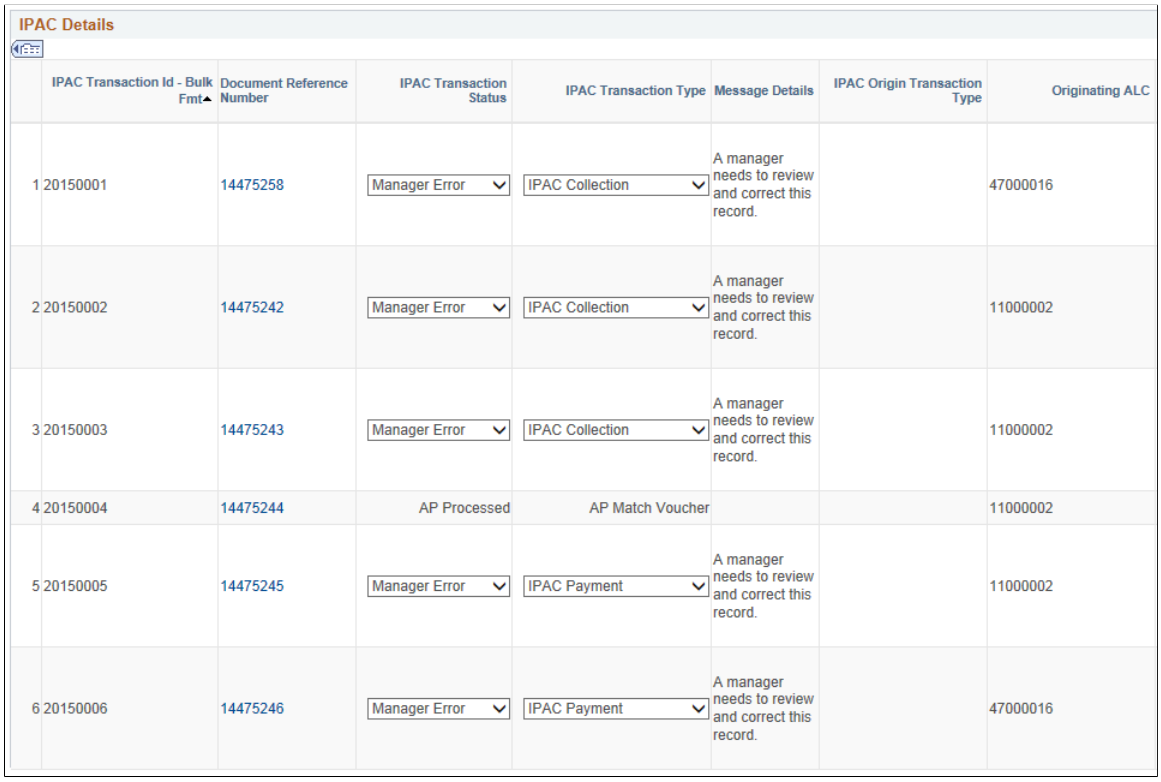
Accounts Receivable > Receivables Maintenance > IPAC Manager Workbench

This example illustrates the fields and controls on the IPAC Manager Workbench page, showing the search results for the specified file. You can find definitions for the fields and controls under the Receivables IPAC Workbench page.



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the IPAC Manager Workbench page, showing IPAC Details for the selected file. You can find definitions for the fields and controls under the Receivables IPAC Workbench page.

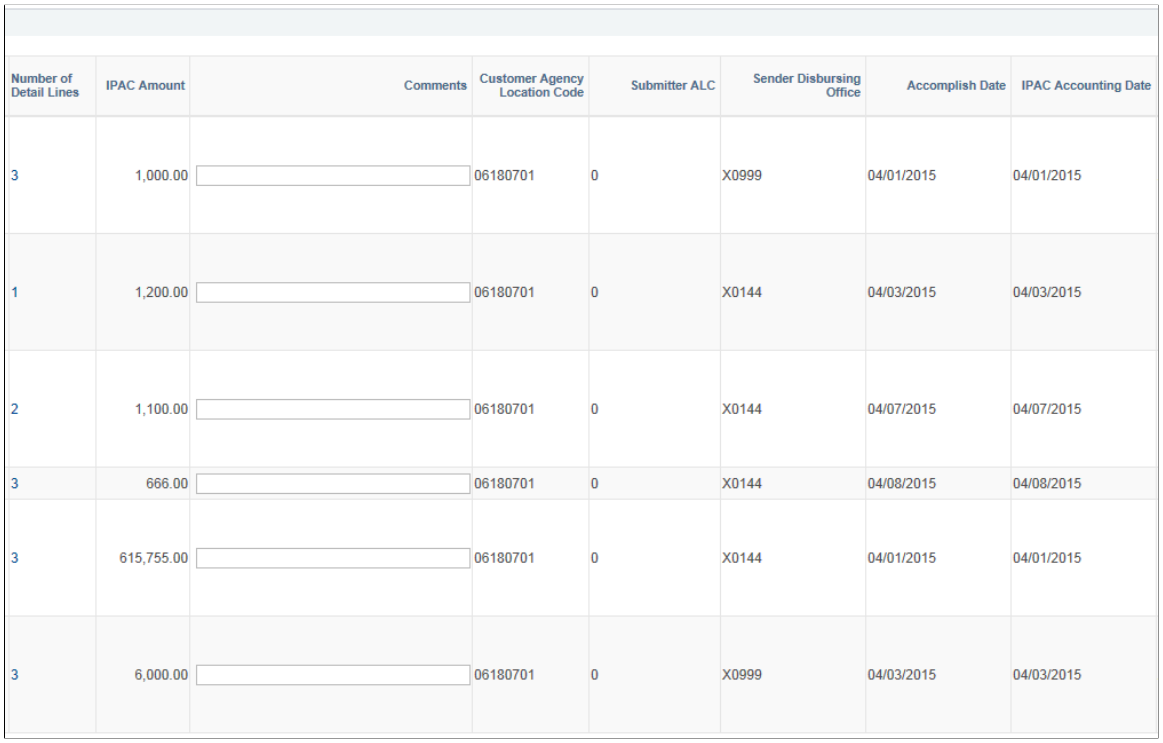


IPAC Details

	IPAC Transaction Id - Bulk Fmt	Document Reference Number	IPAC Transaction Status	IPAC Transaction Type	Message Details	IPAC Origin Transaction Type	Originating ALC
1	20150001	14475258	Manager Error	IPAC Collection	A manager needs to review and correct this record.		47000016
2	20150002	14475242	Manager Error	IPAC Collection	A manager needs to review and correct this record.		11000002
3	20150003	14475243	Manager Error	IPAC Collection	A manager needs to review and correct this record.		11000002
4	20150004	14475244	AP Processed	AP Match Voucher			11000002
5	20150005	14475245	Manager Error	IPAC Payment	A manager needs to review and correct this record.		11000002
6	20150006	14475246	Manager Error	IPAC Payment	A manager needs to review and correct this record.		47000016

Copyright © 1988, 2025, Oracle and/or its affiliates.

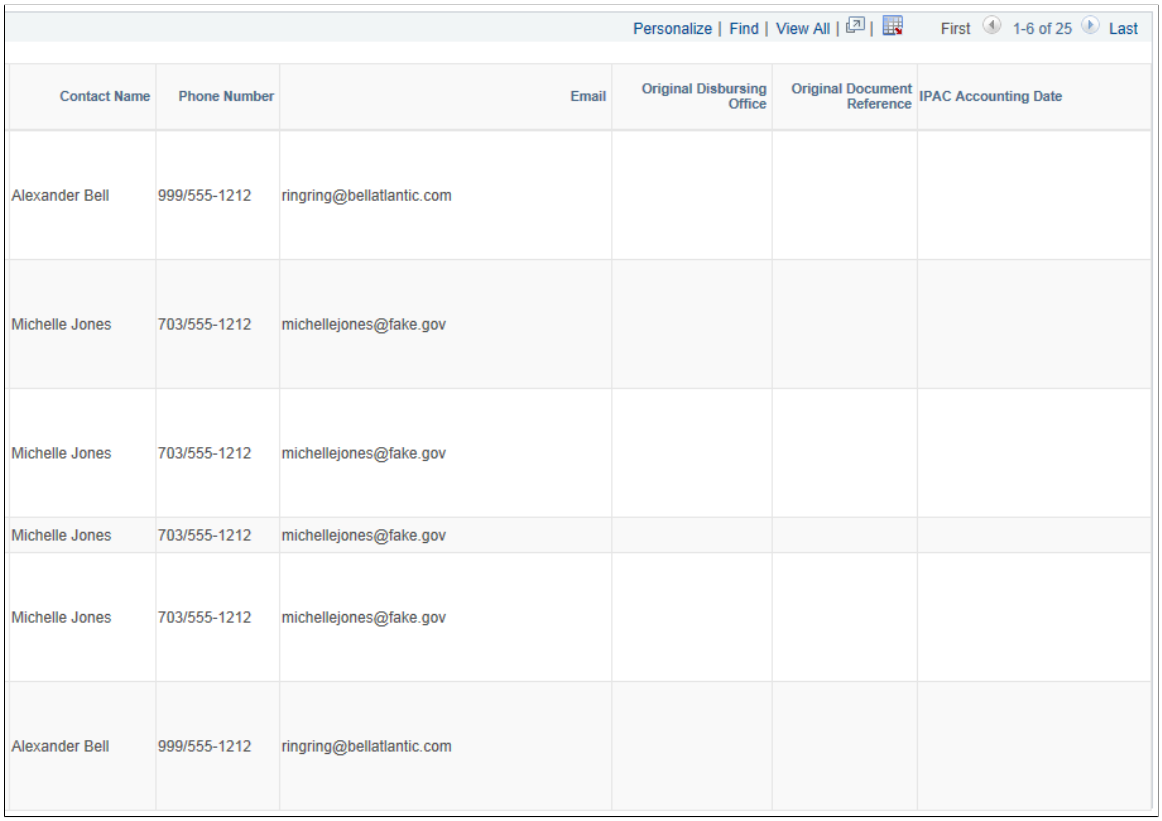
This example illustrates the fields and controls on the IPAC Manager Workbench page, showing IPAC Details (continued) for the selected file. You can find definitions for the fields and controls under the Receivables IPAC Workbench page.



Number of Detail Lines	IPAC Amount	Comments	Customer Agency Location Code	Submitter ALC	Sender Disbursing Office	Accomplish Date	IPAC Accounting Date
3	1,000.00		06180701	0	X0999	04/01/2015	04/01/2015
1	1,200.00		06180701	0	X0144	04/03/2015	04/03/2015
2	1,100.00		06180701	0	X0144	04/07/2015	04/07/2015
3	666.00		06180701	0	X0144	04/08/2015	04/08/2015
3	615,755.00		06180701	0	X0144	04/01/2015	04/01/2015
3	6,000.00		06180701	0	X0999	04/03/2015	04/03/2015

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the IPAC Manager Workbench page, showing IPAC Details (continued) for the selected file. You can find definitions for the fields and controls under the Receivables IPAC Workbench page.



Personalize | Find | View All | First 1-6 of 25 Last

Contact Name	Phone Number	Email	Original Disbursing Office	Original Document Reference	IPAC Accounting Date
Alexander Bell	999/555-1212	ringring@bellatlantic.com			
Michelle Jones	703/555-1212	michellejones@fake.gov			
Michelle Jones	703/555-1212	michellejones@fake.gov			
Michelle Jones	703/555-1212	michellejones@fake.gov			
Michelle Jones	703/555-1212	michellejones@fake.gov			
Alexander Bell	999/555-1212	ringring@bellatlantic.com			

All transaction statuses for both Payables and Receivables are visible on the IPAC Manager Workbench. If the matching process is not able to determine whether the transaction is AP or AR, the status is set to *Manager Error.* The manager uses the IPAC Manager Workbench to review the record. The manager performs research to determine that the record should be assigned to AP or AR, updates the status to *AP Review* or *AR Review*, and sets the transaction type to the appropriate type. The manager can also enter a note in the **Comments** field.

Field or Control	***Description***
Document Reference Number	Click the document reference link to transfer to the Receivables IPAC Workbench or the AP IPAC Workbench based on the transaction status.

The rest of the fields on the IPAC Manager Workbench are the same as those on the Receivables IPAC Workbench. For field definitions, see documentation for the Receivables IPAC Workbench Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

(USF) Setting Up Memo Status Codes

Page Used to Set Up Memo Status Codes

Page Name	*Definition Name*	*Usage*
Memo Status Codes Page	MEMO_STATUS_TBL	Add and maintain memo status codes.

Understanding Memo Status Codes

To set up memo status code, use the Memo Status Codes component (MEMO_STATUS_CODE).

U.S. federal agencies can use memo status codes to track changes to the status of a delinquent item. Use the Memo Status Changes page to enter each status code as an item changes its status. PeopleSoft Receivables delivers the following codes that you must set up for each SetID as needed. You can also create user-defined codes.

Code	*Description*
FOREBEAR (In forbearance or appeal)	The item is in a formal appeals process or a forbearance program.
FORECLOSE (In foreclosure)	The item is in foreclosure because the agency received payment by seizing collateralized property. A notice of default for the item has been filed.
GARNISH (In wage garnishment)	An agency is pursuing the delinquent item by garnishing an employee's wages.
RESCHEDULE (Rescheduled)	The terms and conditions have been changed to facilitate the payment of the item. Rescheduled receivables are not considered delinquent unless the debtor fails to pay under the revised terms.
WAIVE (Waived/unwaived)	An agency has waived payment of the item or fees that are associated with the item.
ELIGBOFF (Eligible for offset)	A delinquent item is eligible for referral to the U.S. Department of Treasury for offset.
REFOFF (Eligible for internal collection)	The item has been referred to the U.S. Department of Treasury for offset.
ELGBINT (Eligible for internal collection)	The item is eligible to be collected by an internal agency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Code	*Description*
ELGBCROSS (Eligible for cross-servicing)	The item is eligible for referral to the U.S. Department of Treasury or a designated debt collection center for cross-servicing.
REFCROSS (Referred for cross-servicing)	The item has been referred to the U.S. Department of Treasury or a designated debt collection center for cross-servicing.
REFCOLL (Referred to private collection)	The item has been referred to a private collection agency.
REFJUST (Referred to Dept of Justice)	The item is in litigation at either the U.S. Department of Justice or at an agency with the statutory authority to litigate.
OFFSET (Collect by other methods)	Part of the outstanding item amount can be collected by other methods, such as tax refund or wage garnishments.
SUSPENDED (Suspended)	The debtor cannot currently pay for the item, and the collection actions have been suspended or terminated.
COMPROMISE (Compromised)	The open item amount has been compromised with the debtor and payment has been received. The agency must determine whether to report this to the IRS on a 1099-C and get it off the books.
WRITEOFF (Written-off)	The agency has determined that it cannot collect the payment for item. The debt can be reported as written-off.
CLOSEOUT (Closed out)	The agency has decided to write off the item.

Memo Status Codes Page

Use the Memo Status Codes page (MEMO_STATUS_TBL) to add and maintain memo status codes.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Memo Status Codes** > **Memo Status Codes**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

(USF) Tracking Memo Status Changes

Pages Used to Track Memo Status Changes

Page Name	*Definition Name*	*Usage*
View/Update Item Details - Detail 2 Page	ITEM_MAINTAIN_2	Check an item's current memo status. See Checking an Item's Current Memo Status. See the View/Update Item Details - Detail 2 Page for more information.
Memo Status Changes Page	MEMO_STATUS_SEC	Add and maintain a history of memo status code changes.
Memo Status Changes Page (Report)	RUN_AR34006	Generate the Memo Status Changes report (AR34006). Use the report to see the history of memo status changes by item. See also PeopleSoft Receivables Reports: A to Z.

Understanding the Track Memo Status Changes Process

The DMS requires you to maintain account information about individual receivable accounts. To support this requirement, PeopleSoft Receivables enables you to track multiple statuses for a receivable item.

This involves:

- Updating the memo status and details on the View/Update Item Details - Detail 2 page.
- Running the Memo Status Changes report, which lists, by item, the history of changes to the memo status field.

Two tables are required to use the track memo changes:

- The Memo Status Codes table (PS_MEMO_STATUS_TBL) contains the valid statuses.
- The Memo Status Changes Control table (PS_ ITEM_MEMO_CHGS) contains each change made to the memo status field, along with the user ID.

Prerequisites

Before tracking memo status:

- Enable the Track Memo Status Changes feature by selecting the **Use Memo Status** check box on the Installation Options - Receivables page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Set up memo status codes.

Related Links

(USF) Setting Up Memo Status Codes
“Installation Options - Receivables Page” (Application Fundamentals)

Checking an Item's Current Memo Status

Use the View/Update Item Details - Detail 2 page (ITEM_MAINTAIN_2) to check an item's current memo status.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **View/Update Item Details** > **Detail 2**

Field or Control	*Description*
Memo Status Code	Displays the current memo status for the item. This field appears only if you have enabled this feature on the Installation Options - Receivables page.
Detail	Click to access the Memo Status Changes page, where you can review a history of status changes for the item and add a status change as needed.

Memo Status Changes Page

Use the Memo Status Changes page (MEMO_STATUS_SEC) to add and maintain a history of memo status code changes.

Navigation:

Click the **Detail** button on the View/Update Item Details - Detail 2 page.

Change an item's memo status by adding a new row to the **Memo Status Changes** grid.

Field or Control	*Description*
Date Assigned	Enter the date of the status change.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Memo Status	Select from any memo status codes that you have defined or one of the following PeopleSoft-delivered memo status codes: *FOREBEAR:* In forbearance or appeal. *GARNISH:* In wage garnishment. *RESCHEDULE:* Rescheduled. *WAIVE:* Waiver or unwaived. *ELGBOFF:* Eligible for Treasury offset. *REFOFF:* Referred to Treasury for offset. *ELGBINT:* Eligible for internal offset. *ELGBCROSS:* Eligible for cross-servicing. *REFCROSS:* Referred for cross-servicing. *REFCOLL:* Referred to private collection. *REFJUST:* Referred to Department of Justice. *OFFSET:* Offset. *SUSPENDED:* Suspended. *COMPROMISE:* Compromised. *WRITEOFF:* Written-off. *CLOSEOUT:* Closed out.

Memo Status Changes Page (Report)

Use the Memo Status Changes run control page (RUN_AR34006) to generate the Receivables Memo Status Report (AR34006). Use this SQR report to see the history of memo status changes by item.

Navigation:

Accounts Receivable > **Customer Accounts** > **Item Information** > **Memo Status Change Report** > **Memo Status Changes**

You can specify a date range for the report, a specific business unit, a customer ID, and whether to include closed items on the report. If you specify a date range, the report includes only items with a memo status change within the specified date range.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Writing Off By ChartFields

Page Used to Write Off By ChartField

Page Name	*Definition Name*	*Usage*
Write-Offs By ChartField Page	AR_WOBYCF_REQ	Enter ChartField selection criteria to select items to write off by running the Write-Offs By ChartField Application Engine process (AR_WOBYCF).

Understanding the Write-Offs By ChartField Application Engine Process

The Write-Offs By ChartField process searches for items that contain distribution lines with ChartField values that match the selection criteria that you enter on the run control. Run this process to close out a specific ChartField, such as a Fund. If all the distribution lines for an item qualify, the process assigns the entire open amount of the items to a pending group and sets the posting action to Batch Standard. The next time you run the Receivable Update process, the process writes off the items and closes the group. If the qualifying distribution lines for an item make up only a portion of the open amount, the Write-Offs By ChartField process assigns the remaining balance of the items to a maintenance worksheet. You must access the maintenance worksheet and decide how to write off the item.

Write-Offs By ChartField Page

Use the Write-Offs By ChartField page (AR_WOBYCF_REQ) to enter ChartField selection criteria for selecting items to write off by running the Write-Offs By ChartField process.

Navigation:

Accounts Receivable > **Receivables Maintenance** > **Automatic Maintenance** > **Write-Offs by Chartfield** > **Write-Offs By ChartField**

Select a business unit and customer to process. You can process only one business unit at a time. The system uses the SetID for the business unit to provide prompt values for the customer and the write-off reason.

Field or Control	*Description*
Write-off Reason	Enter an entry reason that the process assigns to the write-off items that it creates.
Field Name	Select the ChartField values that you want to select in the ChartField value fields.
ChartField Value and ChartField TO Value	Select the range of ChartField values that are in the distribution lines for the items that you want to write off.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up the Treasury Report on Receivables

Pages Used to Set Up the Treasury Report on Receivables

Page Name	*Definition Name*	*Usage*
Installation Options - Receivables Page	INSTALLATION_AR	Enable the fields and buttons that are associated with the Treasury Report on Receivables (TROR) to appear on business unit, pending item entry, and item maintenance pages. See the “Installation Options - Receivables Page” (Application Fundamentals) for more information.
Add Report Template Page	AR_ADD_TEMPLATE	Define a new TROR report template name and version.
Report On Receivables Setup Page	AR_UPDATE_TEMPLATE	Search for an existing template and set up the characteristics of each system-defined line, which is associated with a system-defined part and section.
Reporting Entity Code Page	ENTITY_TBL	Define report entity codes for the government agencies or divisions to which the TROR is submitted.
Receivable Type Page	REC_TYPE_TBL	Define codes that represent the loan types.
Delinquency Code Page	DELINQ_TBL	Define delinquency codes.

Understanding How to Set Up the Treasury Report on Receivables

To set up the Treasury Report on Receivables (TROR), use the Reporting Entity Code (ENTITY_GRP), Receivable Type (REC_TYPE_GRP), and the Delinquency Code (DELINQ_GRP) components.

The Treasury Report on Receivables (TROR) serves as a management report that informs federal decision makers of the gross book value of the non-tax receivables owed by the public to federal agencies and the status of the federal government’s debt portfolio.

This overview discusses the setup needed to generate the TROR:

- TROR templates.
- Entity codes and receivables types.
- Entry types.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Delinquency codes.
- Customer types.

TROR Templates

The TROR Template provides you with the flexibility to set up one or more effective-dated report templates.

Use the TROR template to select data that you want to appear on the TROR report. The template enables the inclusion and exclusion of receivables based on the setup. This means that item entry use IDs can be included or excluded from certain lines in the report, as well as item delinquency codes.

The report version system data controls the output and template structure. Lines cannot be added to or deleted from a template by the end user. The end user can set up a new template for a report using the system-defined version of the report. The system-defined version of the report cannot be modified. This ensures that the generated report is current and complies with the output specifications of the U.S. Treasury.

The TROR template consists of these categories.

- Report Template

  The report template is created by the end user to select and report on receivables within their system.

- Report Part

  The number of Report Parts in the template is defined in the report version control record. Report parts cannot be added to or deleted from a template. This ensures that the report output is consistent with the U.S. Treasury's version of the report.

- Report Section

  The number of Report Sections in the template is defined in the report version control record. Report sections cannot be added to or deleted from a template. This ensures the report output is consistent with the U.S. Treasury's version of the report.

- Report Line

  The number of Report Lines in the template is defined in the report version control record. Report lines cannot be added to or deleted from a template. This ensures the report output is consistent with the U.S. Treasury's version of the report.

  The lines in the report display as one line or many sub-lines. The report template component will treat each line line/sub line combination as one line. Each line has its own select statement where you define the receivable select criteria as well as delinquency code selection criteria.

Because the TROR uses setup data defined specific to your implementation of Receivables, the process of establishing a new template with selection and exclusion criteria can be an involved process. To expedite the setup process, a sample template is delivered as demo data. The sample template can be copied and used as a starting point to create a template for your implementation.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entity Codes and Receivable Types

When you enter pending items, you assign reporting entity codes and receivable types. The entity codes and receivable types are used to identify the items for which you are including data in the report.

You set up reporting entity codes to represent the government agencies and divisions for which the Treasury Report on Receivables is submitted.

Setting up an entity code enables you to set up report behavior and map Receivable business units to the entity code. You select a TROR reporting template for an entity code. When you run the report, this template is applied based on the SetID and entity code that you select on the Preparer run control page. You select the receivable types that can be applied to a report, and select only one of these receivable type options to apply to the specific report you are running.

You select business units for the entity code. When you select a SetID on the Preparer run control page, it determines which entity codes are available for selection, which in turn determines the business units and associated data that are selected to the Treasury Report on Receivables that you generate. There is an edit on the Reporting Entity Code page that verifies that the business units you select on the Reporting Entity Code page have the same SetID as the SetID the entity code that you are setting up.

Entry Types

Many of the lines in the report include only amounts for items with specific entry types. To populate these lines, you must set up entry types for the codes in the following table and create an automatic entry type for each entry type:

Entry Type Code	***Description***
ADMIN	Administrative Charge
FC	Finance Charge
OC	Overdue Charge
PY	Payment
WO	Write-off
TAXES	Tax Receipts
AD	Adjust Write-off
ADR	Adjustments Reclassified
ADS	Adjustments to Sale of Assets

Copyright © 1988, 2025, Oracle and/or its affiliates.

Entry Type Code	*Description*
ADC	Adjustments - Consolidations
RD	Rescheduled Debt

Delinquency Codes

You assign delinquency codes to items on the Item Delinquency page. The system uses these codes to determine which items' amounts to include in various lines of the report. You must set up the delinquency codes in the following table for the report and the codes in the report must exactly match the codes in this list to update the various line amounts correctly:

Delinquency Code	*Description*
AGN	By Agency
OTP	Other Third Party
AST	Asset Sales
PCA	Private Collection Agency
TOP	At Treasury for Offset
WGR	Wage Garnishment
CLO	Closed Out
NA	Non-Delinquent
BKR	In Bankruptcy
FRB	Forbearance/Formal Appeals
FRC	In Foreclosure
LIT	In Litigation
IOS	Eligible for Internal Offset

Copyright © 1988, 2025, Oracle and/or its affiliates.

