PeopleSoft Financials and Supply Chain Management 9.2

PeopleSoft Order to Cash Common Information

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PeopleSoft Financials and Supply Chain Management 9.2 PeopleSoft Order to Cash Common Information,

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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.

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. 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."

Installable PeopleSoft Online Help now includes PDF versions of each PeopleBook. For more information, see Understanding Locally Installed PeopleSoft Online Help.

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 three main types of common help are:

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- Application Fundamentals
- Using PeopleSoft Applications
- Using and Managing the PeopleSoft Online Help

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.

Finally, *Using and Managing the PeopleSoft Online Help* (this guide) introduces you to the setup, features, and usage of the online help system.

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.

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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, Country, 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.

An example of a region-specific heading is: "(Latin America) Setting Up Depreciation"

Region Identifiers

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

- Asia Pacific
- Europe
- Latin America
- North America

Country Identifiers

Countries are identified by a three-letter country code. The following are examples of country identifiers that may appear in the PeopleSoft Online Help:

- ARG (Argentina)
- AUS (Australia)
- CAN (Canada)
- NLD (The Netherlands)

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Industry Identifiers

Industries are identified by the industry name or by an abbreviation for that industry. The following are examples of industry identifiers that may appear in the PeopleSoft Online Help:

- USF (U.S. Federal)
- 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 Application Fundamentals: Understanding Keyword Search within Components topic.

PeopleSoft Training from Oracle University

PeopleSoft Video Feature Overviews on YouTube

PeopleSoft Spotlight Series

Contact Us

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

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

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1

Getting Started with Order to Cash Common Information

PeopleSoft Order to Cash Common Information Features

These features are discussed in detail in the *PeopleSoft Order to Cash Common Information Documentation*:

- Maintaining general customer information.
- Maintaining additional customer information.
- Importing customer information.
- Maintaining contacts.
- Setting up and maintaining a cash drawer.
- Processing credit cards.
- Managing conversations.
- Setting up products.
- Updating list prices
- Managing returned material.

This product documentation includes only page elements that require additional explanation. If a page element is not documented with the process or task in which it is used, then it either requires no additional explanation or is documented with the common elements for the section, topic, or Documentation.

> **Note**
>
> For samples of reports for this product, see the Portable Document Format (PDF) files that are published with your online documentation.

PeopleSoft Order to Cash Common Information Implementation

PeopleSoft Setup Manager enables you to review a list of setup tasks 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 Order to Cash Common Information also provides component interfaces to help you load data from the existing system into PeopleSoft Order to Cash tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables during implementation.

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

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Component	Component Interface	Reference
Customers	CUSTOMER_BILLTO_CI, CUSTOMER_MAIN_CI, CUSTOMER_MISC_CI, CUSTOMER_REGION_CI, CUSTOMER_SHIPTO_CI, CUSTOMER_SOLDTO_CI	See Understanding the Primary Customer Roles
Member	MEMBER_PERSON1_CI	See Setting Up Customer Support Personnel.
Member Type	MEMBER_TYPE_TBL_CI	See Setting Up Customer Support Personnel.
Standard Notes	STANDARD_NOTE	See Standard Notes Page.
Support Team Members	TEAM_MEMBER_TABLE_CI	See Setting Up Customer Support Personnel.
Customer Groups	CUSTOMER_GROUP	See Customer Group Table Page.
Contact Information	CONTACT_INFO	See Setting Up and Maintaining Contacts.
Product Alternates	PROD_ALT_CI	See Establishing Additional Product Attributes.
Product Category	PROD_CATEGORY_CI	See Establishing Additional Product Attributes.
Product Definition	PROD_DEFN_CI	See Establishing Additional Product Attributes.
Product Group Table	PROD_GROUP_CI	See Setting Up Product Group Tables.
Product Groups	PROD_GROUP_TBL_CI	See Establishing Additional Product Attributes.
Product Messages	PROD_MSG_CI	See Establishing Additional Product Attributes.
Product Notes	PROD_NOTE_CI	See Establishing Additional Product Attributes.
Product Specifications	PROD_SPECS_CI	See Establishing Additional Product Attributes.
Product Unit of Measure	PROD_UOM_CI	See Establishing Additional Product Attributes.
Product Kit Components	PROD_KIT_COMPS_CI	See Defining Product Kits.

Other Sources of Information

In the planning phase of an implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, and data models. A complete list of these resources appears in the preface in the *PeopleSoft Application Fundamentals Documentation* with information about where to find the most current version of each.

See the product documentation for *PeopleTools: Search Technology*, *PeopleTools: Setup Manager*, *PeopleTools: Component Interfaces*

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Related Topics

- Application Fundamentals: PeopleSoft Application Fundamentals Overview

Common Elements Used in This Product Documentation

Field or Control	Description
Description	Free-flow text up to 30 characters.
Effective Date	Date on which a table row becomes effective; the date that an action begins. For example, if you want to close out a ledger on June 30, the effective date for the ledger closing would be July 1. This date also determines when you can view and change the information. Pages or panels and batch processes that use the information use the current row.
Language or **Language Code**	The language in which you want report field labels and headings to print. The field values appear as you enter them. Language also refers to the language spoken by an employee, applicant, or non-employee.
Process Frequency (group box)	Designates the appropriate frequency in the **Process Frequency** group box: *Once* processes the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to *Don't Run.* *Always* processes the request every time the batch process runs. *Don't Run* ignores the request when the batch process runs
Process Monitor	The **Process Monitor** link takes you to the Process List page, where you can view the status of submitted process requests.
Report ID	The report identifier.
Report Manager	The **Report Manager** link takes you to the Report List page, where you can view report content, check the status of a report, and view content detail messages including a description of the report and the distribution list.
Recipient's	Select to have a report print in the language defined for the recipient of the report.
Request ID	A request identification that represents a set of selection criteria for a report or process.
Run	Click the **Run** button to view the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.

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Field or Control	Description
Run Control ID	Each run control you create receives a unique run control ID. When you select a process from a menu, a search dialog box appears, asking for a run control ID. In Add mode, you enter a new ID to define a new the run control. In Update/Display mode, you enter an existing run control ID or click **Enter** and select from the list of available run control IDs.
Short Description	Free-flow text up to 15 characters.
Specified	Select to have a report print in the language that you specify in the **Language** field.
Status	Select *Active* or *Inactive.* By linking status and effective date, you can retain historical information and plan future implementation. For auditing purposes, PeopleSoft encourages inactivating data that is no longer in use instead of deleting it.
User ID	The system identifier for the individual who generates a transaction.

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2
Maintaining General Customer Information

Understanding the Primary Customer Roles

This section discusses various types of customers and customer roles.

> **Note**
>
> The use of the customer General Information pages might vary, depending on whether you choose to import customer information or perform customer maintenance online. You can enter or update information from an interface that you write to an existing system containing customer information.

Related Topics

- Using Quick Customer Create Functionality
  This section provides an overview of quick customer create functionality.

Customer Roles

Customer roles determine the functional use of the customer ID. Customer information is associated with specific customer roles. You can use the customer General Information component to maintain information that applies to multiple customer roles and to select those roles. You can use the pages with role designations to enter processing attributes and additional information that are unique to the customer's function.

PeopleSoft Order Management shares the customer master file with:

- PeopleSoft Billing
- PeopleSoft Contracts Administration
- PeopleSoft Inventory
- PeopleSoft Receivables
- PeopleSoft Grants Administration
- PeopleSoft Pay/Bill Management
- PeopleSoft Staffing Front Office

The following diagram illustrates the various customer roles. PeopleSoft Order Management uses the corporate, sold to, ship to, bill to, broker, and indirect customer roles. PeopleSoft Contracts Administration, Billing, and Receivables use all customer roles except sold to, broker, indirect, and ship to.