Delinquency Code	*Description*
TXS	At Treasury Cross Servicing
OF%	Exempt from Treasury Referral
DET	Debt Exempted by Treasury
DC%	Debt Collection

Customer Types

The report also includes item amounts for only specific customer types in various lines on the report. You assign the customer type to the customer on the General Info page for the customer. Also, the report includes item amounts for customers in various lines only if you selected the **Federal Customer** check box on the General Info page.

The system-delivered translate values for the **Customer Type** field (CUSTOMER_TYPE) are 1, 2, 3, and 4. For the report to update the report lines correctly, you must change these translate values to the following values:

- *F:* Foreign
- *M:* Commercial
- *N:* Consumer
- *S:* State Local
- *X:* Excluded Foreign Customers

Note: You can also set up user-defined customer types.

Related Links

Setting Up Entry Types and Reasons

“Customer Information - General Info Page” (PeopleSoft Order to Cash Common Information)

Add Report Template Page

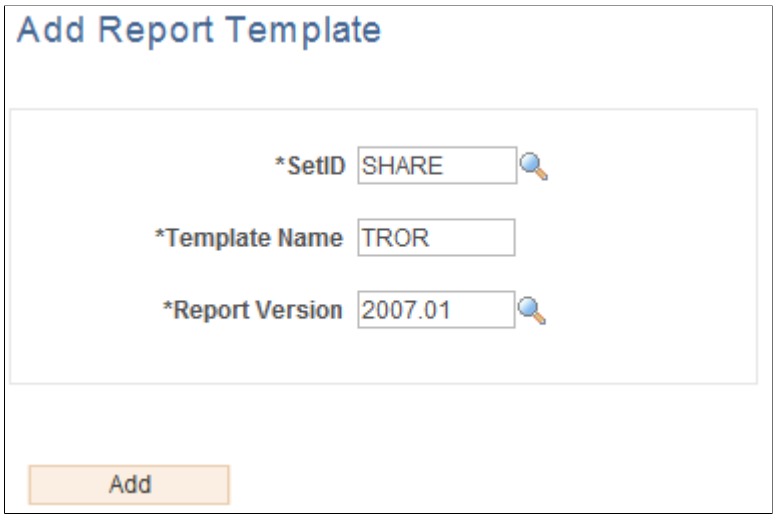
Use the Add Report Template page (AR_ADD_TEMPLATE) to define a new TROR report template name and version.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **TROR Report** > **Add Report Template**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Add Report Template page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
SetID	Select the SetID that applies to your organization.
Template Name	Assign an identifiable name for this TROR template.
Report Version	Select the version of this report. This number represents the most current report version and is derived from the version control record (AR_RPT_VERSION), which is delivered as system data.

Report On Receivables Setup Page

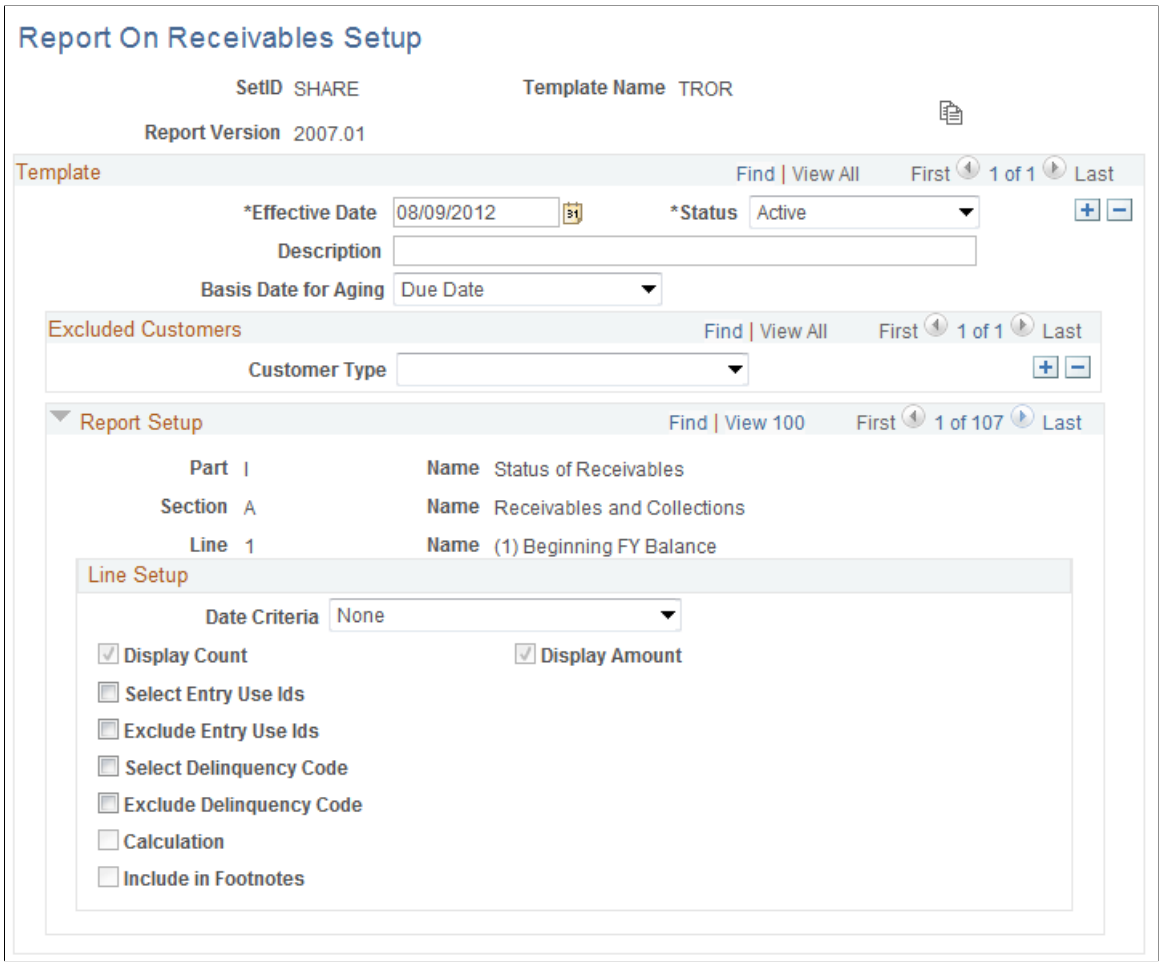
Use the Report On Receivables Setup page (AR_UPDATE_TEMPLATE) to search for an existing template and set up the characteristics of each system-defined line, which is associated with a system-defined part and section.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **TROR Report** > **Update Report Template** > **Report on Receivables Setup**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Report on Receivables Setup page. You can find definitions for the fields and controls later on this page.



Click the Copy Template icon to display the Report on Receivables Template Copy page. You can select a new SetID and enter a new template name on this page. The version is display only and is controlled by the system defined version control table. For example, user can create a new template using sample template TRORV1 under SetID SHARE, report version 2007.01, if wish to reuse the set up data for the sample template.

Once the new template has been copied, you can return to the Update Report Template search page and search for the new template that you just created. You can modify the characteristics of this template as needed.

Field or Control	***Description***
Effective Date	Select the date from which this report template setup is applicable.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Status	Select whether the data on this report template is an Active or Inactive. **Note:** You can modify the information on this template as of a selected effective date by clicking the Add (+) icon, changing the effective data and making that date active.
Description	Enter a description of this template.
Basis Date for Aging	Select either the Due Date, which is the due date assigned to an item, or the As of Date of an item.
Customer Type	Select a specific type of customer to exclude from this report or you can leave the field blank to include all customer types in the report. Customer types are defined based on your implementation setup. If you want to exclude more than one customer type, you can click the Add (+) icon to the right of the Customer Type field and select another customer type to exclude from the report. You can continue to add the customer types that you want to exclude using the Add (+) icon.
Report Setup	Expand the section to display the Report Setup and Line Setup group boxes. The Report Setup group box consists of a consecutive series of Parts, Sections, and Lines along with their descriptions. When you click View All on the right side of the Report Setup header row, you can display all of the Report Setup and Line Setup for each part, section, and line of the report. **Name** indicates the name of the part, section, and line that will be printed on the report.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Line Setup	Select from these options (some of which are active or inactive due to your selection) to define the Line Setup: • **Date Criteria**: Applies to the selection of items in the line in relation to the fiscal year and accounting period provided on the run control. Some lines in the report are not controlled by the date criteria due to the aging of receivables. In these cases, the date criteria will not have an impact on the selection of receivables for this line. These are the options for date criteria: • *None* • *Previous Fiscal Year* • *Reported Accounting Period* • *Reported Fiscal Year* • Display Count check box - Indicates that the count of items selected for this line will be displayed on the report. This check box is selected during system setup and cannot be accessed by the user. • Display Amount check box - Indicates that the amount will display on the report. This check box is selected in the system data and cannot be accessed by the user. • Select Entry Use IDs check box – Select this check box to enable users to select one or more Entry Use IDs for the line on the report. If selected, you must define at least one entry use ID. • Exclude Entry Use ID check box – Select this check box to enable users to exclude specific entry use id's for the line on the report. If selected, you must define at least one entry use ID. • Select Delinquency Code check box - Select this check box to enable users to select delinquency codes for the report. When selected, the user must define at least one delinquency code. • Exclude Delinquency Code check box - Select this check box to enable users to exclude selected delinquency codes for the report. When selected, the user must define at least one delinquency code to be excluded. • Calculation check box – This check box is selected to enable the system to use results from other lines in the report to calculate the output. If this check box is selected, the Date Criteria value has no impact since no items are selected; only the results from other lines are calculated. This check box is selected in the system data and cannot be changed by the user. The selected Calculation check box enables you to select the Parts,

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	Description
	Sections, Line Numbers, and Operations to use to perform the calculation. • Include in Footnotes check box - This check box is selected to indicate that the items selected based on the criteria will be printed at the end of the report as footnotes. This check box is selected in the system data and cannot be changed by the user.

For example, to define the line setup for:

Part I Name: Status of Receivables

Section A Name: Receivables and Collections

Line 4A Name: (A) At Agency (-)

You can select from these options:

- Date Criteria

  Same choices as Line 4.
- Display Count check box
- Display Amount check box
- Select Entry Use IDs check box selected
- System Function ID – WS-01 –
- Description – Pay an Item
- Entry Type –PY – A payment would be considered a collection.
- Entry Reason - The entry reason can be left blank which allows all payments to be selected.
- Exclude Entry Use ID check box will be unavailable since the option to select entry use IDs is already selected.
- Select the Delinquency Code check box.
- Delinquency Code – AGN (At Agency) will select receivables that have a delinquency code of AGN.
- Exclude Delinquency Code check box not be enabled since the option to select Agency Codes is enabled.
- Calculation check box will not be enabled based on report version control data.
- Include in Footnotes check box not be enabled based on report version control data.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Reporting Entity Code Page

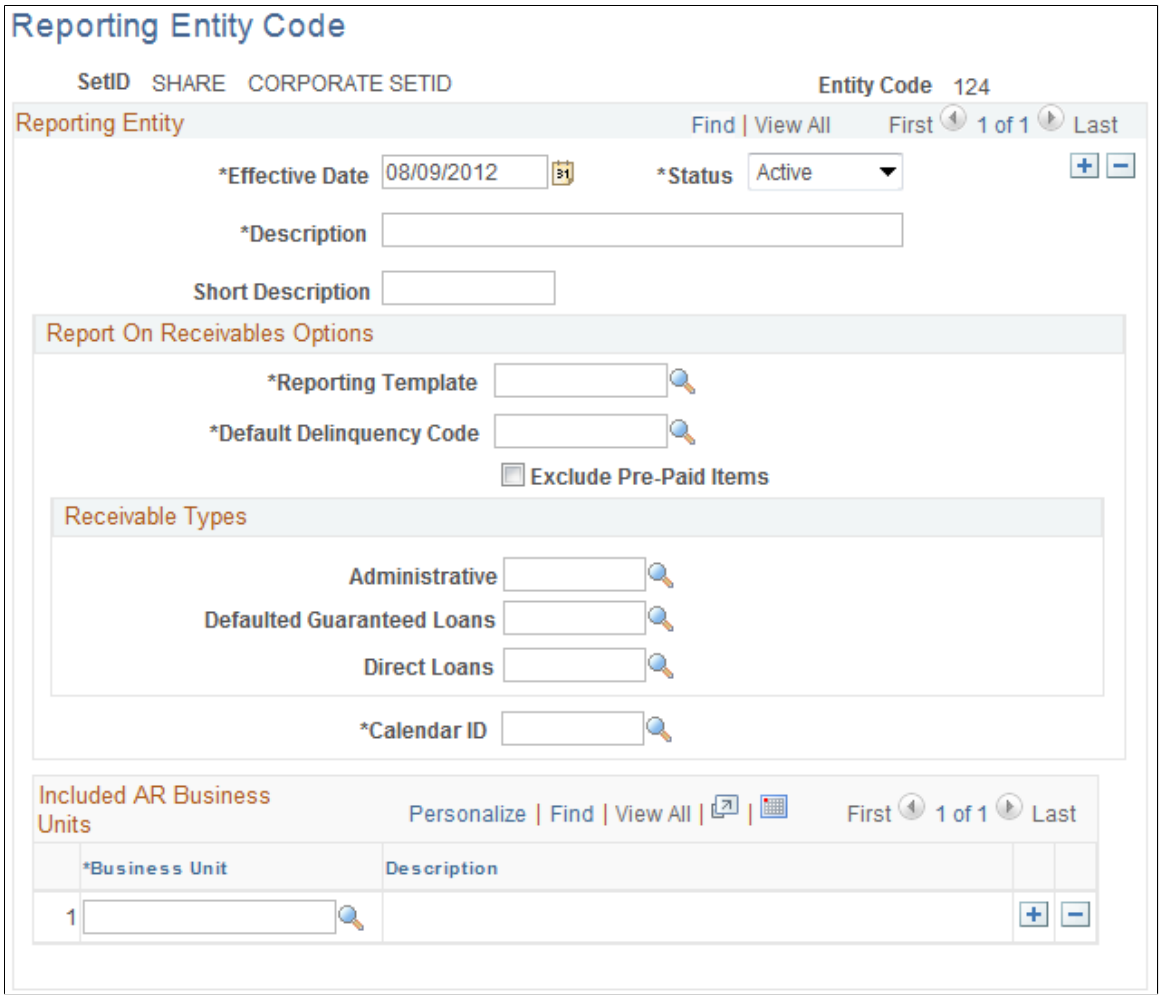
Use the Reporting Entity Code page (ENTITY_TBL) to define report entity codes for the government agencies or divisions to which the TROR is submitted.

The entity code component includes TROR reporting options. These reporting options enable users to set up and report behavior and map Receivable business units to the entity code.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Reporting Entity Code** > **Reporting Entity Code**

This example illustrates the fields and controls on the Reporting Entity Code page. You can find definitions for the fields and controls later on this page.



The report entity code is unique for each reporting entity. The first two digits identify the agency, the next two digits identify the bureau, and the remaining digits identify the entity.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Entity Code	Enter the entity code for the reporting entity that you want to define. The first two digits identify the agency, the next two digits identify the bureau, and the remaining digits identify the entity.
Reporting Template	Select the TROR reporting template to use when generating the Treasury Report On Receivables based on the selection of this reporting entity code.
Default Delinquency Code	Select the delinquency code that you prefer as the default value for new receivables.
Exclude Prepaid Items	Select this check box if you want to exclude prepaid items on the Treasury Report on Receivables for this reporting entity code.
Receivable Types	Select the Receivable Types that identify a receivable as Administrative, Default Guaranteed Loans, and Direct Loans. The receivable type can be defined as any value in the system and is mapped from this entity code to the receivable type on the TROR. **Note:** Only one Receivable Type appears on a given report.
Calendar ID	Select the calendar that you want to apply to the generation of data for the Treasury Report on Receivables. The calendar ID that you select for the entity code determines the fiscal year and accounting periods that appear on the report.
Included AR Business Units	Select any business units that you want to include in the processing of the data for the Treasury Report on Receivables. An error message will display If the calendar ID for the selected business unit does not match the calendar ID selected for this reporting entity code.

Receivable Type Page

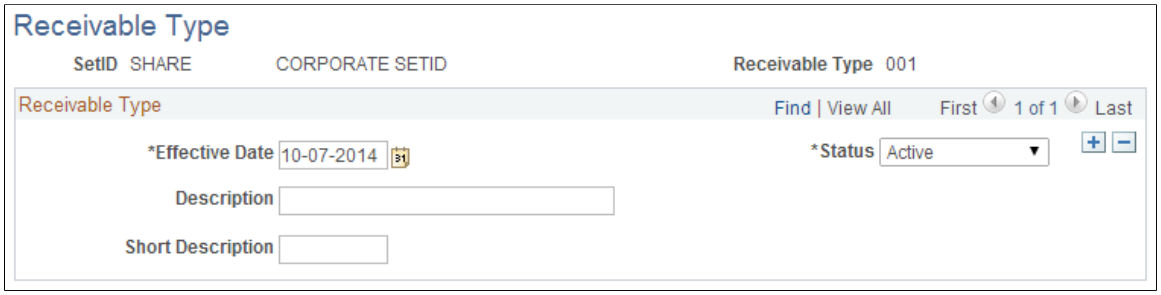
Use the Receivable Type page (REC_TYPE_TBL) to define codes that represent the loan types.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Options** > **Receivable Type** > **Receivable Type**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Receivable Type page.



The Receivable Type code identifies the loan as a direct loan, defaulted guaranteed loan, or noncredit receivable. This code appears at the top of the Treasury Report on Receivables report to identify the types of items for which amounts are included in the various report lines.

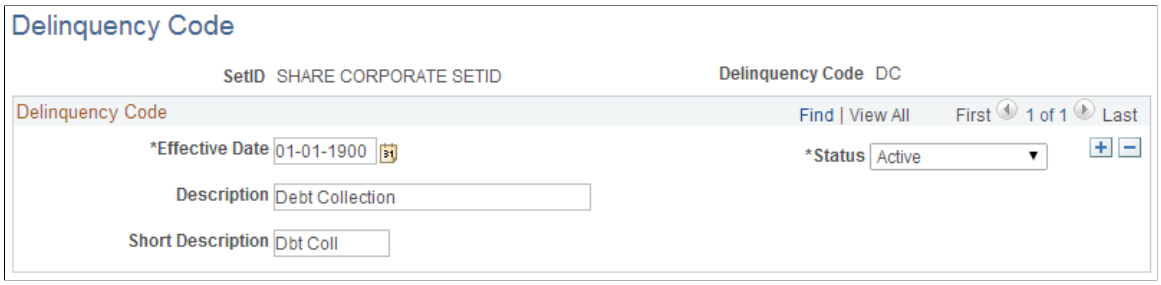
Delinquency Code Page

Use the Delinquency Code page (DELINQ_TBL) to define delinquency codes.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Payments** > **Delinquency Code** > **Delinquency Code**

This example illustrates the fields and controls on the Delinquency Code page.



Be sure that the code values exactly match those in the list described earlier in this section.

Treasury Report on Receivables (TROR) and Debt Collection Activities

This topic provides an overview of the Treasury Report on Receivables (TROR) and Debt Collection Activities, and describes how to generate the Treasury Report on Receivables.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Pages Used to Generate the Treasury Report on Receivables

Page Name	*Definition Name*	*Usage*
Treasury Report on Receivables - Receivables Item Type / Code Page	AR_SF220_TYPES	Assign an entity code and receivable type to an item.
Treasury Report on Receivables - Preparer Page	RUN_SF220_1	Select the range of periods to include in the processing to generate the TROR.
Treasury Report on Receivables - Address page	RUN_SF220_2	Enter address information for the TROR.
Treasury Report on Receivables - Debt Disposition Page	RUN_SF220_3	Enter debt disposition information for the TROR.

Prerequisites for Generating the Treasury Report on Receivables

Set up the following before processing the TROR:

- Receivables Installation Options
- TROR Templates
- Reporting Entity Codes
- Receivables Types
- Customer Types
- Delinquency Codes

See Setting Up the Treasury Report on Receivables.

Understanding Generating the TROR and Debt Collection Activities

The Treasury Report on Receivables and Debt Collection Activities is the U.S. Department of Treasury's means for periodically collecting data on the status and condition of the federal government's non–tax debt portfolio in accordance with the requirements of the Debt Collection Act of 1982 and the Debt Collection Improvement Act of 1996 (DCIA). The TROR report has been updated to implement the changes documented in the Digital Accountability and Transparency Act (DATA Act) of 2014.

This report creates a form used by the U.S. Department of Treasury to collect data on the status and condition of the federal government's non–tax debt portfolio. It is used if an agency has debts but is pursuing them through collection. The Department of Treasury shares the information in this report with other government agencies, some private sector organizations, and the public.

Processing the TROR

After completing the prerequisite setup, follow these steps to generate the TROR:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

1. Assign an entity code and receivable type to an item in one of the following places:
   - Treasury Report on Receivables - Receivables Item Type / Code page, which you access from the Pending Item 1 page.

     This assigns the codes to pending items.
   - View/Update Item Details - Detail 2 page.

     This assigns the codes to posted items.
2. Post pending items by running the Receivables Update process.
3. Assign a delinquency code on the Item Delinquency page to items whose amounts you want to include in various report lines.
4. Access Treasury Report on Receivables, enter report parameters, and run the report.
5. View the XML and PDF report output in the Report Manager.

Treasury Report on Receivables Run Control

Run the Treasury Report on Receivables by entering the entity code on which to report. Select the range of periods to include in the processing on the Treasury Report on Receivables run control Preparer page. When the entity code is set up, the system verifies that all selected business units have the same calendar ID to ensure that the selected period range is valid. The beginning and ending dates for generating the report are determined by the begin date of the From Period and the ending date of the To Period.

The report output can be viewed in PDF format.

Treasury Report on Receivables - Receivables Item Type / Code Page

Use the Treasury Report on Receivables - Receivables Item Type / Code page (AR_SF220_TYPES) to assign an entity code and receivable type to an item.

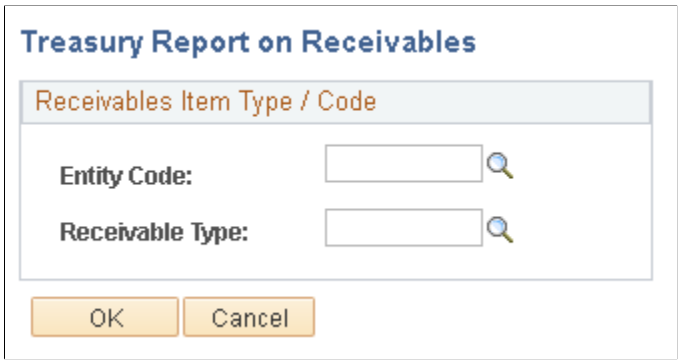
Navigation:

Accounts Receivable > **Pending Items** > **Online Items** > **Online Item Group Entry** > **Pending Item 1**

Click the **TROR Type** link on the Pending Item 1 page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Treasury Report on Receivables - Receivables Item Type / Code page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Entity Code	Assign an entity code to an item. The entity code contains the TROR template to be used in reporting for all business units defined for this entity.
Receivable Type	Assign a receivable type to an item.

Treasury Report on Receivables - Preparer Page

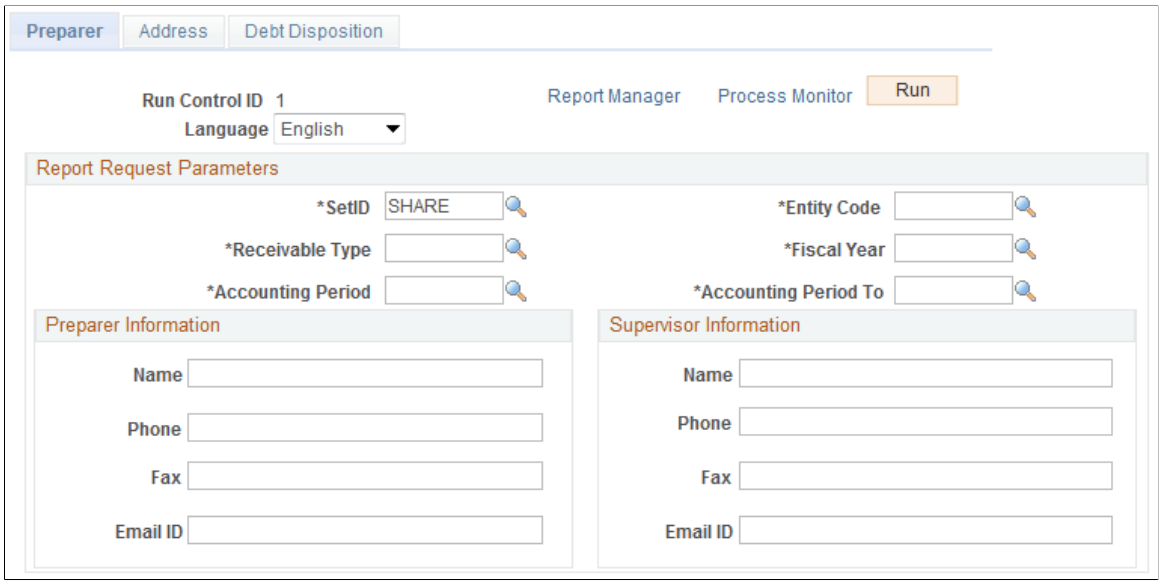
Use the Treasury Report on Receivables - Preparer page (RUN_SF220_1) to select the range of periods to include in the processing to generate the TROR.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results-Upd Pend Items** > **Treasury Report On Receivables** > **Preparer**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Treasury Report on Receivables - Preparer page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
SetID	Select the SetID that is associated with the entity code selected for this report.
Entity Code	Select the reporting entity code that will be included in this report. The selected entity code contains the TROR template to be used for this report and all business units defined for this entity.
Receivable Type	Select the receivable type to apply to this report. The possible receivable types for this entity are set up on the Reporting Entity Code page.
Fiscal Year	Select the fiscal year to apply to this report. The fiscal year that you select is based on the Calendar ID setup for the selected entity code.
Accounting Period From, Accounting Period To	Enter the accounting period range that you want to include in this report.
Preparer's Information	Enter the name, phone number, fax number, and e-mail address of the preparer depending on the information that is available.
Supervisor Information	Enter the name, phone number, fax number, and e-mail address of the preparer's supervisor depending on the information that is available.

Copyright © 1988, 2025, Oracle and/or its affiliates.

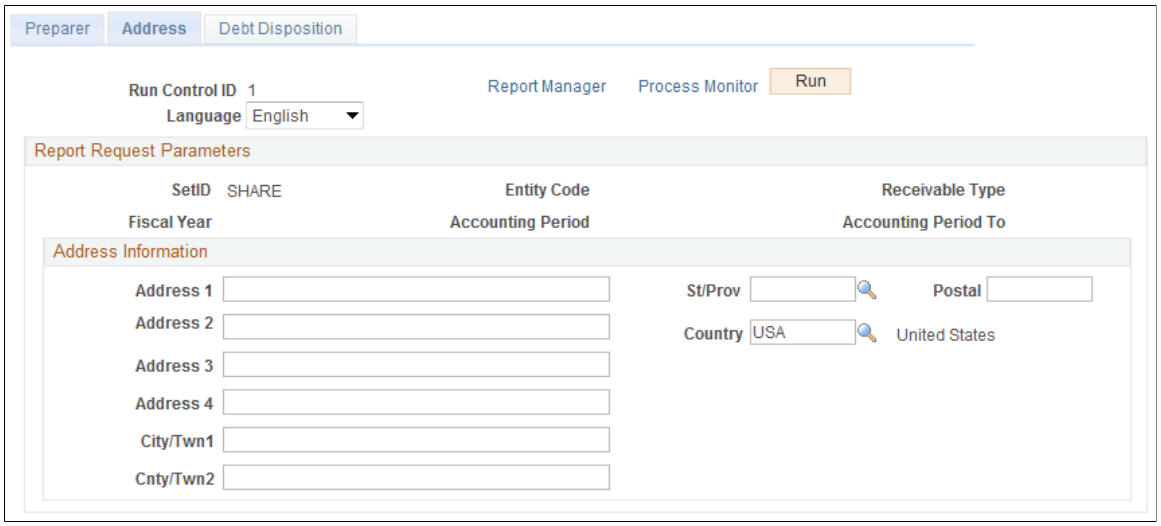
Treasury Report on Receivables - Address page

Use the Treasury Report on Receivables - Address page (RUN_SF220_2) to enter address information for the TROR.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results - Upd Pend Item** > **Treasury Report on Receivables** > **Address**

This example illustrates the fields and controls on the Treasury Report on Receivables - Address page. You can find definitions for the fields and controls later on this page.



Enter the Address Information for the entity associated with this report.

Treasury Report on Receivables - Debt Disposition Page

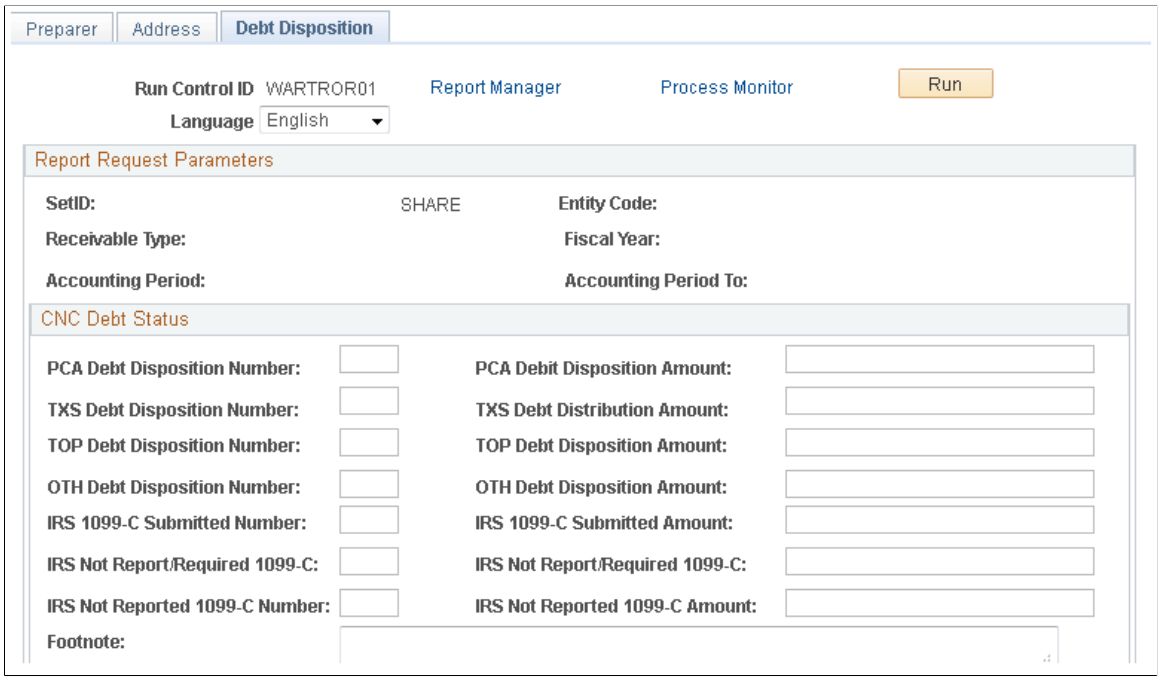
Use the Treasury Report on Receivables - Debt Disposition page (RUN_SF220_3) to enter debt disposition information for the TROR.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results - Upd Pend Item** > **Treasury Report on Receivables** > **Debt Disposition**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Treasury Report on Receivables - Debt Disposition page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
PCA Debt Disposition Number, Amount (private collection agency debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U.S. Department of Treasury or a private collection agency.
TXS Debt Disposition Number, Amount (Treasury or debt collection center debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U.S. Department of Treasury or a designated debt collection center.
TOP Debt Disposition Number, Amount (Treasury for offset debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by the U.S. Department of Treasury for offset.
OTH Debt Disposition Number, Amount (other debt disposition number, amount)	Enter the number and amount of written-off delinquent debts that are still being pursued by means other than those listed.
IRS 1099-C Submitted Number, Amount	Enter the number and amount of written-off delinquent debts that have been reported to the IRS on Form 1099-C.
IRS Not Report/Not Reqd 1099-C Number/Amount	Enter the cumulative number and dollar amount of debts that were closed-out during the previous calendar year, but were not reported to the IRS on Form 1099-C because of the dollar value being less than the IRS requirement for reporting.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
IRS Not Reported 1099-C Number/Amount	Enter the cumulative number and dollar amount of debts that were closed out during the previous calendar year, in which collection actions have ceased, but were not reported to the IRS on form 1099-C.
Footnote	This field does not print to the Treasury Report on Receivables.

The PeopleSoft Application Engine processing (AR_TROR_XML) generates the Treasury Report on Receivables using BI Publisher based on the selected information. See also PeopleSoft Receivables Reports: A to Z.

Generating the 1099-C Report

Pages Used to Generate the 1099-C Report

Page Name	*Definition Name*	*Usage*
Canceled Debt Report Setup Page	AR_CANCEL_DEBT_RP	Define control values to identify the type of system function codes to use for canceled debt reporting.
Canceled Debt Creditor Page	AR_CANCEL_DEBT_CR	Enter creditor taxpayer ID and address information. Associate AR business units with the ID.
1099-C Reporting Details Page	CUST_CREDIT_SEC	Enter customer cancellation of debt details.
Receivables 1099-C Page	RUN_AR_1099C	Run control to create a preliminary table with data necessary for 1099-C reporting.
Submit 1099-C Page	SUBMIT_AR_1099C	Select one or more customers for 1099-C form submission. Reset submission dates for or delete selected customer rows from the reporting table.
Canceled Debt Audit Page	AUDIT_AR_1099C	Search for and review 1099-C actions for one or more customers.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding 1099-C Report Generation

The 1099-C form for Cancellation of Debt is required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer.

To generate the 1099-C form for one or more customers:

1. Enable 1099-C processing in the Receivables installation options.
2. Define the system functions that are legitimate canceled debt transactions.
3. Create the debt creditor ID, including taxpayer identification, address, and associated Receivables business units.
4. Set up customers for 1099-C processing, including taxpayer identification and reporting details.
5. Create a customer group for Canceled Debt Reporting. (Optional)
6. Run the 1099-C process.

You can also audit the 1099-C processing history for one or more customers.

Prerequisite

Before you generate the 1099-C report, enable 1099-C processing by selecting the **1099-C Forms** check box on the Installation Options - Receivables page (**Set Up Financials/Supply Chain** > **Install** > **Installation Options**, and click the **Receivables** link).

Canceled Debt Report Setup Page

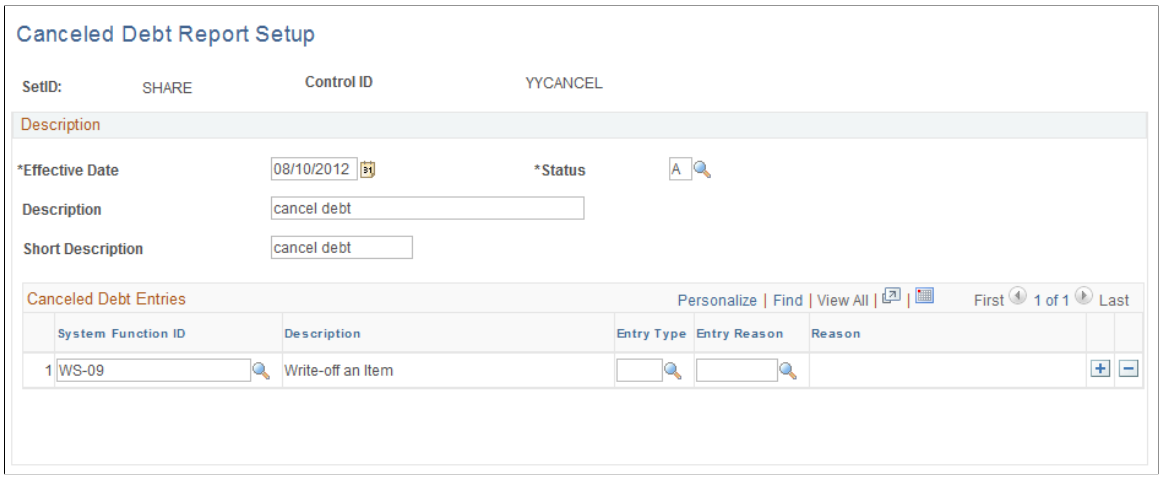
Use the Canceled Debt Report Setup page (AR_CANCEL_DEBT_RP) to define control values to identify the type of system function codes to use for canceled debt reporting.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Cancel Debt Report Setup 1099** > **Canceled Debt Report Setup**

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Canceled Debt Report Setup page. You can find definitions for the fields and controls later on this page.



You must enter at least one System Function ID in the Canceled Debt Entries grid. Control values identify which function codes the system will use to report canceled debt. If desired, you can further limit which system function codes to select by entering an Entry Type and Entry Reason.

Only transactions with a *Posted* status in the Item Activity table are eligible for 1099-C reporting. If only the system function code is selected without a qualifying entry type or reason code, all transactions with the system function code are considered eligible. If a user defines an entry type and entry reason, only transactions with the specified entry type and entry reason are selected; all other entry types and entry reasons for the system function code will be ignored.

Reporting Interest Amounts in Box 3

The amount of canceled debt reported on the 1099-C form includes write-offs of principal owed, which can also include interest, administrative fees, and penalties, as specified in the Canceled Debt Entries on the Canceled Debt Report Setup page.

To report interest amounts in Box 3 of the 1099-C form, you must add a Canceled Debt Entry using system functions FC-01 and/or IT-01 with OC in the Entry Type field to designate Overdue Charges. If desired, you can include an Entry Reason value to further filter which types of overdue amount transactions are reported in Box 3 of the 1099-C form.

Note: On the Canceled Debt Report Setup page, entry type OC is reserved for reporting interest amounts in Box 3 of the 1099C form. Entry type OC will not be used for reporting amounts in Box 2.

Canceled Debt Creditor Page

Use the Canceled Debt Creditor page (AR_CANCEL_DEBT_CR) to enter creditor taxpayer ID and address information.

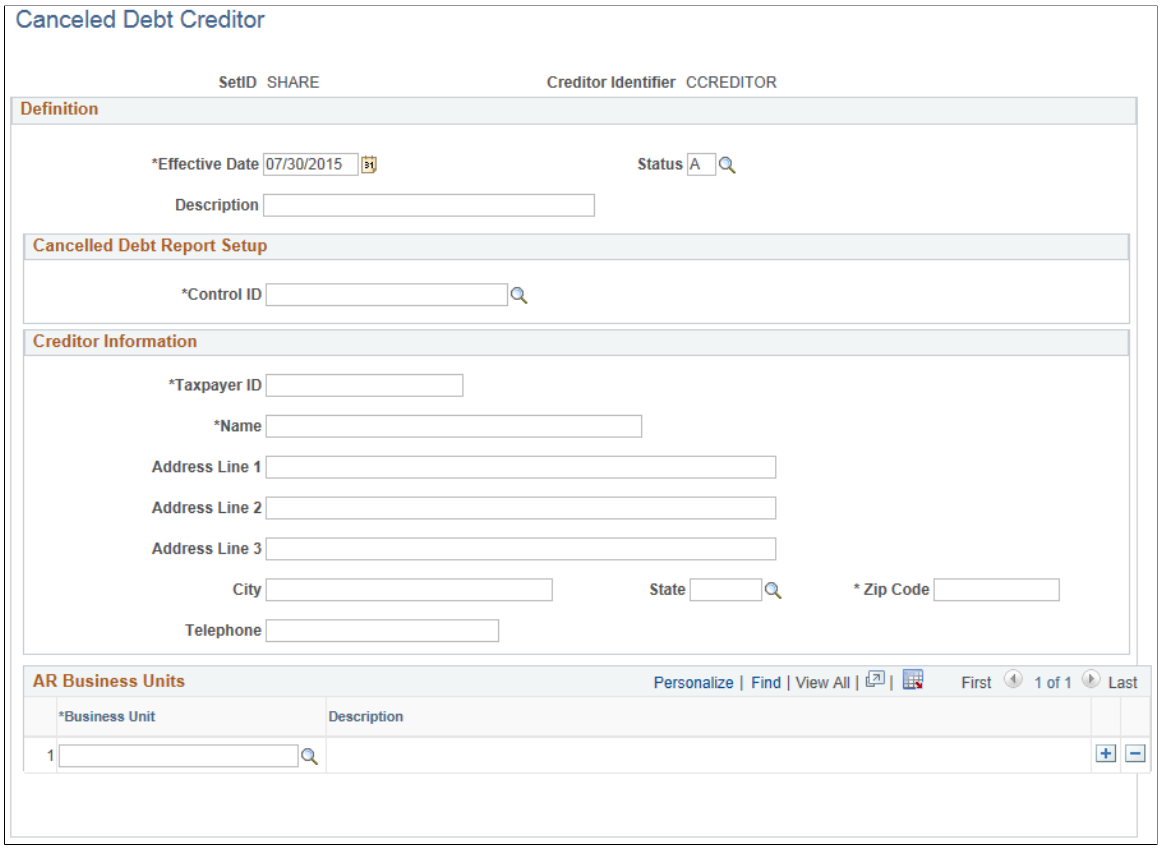
Associate AR business units with the ID.

Navigation:

Set Up Financials/Supply Chain > **Product Related** > **Receivables** > **Credit/Collections** > **Canceled Debt Creditor 1099-c** > **Canceled Debt Creditor**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Canceled Debt Creditor page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Control ID	Enter a valid control value. You can define control values on the Canceled Debt Report Setup page. The Control ID will identify which function codes the system will use to report canceled debt for this creditor. See Canceled Debt Report Setup Page.
Taxpayer ID	Enter the 9-digit numerical value that identifies this creditor to the IRS.

Field or Control	*Description*
AR Business Units	Enter at least one business unit associated with this creditor. Conversely, a business unit can be associated with only one creditor. The system uses the business unit to identify which items to select when creating canceled debt amounts.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Setting Up 1099-C Customers

Before you can create the 1099-C Cancellation of Debt report, the customer for whom you are submitting the 1099-C report must have required tax identification in your Receivables system. To set up customers for 1099-C processing, complete these steps:

1. Enter customer tax identification numbers.
2. Define customer 1099-C reporting details.

Note: Only customer transactions with a *Posted* status in the Item Activity table are used to gather amounts. The total amount of canceled debt for a customer must be more than 600 USD to be eligible for 1099-C reporting.

See *PeopleSoft Order to Cash Common Information* documentation, "Maintaining General Customer Information."

Entering Taxpayer IDs for Customers

The taxpayer identification number as well as subcustomer information can be entered on the Miscellaneous General Info page (Customers, Customer Information, General Information, Miscellaneous General Info).

See *PeopleSoft Order to Cash Common Information* documentation, "Maintaining General Customer Information," Entering Tax ID, Supplier ID, Web Addresses, Stock Symbols, and SubCustomer Information.

1099-C Reporting Details Page

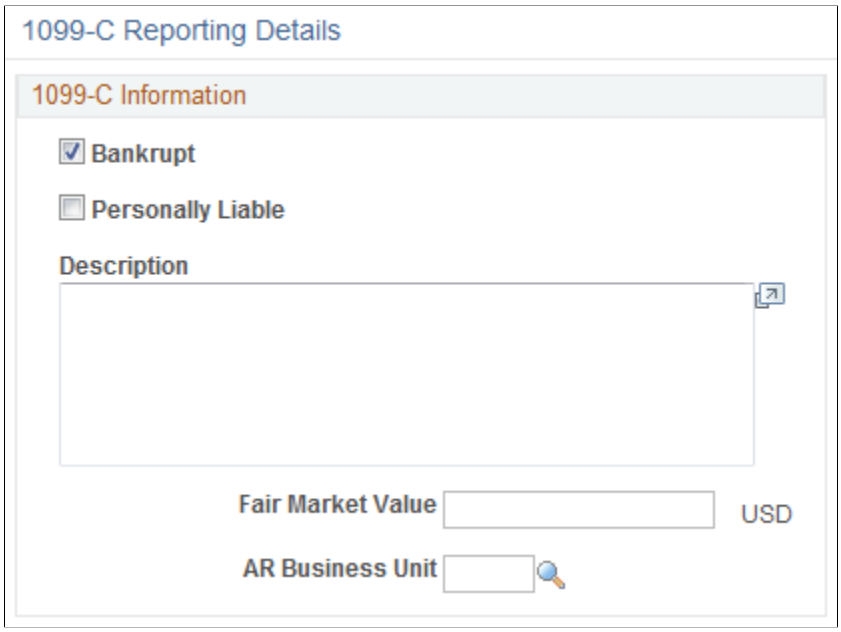
Use the 1099-C Reporting Details page (CUST_CREDIT_SEC) to enter customer cancellation of debt details.

Navigation:

Customers > **Customer Information** > **General Information** > **Credit Profile** > **and click the 1099-C Reporting link**

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the 1099-C Reporting Details page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Bankrupt	Select this check box if the customer is bankrupt. For reporting Receivables transactions such as write-offs as canceled debt, the Bankrupt check box must be selected or a Description must be entered.
Personally Liable	Select this check box if this customer is an individual and not a business entity. This information appears on the 1099-C form to be submitted to the IRS.
Description	If desired, enter a description of the canceled debt. This information appears on the 1099-C form to be submitted to the IRS.
Fair Market Value	Enter an amount in USD for the fair market value of the canceled debt, such as a foreclosure, to indicate that the canceled debt is not related to a Receivables transaction, such as a write-off. If you enter a value here, the system bypasses transactions associated with the control values identified on the Canceled Debt Report Setup page for this customer in Receivables and reports *only* this amount on the 1099-C form. See Canceled Debt Report Setup Page.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
AR Business Unit	Required if you enter a fair market value amount. The business unit must be associated with a creditor on the Canceled Debt Creditor page. See Canceled Debt Creditor Page.

See *PeopleSoft Order to Cash Common Information* documentation, "Maintaining General Customer Information," Setting Up and Reviewing Customer Credit Profiles.

Using Customer Groups for 1099-C Reporting

You can optionally group customers with similar traits and define processing criteria for the entire group instead of individual customers. If desired, you can associate a customer with the Canceled Debt Reporting customer group. You can then select the designated 1099-C customer group, a single customer, or all customers for 1099-C preparation processing on the Receivables 1099-C Run Control page.

For 1099-C reporting, use the Canceled Debt Reporting group type delivered as system data. First, create a group table for your 1099-C customers. Then add eligible customers to the customer group.

Creating a Canceled Debt Reporting Customer Group Table

Use the Customer Group Table search page (Set Up Financials/Supply Chain, Common Definitions, Customers, Customer Group Table).

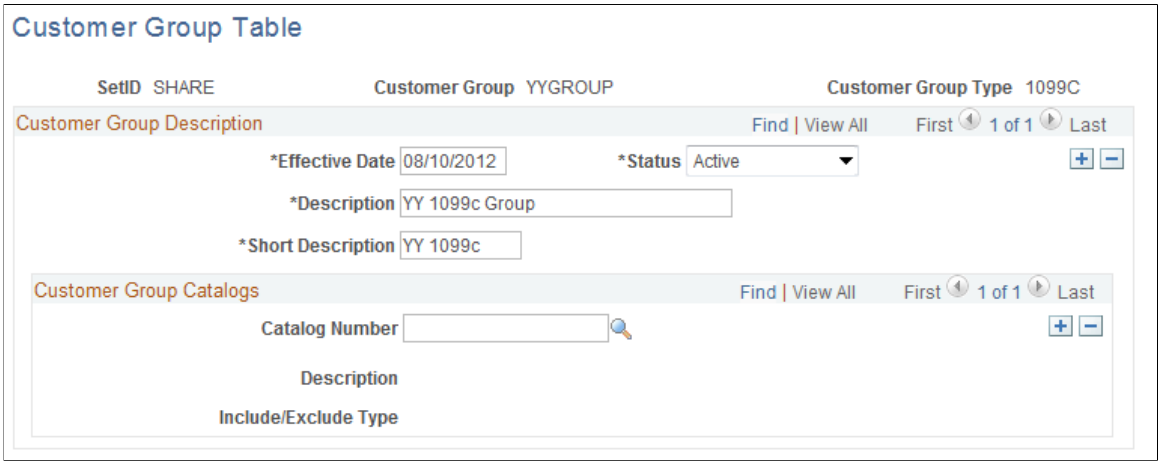
To add a new customer group specifically for canceled debt reporting, follow these steps:

1. Select a SetID value.
2. Select *Canceled Debt Reporting* from the **Customer Group Type** list.
3. Add a Customer Group value, for example, USGROUP.
4. Click the **Add** button.

   The Customer Group Table page for your new Customer Group appears.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Customer Group Table page. You can find definitions for the fields and controls later on this page.



5. Enter required values on the Customer Group Table page, including Effective Date, Description, and Short Description. In this example, the user has already saved these values.

See *PeopleSoft Order to Cash Common Information* documentation, "Maintaining Additional Customer Information," Establishing Customer Group Tables.

Adding Customers to the Canceled Debt Reporting Customer Group

Use the General Information - Customer Group Info page (Customers, Customer Information, General Information, and select *0070 - Customer Group* in the **General Info Links** list on the General Info page).

To associate a customer with a group, add a row to the **Customer Groups by Type** grid. In the **Group Type** field, select *CDT.* Select a Customer Group from the lookup list. Only groups added with the Canceled Debt Reporting group type will display on the list. Customers associated with a group can also be selected for individual 1099-C reporting.

See *PeopleSoft Order to Cash Common Information* documentation, "Maintaining General Customer Information," Assigning Individual Customers to Customer Groups.

Running the 1099-C Process

Run the 1099-C process to create the report in two steps:

1. Run the 1099-C Preparation Program (AR_1099_PREP).
2. Submit records for the 1099-C Form.

First, you run a preparation Application Engine program, which creates the basic data table (AR_1099C_TBL). Next, you use the Submission page to select records from this table to print, resubmit, or delete.