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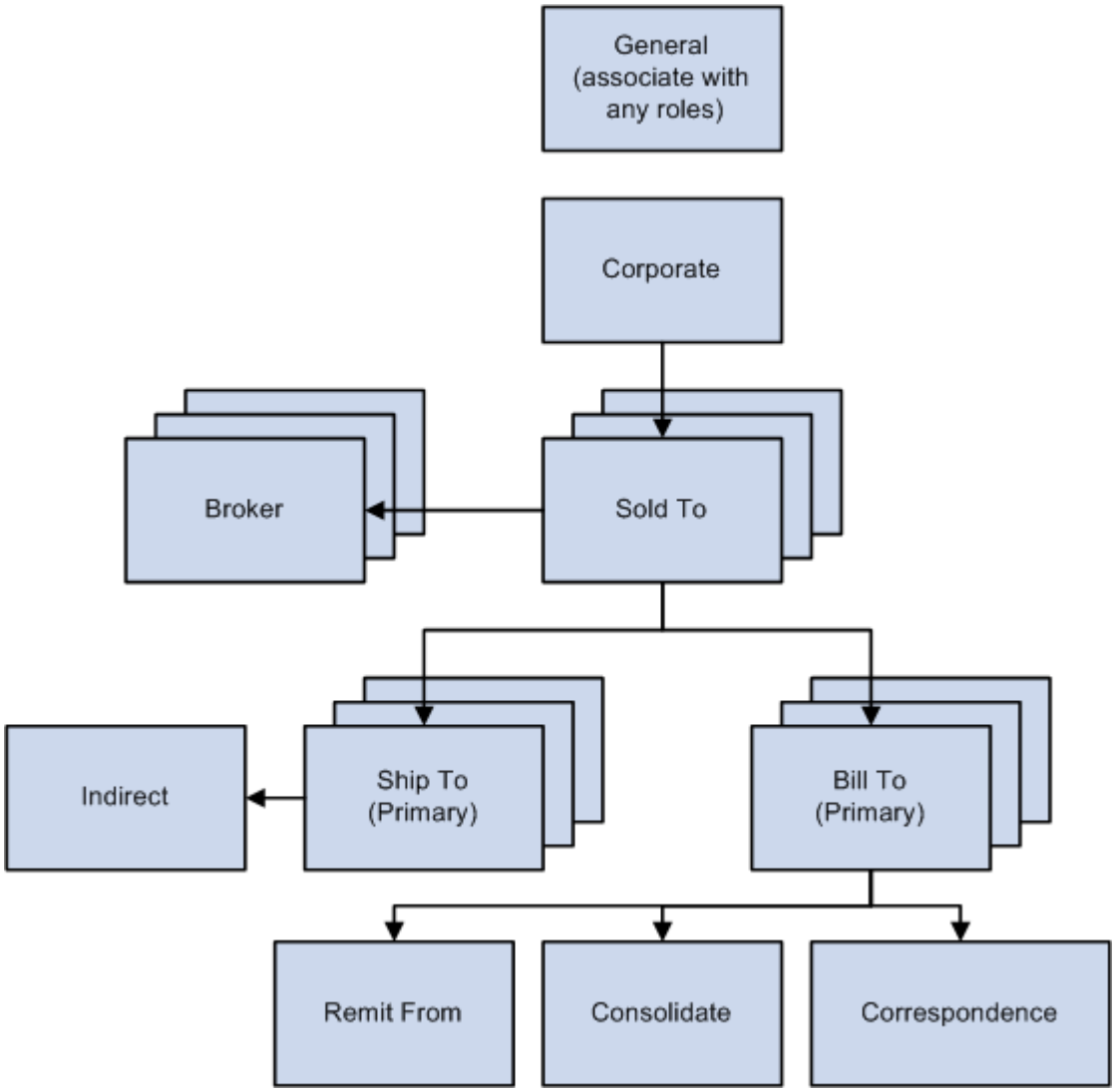
> **Note**
>
> The ship to customer role and the ship to address are called Worksite customer role and Worksite customer address when Staffing Front Office or Pay/Bill Management is being used based on installation options.

Process Flow — Customer roles



Corporate Customers

PeopleSoft Receivables supports three types of corporate customer structures:

- A related customer structure, which you define on the General Information or Corporate Customer page and which the maintenance and payment worksheets use.
- A single parent with multiple children hierarchy structure that you define with the Tree Manager and use for specialized inquiry purposes. While these corporate customer trees

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can provide a visual representation of logical groups of child customers, the parent–child customer relationships defined in the customer record are not strictly enforced.

- A multilevel parent and child hierarchy structure that provides a three hundred sixty degree view of your customers to enable you to perform multiple tasks specific to credit and collection activities without using Tree Manager.

> **Note**
>
> PeopleSoft Order Management uses the related customer structure.

Suppose, for example, that you have a corporate customer group with three basic levels:

- Local offices
- Regional headquarters
- Corporate headquarters

The levels are different in each customer structure. You can use one or both of these structures for corporate accounts.

The Related Customer Structure

The related structure is useful for customers who have multiple accounts with you or for customers who have more than one customer ID.

To create a related structure with two levels:

1. Add each local office as a customer.
2. Add each regional headquarters as a customer.
3. Add the corporate headquarters as a customer.

The following diagram illustrates that level 2 customers all point to the corporate headquarters as the level 1 corporate customer.

Process Flow — Related customer structure with two levels

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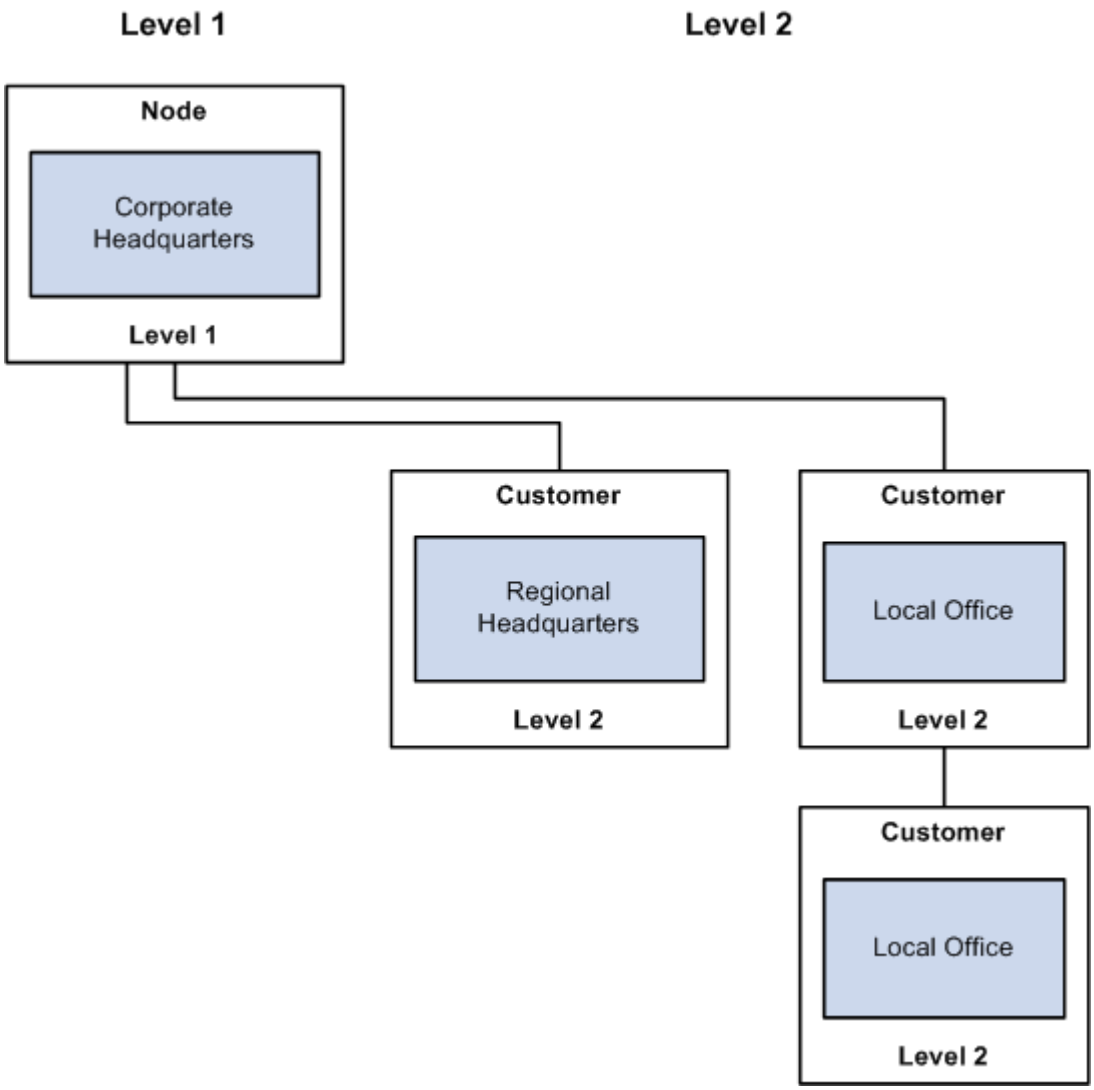