Receivables 1099-C Page

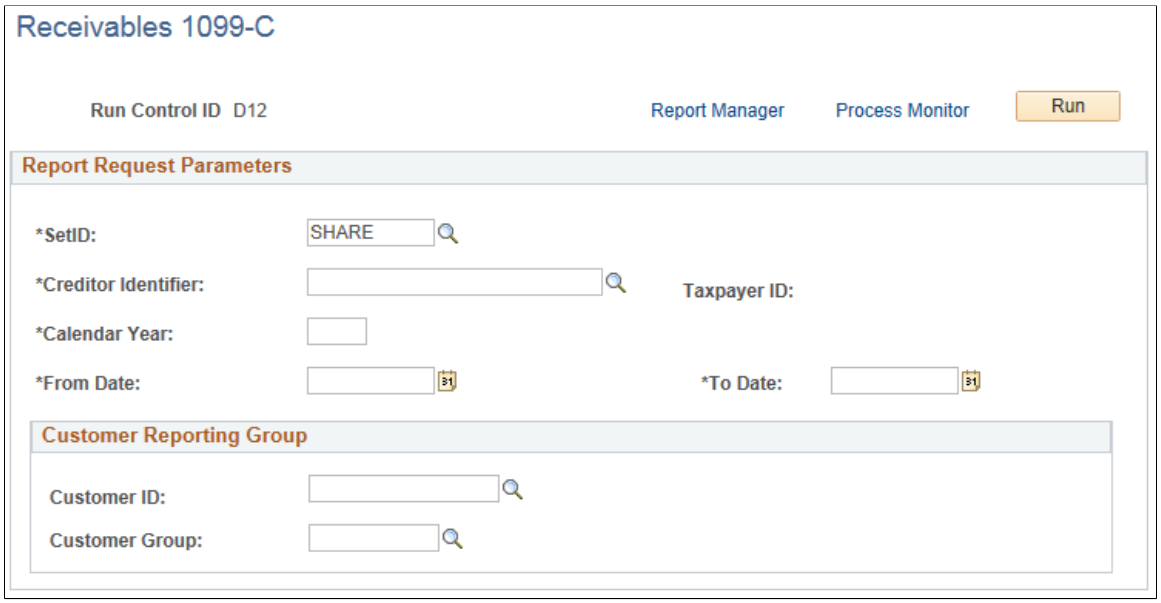
Use the Receivables 1099-C page (RUN_AR_1099C) to run control to create a preliminary table with data necessary for 1099-C reporting.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

Accounts Receivable > Receivables Update > Posting Results-Upd Pend Items > Receivables 1099C Prep

This example illustrates the fields and controls on the Receivables 1099-C page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
SetID	Select a SetID. Customer data used for reporting must be within this SetID value. You cannot report 1099-C information across SetIDs.
Creditor Identifier	Select the Creditor ID. This value determines the creditor information including taxpayer ID and address, as defined on the Canceled Debt Creditor page. This value also determines the Control ID as entered on the Canceled Debt Creditor page, which controls the type of data selected for the 1099-C report. The business units associated with the Creditor ID are the only business units that will be used to gather data for the customer's 1099-C report. Receivables business units can be associated with only one Creditor ID. You cannot create 1099-C reports that contain data across taxpayer IDs.
Calendar Year	Enter a four-digit value for the calendar year. All data selected for reporting are restricted to one calendar year. Any calendar year is valid.
From Date and **To Date**	Select a date range within the calendar year entered in the **Calendar Year** field. The data for reporting will be restricted to the selected date range.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Customer Reporting Group	Select the customers to be included in the record table from these options: • *Customer ID*: Choose one customer for whom to create a report. • *Customer Group*: Choose a customer group that you have created for Canceled Debt Reporting. See Using Customer Groups for 1099-C Reporting. • *None*: If both Customer Reporting Group fields are blank, the process will create records in the AR_1099C_TBL for all customers with eligible data within the Receivables business units for the selected Creditor ID.

Enter the desired parameters and click the **Run** button to launch the AR_1099_PREP process to create the record table (AR_1099C_TBL) that will be used to submit records for the Cancellation of Debt report.

Submit 1099-C Page

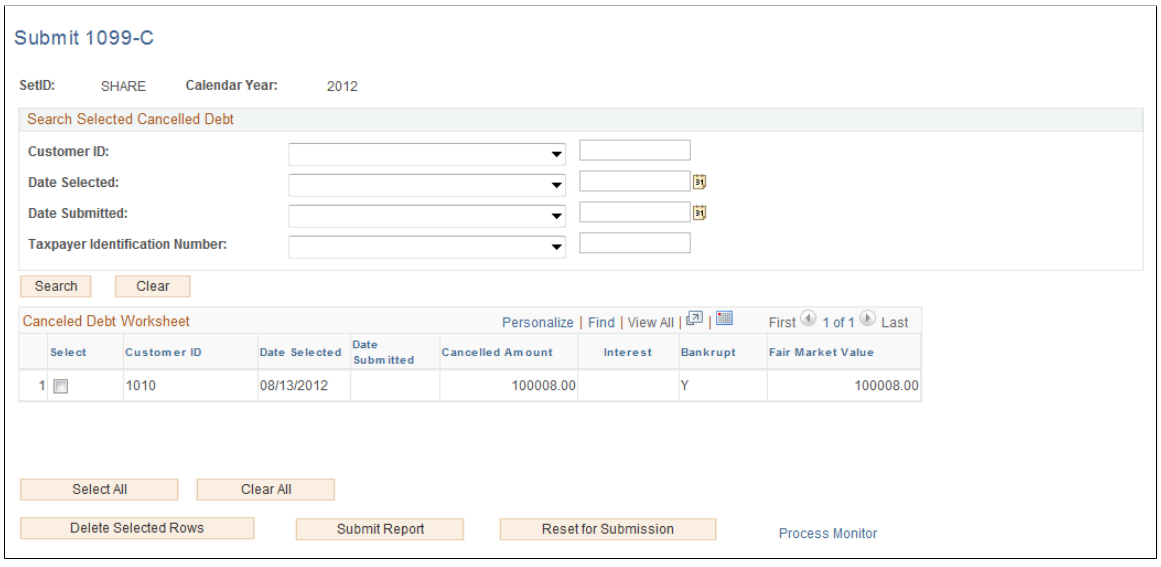
Use the Submit 1099-C page (SUBMIT_AR_1099C) to select one or more customers for 1099-C form submission.

Reset submission dates for or delete selected customer rows from the reporting table.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results-Upd Pend Items** > **Receivables 1099C Submit**

This example illustrates the fields and controls on the Submit 1099-C page. You can find definitions for the fields and controls later on this page.



Field or Control	*Description*
Search Selected Canceled Debt	Select the search criteria for customer records to retrieve from the record table (AR_1099C_TBL) to display in the **Canceled Debt Worksheet** grid. You can choose from these search options to display records within the SetID and calendar year specified on the Submit 1099-C page: • **Customer ID** • **Date Selected** • **Date Submitted** • **Taxpayer Identification Number** For each field, you can select a filter from the drop-down list to search for values that are *Equal, Greater Than, Greater Than or Equal, Less Than, Less Than or Equal, Like,* or *Not Equal* to the entered values. If you leave the search fields blank, the system retrieves all records for the selected SetID and calendar year.
Canceled Debt Worksheet	Select rows in the worksheet for which you want to perform a single action. You can select rows in the worksheet using these options: • Select the check box for individual rows. • Click the **Select All** button to select all rows displayed in the grid. • Click the **Clear All** button to deselect all rows displayed in the grid. The action buttons will delete, submit reports for, or reset for submission the rows that you select in the worksheet.

Selecting a 1099-C Action

To perform an action, click one of the action buttons to delete selected records, submit selected records to be formatted for the 1099-C form and sent to the IRS, or reset the selections for submission. When you click an action button, a warning message appears. You can choose to cancel or proceed with the action.

Note: The 1099-C action buttons on the Submit 1099-C page produce one-way results. After you confirm the action, the only recovery is to run or in some cases re-run the 1099-C process.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Delete Selected Rows	Click this button to remove rows from the record table, AR_1099C_TBL. Use this button to remove data before recreating the row with corrected data for the customer, if needed. Only selected rows with a Date Submitted value of *None* can be deleted. If a row has already been submitted, you must first reset the row using the **Reset for Submission** button, then delete the row. An audit record will be written to the AR_1099_AUD_TBL for each row that has been deleted.
Submit Report	Click this button to create a 1099-C form for all selected rows that have a Date Submitted value of *None.* The system will not process any row that has already been submitted, namely, that has a Date Submitted field with any value other than spaces. When processing is complete, the Date Submitted field for the row will be updated with the current date.
Reset for Submission	Click this button to reset the Date Submitted value for the selected row to *None* before deleting or resubmitting the row to create a new 1099-C form. Only selected rows with a Date Submitted value other than spaces will be processed. An audit record will be written to the AR_1099_AUD_TBL for each row with a Date Submitted value that has been reset to *None.*

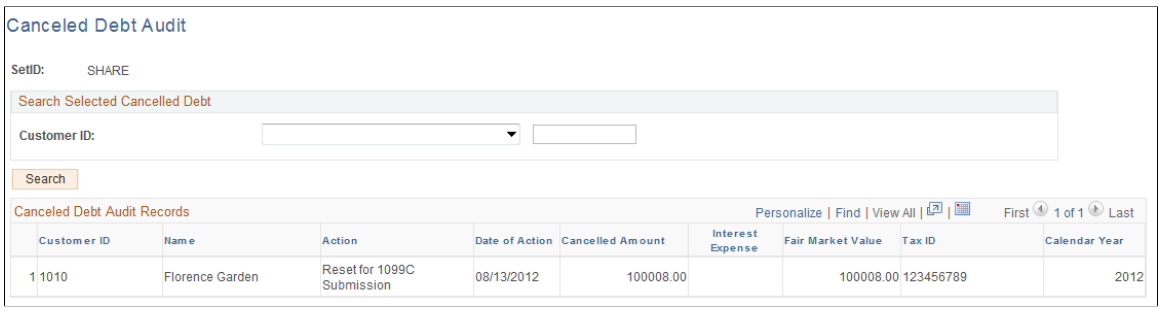
Canceled Debt Audit Page

Use the Canceled Debt Audit page (AUDIT_AR_1099C) to search for and review 1099-C actions for one or more customers.

Navigation:

Accounts Receivable > **Receivables Update** > **Posting Results-Upd Pend Items** > **Receivables 1099C Audit**

This example illustrates the fields and controls on the Canceled Debt Audit page. You can find definitions for the fields and controls later on this page.



If the Customer ID fields are blank when you click the Search button, the system displays all records on the audit table (AR_1099_AUD_TBL).

You can filter the Canceled Debt Audit Records by Customer ID in the **Search Selected Canceled Debt** box.

(USF) Creating Federal Customer Statements

Page Used to Create Federal Customer Statements

Page Name	*Definition Name*	*Usage*
Create Federal Statements Page	FEDERAL_CUST_STMT	Enter the run control parameters for the Federal Customer Statements multiprocess job that creates federal customer statements.

Understanding Federal Customer Statements

The Federal Customer Statements report is used internally by the federal government to track agreements between federal government agencies. This feature gathers information from the PeopleSoft General Ledger, PeopleSoft Receivables, and PeopleSoft Contracts systems to produce the Federal Customer Statements report.

To create federal statements, run the Federal Customer Statements multiprocess job (ARSTFED), which includes:

- The AR_FED_STMTS Application Engine process, which merges information from the PeopleSoft General Ledger and PeopleSoft Contract systems with PeopleSoft Receivables data and updates these tables:
    - Reimbursable Agreements Federal Statement table (PS_FEDST_TBL_RA), which stores information from PeopleSoft General Ledger and PeopleSoft Contracts for reimbursable agreements.
    - PeopleSoft Receivables Federal Statement table (PS_FEDST_TBL_AR), which contains customer-related information for the period that the report is run.
- The Federal Customer Statements report (ARX80019).

If a customer has reimbursable activity and nonreimbursable activity, the report displays summary totals for both.

Prerequisites

Before creating federal customer statements:

1. Enable the Federal Customer feature on the General Info page for the customer.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

2. Enable the Federal Reimbursable Agreement feature on the Installation Options - Contracts page.
3. Set up the account mappings on the Reimbursable Agreement Account page.

Note: If you do not have PeopleSoft General Ledger or PeopleSoft Contracts installed on your system, disable the products on the Installed Products page to ensure that the reports show correct information.

Related Links

"Customer Information - General Info Page" (PeopleSoft Order to Cash Common Information)
"Installation Options - Contracts Page" (Application Fundamentals)
"Setting Up Federal Reimbursable Agreement Accounts in General Ledger" (PeopleSoft General Ledger)

Create Federal Statements Page

Use the Create Federal Statements page (FEDERAL_CUST_STMT) to enter the run control parameters for the Federal Customer Statements multiprocess job (ARSTFED) that creates federal customer statements.

Navigation:

Accounts Receivable > **Customer Interactions** > **Statements** > **Create Federal Statements** > **Create Federal Statements**

Field or Control	*Description*
Unit	Enter a business unit to create statements for all customers with transactions in a specific business unit. If you leave this field blank, a default business unit will automatically appear in the field.
From Date and **To Date**	Enter a date range for the accounting date of items that are included in the statement activity. The dates determine the fiscal year and accounting periods used to select information from PeopleSoft General Ledger.
SetID	Select a SetID or accept the default SetID. If you leave this field blank, a default SetID will automatically appear in the field.
Customer	Enter only a customer ID to create statements for the specified customer. If you select a customer who is part of a correspondence group, the system addresses the statement to the correspondence customer, but includes only the specified customer's information.
Correspondence Customer	Enter only the customer ID for a correspondence customer to create statements for all customers in the correspondence group.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Project	Optionally, enter a project ID that is associated with a reimbursable agreement to include information only for customers that have reimbursable activity for that project.

Provide more than one parameter to tailor statements even further. The following table describes the results of combining different parameters. It assumes that a parameter in the left column is combined with one or more parameters to the right of that parameter:

Parameter	*SetID*	*Business Unit*	*Customer ID*
Business Unit	One statement for each correspondence customer in the business unit.	Not applicable (NA)	NA
Customer ID	A single statement for the customer. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items that are for the specified customer.	A single statement for the customer, containing only items in the business unit. If the customer is part of a correspondence customer group, the process addresses the statement to the correspondence customer but includes only items for the specified customer.	NA
Correspondence Customer	A single statement, for the correspondence customer, containing items for all customers in the correspondence group.	A single statement for the correspondence customer, containing items in the business unit for all customers in the correspondence group.	A single statement that is addressed to the correspondence customer, containing only items for the specified customer.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 52

Archiving Transactions

Understanding Data Types Available for Archiving

This topic discusses:

- Data types.
- Pending item data.
- Payment data.
- Posted item data.
- Direct debit data.
- Action list data.
- Statement information, dunning letter information, and overdue charge information.
- Posted customer data.
- Conversation data.
- Customer definition data.
- Message log data.
- Suggested order of data removal.

For more information, see the product documentation for *PeopleTools: Data Management*, especially topics in the "Using PeopleSoft Data Archive Manager" section.

Data Types

Most PeopleSoft Receivables tables contain data keyed either by business unit or TableSet. The tables keyed by business unit accumulate large volumes of data over time. Eventually, you may not need to access some of the data routinely. PeopleSoft Receivables enables you to archive the inactive data on the transaction tables keyed by business unit to the history tables. If you need to access the data later, you can restore it.

The following table lists the tables keyed by business unit. PeopleSoft Receivables delivers archive objects to remove only the first six types of data listed in the table: pending item, payment, posted item, statement, action list, and direct debit data using the PeopleSoft Data Archive Manager.

Note: To remove the other data types, you must directly remove the records from the database. You can remove the records either by using a SQL script that you write or by creating your own archive objects in PeopleTools and then using the Data Archive Manager.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Description*	*Tables*
Pending item data	Group control, pending item, pending tax information, and pending accounting entries processed by the Receivable Update Application Engine process (ARUPDATE).	• PS_GROUP_CONTROL • PS_PENDING_ITEM • PS_PENDING_VAT • PS_PENDING_DST • PS_PENDING_TAX • PS_PENDING_TAX_DTL • PS_PENDING_IT_MRL
Payment data	Deposit and payment information provided during online entry or during the Payment Interface Application Engine process (AR_PAYLOAD).	• PS_DEPOSIT_CONTROL • PS_PAYMENT • PS_PAYMENT_ITEM • PS_PAYMENT_ID_CUST • PS_PAYMENT_ID_ITEM • PS_PAY_MISC_DST • PS_PAY_ITEM_MRL • PS_EE_DJR_ACCTG_LN
Posted item data	Item information, such as item activity, item tax information, and item accounting entries maintained by the Receivable Update and Aging Application Engine processes (AR_AGING).	• PS_ITEM • PS_ITEM_ACTIVITY • PS_ITEM_ACT_VAT • PS_ITEM_DST • PS_ITEM_ACTTAX • PS_ITEM_ACTTAX_DTL • PS_ITEM_AUDIT • PS_AR_IPAC_HDR • PS_AR_IPAC_SGL • PS_AR_IPAC_DETAIL • PS_AR_CC_TRAN_HDR • PS_AR_CC_TRAN_TBL • PS_EE_ITM_ACCTG_LN

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Description*	*Tables*
Statement data	Customer and item summary data maintained by the Statement Application Engine process (AR_STMTS).	• PS_STMT_CUST • PS_STMT_CUST_DTL • PS_STMT_CUST_BFWD • PS_AR_STMT_CUST
Action list data	Actions added to actions lists by the Condition Monitor process (AR_CNDMON) or by entering them on the Item Action page.	PS_ACTION_LST
Direct debit data	Direct debit control and direct debit item data created when you create direct items, run the Receivables Update process, and run the Create Direct Debit process (AR_DIRDEBIT).	• PS_DD_CONTROL • PS_DD_ITEM • PS_DD_ITEM_MRL
Posted customer data	Summary information at a customer level maintained by the Receivable Update and Aging processes.	• PS_CUST_AGING • PS_CUST_DATA • PS_CUST_HISTORY • PS_SUBCUST_AGING • PS_SUBCUST_DATA • PS_SUBCUST_HISTORY
Dunning data	Customer and item summary data maintained by the Dunning Application Engine process (AR_DUNNING).	• PS_DUN_CUST • PS_DUN_DTL
Overdue charge data	Customer and item summary data maintained by the Overdue Charge Application Engine process (AR_OVRDUE).	• PS_OC_CUST • PS_OC_CUST_DTL
Conversation data	Summary and detailed information about conversations with customers.	• PS_CUST_CONVER • PS_CUST_CONV_HDR • PS_CUST_CONVER_DTL • PS_CUST_CONVER_ATT

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Description*	*Tables*
Customer Definition data	Required for processing customers.	• PS_CUSTOMER • PS_CUST_REGN_TYPE • PS_CUST_VAT_REG • PS_CUST_ADDR_SEQ • PS_CUST_ADDRESS • PS_CUST_CNTCT_SEQ • PS_CUST_CONTACT • PS_CUST_CNTCT_TYPE • PS_CUST_CNTCT_DOC • PS_CUST_CNTCT_CARD • PS_CUST_CNTCT_PHN • PS_CUST_CREDIT • PS_CUST_OPTION • PS_CUST_SHIPTO_OPT • PS_CUST_SOLDTO_OPT • PS_CUST_BILLTO • PS_CUST_SHIPTO • PS_CUST_CRSPD • PS_CUST_CONVER • PS_CONVR_DTL • PS_KEYWORD_TBL_AR • PS_FOLLOWUP_TBL
Message log data	Log messages generated by background processing.	• PS_MESSAGE_LOG • PS_MESSAGE_LOGPARM

Pending Item Data

The Receivables Update process is the only way to create posted information, such as customer balance and history information, as well as the corresponding item, item activity, item activity taxes, and item accounting entry information.

The tables for pending item data can be populated in many ways:

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- Through interface programs that convert information from an existing system or bring in information from billing systems.
- Through the online Group Entry function, which provides pending item information for the tables.
- Through worksheets (payment, maintenance, transfer, direct debit, and draft).
- Through Automatic Maintenance Application Engine (AR_AUTOMNT) and Payment Predictor Application Engine (ARPREDCT) processing.
- Through overdue charges, item splits, and the unpost function.

After a group posts, the system updates customer-level posted data and item-level posted data. The system records the data from the pending item data tables in a relational form into the posted item data tables. The data is no longer needed for its original purpose.

The system does not delete the pending item data. Instead, it marks the data as posted and stores it in its original form. The system continues to use the data in the pending item tables for control and inquiry and for unposting groups. From a control and inquiry perspective, you may want to keep all pending data, even though it has been posted, until all groups from a certain day or time period have been posted.

The most important reason for retaining pending item data is that the system uses it for unposting a group. When you set a group or a payment to unpost, the system uses the pending data to create a mirror-image group, one that is opposite in sign from the original. Oracle suggests that you retain pending item data until you are sure that you no longer need to unpost a group or payment.

If you delete pending item data for posted payment groups, you should also delete its associated deposit and payment information.

Payment Data

The payment data tables store payment information that you entered directly online or through the payment interface. Payments are processed when you:

- Apply them through a payment worksheet or automatically with Payment Predictor.
- Journal them directly to the general ledger.

The end result of the payment application process (whether it occurs online or during background processing) is the transformation of each payment into a group and its components. The system restates the payment data in pending item data format for submission to the Receivables Update process. The system stores the pending item data in the pending item tables.

After you post the group and its components and distribute it to your general ledger, the posted data tables contain all the information necessary to reference payment information for customer questions. For example, you can review the payment application on the Item Activity From A Payment page. The item activity table stores the payment ID.

When all payments in a deposit have been completely posted, you may want to retain the original entered format of the payment data so you can use the inquiry pages to view totals and a summary of the status of deposits and payments received.

Copyright © 1988, 2025, Oracle and/or its affiliates.

You must keep deposit and payment information, in addition to the related group and pending items to unpost a payment. If you archive a deposit and its payments or the associated pending item data, you cannot unpost any of the payments within the deposit.

For directly journaled payments, the accounting entries in the PS_PAYMENT_MISC_DST table must remain in PeopleSoft Receivables until the Journal Generator Application Engine process (FS_JGEN) processes them.

A suggested approach for archiving payment data is to select deposits that have been completely posted and processed by the Journal Generator process and whose accounting date matches the archive criteria.

When all relevant conditions for a given deposit have been met, remove the data in all eight payment tables.

Posted Item Data

If the records in the Item family meet certain criteria, you can remove or archive closed item information from these posted item data tables:

- PS_ITEM
    - Has a closed status and has been closed for a designated amount of time.
    - Is not referenced by an active conversation entry that is less than 90 days old.
    - Has no associated customer statement detail records.
    - Has no associated customer dunning letter detail records.
    - Has no associated customer overdue charge detail records.
    - Has no associated payment worksheet activity (PS_PAYMENT_ITEM records).
    - Has no associated maintenance worksheet activity (PS_WS_ITEM records).
- PS_ITEM_ACTIVITY
    - Are no longer needed for Unit Activity page inquiry or reporting.

      The Unit Activity page and reports show the beginning and ending balances of a business unit and the related financial events. The page and reports are based on the information contained in ITEM_ACTIVITY records.
    - No longer have corresponding pending item data.
- PS_ITEM_ACT_VAT records that have been posted to the VAT ledger and are no longer needed for audit purposes.
- PS_ITEM_DST records that have been distributed to your general ledger.
- PS_ITEM_ACTTAX and PS_ITEM_ACTTAX_DTL records that contain tax information that are no longer needed for audit purposes.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

- PS_ITEM_AUDIT records that contain changes to posted items from item maintenance and are no longer needed.
- PS_AR_IPAC_HDR, PS_AR_IPAC_SGL, PS_AR_IPAC_DETAIL records that contain information for the U.S. Department of Treasury for intra-governmental transactions that you no longer need to interface to the U. S. Department of Treasury.
- PS_AR_CC_TRAN_HDR and PS_AR_CC_TRAN_TBL records that contain the source transactions for control budgets and are no longer needed.
- AR_EE_ITEM_ACCTG_LN records that contain entry event information that has been distributed to your general ledger.

When all relevant conditions have been met for a given item family, remove the data from all thirteen tables at the same time.

You must remove the related CUST_CONVER_DTL records when you remove items and payments. This table ties conversations to items and payments.

Direct Debit Data

The direct debit data tables store information from direct debit groups that you create by running the Create Direct Debits process (AR_DIRDEBIT) and update using a direct debit worksheet. You should keep direct debit data until the direct debit has been paid by the bank. If you archive a direct debit, you can no longer unpost the direct debit group or any of the items paid by the direct debit.

The system archives direct debit data when:

- The cash posting date or cancel posting data for the direct debit group is equal to or less than the archive date.
- The status of the direct debit group is either Completed or Rejected.

  The system does not change the status to Completed or Rejected until you run the Receivables Update process.

Action List Data

Each time you run the Condition Monitor process or add an action for an item on the Item Action page, the system adds an action to the Action List table (ACTION_LST). You can view a list of all actions for a customer, including completed actions on the Action History page. You need to determine how frequently you want to archive actions.

The system only archives actions if the actions have:

- A date that the action was added that is equal to or less than the archive date.
- A status of Cancelled, Completed, System Cancelled, or System Completed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Statement Information, Dunning Letter Information, and Overdue Charge Information

Each time that you run statements, generate dunning letters, or generate overdue charges, the system updates the relevant information tables.

Because the most recent statement or letter or the second most recent statement letter is probably the one that will most likely be discussed with a customer, you may decide not to keep older statements or letters. When you decide to archive statements or dunning letters, compare the statement date or dunning date to the target archive date.

Note: PeopleSoft Receivables only provides archive objects to archive statement tables.

Posted Customer Data

After you post pending items to a customer and age them, the posted customer data tables contain summary data. If you do not use subcustomer qualifiers, none of the three subcustomer-oriented tables will contain information.

When no more open items exist in a business unit and customer combination, and after you run the Aging process, the customer aging and subcustomer aging tables do not contain any rows.

The PS_CUST_DATA and PS_SUBCUST_DATA tables contain balance and event information. Unless you know that you will never post to the customer or subcustomer again, *do not* remove or archive data from these tables.

If you archive these tables, delete rows for a customer only if the customer has no item information and has been inactive for a significant period of time. Do not delete these rows if another business unit has data that you need to maintain for the customer.

The PS_CUST_HISTORY and PS_SUBCUST_HISTORY tables contain one row for each history element for each fiscal year and accounting period. Unless you need history at the business unit level for the period, you can delete or archive history information that you no longer need. The system does not store business unit summary information. Instead, it derives that information by combining customer-level information.

You should compare the fiscal year and accounting period of the data that you selected to delete to your target fiscal year and accounting period. Because the system needs some of the history elements for other elements to work correctly, Oracle suggests keeping all history elements for a given fiscal year and accounting period.

Conversation Data

Conversation information can accumulate rapidly, depending on how you record multiple conversations. You can open a single conversation record and use the **Comments** field to record multiple conversations by date and time on the Conversations page. You can also use the **DateTime** field to enter a separate row for each conversation.

If you maintain a single conversation record using the **Comments** field, the volume remains lower, and you may not need to delete the row until the customer becomes inactive.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

If you use more than one row for each conversation, you can remove conversation rows if the conversation:

- Has a date older than your target archive date.
- No longer requires review.
- Has a status of closed.
- Does not reference any open items directly by an item reference or indirectly through a purchase order, bill of lading, document, or payment reference.
- Does not reference unposted payment information.

The keys for the PS_CUST_CONVER_HDR table are SETID, CUST_ID, CONVER_DTTM_INIT, and CONVER_DT.

You must remove the PS_ CUST_CONVER_DTL records when you remove items and payments. This table ties conversations to items and payments.

Customer Definition Data

The customer definition tables are keyed by SetID.

Determining whether a customer is active requires a cross-business perspective. In other words, information contained in these tables may be eligible for removal or archiving if a customer is no longer active in any of the business units that use the TableSet customer definitions. To meet these criteria, a customer *cannot* have any of the following information:

- Customer balance information (PS_CUST_DATA) in any business unit.
- Customer aging information (PS_CUST_AGING) in any business unit.
- Customer history information (PS_CUST_HISTORY) in any business unit.
- Customer conversations (PS_CUST_CONVER) in this TableSet.
- Customer conversation references (PS_CUST_CONVER_DTL) in any business unit.
- Customer relationships.

  For example, the customer cannot be a corporate, remit from, or correspondence customer for another customer.
- A reference in a corporate customer tree.
- Posted item information in any business unit.

  (This information should not exist if the preceding posted customer information does not exist.)
- Statement information in any business unit.

  (This information should not exist if the preceding posted customer information does not exist.)
- Dunning information in any business unit.

Copyright © 1988, 2025, Oracle and/or its affiliates.

(This information should not exist if the preceding posted customer information does not exist.)

- Overdue charge information in any business unit.

  (This information should not exist if the preceding posted customer information does not exist.)

- Pending item data in any business unit (pending item data family).
- Saved payment worksheets in any business unit (PS_PAYMENT_ITEM).
- Saved maintenance worksheets in any business unit (PS_WS_ITEM).

Note: You must remove data from all the tables at the same time. You can remove Dun & Bradstreet information independently of the other customer tables if it becomes outdated. You may need a separate step to remove effective-dated rows from the PS_CUST_DB table based on a target removal or archive date.

Message Log Data

Whenever a background process runs, such as Receivable Update or Aging, the system creates messages and stores them in the message log tables. The system does not need these messages for subsequent processing, such as unposting a group or a payment. These tables can quickly become quite large, especially if you run a background process in debug mode.

If you decide to archive these tables, compare the date and time stamp in the message log to the archive date.

Suggested Order of Data Removal

When archiving data, remove data in the following order (taking into consideration your removal or archive date requirements):

Note: Run the payment archive process first. Pending groups with a group type of *P* for payments are not archived unless the associated payment has already been archived.

---

1. Payment data for completely posted deposits.
2. Pending item data for completely posted groups.
3. Direct debit data for completed or rejected direct debits that are posted.
4. Inactive conversation data.
5. Inactive statement data.
6. Inactive dunning data.
7. Inactive overdue charge data.
8. Closed action data.
9. Closed posted item data.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

10. Inactive posted customer data.
11. Inactive customer definition data.

Understanding Archive Objects Definitions, Query Definitions, and Template Definitions

PeopleSoft Receivables delivers archive object definitions, query definitions, and template definitions to archive:

- Pending item data
- Payment data
- Posted item data
- Action list data
- Direct debit data
- Statement data

You can modify them if needed using the Data Archive Manager. You can also use the Data Archive Manager to create your own archive object definitions, query definitions, and template definitions to archive other types of data.

Archive Object Definitions

An archive object definition identifies the tables that contain the data to be archived and the history tables that will be updated for each table. PeopleSoft Receivables delivers these archive objects:

Data Type	***Archive Object***
Pending item data	AR_ARCH_PENDING_ITEM
Payment data	AR_ARCH_PAYMENTS
Posted item data	AR_ARCH_ITEMS
Direct debit data	AR_ARCH_DIRECT_DEBITS
Action list data	AR_ARCH_ACTIONS
Statement data	AR_ARCH_STATEMENTS

Copyright © 1988, 2025, Oracle and/or its affiliates.

Archive Query Definitions

Each archive query definition defines the selection criteria to archive data from transaction tables. PeopleSoft Receivables delivers these archive queries:

Data Type	*Archive Query*
Pending item data	AR_ARCH_PENDING_ITEM
Payment data	AR_ARCH_PAYMENTS
Posted item data	AR_ARCH_ITEM
Direct debit data	AR_ARCH_DIRECT_DEBIT
Action list data	AR_ARCH_ACTION_LST
Statement data	AR_ARCH_STATEMENTS

Review these queries to determine whether you want to add additional selection criteria for the transactions to be archived.

Archive Template Definitions

When you archive data, you select an archive template definition. Each archive template definition includes one or more archive object definitions and the archive query definitions used to select the data. PeopleSoft Receivables delivers these archive templates:

Data Type	*Archive Template*
Pending item data	ARPEND
Payment data	ARPYMT
Posted item data	ARITEM
Direct debit data	ARDIRDEB
Action list data	ARACTLST
Statement data	ARSTMT

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Archiving Data

This topic provides overviews of the archive process flow and of history tables, and lists the pages used to archive data.

Pages Used to Archive Data

Page Name	*Definition Name*	*Usage*
Archive Data to History Page	PSARCHRUNCNTL	Select an archive template and query, and select the action you want to take in the archiving process. See Understanding the Archive Process Flow. See the product documentation for *PeopleTools: Data Management* for more information.
Define Query Bind Variables Page	PSARCHRUNQRYBND	Click **Define Binds** on the Archive Data to History page. Then enter the date used to select the transactions to archive by clicking the **Reset Query Bind Variables** button. See Understanding the Archive Process Flow. See the product documentation for *PeopleTools: Data Management* for more information.
Audit Archiving Page	PSARCHIVEAUDIT	View the number of rows selected to be archived for each table for a specific archive run. Click **Define Binds** on the Archive Data to History page. Then enter the date used to select the transactions to archive by clicking the **Reset Query Bind Variables** button. See Understanding the Archive Process Flow. See the product documentation for *PeopleTools: Data Management* for more information.

Understanding the Archive Process Flow

Use the Data Archive Manager to archive transactions. You use the same run control page for each step in the process except for auditing the archive selection and generating archive candidate reports.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Navigation:

PeopleTools > **Data Archive Manager** > **Archive Data to History**

Perform these tasks to archive data:

1. Archive transaction data to the history tables by selecting the archive template and query for the data type that you want to archive on the Archive Data to History page (PSARCHRUNCNTL).

   Also, enter the archive date (or statement ID for the statement archive process) used to select the transactions by clicking **Reset Query Bind Variables** on the Define Query Bind Variables page (PSARCHRUNQRYBND).

   This table shows what the system compares the archive date to for the different data types:

Data Type	***Archive Date***
Pending item data	Accounting date for the pending item group.
Payment data	Accounting date for the deposit.
Posted item data	Accounting date for the item.
Direct debit data	Cash posting date or cancellation posting date for the direct debit.
Action list data	Date that the action was added.
Statement data	Statement ID for the statement.

   Note: You can run the process multiple times to create various what-if scenarios based on the archive date.

2. (Optional) Review the number of rows that were selected for archiving for each table on the Audit Archiving page (PSARCHIVEAUDIT) (**PeopleTools** > **Data Archive Manager** > **Audit Archiving**).

   This page lists the number of rows that were selected for archiving for each archive ID (template), archive batch number, and table combination.

   Note: This page displays data only if you selected the **Audit Row Count** check box on the Archive Data to History page.

3. (Optional) Run the archive candidate reports delivered with PeopleSoft Receivables to see a list of the transactions that were selected in the transaction tables and copied to the history tables.

4. Delete the data from the transaction tables for a specific archive ID (template) and batch number on the Archive Data to History page.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

5. (Optional) Roll back the transaction data from the history tables for a specific archive ID (template) and batch number on the Archive Data to History page if you deleted the transaction data in error.

6. Remove the transaction data from the history tables for a specific archive ID (template) and batch number on the Archive Data to History page.

Understanding History Tables

PeopleSoft Receivables updates these history tables when you run the selection process:

Data to Archive	***History Tables***
Pending item data	• PS_AR_GROUP_CNTL_H • PS_AR_PEND_ITM_H • PS_AR_PEND_DST_H • PS_AR_PEND_VAT_H • PS_AR_PEND_TAX_H • PS_AR_PEND_TX_DT_H • PS_AR_PEND_IT_MR_H
Payment data	• PS_AR_DEP_CONTRL_H • PS_AR_PAYMENT_H • PS_AR_PAY_ITEM_H • PS_AR_PAY_ID_CUS_H • PS_AR_PAY_ID_ITM_H • PS_AR_PAY_IT_MRL_H • PS_AR_PAY_MIS_DS_H • PS_AR_EE_DJR_ACT_H

Copyright © 1988, 2025, Oracle and/or its affiliates.

Data to Archive	*History Tables*
Posted item data	• PS_AR_ITEM_H • PS_AR_ITEM_DST_H • PS_AR_ITM_ACTVTY_H • PS_AR_ITM_ACTVAT_H • PS_AR_ITM_ACTTAX_H • PS_AR_ITMACTXDT_H • PS_AR_ITEM_AUDIT_H • PS_AR_IPAC_HDR_H • PS_AR_IPAC_SGL_H • PS_AR_IPAC_DET_H • PS_AR_CCTRN_HDR_H • PS_AR_CCTRN_TBL_H • PS_AR_EE_ITACLN_H
Direct debit data	• PS_AR_DD_CONTROL_H • PS_AR_DD_ITEM_H • PS_AR_DD_ITM_MRL_H
Action list data	PS_AR_ACTION_LST_H
Statement data	• PS_AR_STMT_CUST_H • PS_AR_STMT_CUSDT_H • PS_AR_STMT_CUSBD_H • PS_AR_STMT_CUS_H

The data in these tables is keyed by the archive ID (template) and batch number for each archive run. If you want to see all transactions that are selected to archive, you can run a query on the history tables or you can run one of the PeopleSoft Receivables archive candidate reports.

You may not want to delete data from the history tables each time that you select and delete data from the transaction tables. This way, the data will be available for a period of time to enable you to restore the data into the transaction tables. Oracle suggests that you create a schedule for deleting data from the history tables. Before you delete data from the history tables, you should use a database utility to copy the contents to a flat file.

Important! If you decide to run the archive selection process again because you did not select the correct data, you must first use the **Data Archive Manager** option to remove the data from the history tables.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Generating Archive Candidate Reports

Pages Used to Generate Archive Candidate Reports

Page Name	*Definition Name*	*Usage*
Pending Archive Candidates Page	RUN_AR70001	Run the AR Pending Item Archive Candidates report. Use the report to view pending item groups that you selected to archive. See Understanding Archive Candidate Reports.
Item Archive Candidates Page	RUN_AR70003	Run the AR Item Archive Candidates report. Use the report to view closed items that you selected to archive. See Understanding Archive Candidate Reports.
Payment Archive Candidates Page	RUN_AR70002	Run the AR Payment Archive Candidates report. Use the report to view payments that you selected to archive. See Understanding Archive Candidate Reports.
Statement Archive Candidates Page	RUN_AR70004	Run the AR Statement Archive Candidates report. Use the report to view customer statements that you selected to archive. See Understanding Archive Candidate Reports.
Action List Candidate Report Page	RUN_AR70005	Run the AR Action List Archive Candidates report. Use the report to view actions that you selected to archive. See Understanding Archive Candidate Reports.
Direct Debit Candidate Report Page	RUN_AR70006	Run the AR Direct Debit Archive Candidates report. Use the report to view direct debits that you selected to archive. See Understanding Archive Candidate Reports.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Understanding Archive Candidate Reports

PeopleSoft Receivables provides these BI Publisher reports that list the transaction data selected by the Archive Data Manager for deletion:

Data Type	*Report*	*Navigation*
Pending item data	AR Pending Item Archive Candidates (ARX70001)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Pending Candidate Report** > **Pending Archive Candidates**
Payment data	AR Payment Archive Candidates (ARX70002)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Payment Candidate Report** > **Payment Archive Candidates**
Posted item data	AR Item Archive Candidates (ARX70003)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Item Candidate Report** > **Item Archive Candidates**
Direct debit data	AR Direct Debit Archive Candidates report (ARX70006)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Direct Debit Candidate Report** > **Direct Debit Candidate Report**
Action list data	AR Action List Archive Candidates report (ARX70005)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Action List Candidate Report** > **Action List Candidate Report**
Statement data	AR Statement Archive Candidate (ARX70004)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Statement Candidate Report** > **Statement Archive Candidates**

Use these reports to determine whether you have selected the data that you want to delete from the transaction tables.

Related Links

PeopleSoft Receivables Reports: A to Z

Copyright © 1988, 2025, Oracle and/or its affiliates.

Common Elements Used to Generate Archive Candidate Reports

Field or Control	*Description*
Archive Batch Number	Enter the batch number for the archive run whose data you want to review. The system assigns a batch number each time you run the Data Archive Manager process (SPARCHIVE) to select rows for archiving. You can obtain the batch numbers by viewing the details from the run control page or on the Audit Archiving page.
Archive ID	Displays the archive ID, which is the archive template for the data type whose report you are running.

Restoring Archived Data

Page Used to Restore Archived Data

Page Name	*Definition Name*	*Usage*
Archive Data to History Page	PSARCHRUNCNTL	Select an archive ID (template) and the batch number for the process run of the data that you want to restore. See Understanding Data Restoration. See the product documentation for *PeopleTools: Data Management* for more information.

Understanding Data Restoration

Use the Archive Data to History page (PSARCHRUNCNTL) to select an archive ID (template) and the batch number for the process run of the data that you want to restore.

Navigation:

PeopleTools > **Data Archive Manager** > **Archive Data to History**

The **Selection** option on the Archive Data to History page places a copy of the data in the transaction tables in the history tables, and the **Delete** option removes the transaction data from the transaction tables. If you delete the data from transaction tables in error, you can restore the data from the history tables by using the **Rollback** option on the Archive Data to History page. The process restores all data for a specific archive ID (template) and process run. You cannot restore selected data. For example, you cannot specify that you want to restore data for a specific customer or group control.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Important! After you delete data from the history tables by using the **Remove from History** option on the Archive data to History page, you cannot restore it to the transaction tables unless you first manually restore it to the history tables from a flat file.

Related Links

Understanding History Tables

Clearing PeopleSoft Receivables Transaction Tables

During your implementation process, you may have entered test data that you want to delete without going through a formal archiving process.

To remove test data without going through a formal archiving process, remove records from the database through a program that you have written. If you have tested archiving, you will also need to remove data from the history tables.

Using PeopleSoft Receivables Tables

This section lists the tables, keyed by business unit, from which you need to delete rows to clear receivables transactions and history from the system:

Type of Data	*Tables*
Pending item data	• PS_GROUP_CONTROL • PS_PENDING_DST • PS_PENDING_ITEM • PS_PENDING_VAT • PS_PENDING_TAX • PS_PENDING_TAX_DTL • PS_PENDING_IT_MRL
Payment data	• PS_DEPOSIT_CONTROL • PS_PAYMENT • PS_PAYMENT_ID_CUST • PS_PAYMENT_ID_ITEM • PS_PAYMENT_ITEM • PS_PAY_MISC_DST • PS_ITEM_MRL • PS_EE_DJR_ACCTG_LN

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Tables*
Maintenance worksheet data	• PS_WS_CONTROL • PS_WS_ID_CUST • PS_WS_ID_ITEM • PS_WS_ITEM
Transfer worksheet data	• PS_TRN_CONTROL • PS_TRN_ID_CUST • PS_TRN_ID_ITEM • PS_TRN_ITEM
Draft worksheet data	• PS_DRAFT_CONTROL • PS_DRAFT_ITEM • PS_DR_REMIT_CNTL • PS_DR_REMIT_CUST • PS_DR_REMIT_DATE • PS_DR_REMIT_DTL • PS_DR_REMIT_ITEM
Posted item data	• PS_ITEM • PS_ITEM_ACT_VAT • PS_ITEM_ACTIVITY • PS_ITEM_DST • PS_ITEM_ACTTAX • PS_ITEM_ACTTAX_DTL • PS_ITEM_AUDIT • PS_AR_IPAC_HDR • PS_AR_IPAC_SGL • PS_AR_IPAC_DETAIL • PS_AR_CC_TRAN_HDR • PS_AR_CC_TRAN_TBL • PS_EE_ITM_ACCTG_LN

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Tables*
Direct debit worksheet data	• PS_DD_CONTROL • PS_DD_ITEM • PS_DD_ITEM_MRL
Action list data	PS_ACTION_LST
Posted customer data	• PS_CUST_AGING • PS_CUST_DATA • PS_CUST_HISTORY • PS_SUBCUST_AGING • PS_SUBCUST_DATA • PS_SUBCUST_HISTORY
Statement data	• PS_STMT_CUST • PS_STMT_CUST_DTL • PS_STMT_CUST_BFWD • PS_AR_STMT_CUST
Dunning data	• PS_DUN_CUST • PS_DUN_CUST_DTL
Overdue charge data	• PS_FC_CUST • PS_FC_CUST_DTL
Conversation data	• PS_CUST_CONVER • PS_CUST_CONVER_DTL • PS_CUST_CONVER_HDR • PS_CUST_CONVER_ATT
Revaluation	PS_RVL_ACCTG_LN_AR

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Tables*
Archived closed items	• PS_AR_ITEM_H • PS_AR_ITEM_DST_H • PS_AR_ITM_ACTVTY_H • PS_AR_ITM_ACTVAT_H • PS_AR_ITM_ACTTAX_H • PS_AR_ITMACTXDT_H • PS_AR_ITEM_AUDIT_H • PS_AR_IPAC_HDR_H • PS_AR_IPAC_SGL_H • PS_AR_IPAC_DET_H • PS_AR_CCTRN_HDR_H • PS_AR_CCTRN_TBL_H • PS_AR_EE_ITACLN_H
Archived pending items	• PS_AR_GROUP_CNTL_H • PS_AR_PEND_ITM_H • PS_AR_PEND_DST_H • PS_AR_PEND_VAT_H • PS_AR_PEND_TAX_H • PS_AR_PEND_TX_DT_H • PS_AR_PEND_IT_MR_H
Archived payments	• PS_AR_DEP_CONTRL_H • PS_AR_PAYMENT_H • PS_AR_PAY_ITEM_H • PS_AR_PAY_ID_CUS_H • PS_AR_PAY_ID_ITM_H • PS_AR_PAY_IT_MRL_H • PS_AR_PAY_MIS_DS_H • PS_AR_EE_DJR_ACT_H

Copyright © 1988, 2025, Oracle and/or its affiliates.

Type of Data	*Tables*
Archived direct debits	• PS_AR_DD_CONTROL_H • PS_AR_DD_ITEM_H • PS_AR_DD_ITM_MRL_H
Archived actions	PS_AR_ACTION_LST_H
Archived statements	• PS_AR_STMT_CUST_H • PS_AR_STMT_CUSTDT_H • PS_AR_STMT_CUSBD_H • PS_AR_STMT_CUS_H

Using SQL to Clear PeopleSoft Receivables Transaction Tables

Use the following SQL script to clear PeopleSoft Receivables transaction tables in test databases that are populated when you enter and post transactions, run aging, run statements, and generate overdue charges. This script also clears history tables.

```
SET ECHO ON
TRUNCATE TABLE PS_ITEM;
TRUNCATE TABLE PS_ITEM_ACT_VAT;
TRUNCATE TABLE PS_ITEM_ACTTAX;
TRUNCATE TABLE PS_ITEM_ACTTAX_DTL;
TRUNCATE TABLE PS_ITEM_ACTIVITY;
TRUNCATE TABLE PS_ITEM_DST;
TRUNCATE TABLE PS_ITEM_AUDIT
TRUNCATE TABLE PS_AR_IPAC_HDR
TRUNCATE TABLE PS_AR_IPAC_SGL
TRUNCATE TABLE PS_AR_IPAC_DETAIL
TRUNCATE TABLE PS_AR_CC_TRAN_HDR
TRUNCATE TABLE PS_AR_CC_TRAN_TBL
TRUNCATE TABLE PS_EE_ITM_ACCTG_LN
TRUNCATE TABLE PS_GROUP_CONTROL;
TRUNCATE TABLE PS_PENDING_DST;
TRUNCATE TABLE PS_PENDING_ITEM;
TRUNCATE TABLE PS_PENDING_VAT;
TRUNCATE TABLE PS_PENDING_TAX;
TRUNCATE TABLE PS_PENDING_TAX_DTL;
TRUNCATE TABLE PS_PENDING_IT_MRL;
TRUNCATE TABLE PS_DEPOSIT_CONTROL;
TRUNCATE TABLE PS_PAYMENT;
TRUNCATE TABLE PS_PAYMENT_ID_CUST;
TRUNCATE TABLE PS_PAYMENT_ID_ITEM;
TRUNCATE TABLE PS_PAYMENT_ITEM;
TRUNCATE TABLE PS_PAY_MISC_DST;
TRUNCATE TABLE PS_PAY_ITEM_MRL;
TRUNCATE TABLE PS_EE_DJR_ACCTG_LN;
TRUNCATE TABLE PS_CUST_DATA;
TRUNCATE TABLE PS_CUST_HISTORY_TBL;
TRUNCATE TABLE PS_SUBCUST_DATA;
TRUNCATE TABLE PS_SUBCUST_HISTORY;
TRUNCATE TABLE PS_VAT_BALANCES;
TRUNCATE TABLE PS_RVL_ACCTG_LN_AR;
```

 Copyright © 1988, 2025, Oracle and/or its affiliates.

```
TRUNCATE TABLE PS_TRN_CONTROL;
TRUNCATE TABLE PS_TRN_ID_CUST;
TRUNCATE TABLE PS_TRN_ID_ITEM;
TRUNCATE TABLE PS_TRN_ITEM;
TRUNCATE TABLE PS_DRAFT_CONTROL;
TRUNCATE TABLE PS_DRAFT_ITEM;
TRUNCATE TABLE PS_REMIT_CNTL;
TRUNCATE TABLE PS_REMIT_CUST;
TRUNCATE TABLE PS_REMIT_DATE;
TRUNCATE TABLE PS_REMIT_DTL;
TRUNCATE TABLE PS_REMIT_ITEM;
TRUNCATE TABLE PS_DD_CONTROL;
TRUNCATE TABLE PS_DD_ITEM;
TRUNCATE TABLE PS_DD_ITEM_MRL;
TRUNCATE TABLE PS_ACTION_LST;
TRUNCATE TABLE PS_CUST_AGING;
TRUNCATE TABLE PS_SUBCUST_AGING;
TRUNCATE TABLE PS_STMT_CUST;
TRUNCATE TABLE PS_STMT_CUST_DTL;
TRUNCATE TABLE PS_STMT_CUST_BFWD;
TRUNCATE TABLE PS_AR_STMT_CUST;
TRUNCATE TABLE PS_DUN_CUST;
TRUNCATE TABLE PS_DUN_CUST_DTL;
TRUNCATE TABLE PS_FC_CUST;
TRUNCATE TABLE PS_FC_CUST_DTL;
TRUNCATE TABLE PS_WS_CONTROL;
TRUNCATE TABLE PS_WS_ID_CUST;
TRUNCATE TABLE PS_WS_ID_ITEM;
TRUNCATE TABLE PS_WS_ITEM;
TRUNCATE TABLE PS_CUST_CONVER;
TRUNCATE TABLE PS_CUST_CONVER_HDR;
TRUNCATE TABLE PS_CUST_CONVER_DTL;
TRUNCATE TABLE PS_CUST_CONVER_ATT;
TRUNCATE TABLE PS_AR_ITEM_H;
TRUNCATE TABLE PS_AR_ITEM_DST_H;
TRUNCATE TABLE PS_AR_AR_ITM_ACTVTY_H;
TRUNCATE TABLE PS_AR_ITM_ACTVAT_H;
TRUNCATE TABLE PS_AR_ITM_ACTTAX_H;
TRUNCATE TABLE PS_AR_ITM_ACTXDT_H;
TRUNCATE TABLE PS_AR_ITEM_AUDIT_H;
TRUNCATE TABLE PS_AR_IPAC_HDR_H;
TRUNCATE TABLE PS_AR_IPAC_SGL_H;
TRUNCATE TABLE PS_AR_IPAC_DET_H;
TRUNCATE TABLE PS_AR_CCTRN_HDR_H;
TRUNCATE TABLE PS_AR_CCTRN_TBL_H;
TRUNCATE TABLE PS_AR_EE_ITACLN_H;
TRUNCATE TABLE PS_AR_GROUP_CNTL_H;
TRUNCATE TABLE PS_AR_PEND_ITM_H;
TRUNCATE TABLE PS_AR_PEND_DST_H;
TRUNCATE TABLE PS_AR_PEND_VAT_H;
TRUNCATE TABLE PS_AR_PEND_TAX_H;
TRUNCATE TABLE PS_AR_PEND_TX_DT_H;
TRUNCATE TABLE PS_AR_IT_MR_H;
TRUNCATE TABLE PS_AR_DEP_CONTRL_H;
TRUNCATE TABLE PS_AR_PAYMENT_H;
TRUNCATE TABLE PS_AR_PAY_ITEM_H;
TRUNCATE TABLE PS_AR_PAY_ID_CUS_H;
TRUNCATE TABLE PS_AR_PAY_ID_ITM_H;
TRUNCATE TABLE PS_AR_PAY_IT_MRL_H;
TRUNCATE TABLE PS_AR_PAY_MIS_DS_H;
TRUNCATE TABLE PS_AR_EE_DJR_ACT_H;
TRUNCATE TABLE PS_AR_STMT_CUST_H;
TRUNCATE TABLE PS_AR_STMT_CUSDT_H;
TRUNCATE TABLE PS_AR_STMT_CUSBD_H;
TRUNCATE TABLE PS_AR_STMT_CUS_H;
TRUNCATE TABLE PS_AR_DD_CONTROL_H;
TRUNCATE TABLE PS_AR_DD_ITEM_H;
TRUNCATE TABLE PS_AR_DD_ITM_MRL_H;
TRUNCATE TABLE PS_AR_ACTION_LST_H;
```

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 53

Configuring Batch Processes

Configuring Temporary Tables for Batch Processing

When you run batch processes in parallel, you risk data contention and deadlocks on temporary tables. To avoid this, PeopleTools enables you to dedicate specific instances of temporary tables for each process. When PeopleSoft Application Engine manages a dedicated temporary table instance, it controls the locking of the table before use and the unlocking of the table after use.