The Single Parent with Multiple Children Hierarchy Structure

Customers can create trees to display hierarchical relationships. These trees can show logical groupings for child customers that have been defined for a corporate or level one customer. This relationship that is defined between customers is considered a two level hierarchy. This hierarchy enables you to establish a corporate customer as the parent customer and to add customers related to this corporate customer as children of the parent customer. This type of hierarchy does not allow you to establish more than one parent customer in the hierarchy.

The single parent with multiple children structure is useful for large corporate accounts. In this structure, you add each local office as a customer. However, you can but are not required to add the regional headquarters or the corporate headquarters as a customer.

The following diagram illustrates that in the tree structure, the local offices are detail values (level 3 customers only), and the regional (level 2) and corporate headquarters (level 1) groupings are nodes that are used to organize detail values into corporate groups.

Single parent with multiple children hierarchy structure with three levels defined in Tree Manager.

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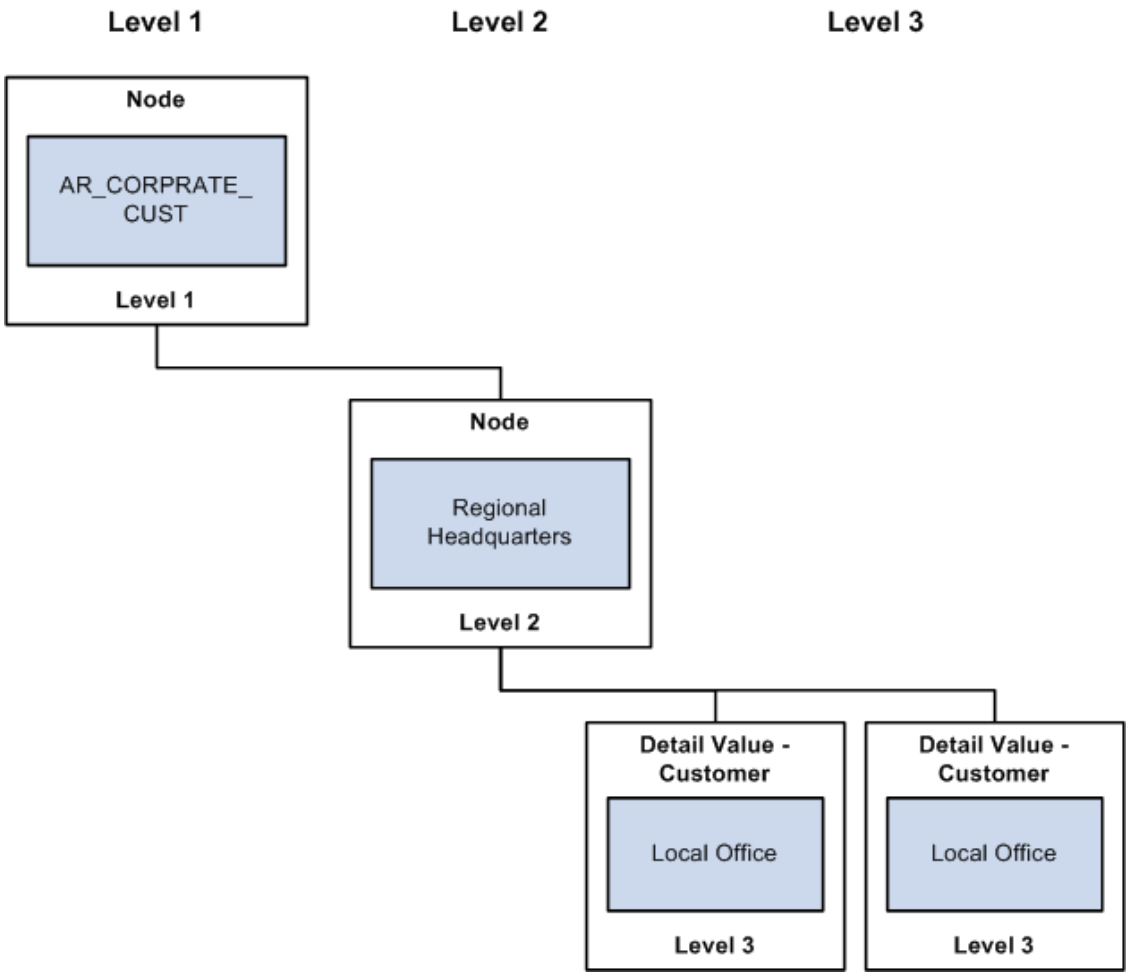

> **Note**
>
> The related structure can contain customers in different SetIDs, whereas the tree structure cannot.

The Multilevel Parent and Child Hierarchy Structure

This hierarchy enables a customer that is a child of a corporate customer to be a parent customer of another customer. This multilevel customer hierarchy enables you to view and mange your customers more effectively with regard to collections and credit analysis. A core characteristic of this feature is a graphical representation of the customer hierarchy which shows the multilevel hierarchy that is defined in the customer records. This graphical representation appears on the Customer Hierarchy page, the PeopleSoft Receivables Collections Workbench, and the Customer General Information component.

You can set up a multilevel customer hierarchy from the Customer

You can build a multilevel customer hierarchy on the Customer, General Information page for a correspondence, remit from, or corporate customer relationship. If a customer relationship (Correspondence, Remit From, or Corporate) check box is not selected, you can select the customer SETID and the CUST_ID that you want to appear in the customer hierarchy. The SETID and the CUST_ID uniquely identify a customer. The CORPORATE_SETID and

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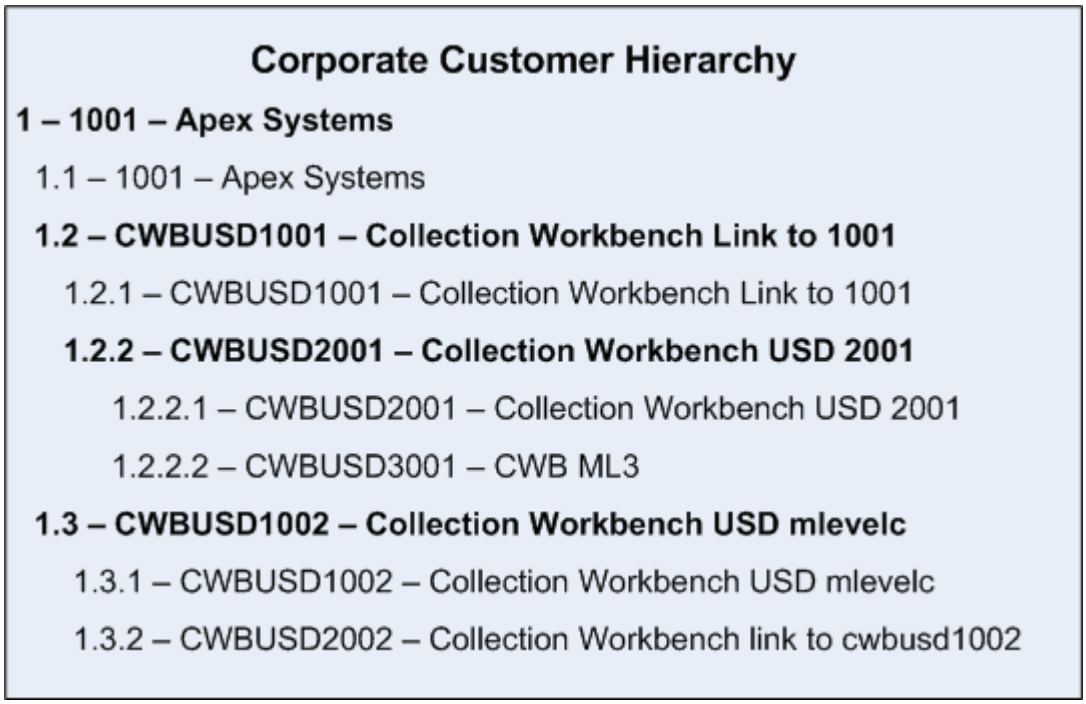
CORPORATE_CUST_ID identify the customer's parent. Any customer that has the same value populated for SETID and CORPORATE_SETID and the same value populated for the CUST_ID and CORPORATE_CUST_ID will be a parent of a hierarchy. Once you select these two values and save your changes, you can click the (Correspondence, Remit From, or Corporate) Selection link to view the new hierarchy on the Customer Hierarchy page.

The following table shows how the corporate customer data will be stored to represent the multi-level hierarchy.

SETID	CUSTOMER ID	CORPORATE SETID	CORPORATE CUSTOMER ID	COMMENTS
SHARE	1001	SHARE	1001	Parent
SHARE	CWBUSD1001	SHARE	1001	
SHARE	CWBUSD2001	SHARE	CWBUSD1001	
SHARE	CWBUSD3001	SHARE	CWBUSD1001	
SHARE	CWBUSD1002	SHARE	1001	
SHARE	CWBUSD2002	SHARE	CWBUSD1002	

After entering the values in the previous table using the customer SetID and customer ID fields for a Corporate Customer on the Customer's General Information page and clicking the Corporate Selection link, the Customer Hierarchy below displays for corporate customer 1001.

Corporate Customer Hierarchy



Every level includes itself in the hierarchy so that you can view the data on the hierarchy for the individual level, as well as a value rolled up into a higher level of the hierarchy. These values appear when you select the Customer Hierarchy page (Accounts Receivable, Customer Accounts, Customer Information, Customer Hierarchy) or the Customer Hierarchy tab in the Collections Workbench (Accounts Receivable, Customer Accounts, Collection Workbench) for customer 1001.

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Collection Workbench Customer Hierarchy

Customer Hierarchy	Item Balance	Past Due	Credit Limit
1 – 1001 – Apex Systems	1,427,326.96	1,427,326.96	
1.1 – 1001 – Apex Systems	1,413,919.53	1,413,919.53	75,000.00
1.2 – CWBUSD1001 – Collection Workbench Link to 1001	8811.62	8811.62	
1.2.1 – CWBUSD1001 – Collection Workbench Link to 1001	4405.81	4405.81	0.00
1.2.2 – CWBUSD2001 – Collection Workbench USD 2001	4405.81	4405.81	
1.2.2.1 – CWBUSD2001 – Collection Workbench USD 2001	4405.81	4405.81	0.00
1.2.2.2 – CWBUSD3001 – CWB ML3	0.00	0.00	0.00
1.3 – CWBUSD1002 – Collection Workbench USD mlevelc	4405.81	4405.81	
1.3.1 – CWBUSD1002 – Collection Workbench USD mlevelc	4405.81	4405.81	0.00
1.3.2 – CWBUSD2002 – Collection Workbench link to cwbusd1002	0.00	0.00	0.00

The graphical display of the Customer Hierarchy page is based on the setup of the Hierarchy Display Options page **(Installation Options**, and then **Install**, and then **Customer.)** The Customer Hierarchy page that displays in the Collections Workbench and appears on the Customer Hierarchy page **(Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Customer Hierarchy)** displays an Item Balance summary, a Past Due balance summary, and entered credit limits for each customer in the Customer Hierarchy.

See PeopleSoft Receivables: Understanding the Collections Workbench

Related Topics

- Setting Up Tree-Based Corporate Customers
  To define corporate customer trees, use the Corporate Customer Tree component (AR_CORP_TREE_NODE).

Sold To Customers

Using the General Information component, you can enter processing information for customers who place orders. For sold to customers, you can:

- Enter order parameters, such as restocking fees and product substitutions.
- Define unique product catalogs for each sold to customer.
- Maintain a sold to customer's designations for products as product aliases.
- Elect to enter quotes and orders using either set of product identifiers.
- Associate multiple bill to and ship to customers with a single sold to customer.
- Associate multiple sold to customers with a single corporate customer.
- Associate multiple broker customers with a single sold to customer.

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- Define pricing options.
- Assign shipping container and carton label formats.

Ship To Customers

You can enter or review processing options for customers who receive delivery of goods or services. For ship to customers, you can:

- Define shipping options and container label formats.
- Define just-in-time parameters and demand fulfillment options.
- Associate multiple indirect customers to a single ship to customer.
- Assign multiple carrier accounts to a single ship to customer.
- Define exception delivery dates for the ship to customer.
- Associate multiple ship to customers with a single sold to customer.
- Associate a single ship to customer with multiple sold to customers.

> **Note**
>
> The Ship To customer role and Ship To address are called Worksite customer role and Worksite customer address when Staffing Front Office or Pay/Bill Management are being used based on installation options.

Set up ship to customers to reflect the processing options that you want to apply to each ship to customer and each ship to location address.

The Sold To and Ship To Customer Relationship

To apply the correct processing criteria to sold to and ship to customers, you must correctly assign either separate customer IDs or location addresses to customers.

The following diagram illustrates that all of the ship to addresses (location addresses) for ship to customer 50001 have the same processing options; only the addresses vary. A single ship to customer is associated with multiple sold to customers.

One processing option for multiple ship to addresses

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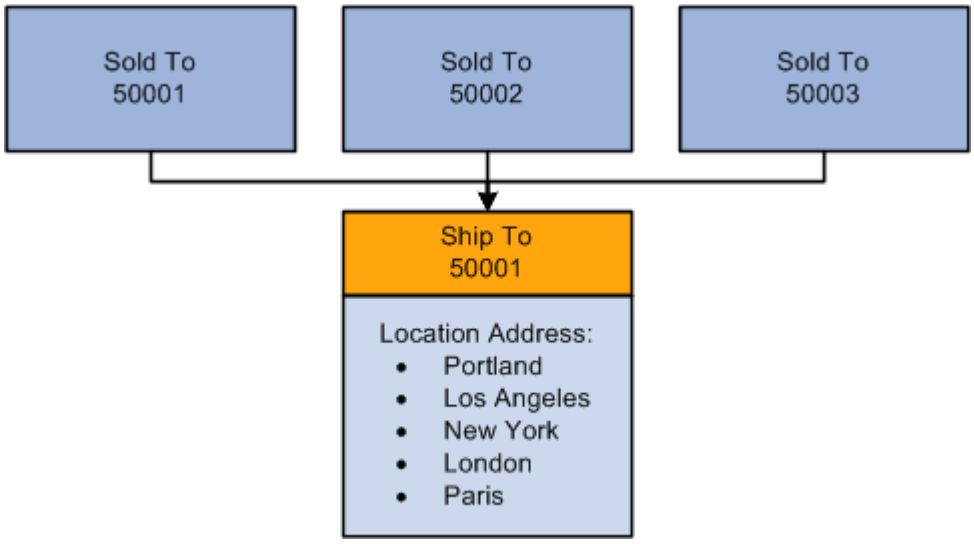
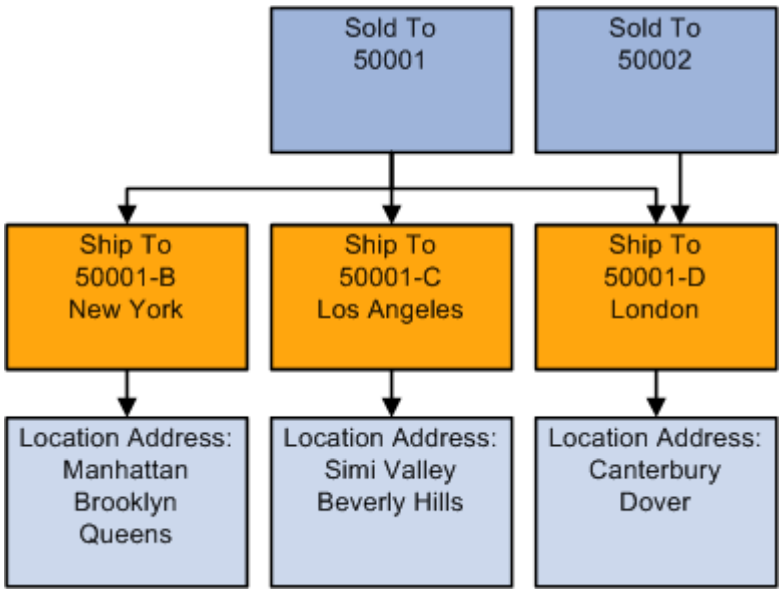