When you decide how many temporary table instances to dedicate for a process, consider the number of temporary tables that the process uses. More instances result in more copies of the temporary tables on the system. For example, if a process uses 25 temporary tables and you have 10 instances for a process, you will have 250 temporary tables on the system.

If you run processes in parallel and all of the dedicated temporary table instances are in use, the performance of the process decreases. You need to find a balance that works for your organization.

Note: When you specify the number of instances, PeopleSoft Application Designer displays a list of the temporary tables for the process. Use the list to determine how many temporary tables each process uses.

Specify how many temporary table instances to dedicate for each of the following batch Application Engine processes that can run in parallel in PeopleSoft Receivables:

- Receivables Update (ARUPDATE) (specify for processes AR_POSTING and AR_PGG_SERV).
- Payment Predictor (ARPREDCT)
- Entry Event Generator (FS_EVENTGEN)
- Aging (AR_AGING)
- Statements (AR_STMTS)
- Invoice Data Extract (BI_IVCEXT)

The PeopleTools documentation discusses the usage of temporary tables in detail and describes how to specify the number of instances.

For more information, see the product documentation for *PeopleTools: Application Engine*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 54

PeopleSoft Receivables Web Libraries

Understanding Web Libraries

A web library is a derived or work record whose name starts with WEBLIB_. PeopleSoft embeds all internet scripts (iScripts) in records of this type. An iScript is a specialized PeopleCode function that generates dynamic web content. Administrators must make sure that users have the proper access to web libraries. For example, the default navigation system for PeopleSoft Pure Internet Architecture users is implemented by using a web library. If users do not have the proper authorization to the web library and its associated scripts, then they won't have proper access to the system. If users are not authorized to a particular web library or iScript, then they can't invoke it. After you add a web library, you set the access for each script function individually. Invoking an iScript requires the assembly of a URL. Developers assemble the URL by using PeopleCode.

For more information, see the following documentation:

- *PeopleTools: PeopleCode API Reference*
- *PeopleTools: Portal Technology*
- *PeopleTools: Security Administration*

PeopleSoft Receivables Web Libraries

This table lists the web libraries that are used and delivered with PeopleSoft Receivables:

Web Library Name	***Description***
WEBLIB_PORTAL	Contains the following five fields with FieldFormula iScript PeopleCode, each of which relate to a functional area of the portal: PORTAL_HOMEPAGE: Support for homepage runtime interaction, including the homepage version of the menu navigation. PORTAL_NAV: Main support routines for navigation. PORTAL_HEADER: Support for the header portion of the page and some generic routines. PORTAL_DYN_TEMP: Support for the dynamic template. PORTAL_PGLT_PREV: Support for the pagelet preview functionality.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Web Library Name	*Description*
WEBLIB_PT_NAV	Contains iScripts for the menu pagelet and left-hand navigation for transaction pages.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 55

Migrating Receivables Application and Configuration Data

Using Application Data Sets for Aging

Management and collection departments rely on aging to identify delinquent accounts and the length of time an invoice has been outstanding. Aging helps to assess possible cash flow issues or credit risks. Aging IDs define how the Aging process and aging reports age open items. They also enable you to define unique rules for aging deduction, disputed, collection, and doubtful items, and items paid by drafts with an accepted or remitted status. The Aging process uses the aging ID assigned to the bill to customer first, then defined at the business unit level to age items.

Because there are several fields to be entered to create an aging definition, it is advantageous to set up aging in a development database and use the Application Data Set (ADS) definition to migrate this data between development environments, test environments, and ultimately, to a production environment.

Related Links

Setting Up Aging
Running the Aging Process
Generating Aging Reports

Delivered Application Data Set Name for Aging

The following table shows the delivered Application Data Set (ADS) definition (delivered in Data Set Designer) that supports the migration of PeopleSoft Aging data:

Delivered ADS Definition to Support PeopleSoft Aging	***ADS Usage***
COMP_AGING_TBL_GBL	Select this data set on the Data Migration Workbench to move aging tables from one database to another. This data set includes the following records used for aging: • AGING_TBL • AGING_CATEG_TBL

You can find complete information about setting up and using ADS definitions for data migration in the *PeopleTools: Lifecycle Management Guide*. This documentation covers the following topics:

- Using the Data Set Designer.
- Copying and comparing projects.

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Validating data sets.
- Implementing data set security.

Setting Up Security for Aging Data Migration

All relevant records are delivered in the Query Access Tree (QUERY_TREE_AR) within the PS/AR Access Group (AR_ACCESS_GROUP) on the Query Access Manager page (**PeopleTools** > **Security** > **Query Security** > **Query Access Manager**).

PeopleSoft delivers an ADS Administrator permission list (**PeopleTools** > **Security** > **Permissions & Roles** > **Permission Lists** > **Data Migration**). For Read and Write access, the PS/AR Access Group should be included on the Data Migration – Permission List Access Groups secondary page. On the Data Migration – Copy Compare Permissions secondary page, select *Full Access* to activate access permission, and select the **Allow setting Copy Compare attributes on data set definitions** check box.

See the product documentation for *PeopleTools: Security Administration*.

Using Application Data Sets for Condition Monitor

The Condition Monitor process in PeopleSoft Receivables checks for customer's accounts or items that meet a condition—such as a change of status for a customer's account—and creates an action based on templates and rules that you define. You define the details for the condition trigger on the Collection Rule, Assessment Rule, and Assessment Rule User pages. When the Condition Monitor creates an action based on the condition defined on the Assessment Rule User page, it will use the owner (either AR Specialist, Collector, Credit Analyst, or Sales Person) that is stored on the item instead of the default owner defined on the customer master. The action will not be generated again if it has been marked as complete by a user.

You can use the Application Data Set (ADS) definitions to migrate Condition Monitor tables—such as Action Codes, Action Templates, Collection Rules, Assessment Rules, and Condition Definition Users—between databases and ultimately to your production environments.

Related Links

Collection Processing
Setting Up Actions and Action Templates
Setting Up Action Owners
Setting Up Conditions

Delivered Application Data Set Names for Condition Monitor

This table lists the delivered Application Data Set (ADS) definitions (delivered in Data Set Designer) to support the migration of PeopleSoft Condition Monitor data. Select a Condition Monitor data set on the Data Migration Workbench to move the records in tables from one database to another.

The data sets listed in the Delivered ADS Definitions column include the following records used by Condition Monitor, shown in the ADS Usage column.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Delivered ADS Definitions to Support PeopleSoft Condition Monitor	***ADS Usage***
COMP_ACTION_CODE	ACTION_TBL
COMP_AR_TEMPLATE_TBL	AR_TMPLT_HDR AR_TMPLT_HDR_LG AR_TMPLT_DTL
COMP_AR_SPECIALIST	AR_SPECIALIST
COMP_AR_ASSESS_RULE	AR_COND_DEF AR_COND_DEF_LNG AR_ARULE_TBL AR_ARULE_TBL_LG AR_ARULE_SQL
COMP_COLLECTION_TABLE	COLLECTION_TBL COLLECTION_LG
COMP_COLLECTION_RULE	AR_CRULE_HDR AR_CRULE_DTL
COMP_COLLECTOR_TABLE	COLLECTOR_TBL
COMP_AR_COND_DEF	AR_COND_DEF AR_COND_DEF_LNG
COMP_CR_ANALYST_TABLE	CR_ANALYST_TBL
COMP_DEDUCTION_TABLE	DEDUCTION_TBL DEDUCTION_TBL_LG
COMP_DISPUTE_TABLE	DISPUTE_TBL DISPUTE_TBL_LG

You can find complete information about setting up and using ADS definitions for data migration in the documentation for *PeopleTools: Lifecycle Management Guide*. This documentation covers the following topics:

Copyright © 1988, 2025, Oracle and/or its affiliates.

- Using the Data Set Designer.
- Copying and comparing projects.
- Validating data sets.
- Implementing data set security.

Setting Up Security for Condition Monitor Data Migration

All relevant records are delivered in the Query Access Tree (QUERY_TREE_AR) within the PS/AR Access Group (AR_ACCESS_GROUP) on the Query Access Manager page (**PeopleTools** > **Security** > **Query Security** > **Query Access Manager**).

PeopleSoft delivers an ADS Administrator permission list (**PeopleTools** > **Security** > **Permissions & Roles** > **Permission Lists** > **Data Migration**). For Read and Write access, the PS/AR Access Group should be included on the Data Migration – Permission List Access Groups secondary page. On the Data Migration – Copy Compare Permissions secondary page, select *Full Access* to activate access permission, and select the **Allow setting Copy Compare attributes on data set definitions** check box.

See the product documentation for *PeopleTools: Security Administration*.

Using Application Data Sets for Payment Predictor

The Payment Predictor Application Engine process is the automatic cash application process in PeopleSoft Receivables. Items that have a payment method of cash, check, credit card, electronic file transfer, or giro - EFT qualify for Payment Predictor processing.

You can create and test tables with specified Payment Predictor methods in a test database, and use the Application Data Set (ADS) definition to move them to other databases or to the production database when finalized.

Related Links

Understanding Payment Predictor Processing
Defining Payment Predictor Methods

Delivered Application Data Set Name for Payment Predictor Methods

The following table shows the delivered Application Data Set (ADS) definition (delivered in Data Set Designer) that supports the migration of PeopleSoft Payment Predictor data:

Copyright © 1988, 2025, Oracle and/or its affiliates.

Delivered ADS Definition to Support PeopleSoft Payment Predictor	*ADS Usage*
PP-METHOD	Select this data set on the Data Migration Workbench to move Payment Predictor tables from one database to another. This data set includes the following records used by Payment Predictor: • PP_MET_TBL • PP_MET_USE_TBL • PP_MET_FUNC_TBL

You can find complete information about setting up and using ADS definitions for data migration in the *PeopleTools: Lifecycle Management Guide*. This documentation covers the following topics:

- Using the Data Set Designer.
- Copying and comparing projects.
- Validating data sets.
- Implementing data set security.

Setting Up Security for Payment Predictor Data Migration

All relevant records are delivered in the Query Access Tree (QUERY_TREE_AR) within the PS/AR Access Group (AR_ACCESS_GROUP) on the Query Access Manager page (**PeopleTools** > **Security** > **Query Security** > **Query Access Manager**).

PeopleSoft delivers an ADS Administrator permission list (**PeopleTools** > **Security** > **Permissions & Roles** > **Permission Lists** > **Data Migration**). For Read and Write access, the PS/AR Access Group should be included on the Data Migration – Permission List Access Groups secondary page. On the Data Migration – Copy Compare Permissions secondary page, select *Full Access* to activate access permission, and select the **Allow setting Copy Compare attributes on data set definitions** check box.

See the product documentation for *PeopleTools: Security Administration*.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 56

Analyzing Receivables Using PeopleSoft Insights

Analyzing Receivables Using PeopleSoft Insights

PeopleSoft Receivables delivers four Insights dashboards that help users with business intelligence analytics. These dashboards are *AR Collections Analysis*, *Collector Performance, Collector dashboard, and Collections Manager dashboard.*

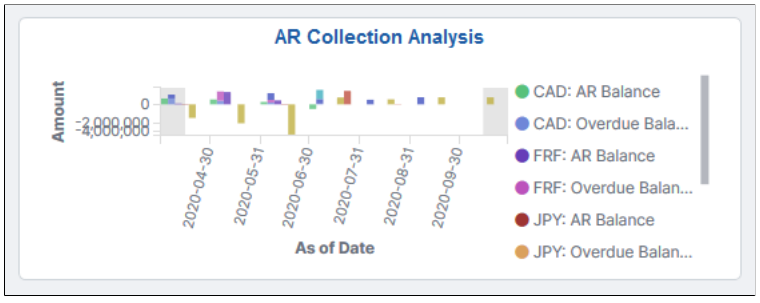
Pages Used to Analyze Receivables Using PeopleSoft Insights

Page Name	***Definition Name***	***Usage***
AR Collections Analysis Dashboard	NA	Monitor and measure your Receivables position.
Collector Performance Dashboard	NA	Analyze the collector's workload and tasks assigned to them.
Collector Dashboard	NA	Analyze aging and history activity by customer.
Collections Manager Dashboard	NA	Analyze aging and history activity across Receivables.

Accessing Receivables Insights Dashboards

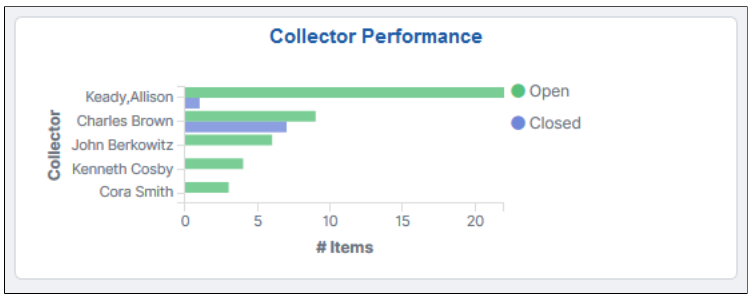
To access Receivables Insights Dashboards, add these tiles to the Credit to Cash Operations Fluid homepage:

This example illustrates the AR Collection Analysis tile

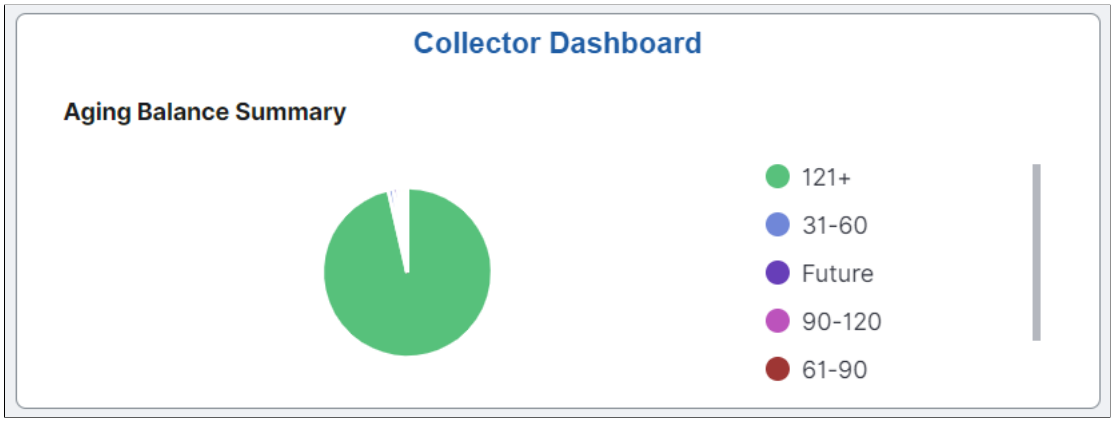


Copyright © 1988, 2025, Oracle and/or its affiliates.

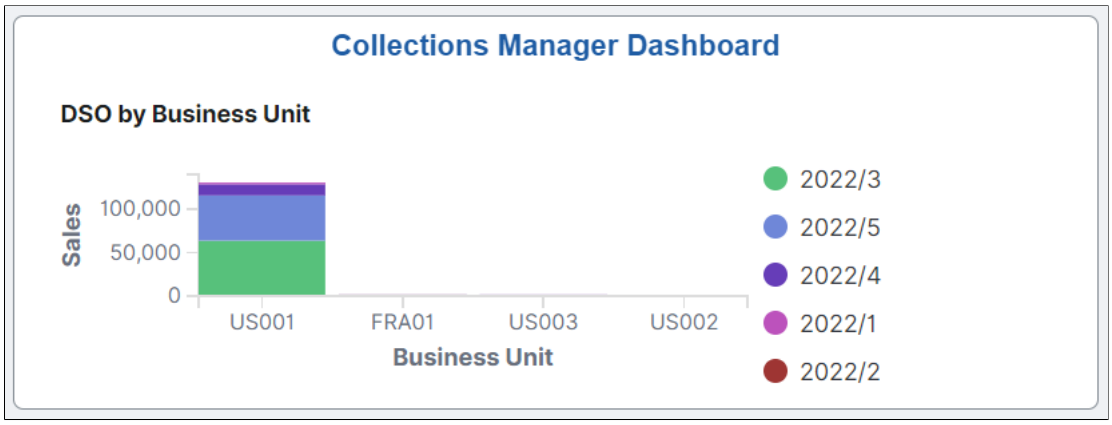
This example illustrates the Collector Performance tile



This example illustrates the Collector Dashboard tile



This example illustrates the Collections Manager Dashboard tile



For more information about how to add a tile to a PeopleSoft Fluid Home page, see:

Working with the ‘Fluid User Interface’ in the *PeopleTools Accessibility Guide.*

Working with the ‘Working with Fluid Homepages and Dashboards’ in the *PeopleTools Applications User’s Guide.*

“Adding Homepages and Tiles” (Application Fundamentals)

For more information about PeopleSoft delivered Insights dashboards, definitions, privileges, and roles, see “Understanding PeopleSoft Insights Using PeopleSoft Search Framework” (Application Fundamentals)

Copyright © 1988, 2025, Oracle and/or its affiliates.

AR Collections Analysis Dashboard

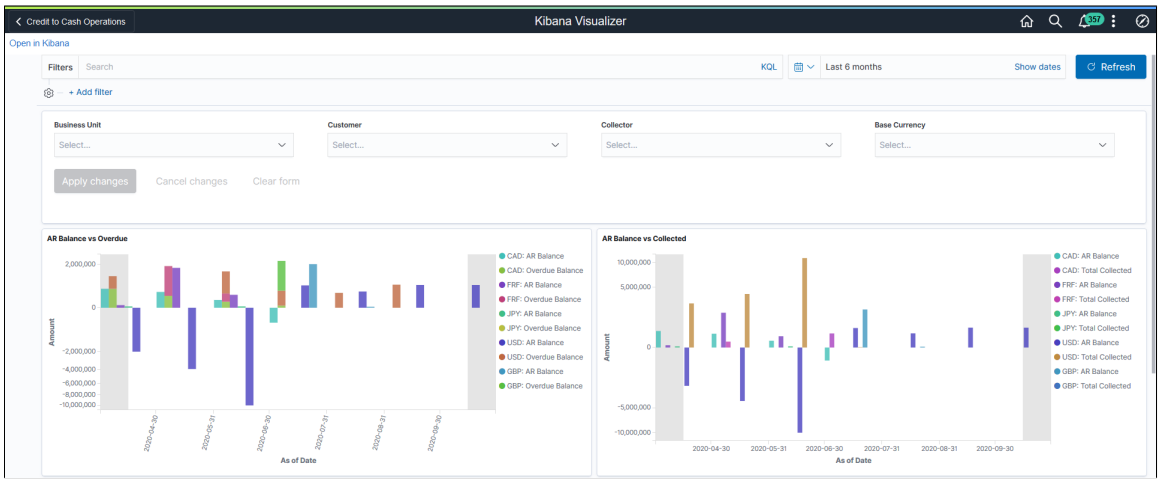
Use the AR Collections Analysis dashboard to monitor and measure your Receivables position.

This dashboard enables you to gain access to both basic and advanced data elements that helps you understand the current state of receivables and progress toward organizational goals.

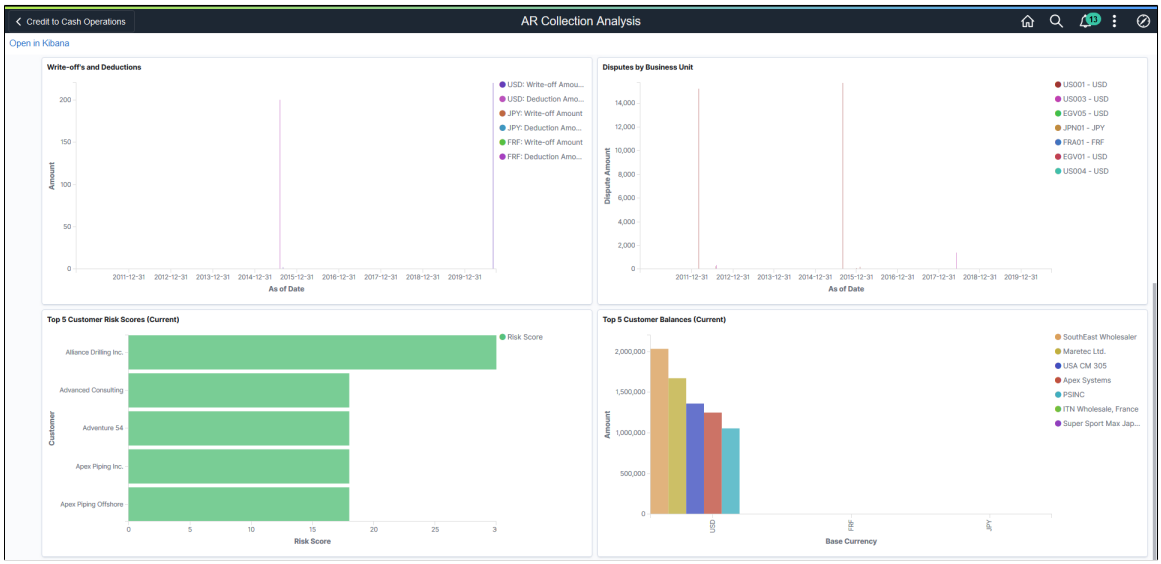
Navigation:

Select the AR Collections Analysis tile

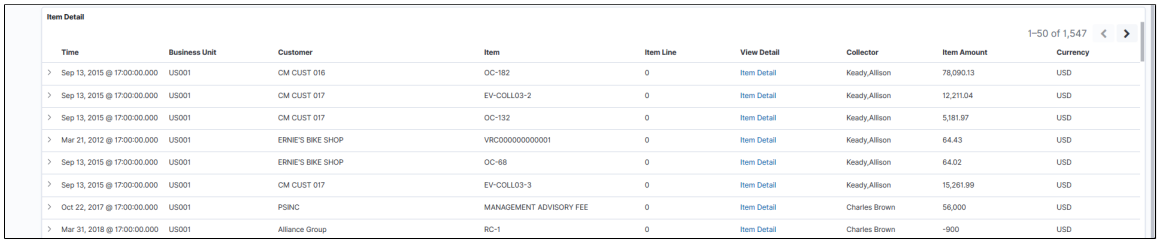
This example illustrates the fields and controls on the AR Collections Analysis dashboard.



This example illustrates the fields and controls on the AR Collections Analysis dashboard.



This example illustrates the fields and controls on the AR Collections Analysis dashboard.