To establish different processing criteria for each address for the ship to customer, assign the addresses to different customer IDs. The following diagram illustrates that each ID can have multiple location addresses that share the same processing options.

Process Flow — Multiple processing options for multiple ship to addresses and location



Bill To Customers

Bill to customers receive invoices. When you associate a customer with the bill to customer role, you establish default values and processing options that the system uses to generate invoices. For example, you can define attributes to generate consolidated invoices, require purchase order numbers, or bill freight charges at order entry or at shipment for each bill to customer. For bill to customers, you can:

- Assign roles for billing and accounts receivables specialists, collections, and credit analysis.

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- Select whether to use Direct Invoicing and other billing options.
- Determine how to consolidate billing data.
- Select purchasing options such as whether to require a blanket PO.
- Choose interunit billing.
- Select payment options and payment terms.
- Select write-off options if using PeopleSoft Receivables.

> **Note**
>
> When using Staffing Front Office or Pay/Bill Management, customers added with the Bill To role must also have the Sold To role. Similarly, customer bill-to addresses must also be marked as sold-to addresses.

Copying Customer Attributes

This section provides an overview of customer attributes and discusses how to select customer information for copying.

Page Used to Copy Customer Attributes

Page Name	Definition Name	Usage
Copy Customer Page	CUSTOMER_COPY_SEC	Select information to copy from existing customers to new customers. You can also create customer templates that contain information that you repeat for multiple customers. If you use templates, attach a customer note to the customer template to prevent orders that are entered for the templates.

Understanding Customer Attributes

In Add mode, you can copy attributes from an existing customer or customer template to a new customer. These tables list the fields that the system copies from the Customer - General component when you select the corresponding option on the Copy Customer page.

Record: CUSTOMER, Copy View: CUSTCPY_VW

This table outlines the page, field name, and technical name for the CUSTOMER record.

Page	Field Name	Technical Field Name
CUST_BILLTO_SELECT	Exchange Rate Type	CUR_RT_TYPE
Currency Code	CURRENCY_CD	
CUST_BILLTO_OPT	Exchange Rate Type	CUR_RT_TYPE
Currency Code	CURRENCY_CD	

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Page	Field Name	Technical Field Name
CUST_BILLTO_SELECT	Bill To Customer	BILL_TO_FLG
Consolidation Business Unit	CONSOL_BUS_UNIT	
Correspondence Customer	CRSPD_CUST_ID	
SetID	CRSPD_SETID	
Remit From Customer	REMIT_FROM_CUST_ID	
SetID	REMIT_FROM_SETID	
CUST_CORP_SELECT	Correspondence Customer	CRSPD_CUST_ID
SetID	CRSPD_SETID	
Remit From Customer	REMIT_FROM_CUST_ID	
SetID	REMIT_FROM_SETID	
CUST_CREDIT_PRFL1	Corporate Customer	CORPORATE_CUST_ID
SetID	CORPORATE_SETID	
CUST_CRSPD_OPT1	Address Sequence Number	Address Sequence Number
Contact Sequence Number	CNTCT_SEQ_NUM	
CUST_CRSPD_SELECT	Corporate Customer	CORPORATE_CUST_ID
SetID	CORPORATE_SETID	
Remit From Customer	REMIT_FROM_CUST_ID	
SetID	REMIT_FROM_SETID	
CUST_GENERAL1	Bill To Customer	BILL_TO_FLG
Broker	BROKER_FLG	
Consolidation Business Unit	CONSOL_BUS_UNIT	
Corporate Customer	CORPORATE_CUST_ID	
SetID	CORPORATE_SETID	
Exchange Rate Type	CUR_RT_TYPE	
Currency Code	CURRENCY_CD	
Customer Agency Location Code	CUSTOMER_ALC	
Correspondence Customer	CRSPD_CUST_ID	
SetID	CRSPD_SETID	
Customer Type	CUSTOMER_TYPE	
Customer Level	CUST_LEVEL	
Grants Management	GRANTS_SPONSOR_FLG	
Indirect Customer	INDIRECT_CUST_FLG	
IPAC Interface (Federal Intergovernmental Payment and Collection interface)	IPAC_INTERFACE	
Remit From Customer	REMIT_FROM_CUST_ID	
SetID	REMIT_FROM_SETID	
SetID	SETID	
CUST_GENERAL1 (continue)	Primary Bill To Address	ADDRESS_SEQ_NUM
Primary Ship To Address	ADDRESS_SEQ_SHIP	

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Page	Field Name	Technical Field Name
Primary Sold To Address	ADDRESS_SEQ_SOLD	
Primary Indirect Address	ADDRESS_SEQ_IND	
Primary Broker Address	ADDRESS_SEQ_BRK	
Ship To Customer	SHIP_TO_FLG	
Sold To Customer	SOLD_TO_FLG	
Trading Partner	TRADING_PARTNER	
Federal Indicator	FEDERAL_INDICATOR	
CUST_GENERAL2	SetID	SETID
Vendor ID	VENDOR_ID	
Vendor SetID	VENDOR_SETID	
CUST_GENERAL_MISC	SubCustomer 1	SUBCUST_QUAL1
SubCustomer 2	SUBCUST_QUAL2	
Stock Symbol	STOCK_SYMBOL	
SubCustomer	SUBCUST_USE	
Vendor ID	VENDOR_ID	
Vendor SetID	Vendor SetID	
Website URL	WEB_URL	
SetID	CORPORATE_SETID	
Correspondence Customer	CRSPD_CUST_ID	
SetID	CRSPD_SETID	
CUST_SHIPTO_SELECT	Indirect Customer	INDIRECT_CUST_FLG
Ship To Customer	SHIP_TO_FLG	
CUST_SOLDTO_SELECT	Broker	BROKER_FLG
Sold To Customer	SOLD_TO_FLG	
GM_SPNSR	CFDA Number	CFDA_NBR
Cost of Living Increase Pct (cost of living increase percentage)	COST_LIV_INCR_PCT	
Sponsor Base	FA_SPNSR_BASE_ID	
Foreign	FOREIGN_FLAG	
Federal	GM_FEDERAL_FLAG	
Letter of Credit Sponsor	GM_LOC_SPONSOR_ID	
Letter of Credit	LOC_INDICATOR	
Reports To Sponsor	REPORTS_TO_SPONSOR	
SetID	SETID	
Level	SPNSR_LEVEL	
Program Type	SPNSR_PROGRAM	
Sponsor Type	SPNSR_TYPE	
US Flag Carrier Required	US_FLAG_CARRIER	

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Record: CUST_OPTION, Copy View: CUSTCPY_BILLO_V

This table lists the page name, field name, and object name for the CUST_OPTION record.

Page	Field Name	Technical Field Name
CUST_BILLTO_OPT	Maximum Write-off Amount	MAX_WRITE_OFF_AMT
Maximum Days Till Write-off	MAX_WRITE_OFF_DAYS	
Maximum Write-off Percent	MAX_WRITE_OFF_PCT	
AR Specialist (accounts receivable specialist)	AR_SPECIALIST	
Billing Authority	BILLING_AUTHORITY	
Billing Specialist	BILLING_SPECIALIST	
Bill By Identifier	BILL_BY_ID	
Billing Cycle Identifier	BILL_CYCLE_ID	
Bill Inquiry Phone	BILL_INQUIRY_PHONE	
Bill Type Identifier	BILL_TYPE_ID	
Prompt for Billing Currency	BI_PROMPT_CURR	
Deposit Percent	DEPOSIT_PCT	
Disable Prices on Receipt	DISPLAY_PRICES	
Holiday Processing Option	HOL_PROC_OPT	
General Ledger Unit	BUSINESS_UNIT_GL	
Collector	COLLECTOR	
Consolidation Customer ID	CONSOL_CUST_ID	
CUST_BILLTO_OPT (continue)	Invoice Consolidation Key	CONSOL_KEY
Consolidation Customer SetID	CONSOL_SETID	
Credit Analyst	CR_ANALYST	
Credit Card Profile	CRCARD_PROFILE_ID	
Customer PO (customer purchase order)	CUSTOMER_PO	
Direct Invoicing	DIRECT_INVOICING	
AR Distribution Code (accounts receivable distribution code)	DST_ID_AR	
Status as of Effective Date	EFF_STATUS	
End Date	END_DATE	
Freight Bill Type	FREIGHT_BILL_TYPE	
InterUnit	INTERUNIT_FLG	
Invoice Form	INVOICE_FORM_ID	
Purchase Order Required	PO_REQUIRED	
Start Date for Gen Standing PO (start date for general standing purchase order)	START_DATE	
Direct Debit Group	DD_GROUP	
Direct Debit Profile ID	DD_PROFILE_ID	
Draft Approval	DRAFT_APPROVAL	

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Page	Field Name	Technical Field Name
CUST_BILLTO_OPT (continue)	Draft Document Required	DRAFT_DOC
Draft Type	DRAFT_TYPE	
Discount Grace Days	GRACE_DISC_DAYS	
Due Grace Days	GRACE_DUE_DAYS	
MICR ID (magnetic ink character recognition ID)	MICR_ID	
Partial Payment Switch	PARTIAL_PY_SW	
Payment Method	PAYMENT_METHOD	
Payment Predictor Hold	PP_HOLD	
Payment Predictor Method	PP_METHOD	
Payment Terms ID	PYMNT_TERMS_CD	
Reference Qualifier Code	REF_QUALIFIER_CODE	

Record: CUST_BILLTO, Copy View: CUSTCPY_BILL2_V

This table outlines the page, field name, and technical name for the CUST_BILLTO record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Customer	BILL_TO_CUST_ID
Sldto Priority Nbr (sold to priority number)	SLDTO_PRIORITY_NBR	

Record: CUST_CREDIT, Copy View: CUSTCPY_CRED_VW

This table outlines the page, field name, and technical name for the CUST_CREDIT record.

Page	Field Name	Technical Field Name
CUST_CREDIT_PRFL1	Credit Class	CREDIT_CLASS
Risk Code	RISK_CODE	
Rate Type	RT_TYPE	
Aging Category	AGING_CATEGORY	
1099-c Reporting	AR_1099C	
Aging ID	AGING_ID	
Backlog Days	BACKLOG_DAYS	
% Over Limit (percent over limit)	CORPCR_PCT_OVR	
Credit Check	CREDIT_CHECK	
Credit Limit	CR_LIMIT	
Corporate Credit Limit	CR_LIMIT_CORP	
Corporate Credit Limit Date	CR_LIMIT_CORP_DT	
Corporate Credit Check Algorithm	CR_CHK_ALG_PROFILE	
Use Corporate Summary Table	CR_SUM_PROFILE	
Credit Limit Date	CR_LIMIT_DT	

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Page	Field Name	Technical Field Name
Limit Range % (limit range percentage)	CR_LIMIT_RANGE	
Credit Limit Review Date	CR_LIMIT_REV_DT	
Corporate Limit Range % (corporate limit range percentage)	CR_LIM_CORP_RANGE	
Currency Code	CURRENCY_CD	
% Over Limit (percentage over limit)	CUSTCR_PCT_OVR	
Maximum Order Amount	MAX_ORDER_AMT	

Record: PROD_CUST_ALIAS, Copy View: CUSTCPY_ALIAS_V

This table outlines the page, field name, and technical name for the PROD_CUST_ALIAS record.

Page	Field Name	Technical Field Name
CUST_SOLD_PRDALIAS	Customer Product ID	PRODUCT_ALIAS
Product ID	PRODUCT_ID	
SetID	SETID	
Description	DESCR	

Record: PRODCTLG_CUST, Copy View: CUSTCPY_PRDCT_V

This table outlines the page, field name, and technical name for the PRODCTLG_CUST record.

Page	Field Name	Technical Name
CUST_SOLD_PRODCTLG	Catalog Number	CATALOG_NBR

Record: CUST_SHIPTO, Copy View: CUSTCPY_SHIP2_V

This table outlines the page, field name, and technical name for the CUST_SHIPTO record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Ship To Customer	SHIP_TO_CUST_ID
Sldto Priority Nbr (sold to priority number)	SLDTO_PRIORITY_NBR	

Record: CUST_SHEX_BLK, Copy View: CUSTCPY_SHEXB_V

This table outlines the page, field name, and technical name for the CUST_SHEX_BLK record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_EXCPT	From Date/Time	DTTM_FROM
To Date/Time	DTTM_TO	

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Record: CUST_SHEX_DT, Copy View: CUSTCPY_SHEXD_V

This table outlines the page, field name, and technical name for the CUST_SHEX_DT record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_EXCPT	Day of Week	SHIP_DAY
From Time	TIME_FROM	
To Time	TIME_TO	

Record: CUST_SHIPTO_OPT, Copy View: CUSTCPY_SHIPO_V

This table outlines the page, field name, and technical name for the CUSTCPY_SHIPO_V record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_OPT1	Allow Overpick	ALLOW_OVERPICK_FLG
Cancel Backorder	BCKORDR_CNCL_FLAG	
Distribution Network Code	DS_NETWORK_CODE	
Status as of Effective Date	EFF_STATUS	
Carton Label Format ID	LABEL_FORMAT_ID2	
Ship Container Label Format ID	LABEL_FORMAT_ID3	
Language Code	LANGUAGE_CD	
Max Picking Tolerance (maximum picking tolerance)	MAX_PICK_TOLERANCE	
Number of Days Early	SHIP_EARLY_DAYS	
Days Allowed After Request Dt (days allowed after request date)	SHIP_LATE_DAYS	
Partial Schedules	SHIP_PARTIAL_FLAG	
Partial Order	SHIP_PARTIAL_ORD	
Ship Prior to Request Date	SHIP_PRIOR_FLAG	
Single Ship Flag	SINGLE_SHIP_FLAG	
Store Number	STORE_NUMBER	
Automated Exporter Rptg Prgm (automated exporter reporting program)	AERP	
CUST_SHIPTO_OPT1 (continued)	Carrier ID	CARRIER_ID
Export Carrier ID	CARRIER_ID_EXP	
Canadian Customs Invoice	CCI_REQ_EXP	
Certificate of Origin	COO_REQ_EXP	
Flag Orders for Export	EXPORT_ORDER_FLG	
Freight Terms Code	FREIGHT_TERMS	
Export Freight Terms Code	FREIGHT_TERMS_EXP	
Insurance Required	INSURANCE_REQD	