Item Detail

1–50 of 1,547

Time	Business Unit	Customer	Item	Item Line	View Detail	Collector	Item Amount	Currency
Sep 13, 2015 @ 17:00:00.000	US001	CM CUST 016	OC-182	0	Item Detail	Keady,Allison	78,090.13	USD
Sep 13, 2015 @ 17:00:00.000	US001	CM CUST 017	EV-COLL03-2	0	Item Detail	Keady,Allison	12,211.04	USD
Sep 13, 2015 @ 17:00:00.000	US001	CM CUST 017	OC-132	0	Item Detail	Keady,Allison	5,181.97	USD
Mar 21, 2012 @ 17:00:00.000	US001	ERNIE'S BIKE SHOP	VRC000000000001	0	Item Detail	Keady,Allison	64.43	USD
Sep 13, 2015 @ 17:00:00.000	US001	ERNIE'S BIKE SHOP	OC-68	0	Item Detail	Keady,Allison	64.02	USD
Sep 13, 2015 @ 17:00:00.000	US001	CM CUST 017	EV-COLL03-3	0	Item Detail	Keady,Allison	15,261.99	USD
Oct 22, 2017 @ 17:00:00.000	US001	PSINC	MANAGEMENT ADVISORY FEE	0	Item Detail	Charles Brown	56,000	USD
Mar 31, 2018 @ 17:00:00.000	US001	Alliance Group	RC-1	0	Item Detail	Charles Brown	-900	USD

The visualizations and data displayed on the AR Collection Analysis dashboard can be filtered based on the delivered filters, such as **Business Unit, Customer, Collector,** and **Base Currency.** Multiple filter values can be selected. For example, you can select multiple business units from the **Business Unit** filter. Data can also be filtered by selecting any categorical data within a visualization (for example, an individual bar in a bar graph). In addition, you can search for available filters or add additional filters.

The following visualizations are part of this dashboard:

- *AR Balance vs Overdue*: Provides an analysis of total receivables balance versus overdue balances.
- *AR Balance vs Collected*: Provides an analysis of total receivables balance versus collected balances.
- *Write-Offs and Deductions*: Provides an analysis of total write-off and deduction amounts.
- *Disputes by Business Unit*: Provides an analysis of total disputes by business unit.
- *Top Five Customer Risk Scores*: Provides an analysis of the top five customers with the highest risk scores.
- *Top Five Customer Balances*: Provides an analysis of top five customers for highest balances owed.
- *Item Detail*: Displays a list of items making up the data shown in the visualizations. Use the Item Detail link to access the Item Activity Page and view further details about the item or modify information as needed.

Each visualization can be viewed separately in full screen. You can also drill down for more information using the **Inspect** option. That data can be downloaded as a CSV file.

Collector Performance Dashboard

Use the Collector Performance dashboard to analyze the collector's workload and tasks assigned to them.

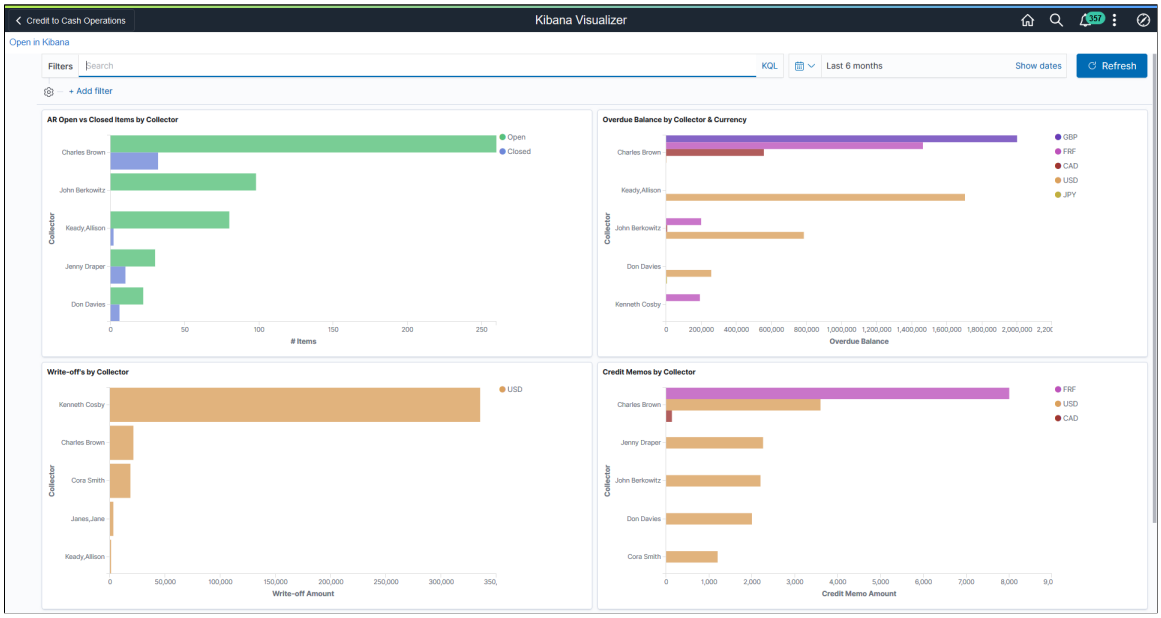
This dashboard enables you to ensure receivables are collected on a timely basis.

Navigation:

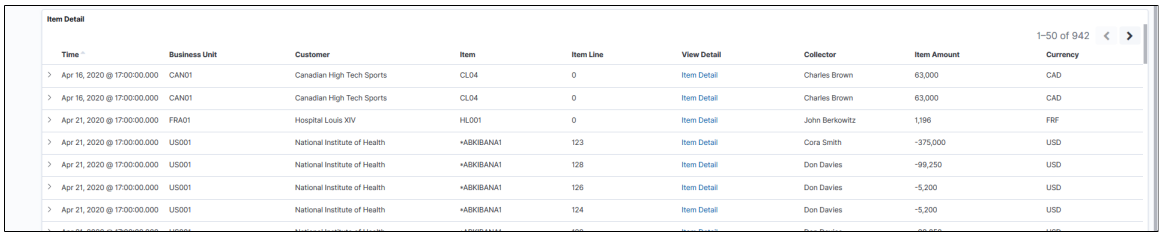
Select the Collector Performance tile

Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Collector Performance dashboard.



This example illustrates the fields and controls on the Collector Performance dashboard.



There are no delivered filters for the Collector Performance dashboard. However, you can use the **Add Filter** link to add filters to the dashboard.

The following visualizations are part of this dashboard:

- *AR Open vs Closed Items by Collector*: Provides an analysis of total open items versus closed items by individual collector.
- *Overdue Balance by Collector and Currency*: Provides an analysis of total overdue balance by individual collector.
- *Write-Offs by Collector*: Provides an analysis of total write-off amount from uncollectible accounts by individual collector.
- *Credit Memos by Collector*: Provides an analysis of total credit memos issued by individual collector.
- *Item Detail*: Displays a list of items making up the data shown in the visualizations. Use the Item Detail link to access the Item Activity Page and view further details about the item or modify information as needed.

Each visualization can be viewed separately in full screen. You can also drill down for more information using the **Inspect** option. That data can be downloaded as a CSV file.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Collector Dashboard

Use the Collector Dashboard to view aging and history activity by customer.

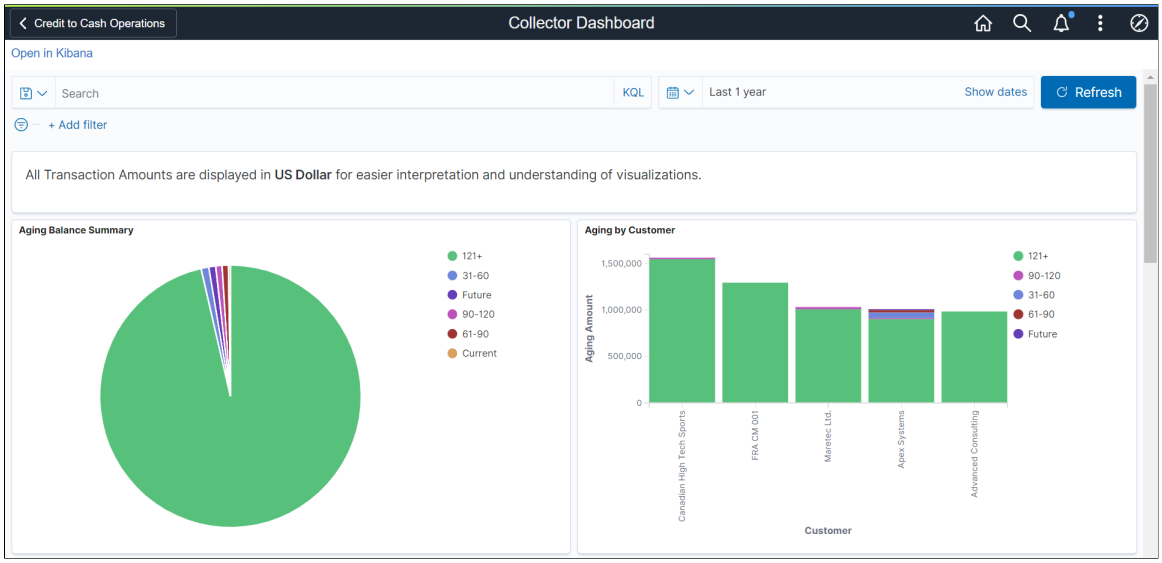
This dashboard is for individual collectors to monitor the customers assigned to them.

It also allows the users to view information such as Aging Balance Summary, Aging by Customer, Highest Balance Receivables by Customer, and Average Days Late by Customer.

Navigation:

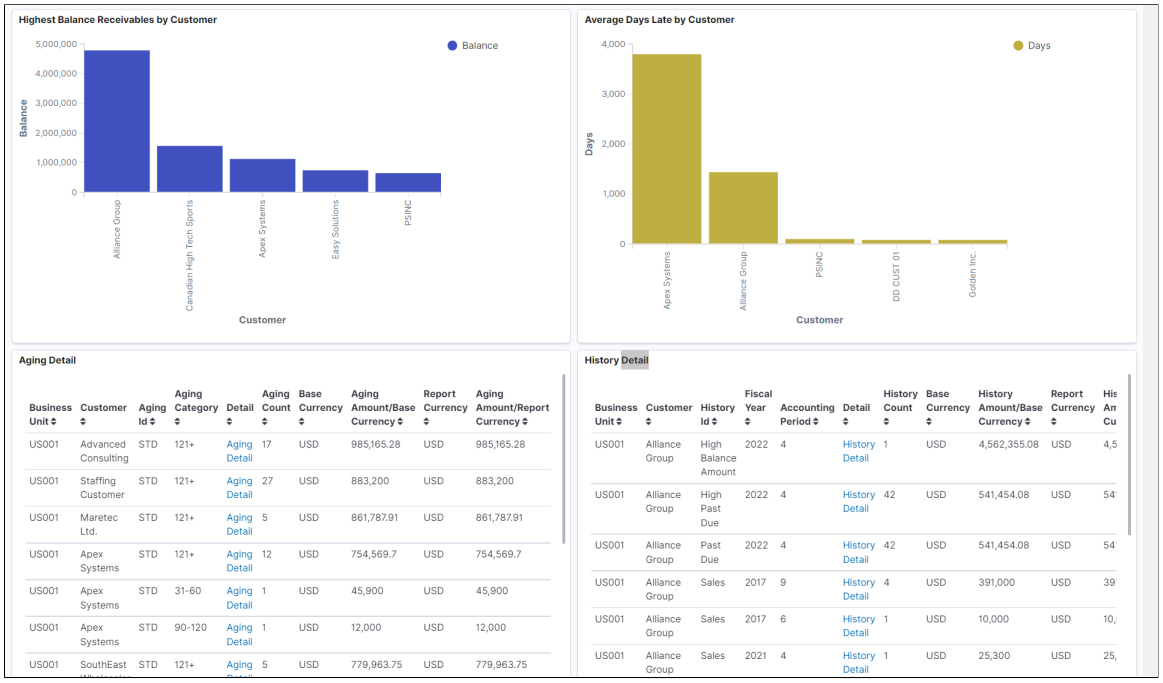
Select the Collector Dashboard tile

This example illustrates the fields and controls on the Collector Dashboard (1 of 2).



Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Collector Dashboard (2 of 2).



The following visualizations are part of this dashboard:

- *Aging Balance Summary*: Provides a summary of the aging balances by aging category.
- *Aging by Customer*: Provides an analysis of balances that are due from customers.
- *Highest Balance Receivables by Customer*: Provides an analysis of highest receivable balance by customer.
- *Average Days Late by Customer*: Provides an analysis of average late days by the customers.
- *Aging Detail*: Displays a list of Aging Detail shown in the visualizations. Use the Aging Detail link to access the Customer Aging page and view further details about the item or modify information as needed.
- *History Detail*: Displays a list of History Detail shown in the visualizations. Use the History Detail link to access the Customer History page and view further details about the item or modify information as needed.

Note: The Collector Dashboard and Collections Manager Dashboard use two search definitions. When adding filters to the dashboards, you can select either search definition. If the data is present in one search definition and not the other, the visualization will not display any data.

Collections Manager Dashboard

Use the Collections Manager Dashboard to view aging and history activity across Receivables.

This dashboard is for collections managers to monitor the collectors across Receivables.

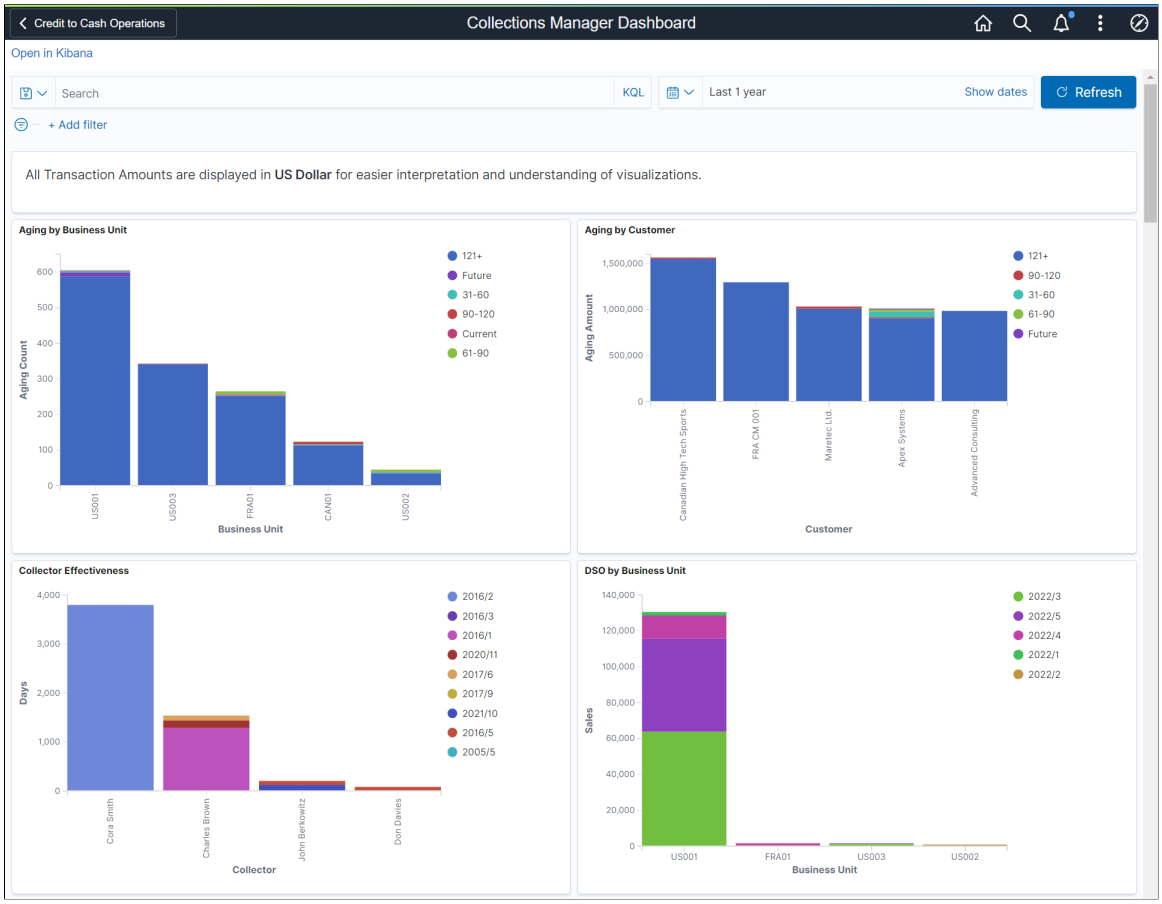
Copyright © 1988, 2025, Oracle and/or its affiliates.

It allows users to view information such as Aging by Business Unit, Aging by Customer, Collector Effectiveness (average days late), DSO by Business Unit, Highest Balance Receivables by Customer and Highest Balance Receivables by Collector.

Navigation:

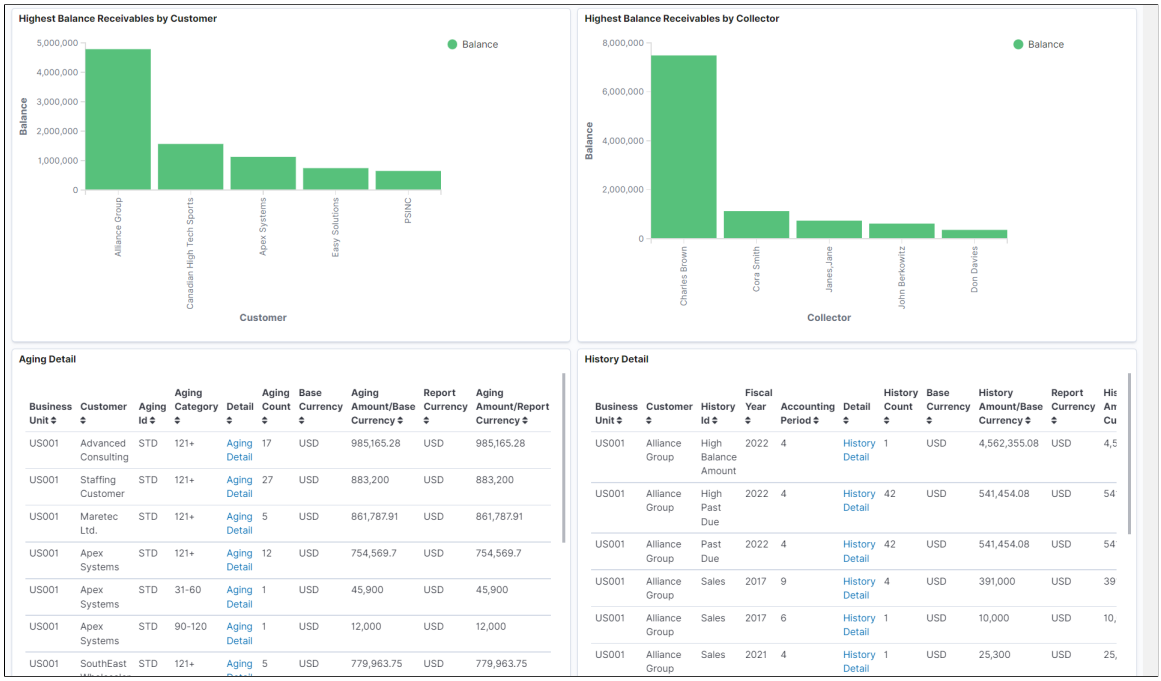
Select the Collections Manager Dashboard tile

This example illustrates the fields and controls on the Collections Manager Dashboard (1 of 2).



 Copyright © 1988, 2025, Oracle and/or its affiliates.

This example illustrates the fields and controls on the Collections Manager Dashboard (2 of 2).



The following visualizations are part of this dashboard:

- *Aging by Business Unit*: Provides a summary of the aging by business unit.
- *Aging by Customer*: Provides an analysis of aging balances that are due from customers.
- *Collector Effectiveness*: Provides an analysis of Collector's Effectiveness by showing the average days late by fiscal year and period.
- *DSO by Business Unit*: Provides an analysis of days sales outstanding for the business units.
- *Highest Balance Receivables by Customer*: Provides an analysis of highest receivable balance by customer.
- *Highest Balance Receivables by Collector*: Provides an analysis of highest receivable balance by collector.
- *Aging Detail*: Displays a list of Aging Detail shown in the visualizations. Use the Aging Detail link to access the Customer Aging page and view further details about the item or modify information as needed.
- *History Detail*: Displays a list of History Detail shown in the visualizations. Use the History Detail link to access the Customer History page and view further details about the item or modify information as needed.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 57

Delivered Workflows for PeopleSoft Receivables

Delivered Workflows for PeopleSoft Receivables

This topic discusses PeopleSoft Receivables workflows. The workflows are listed alphabetically by workflow name.

Action Notification

This section discusses the Action Notification workflow.

Description

Information Type	*Description*
Event Description	One of these events occurs to trigger Action Notification: You create a new action and assign it to an action owner on the Item Action page. The Condition Monitor Application Engine process (AR_CNDMON) creates a new action and assigns it to an action owner. You reassign an action to a new action owner on the Reassign Action page. The Condition Monitor process determines that the notification date for a supervisor, action owner, or receivables specialist has reached a specified number of days before or after the action due date.
Action Description	The system sends an e-mail notification to the action owner that contains links to the Action page and the Owner Action List page. The system also places an item on the action owner's worklist.
Notification Method	Email and Worklist

Copyright © 1988, 2025, Oracle and/or its affiliates.

Workflow Objects

Information Type	*Description*
Approval Rule Set	None
Business Process	Collect Receivables
Activity	Actions
Role	None

New Debits or Credits

This section discusses the New Debits or Credits workflow.

Description

Information Type	*Description*
Event Description	An item for a customer is closed, rather than written off, by the creation of a new debit or credit item.
Action Description	The system sends an e-mail notification to the workflow user for the customer and places an item on the user's worklist.
Notification Method	Email and Worklist

Workflow Objects

Information Type	*Description*
Approval Rule Set	None
Business Process	Collect Receivables
Activity	New Debit Credit
Role	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

Payment Predictor On Account Flag

This section discusses the Payment Predictor On Account Flag workflow.