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Page	Field Name	Technical Field Name
Military End User Flag	MILITARY_FLG	
North American Free Trade Agmt (North American Free Trade Agreement)	NAFTA_REQ_EXP	
Shippers Export Declaration	SED_REQ_EXP	
Export Shipping Priority	SHIP_PRIORITY_EXP	
Shipping Priority Code	SHIP_PRIORITY_ID	
Ship Via Code	SHIP_TYPE_ID	
Export Shipping Method	SHIP_TYPE_ID_EXP	
CUST_SHIPTO_OPT2	Source Business Unit	BUSINESS_UNIT_IN
Container Control	CONTAINER_CONTROL	
Customer PO Number (customer purchase order number)	DEFAULT_PO	
Status as of Effective Date	EFF_STATUS	
Lot Control	LOT_CONTROL	
Reorder Range Percentage	RANGE_PCT	
Reorder Quantity Option	REORD_QTY_OPTION	
Replenishment Calc Period	REPL_CALC_PERIOD	
Goods Consigned at Customer	SELL_CONSIGNED_FLG	
Serial Control	SERIAL_CONTROL	
Staged Date Control	STAGED_DATE_CNTRL	
Stock-In Rate	STOCKOUT_RATE	
VMI Enabled Customer	VMI_CUST_FLG	
VMI Manager	VMI_MANAGER	
Reorder Range Check	VMI_REORDER_CHK	

Record: CUST_SOLDTO_OPT, Copy View: CUSTCPY_SOLDO_V

This table outlines the page, field name, and technical name for the CUST_SOLDTO_OPT record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_OPT	Status as of Effective Date	EFF_STATUS
Adjustment To BA Allowed	ADJUST_BAPRC_FLG	
Receipt Verification	RECEIPT_TRACK_FLG	
UPN Type Code	UPN_TYPE_CD	
VMI Order Consolidation (Supplier managed inventory order consolidation)	VMI_ORDER_CONSOL	
Order Verification	VMI_ORDER_VERIFY	
Freight Charge Method	FRT_CHRG_METHOD	
Grace Pricing Discount Days	GRACE_PRICE_DAYS	

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Page	Field Name	Technical Field Name
Carton Label Format ID	LABEL_FORMAT_ID2	
Ship Container Label Format ID	LABEL_FORMAT_ID3	
Weight and Volume	LOAD_PRICE_RULE	
Exclusive Pricing ID	PRICE_PROGRAM	
Arbitration Plan	EOEP_ARB_ID	
Product Source	PROD_ID_SRC	
Allow Product Substitutions	PROD_SUBSTITUTE	
Restocking Fee	RESTOCK_FEE_FLAG	

Record: CUST_TEAM, Copy View: CUSTCPY_TEAM_VW

This table outlines the page, field name, and technical name for the CUST_TEAM record.

Page	Field name	Technical Field Name
CUST_GENERAL1	Default	DEFAULT_FLAG
Support Team Code	SUPPORT_TEAM_CD	

Record: CUST_SIC_CODES, Copy View: CUSTCPY_SIC_VW

This table outlines the page, field name, and technical name for the CUST_SIC_CODES record.

Page	Field Name	Technical Field Name
CUST_GENERAL2	SIC Code Type (standard industry classification code type)	SIC_CD_QUAL
Standard Industry Code	SIC_CODE	

Record: CUST_HIERARCHY, Copy View: CUSTCPY_HIER_VW

This table outlines the page, field name, and technical name for the CUST_HIERARCHY record.

Page	Field Name	Technical Field Name
CUST_SOLD_HIERARCH	Classification	CLASSIFICATION
Division	PM_DIVISION	
Region	PM_REGION	
Syndicated Number	PM_SYNDICATED_NUM	
Syndicated Data Type	PM_SYNDICATED_TYPE	
Territory	PM_TERRITORY	

Record: CUST_PM_CHANNEL, Copy View: CUSTCPY_CHNL_VW

This table outlines the page, field name, and technical name for the CUST_PM_CHANNEL record.

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Page	Field Name	Technical Field Name
CUST_SOLD_HIERARCH	Primary Channel	CHANNEL_PRIMARY
Customer Channel	CUST_CHANNEL	

Record: CUST_BROKER, Copy View: CUSTCPY_BRKR_VW

This table outlines the page, field name, and technical name for the CUST_BROKER record.

Page	Field Name	Technical Field Name
CUST_SOLDTO_SELECT	Broker ID	BROKER_ID
Sold To Priority	SLDTO_PRIORITY_NBR	

Record: CUST_INDIRECT, Copy View: CUSTCPY_INDR_VW

This table outlines the page, field name, and technical name for the CUST_INDIRECT record.

Page	Field Name	Technical Field Name
CUST_SHIPTO_SELECT	Indirect Customer ID	INDIRECT_CUST_ID
Ship To Priority	SHPTO_PRIORITY_NBR	

Record: CUST_ADDR_SEQ and CUST_ADDRESS, Copy View: CUSTCPY_ADDSEQ_V and CUSTCPY_ADDR_VW

This table outlines the page, field name, and technical name for the CUST_GENERAL1 record.

The visibility of some of the fields in this record depends on the country that is specified.

Page	Field Name	Technical Field Name
CUST_GENERAL1	Eff Date (effective date)	EFFDT
Status as of Effective Date	EFF_STATUS	
Language Code	LANGUAGE_CD	
Country	COUNTRY	
Address 1	ADDRESS1	
Address 2	ADDRESS2	
Address 3	ADDRESS3	
Address 4	ADDRESS4	
City	CITY	
Number 1	NUM1	
Number 2	NUM2	
House Type	HOUSE_TYPE	
Address Field 1	ADDR_FIELD1	
Address Field 2	ADDR_FIELD2	
Address Field 3	ADDR_FIELD3	
County	COUNTY	
State	STATE	

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Page	Field Name	Technical Field Name
Postal	POSTAL	
CUST_GENERAL1 (continued)	GeoCode (geographical code)	GEO_CODE
In City Limit	IN_CITY_LIMIT	
Address Sequence Number	ADDRESS_SEQ_NUM	
Bill To Address	BILL_TO_ADDR	
Broker Address	BROKER_ADDR	
Correspondence	CRSPD_TO_ADDR	
Description	DESCR	
Indirect Customer Address	INDIRECT_ADDR	
Ship To Address	SHIP_TO_ADDR	
Sold To Address	SOLD_TO_ADDR	

Copy Customer Page

Use the Copy Customer page (CUSTOMER_COPY_SEC) to select information to copy from existing customers to new customers.

You can also create customer templates that contain information that you repeat for multiple customers. If you use templates, attach a customer note to the customer template to prevent orders that are entered for the templates.

Navigation:

Customers, and then **Customer Information**, and then **General Information**, and then **General Info**

Click the **Copy From Customer** link on the General Info page.

Field or Control	Description
Customer ID	Select the ID for the customer whose information you want to copy to the new customer.
Data To Copy	Select check boxes in the **Data to Copy** group box to copy to the new customer.
Bill To Options, Ship To Options, Sold To Options, and **Hierarchy** elements, descriptionshierarchy (general customer information)	Enter an effective date when you select any of these check boxes.
Bill To Customers and **Ship To Customers**	Select to include bill to and ship to customers who are linked with the sold to customer.
Broker Customers and **Indirect Customers**	Select to include brokers who are associated with sold to customers and indirect customers who are associated with ship to customers, respectively. The system reads the data from the customer copy views and copies it to the associated data table. When you save the General Info page, the system saves all of the copied data for the new customer.

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> **Note**
>
> The system does not copy all customer fields. It does not copy unique fields, such as customer names. To modify the copy function to include a field that is not currently copied, add the field name to the associated copy view and then create the view again. To prevent copying a field, remove that field from the copy view. The CNTCT_SEQ_NUM, CNTCT_SEQ_SHIP, and CNTCT_SEQ_SOLD contact fields are no longer copied. Set up this contact information on the Contact Customer page.

Adding General Customer Information

To add general customer information, use the General Information (CUSTOMER_GENERAL), Customer ID Nbrs and SIC Codes (CUST_ALT_INFO), Customer Attachments (CUST_ATT), Customer Carriers (CUST_CARRIER), Customer Hierarchy (CUST_HIERARCHY), Customer Messages (CUST_MSG), Customer Product Aliases (CUST_PROD_ALIAS), Customer Product Catalogs (CUST_PROD_CATALOG), Customer Region Codes (CUST_REGN_CODE), and Customer Ship Date Exceptions (CUST_SHIP_EXCPT) components.