Description

Information Type	*Description*
Event Description	The Payment Predictor Application Engine process (ARPREDCT) applies a payment to a new on-account item and generates a payment worksheet.
Action Description	The system sends an e-mail notification to the workflow user for the customer and places an item on the user's worklist.
Notification Method	Email and Worklist

Workflow Objects

Information Type	*Description*
Approval Rule Set	None
Business Process	Collect Receivables
Activity	PP on Account
Role	None

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Chapter 58

PeopleSoft Receivables Reports

PeopleSoft Receivables Reports: A to Z

This table lists the PeopleSoft Receivables reports, sorted alphanumerically by report ID. The reports listed are Structured Query Reports (SQRs) and BI Publisher reports. If you need more information about a report, refer to the report details at the end of this appendix.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR01001 System Function	Lists system functions. (SQR)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **List System Functions** > **System Functions**	RUN_AR01001
AR01002 Entry Type/Entry Reason	Lists valid automatic entry information as of a specified effective date. (SQR)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **Entry Type Entry Reason** > **Entry Type Entry Reason**	RUN_AR01002
AR01003 Auto Entry Type	Lists valid automatic entry information as of a specified effective date. (SQR)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **Auto Entry Type** > **Auto Entry Type**	RUN_AR01003
AR01004 Item Entry Type	Lists valid item entry information as of a specified effective date. (SQR)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **Item Entry Type Report** > **Item Entry Type**	RUN_AR01004
ARX01006 Predictor Method By Customer	Describes the Payment Predictor methods used at the customer level to override the business unit default method. The report lists each method used in this manner followed by a list of customers that use it. (BI Publisher)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **Predictor Method By Customer** > **Predictor Method By Customer**	RUN_AR01006

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX01007 Predictor Method by SetID	Contains the steps involved in the Payment Predictor method used as the default for the specified SetID. (BI Publisher)	**Set Up Financial/Supply Chain** > **Product Related** > **Receivables** > **Reports** > **Predictor Method By TableSet** > **Predictor Method By TableSet**	RUN_AR01007
AR11001 Group Control By Entry Date	Lists all group control records by entry date, shown in the entry currency. (SQR)	**Accounts Receivable** > **Pending Items** > **Reports** > **Group Control By Entry Date** > **Group Control By Entry Date**	RUN_AR11001
ARX11001P Group Control for Business Unit	Lists all group control records by entry date, shown in the entry currency. Specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Pending Items** > **Reports** > **Group Control - Point in Time** > **Group Control - Point in Time**	RUN_AR11001PIT
AR11002 Pending Item By Entry Date	Lists all pending items within a group, shown in either the business unit base currency or the entry currency. (SQR)	**Accounts Receivable** > **Pending Items** > **Reports** > **Pending Item By Entry Date** > **Pending Item By Entry Date**	RUN_AR11002
ARX11002P Pending Items Within Group	Lists all pending items within a group, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Pending Items** > **Reports** > **Pending Item - Point in Time** > **Pending Item - Point in Time**	RUN_AR11002P
ARX11003 Item Detail	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (BI Publisher)	**Accounts Receivable** > **Pending Items** > **Reports** > **Item Detail** > **Item Detail**	RUN_AR11003
ARX11003P Item Detail by Due Date	Shows item detail by line item, accounting date, entry type, description, terms, due date, and amount. (BI Publisher) **Note:** You must set up the contact information for a customer. This report does not display items if the customer contact information is not populated.	**Accounts Receivable** > **Pending Items** > **Reports** > **Item Detail - Point in Time** > **Item Detail - Point in Time**	RUN_AR11003PIT

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR11004 Actual Matches Report	Lists pending items that the Automatic Maintenance Application Engine process created and set to post. (SQR)	**Accounts Receivable** > **Receivables Maintenance** > **Automatic Maintenance** > **Actual Matches Report** > **Actual Matches Report**	RUN_AR11004
AR11005 Potential Matches Report	Lists new worksheet items that the Automatic Maintenance process placed on maintenance worksheets. (SQR)	**Accounts Receivable** > **Receivables Maintenance** > **Automatic Maintenance** > **Potential Matches Report** > **Potential Matches Report**	RUN_AR11005
AR20001 Deposit Summary	Lists detailed information for deposits, in either the business unit base currency or the entry currency. (SQR)	**Accounts Receivable** > **Payments** > **Reports** > **Deposit Control by Entry Date** > **Deposit Control by Entry Date**	RUN_AR20001
ARX20001P Deposit Control	Lists detailed information for deposits, in either the business unit base currency or the entry currency. (BI Publisher) **Important!** When you run this report and select the Base Curr (base currency) as the **Amount Type** and do not enter a control currency in the **Deposit** field, there is no basis to convert, which results in a blank Control Amount column.	**Accounts Receivable** > **Payments** > **Reports** > **Deposit Control - Point in Time** > **Deposit Control - Point in Time**	RUN_AR20001P
AR20002 Payment Detail	Lists detailed information for all payments within a deposit, in either the business unit base currency or the entry currency. The payment details are unavailable if the posting status is Not Posted. (SQR)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Detail** > **Payment Detail**	RUN_AR20002

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX20002P Payment Detail	Lists detailed information for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. You must enter item references for each payment to have data in this report. (BI Publisher)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Detail - Point in Time** > **Payment Detail - Point in Time**	RUN_AR20002P
AR20003 Payment Summary	Lists status for all payments within a deposit, in either the business unit base currency or the entry currency. (SQR)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Summary** > **Payment Summary**	RUN_AR20003
ARX20003P Payment Summary	Lists the status for all payments within a deposit, in either the business unit base currency or the entry currency. Specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Summary - Point in Time** > **Payment Summary - Point in Time**	RUN_AR20003P
AR20005 Receivables Activity Report	Lists each receivable with an associated write-off. (SQR)	**Accounts Receivable** > **Receivables Update** > **Posting Results Upd Pend Items** > **Receivables Activity Report** > **Receivables Activity**	RUN_AR20005
ARX20006 Form 1099–C Cancellation of Debt	Required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer. (BI Publisher) See Generating the 1099-C Report.	**Accounts Receivable** > **Receivables Update** > **Posting Results-Upd Pend Items** > **Receivables 1099C Submit**	SUBMIT_AR_1099
AR21001 Payment Predictor Detail	Lists predicted payments. If a remit from SetID and customer are associated with the payment, it is listed. If more than one remit from SetID and customer are associated with the payment, only one is listed. (SQR)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Predictor Detail** > **Payment Predictor Detail**	RUN_AR21001

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR21002 Payment Predictor Summary	Lists Payment Predictor results by status and predictor method and algorithm. The number of payments is listed as a percentage of total number of payments predicted. A summary at the end of the report provides the number of payments predicted, number of payments not predicted, and each as a percentage of the total. (SQR)	**Accounts Receivable** > **Payments** > **Reports** > **Payment Predictor Summary** > **Payment Predictor Summary**	RUN_AR21002
AR21003 Unmatched MICR Identifiers	Lists MICR identifiers that appear on payments and that you have not defined on the customer MICR ID table. The system derives possible business units and customers for each MICR by looking at the items to which the payment was applied. (SQR)	**Accounts Receivable** > **Payment** > **Reports** > **Unmatched MICR Identifiers** > **Unmatched MICR Identifiers**	RUN_AR21003
AR30001 Aging Detail by Tree	Lists aged base currency open balances for every item. It is sorted and summarized by looking at a tree structure that you define for business units, collectors, team members, or credit analysts. (SQR) See Generating Aging Reports.	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging Detail by Tree Rpt** > **Aging Detail By Tree**	RUN_AR30001
AR30002 Aging Summary by Tree	Lists aged base currency open balances for every customer, with the option to exclude interunit customers. It is sorted and summarized by looking at a tree structure that you define for business units, collectors, team members, or credit analysts. (SQR) See Generating Aging Reports.	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging Summary by Tree Rpt** > **Aging Summary By Tree**	RUN_AR30002

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	Description	Navigation	Run Control Page
AR30003 Aging Detail by Business Unit	Lists aged open balances for every item, with the option to exclude interunit customers. Balances may be reported in entry or base currency. When the currency amount type is *base currency,* a rate type may be provided. When a rate type is provided, the applicable rates from the rate table are applied to the entry amounts on the open items, giving run-time generated base amounts. If no rate type is provided, the base item amounts are reported. (SQR) See Generating Aging Reports.	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging Detail by Unit Rpt** > **Aging Detail By Unit**	RUN_AR30003
AR30004 Aging Summary by Business Unit	Lists aged open balances for every customer. Balances may be reported in entry or base currency. When the currency amount type is base currency, a rate type is provided, the applicable rates are taken from the rate table and applied to the entered amounts on the open items, giving run-time generated base amounts. If no rate type is provided, the base item amounts are included in the customer balances. Select the entry currency to show subtotals by currency. (SQR) See Generating Aging Reports.	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging Summary by Unit Rpt** > **Aging Summary By Unit**	RUN_AR30004
AR30005 Cash Forecast	Lists base currency balances by customer, categorized by user-defined forecasting categories and rounded to the nearest dollar. Includes a grand total if specified business units use the same currency. (SQR) See AR30005 - Cash Forecast Report.	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **Cash Forecast** > **Cash Forecast**	RUN_AR30005

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR30006 Aging by Chartfield	Lists calculated aged receivables by customer, item and ChartField selection. Option to exclude interunit customers. (SQR) See Generating Aging Reports.	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging by Chartfield Rpt** > **Aging By Chartfield**	RUN_AR30006
AR30007 Aging by Reason	Shows a summarized total of all deductions, items in collection, or disputed items by reason in either the base currency of the unit or the entry currency. Select the entry currency to show subtotals by currency. (SQR)	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging by Reason Rpt** > **Run AR30007**	RUN_AR30007
AR30009 Aging Detail by Department	Shows the age of open balances for all items in a given department, totaled by contract number and grouped by customer ID and business unit. Select the entry currency to show subtotals by currency. (SQR)	**Accounts Receivable** > **Receivables Analysis** > **Aging** > **Aging by Department Report** > **Aging Detail By Department**	RUN_AR30009
AR31001 TableSet Customers	Lists all customers and customer addresses within a TableSet. (SQR)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **Customers by SetID** > **Customers By SetID**	RUN_AR31001
AR31002 Business Unit Customers	Lists all customers and customer addresses within a business unit. (SQR)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **Customers by Unit** > **Customers By Unit**	RUN_AR31002
AR31003 TableSet Contacts	Lists all customers and customer contacts within a TableSet. (SQR)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **Contacts by SetID** > **Contacts By SetID**	RUN_AR31003
AR31004 Business Unit Contacts	Lists all customers and customer contacts within a business unit. (SQR)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **Contacts by Unit** > **Contacts By Unit**	RUN_AR31004

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR_AR32X000 Collections Workbench Statement Image	Same as ARX32000S, ARX32001, and ARX32002. This statement image is generated for the Collections Workbench.	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Customer Statements**	RUN_AR32001
ARX32A00 Open Item Statement (NLD)	A customer statement model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. Options to print separate reports by contract number, or to print individual invoices and consolidated invoices together on the report. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Print Statements** > **Statement Print** **Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Customer Statements**	RUN_AR32000 RUN_AR32001
ARX32A01 Balance Forward Statements (with acceptgiro) (NLD)	Customer Statement model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. Option to print individual invoices and consolidated invoices together on the report. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Print Statements** > **Statement Print** **Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Customer Statements**	RUN_AR32000 RUN_AR32001
ARX32000 ARX32000S Customer Statement Print	A customer statement model that you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items. Options to print separate reports by contract number, or to print individual invoices and consolidated invoices together on the report. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Print Statements** > **Statement Print** **Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Customer Statements**	RUN_AR32000 RUN_AR32001

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX32001 Balance Forward Statement	Customer Statement model that you may modify as necessary. It lists all new items and payments in the current statement period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period. Option to print individual invoices and consolidated invoices together on the report. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Print Statements** > **Statement Print** **Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Customer Statements**	RUN_AR32000 RUN_AR32001
ARX32002 Draft Customer Statement	The same as ARX32000/ ARX32000S but in addition it lists the items that are closed but are in an open draft (accepted drafts that have not been collected). Option to print individual invoices and consolidated invoices together on the report. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Print Statements** > **Statement Print**	RUN_AR32000
ARX32100 Draft Statement	Lists the items that are in a draft. (BI Publisher)	**Accounts Receivable** > **Drafts** > **Reports** > **Draft Statement** > **Draft Statement**	RUN_AR32100
ARX32101 Draft Document	Includes the actual draft document for drafts that you have created, but have not been preapproved. (BI Publisher)	**Accounts Receivable** > **Drafts** > **Reports** > **Draft Documents** > **Draft Documents**	RUN_AR32101
AR32102 Draft Summary by Customer	Lists the drafts that are still unpaid by the customer by the due date for a specified date range. (SQR)	**Accounts Receivable** > **Drafts** > **Reports** > **Draft Reports** > **Draft Reports**	RUN_AR32102
AR32103 Request Form for Drafts	Creates a form that can be submitted to a bank to show drafts that need to be discounted or collected. (SQR)	**Accounts Receivable** > **Drafts** > **Reports** > **Remittance/Discount Form** > **Remittance/ Discount Form**	RUN_AR32103
ARX32104 Dishonored Drafts	Lists all drafts that have a *Dishonored* status. (BI Publisher)	**Accounts Receivable** > **Drafts** > **Reports** > **Dishonor Activity** > **Dishonor Activity**	DRAFT_RUN_ARDISH01

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX3210X EFT Draft Inbound Exception Report	List drafts that processed successfully and errors for draft remittance files sent by the bank. (BI Publisher)	**Accounts Receivable** > **Drafts** > **Reports** > **Draft Remit Exceptions Report**	EFT_DR_EXCEPT
ARX33000 All Levels Dunning Letter	A dunning letter model that you may modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
(NLD) ARX33A00 All Levels Dunning Letter (with acceptgiro)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. It contains all past due items regardless of their age. The text that prints before the open items depends on your specifications on the Dunning Letter - Parameters page. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
ARX33001 Level 1 Dunning Letter	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33001
(NLD) ARX33A01 Level 1 Dunning Letter (with acceptgiro)	Dunning letter model for the Netherlands that includes the acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level one. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33001

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX33002 Level 2 Dunning Letter	Dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
(NLD) ARX33A02 Level 2 Dunning Letter (with acceptgiro)	Dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level two. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
ARX33003 Level 3 Dunning Letter	A dunning letter model that you may modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
(NLD) ARX33A03 Level 3 Dunning Letter (with acceptgiro)	A dunning letter model for the Netherlands that includes an acceptgiro attachment, which you can modify as necessary. As delivered with the system, this letter includes only items in the age range for dunning level three. Can be set up to print separate letters by contract number. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX33004 Customer Follow Up Letter	Generates a letter that contains the text that you define. Enter parameters to process all customers in one business unit or in multiple business units, or an individual customer. The system generates a letter for each customer that contains a follow-up letter code on the Conversations page for the customer. (BI Publisher) See Generating and Printing Follow-Up Letters.	**Accounts Receivable** > **Customer Interactions** > **Customer Follow-Up Letter** > **Customer Follow Up Letter**	RUN_AR33004
ARX33005 Dunning Letter Control	Shows the dunning letters that were printed from all dunning runs. For example, use to see which letter was last sent to a customer. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
ARX33006 Dunning Letter Preview Report	Provides a preview of which dunning letters will print. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Dunning Letters** > **Print Letter** > **Dunning Letter Print**	RUN_AR33000
ARX34001 AR/AP Balance by Customer	Lists all open vouchers for each supplier ID that corresponds to the selected customer ID. It also lists all items for the customer. The vouchers are grouped by supplier ID, by Payables business unit within supplier and currency within Payables business unit. (BI Publisher)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **AR/AP Balance by Customer** > **AR_AP Balance by Customer**	RUN_AR34001
ARX34002 AR/AP Balances by SetID	Lists all open vouchers for each supplier ID that corresponds to all customer IDs within the selected SetID. It also lists all items for the customer. The vouchers are grouped by supplier ID, Payables business unit within supplier and currency within Payables business unit. (BI Publisher)	**Accounts Receivable** > **Customer Accounts** > **Customer Reports** > **AR/AP Balance by SetID** > **AR_AP Balance by TableSet**	RUN_AR34002

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX34003 Customer Item Inquiry	Lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date. (BI Publisher)	**Accounts Receivable** > **Customer Accounts** > **Item Information** > **Item List** > **Item List** Select *Generate an Open Item Report* in the **Item Action** field and click **Go** on the Item List page.	ITEM_LIST
ARX34004 Unrealized Gain and Losses by Doubtful Items from Revaluation Process	Lists doubtful items that have unrealized gain or loss after running the Revaluation Application Engine process (AR_REVAL). (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Revaluation** > **Unreal Gain Doubtful Items** > **Unrealized Gain and Losses by Doubtful Items from Revaluation Process**	RUN_AR34004
AR34006 Memo Status Changes	Lists any memo status code and the operator ID for any changed memo status. (SQR)	**Accounts Receivable** > **Customer Accounts** > **Item Information** > **Memo Status Change Report** > **Memo Status Changes**	RUN_AR34006
ARX35000 Overdue Charge Print	An overdue or finance charge invoice model that you may modify as necessary. (BI Publisher)	**Accounts Receivable** > **Customer Interactions** > **Overdue Charges** > **Print Overdue Charges** > **Overdue Charge Print**	RUN_AR35000
ARX37501 Direct Debit Remittance Advice	Generates the direct debit remittance advice to send to the bank. (BI Publisher)	**Accounts Receivable** > **Direct Debits** > **Administer Direct Debits** > **Update Direct Debits Worksheet** Click the **Print** icon on the Worksheet page.	RUN_AR37501
ARX3750X EFT Direct Debit Inbound Exception Report	After the system has processed the bank remittance file sent by the bank, use to see if a direct debit was processed successfully or if an inbound exception was found. (BI Publisher)	**Accounts Receivable** > **Direct Debits** > **Remit to Bank** > **Bank Remit Exception Report** > **Bank Remit Exception Report**	EFT_DD_EXCEPT

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR50001 Accounting Entries	Shows detailed accounting entry information by accounting date in the business unit base currency. Lists accounting line information at either a detail or summary level. Detail shows all ChartField activity, summary level summarizes by ChartField (one line for each ChartField combination). (SQR)	• **Accounts Receivable** > **Payments** > **Accounting Entries** > **Accounting Entries** • **Accounts Receivable** > **Drafts** > **Acctg Entries by Date** > **Accounting Entries** • **Accounts Receivable** > **Pending Items** > **Reports** > **Item Accounting Entries** > **Accounting Entries**	RUN_AR50001 > **Reports** > **Payment** **Reports** > **Draft**
ARX50001P Receivables Accounting Entries	Shows detailed accounting entry information by accounting date in the business unit base currency. It shows accounting line information at the detail level, including all ChartField activity. You specify a point in time when you run the report. (BI Publisher)	• **Accounts Receivable** > **Payments** > **Reports** > **Acctg Entries - Point in Time** > **Accounting Entries - Point in Time** • **Accounts Receivable** > **Pending Items** > **Reports** > **Item Acctg Entries by Date**	RUN_AR50001PIT
ARX50002P Receivables Accounting Entries - Summary by Accounting Date	Shows summarized accounting entry information by accounting date, in the business unit base currency. It shows one line for each ChartField for each accounting date. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Pending Items** > **Reports** > **Item Acctg Entries by Date**	RUN_AR50001PIT
AR60001 Unit Activity	Shows a summarized picture of system activity. Presents the information in different ways depending on the sort options you select. The report always shows a beginning balance for a business unit, but it summarizes the activity for the period by entry type, entry type and entry reason, group type and origin, or activity and origin. (SQR)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity** > **Unit Activity**	RUN_AR60001

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX60001P Item Activity by Entry Type	Shows a picture of business unit activity for a selected date range summarized by entry type and reason code. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity - PIT** > **Unit Activity - Point in Time**	RUN_AR60001P
ARX60002P Item Activity by Group Type/ Origin	Shows a picture of business unit activity for a selected date range summarized by group type and origin ID. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity - PIT** > **Unit Activity - Point in Time**	RUN_AR60001PIT
ARX60003P Item Activity by Entry Type/ Reason	Shows a picture of business unit activity for a selected date range summarized by entry type and reason. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity - PIT** > **Unit Activity - Point in Time**	RUN_AR60001PIT
ARX60004P Item Activity by Activity Type	Shows a picture of business unit activity for a selected date range summarized by activity type, such as Billing or Cash Applied. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity - PIT** > **Unit Activity - Point in Time**	RUN_AR60001PIT
ARX60005P Item Activity by Activity Type/Origin	Shows a picture of business unit activity for a selected date range summarized by activity type, such as Billing or Cash Applied, and origin ID. You specify a point in time when you run the report. (BI Publisher)	**Accounts Receivable** > **Receivables Analysis** > **Receivables Reports** > **Business Unit Activity - PIT** > **Unit Activity - Point in Time**	RUN_AR60001PIT
ARX70001 Pending Item Archive Candidates	Lists the pending item archive candidates. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Pending Candidate Report** > **Pending Archive Candidates**	RUN_AR70001

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARX70002 Payment Archive Candidates	Lists the payment archive candidates. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Payment Candidate Report** > **Payment Archive Candidates**	RUN_AR70002
ARX70003 Item Archive Candidates	Lists the closed item archive candidates. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Item Candidate Report** > **Item Archive Candidates**	RUN_AR70003
ARX70004 Statement Archive Candidates	Lists customer statements that are candidates to be archived. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Statement Candidate Report** > **Statement Archive Candidates**	RUN_AR70004
ARX70005 Action List Archive Candidates	Lists item and customer actions that are candidates to be archived. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Action List Candidate Report** > **Action List Candidate Report**	RUN_AR70005
ARX70006 Direct Debit Archive Candidate	Lists direct debits that are candidates to be archived. (BI Publisher)	**Accounts Receivable** > **Receivables Update** > **Archive Receivables** > **Direct Debit Candidate Report** > **Direct Debit Archive Candidate**	RUN_AR70006
ARCMCHCK Action Status by Owner	Provides the total number of actions open, completed, and canceled for each action owner during the reporting period. (SQR)	**Accounts Receivable** > **Customer Interactions** > **Actions** > **Action Status by Owner Rpt** > **Action Status by Owner Rpt**	RUN_ARCMCHCK
ARCMCUST Condition Status by Owner and Customer	Provides the total number of open, completed, and canceled actions for each action owner during the reporting period. The report is sorted by customer and condition. (SQR)	**Accounts Receivable** > **Customer Interactions** > **Actions** > **Condition Status by Owner Rpt** > **Condition Status by Owner Rpt**	RUN_ARCMCUST

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
AR_TROR_XML Treasury Report on Receivables	U.S. Department of Treasury's means for periodically collecting data on the status and condition of the federal government's non-tax debt portfolio. Uses the TROR Application Engine process (AR_TROR_XML). See Understanding Generating the TROR and Debt Collection Activities.	**Accounts Receivable** > **Receivables Update** > **Posting Results - Upd Pend Items** > **Treasury Report on Receivables** > **Preparer**	RUN_SF220_1
ARSTFED Federal Customer Statements	Contains customer summary information that shows the amount billed, earned, and collected for each customer. Also contains reimbursable details for each customer that is determined by gathering information from PeopleSoft General Ledger, PeopleSoft Contracts, and PeopleSoft Receivables. (PSJob)	**Accounts Receivable** > **Customer Interactions** > **Statements** > **Create Federal Statements** > **Statement Parameters**	FEDERAL_CUST_STMT
ARXCUSTCONV Customer Conversations	Contains a list of customer conversations by conversation date, including conversation description, conversation entered by, and comments.	• **Accounts Receivable** > **Customer Interactions** > **Conversations** > **Customer Conversations Report** > **Customer Conversations** • **Accounts Receivable** > **Collections Workbench** Click the **Conversations** tab then the **Conversations Report** link. • **Accounts Receivable** > **Receivables WorkCenter** > **Reports/ Queries** Click the **Customer Conversations Report** link on the **Reports/ Processes** pagelet.	RUN_ARXCUSTCONVER

Copyright © 1988, 2025, Oracle and/or its affiliates.

Report ID and Report Name	*Description*	*Navigation*	*Run Control Page*
ARXPRINTRT Miscellaneous Cash Receipt	Creates a cash receipt for a payment when the Deposit Type is Miscellaneous Receipts, with manually entered receipt information. (BI Publisher)	**Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit** > **Payments** Click the **Receipts** link.	PAY_RECEIPT_AR
FSX2025 EFT File Cover Sheet	Creates a cover letter that you can send with the electronic funds transfer (EFT) file for all drafts or direct debits associated with a business unit that have a *Remitted* status. (BI Publisher)	**Accounts Receivable** > **Drafts** > **Remit Drafts to Bank** > **Create EFT Payment Cover Sheet** > **Create EFT File Cover Sheet**	RUN_FIN2025

See also the product documentation for *PeopleTools: PeopleSoft Process Scheduler*.

PeopleSoft Receivables Selected Reports

This appendix provides detailed information about individual reports, including important fields. The reports are listed alphanumerically by report ID.

ARX01006 - Predictor Method by Customer Report

For each method and qualifier combination, the report lists:

Field or Control	*Description*
Step	Step number. The Payment Predictor Application Engine process (ARPREDCT) performs the actions associated with a step if the payments match the remittance information defined for the step. For each step, you define a different method for identifying customers and for the references supplied.
Condition	Condition the payment must match to perform an action. Each step must include a *First* condition and optionally one or more of the conditions for underpayments and overpayments.
Action	Action that Payment Predictor performs on the payment that matches the step and condition requirements.
Algorithm	Algorithm group assigned to the condition if the selected action executes an algorithm group.

 Copyright © 1988, 2025, Oracle and/or its affiliates.

Field or Control	*Description*
Tolerances	Tolerance amount that an underpayment or overpayment must exceed or be less than for a condition.
Control	Business unit and customer provided for an action that places the payment or remaining amount on account.
Item Info (item information)	System function that Payment Predictor uses to create an item for an action that generates an item.

ARX11001P - Group Control By Entry Date Point in Time Report

Define a Point in Time type when you run the report.

Field or Control	*Description*
PIT Type (point in time type)	Specify the type of date range for the group control records to include in the report. Options are: *Day:* Includes records entered on the current day only. *MTD* (month to date): Includes records entered from the beginning of the month through the current date. *Range:* Includes records entered during the date range that you specify in the From Date and To Date fields. *YTD* (year to date): Includes records entered from the beginning of the year through the current date.

AR11002 - Pending Item By Entry Date Report

Define parameters for the Pending Item by Entry Date (SQR) report.

Field or Control	*Description*
Separate DR/CR Amount Fields (separate direct debit and credit amount fields)	Select to have direct debits and credits in separate columns.
Posted	Select to include only posted items.

ARX20006 - Form 1099-C for Cancellation of Debt

The 1099-C form for Cancellation of Debt is required by the Internal Revenue Service (IRS) in the United States to summarize how much debt has been written off for a specific customer. For an overview of 1099-C report generation and instructions for setting up and running the 1099-C report, see

Copyright © 1988, 2025, Oracle and/or its affiliates.

See Generating the 1099-C Report.

AR21001 - Payment Predictor Detail Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

AR21002 - Payment Predictor Summary Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

AR21003 - Unmatched MICR Identifiers Report

The report indicates the status of each payment processed by the Payment Predictor process:

- Applied payments were completely applied.
- Processed payments were considered, met the criteria of the method, but did not get as far as having items selected for them.
- Worksheet payments may be completely applied with review required, partially applied, or could have the creation of a worksheet specified by the method.
- Not processed payments were not even considered, possibly because they didn't meet the method criteria.
- Excluded payments were not processed because they involve more than one currency.

Copyright © 1988, 2025, Oracle and/or its affiliates.

AR30005 - Cash Forecast Report

This SQR report shows open balances on an as of date by customer in the base currency. It also displays the amount of cash that you can expect to receive in the cash forecast categories. The system determines in which period the cash will be received using the average days late figure for a customer.

The amounts in each forecast category are based on the number of days that you enter in the **Days Per Category** field on the Cash Forecast page. For example, if you enter 30, the categories on the report would be:

Field or Control	*Description*
Pre-Forecast	The open balance on the as of date.
Forecast 1	The amount you would expect to receive 1 to 30 days after the as of date.
Forecast 2	The amount you would expect to receive 31 to 60 days after the as of date.
Forecast 3	The amount you would expect to receive 61 to 90 days after the as of date.
Post-Forecast	The amount you would expect to receive 91 days or more after the as of date.
Post-Forecast	The amount you would expect to receive 91 days or more after the as of date.
In Dispute	The total amount of items in dispute.

Copyright © 1988, 2025, Oracle and/or its affiliates.

Copyright © 1988, 2025, Oracle and/or its affiliates.