This section provides overviews of adding customers, enterprise integration points (EIPs), and staffing pages.

Pages Used to Add General Customer Information

Page Name	Definition Name	Usage
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 PeopleSoft Receivables: Setting Up Customer Information for Pension Customers
Phone Information Page	CUST_ADDR_PHONEPOP	Enter customers' phone information.
Alternate Character Type Page	CUST_ACNAME1_SEC	Enter customer names in alternate characters. This option is available only if you enable alternate character sets for the user on the User Preferences - Overall Preferences page.
General Information - Bill To Selection Page	CUST_BILLTO_SELECT	View role designations for bill to customers and associated sold to customers.
General Information - Ship To Selection Page	CUST_SHIPTO_SELECT	Enter indirect customer information for ship to customers and view associated sold to customers.

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Page Name	Definition Name	Usage
General Information - Sold To Selection Page	CUST_SOLDTO_SELECT	View or modify additional role designations for sold to customers. Associate ship to, bill to, and broker customers. View customer relationships and customer correspondence groups.
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.
General Information - Additional General Info Page	CUST_GENERAL2	Enter optional customer data.
General Information - Credit Profile - General Page	CUST_CREDIT_PRFL1	Set up and review customer credit profiles. You can also enter credit limits and additional credit parameters for bill to and corporate customers.
Risk Score Details Page	AR_RISK_DETAIL	Review details of risk score calculation.
General Information - Region Code Info Page	CUST_REGION_CODE	Associate customers with multiple regions for multiple purposes, such as pricing, sales analysis, and transit lead-time calculations.
General Information - Customer Group Info Page	CUST_GROUP_INFO	Assign individual customers to customer groups. Group customers with similar traits and define processing criteria for the entire group instead of individual customers. Customers can share the same account distribution, pricing arbitration plan, pricing structures, reports, sales contracts, transportation lead times, and taxes.
General Information - Tax Exempt Certificate Info Page	CUST_TAXEXMPT_INFO	Set up tax-exempt certificate information.
General Information - Customer VAT Info Page	CUST_VAT_INFO	Enter customer VAT information.

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Page Name	Definition Name	Usage
General Information - Notes Page	CUST_NOTES	Enter information for standard notes to reuse for multiple customers or for custom notes with unique messages. For example, you might have a standard note announcing a seasonal promotion or a note thanking a customer for a particularly large order.
General Information - Attachments Page	CUST_ATTACHMENTS	Attach multimedia files, such as PowerPoint presentations, Word documents, ScreenCams, or Excel spreadsheets, to customers.
General Information - Messages Page	CUST_MESSAGES	Associate messages with customers to communicate timely news and process the action associated with the message.
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.
General Information - Ship To Options Page	CUST_SHIPTO_OPT1	Enter delivery and shipping parameters. You can also enter domestic and export shipping options.
Carrier Account Numbers Page	CUST_3RD_PARTY_IN	Enter account numbers for customers' carriers.
Ship Exception Dates Page	CUST_SHIPTO_EXCPT	Set up standard times when shipments should not be delivered to customers.
General Information - Sold To Options Page	CUST_SOLDTO_OPT	Enter pricing and product information.
Hierarchy Page	CUST_SOLD_HIERARCH	Select a classification, set up customer hierarchies, assign syndicated data types, and establish channels. The customer hierarchy is, from highest to lowest level, division, region, and territory. Currently PeopleSoft standard processing does not use the fields on the Hierarchy page.
VMI Options (Supplier managed inventory options) Page	CUST_SHIPTTO_OPT2	Specify VMI ship to options.

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Page Name	Definition Name	Usage
Product Catalog Page	CUST_SOLD_PRODCTLG	Specify available catalogs. You can modify product offerings for sold to customers by creating product catalogs that contain only those products that each customer requires. You can create two types of catalogs: inclusive catalogs, which contain all of the products that are available to customers, and exclusive catalogs, which contain the products to withhold from customers.
Product Aliases Page	CUST_SOLD_PRDALIAS	Set up product aliases. You can enter products on orders or quotations using the sold to customer's part number (product alias) or system product IDs. Both numbers appear on the order line.
VMI Options Page	CUST_SOLDTO_OPT2	Specify VMI sold to options.
Miscellaneous General Info Page	CUST_GENERAL_MISC	Enter web addresses, stock symbols, currency codes, rate types, support team codes, and subcustomer codes.
Supplier Info Page	CUST_VENDOR_INFO	View supplier information for the supplier whom you specify on the General Information - Additional General Info page.
DMS Customer 1 Page	DMS_CUSTOMER_1	Enter DMS agency information for individuals or corporations.
DMS Customer 2 Page	DMS_CUSTOMER_2	Enter individual debtor information for DMS.
DMS Customer 3 Page	DMS_CUSTOMER_3	Enter individual debtor employment information for DMS.
DMS Customer 4 Page	DMS_CUSTOMER_4	Enter employee debtor bank information such as the bank name, address, and account type. This page is available only if you enter employer information on the DMS Customer 3 page.
Staffing Information Page	CUST_STAF_INFO	Enter customer information that is specific to Staffing Front Office, including customer owners and related contacts.
Target Qualifications Page	FO_CUST_QUALIFS	Enter the target qualifications of the resources that this customer normally requests. This information can be used for opportunity searches.

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Page Name	Definition Name	Usage
Resource Qualifications - Select Qualification Profile Page	RS_SELQUALPROFILE	Add target qualifications from a qualification profile.
Resource Qualifications - Search for Qualifications Page	RS_QUALIF_SRCH	Add target qualifications from the qualifications list.
Resource Qualifications - Select Competencies Page	RS_SO_COMP	Add target qualifications from a competency tree.
Target Job Titles Page	FO_CUST_JOBTITLE	Enter job titles of the resources that customers commonly request. This information can be used for opportunity searches.
Career Master Page	FO_CUST_CAR_MASTR	Enter information about how the customer is billed for career placements and who conducts interviews and reference checks.
Benefits Page	FO_CUST_BENEFITS	Enter benefits information that the customer offers its employees.
Customer Sales Data Page	FO_CUST_SALES_DATA	Enter information about the customer for the purpose of supporting the Staffing business development process.
Customer Sales Profile Page	FO_CUST_SALES_PROF	Enter any additional sales information for this customer.
Location Sales Profile Page	FO_CT_SLS_LOC_PROF	Enter any additional sales information for this customer location.
Competitors Page	FO_CUST_COMPETITRS	Enter information about other staffing firms with which you compete for the customer. Alternatively, you can enter information to identify competitors of customers.
Lines of Business Page	FO_CUST_SRVC_AREA	Enter the lines of business in which the customer operates.
Job Supplements Page	FO_CUST_JOB_SUPP	Enter additional information about certain job descriptions.
Forms Page	FO_CUST_FORMS	Use this page to review forms currently associated with the customer record. From this page you can also click the **Add New Form** button to associate more forms with the customer record.
Form Detail Page	FO_CUST_FORMS_DTL	Associate additional forms with customer records. Forms can be configured to capture extra information about the customer that is not already captured in the delivered fields in the application.

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Page Name	Definition Name	Usage
Worksite Master Page	CUST_WRKSTE_MSTR	Enter additional information about a customer worksite by associating forms with a customer work address.
Default Customer Event Lists Page	FO_CUST_EVL	Define default event lists to use on PeopleSoft Staffing Front Office job orders.
Contract Rates Page	FO_MC_RATES	Capture pay rate, bill rate and markup %, which have been negotiated and agreed upon by the staffing company and the customer.
Customer Fields Page	CUST_CSF	Select the Customer Field Definition templates that you can use when creating orders and assignments for a customer. These templates enable you to capture additional information in the order and assignment that can be sent to PeopleSoft Billing and used for invoice printing or reporting purposes.
Prenote History Page	CUST_PRENOTE	Set up prenote requirements for the direct debit payment method.

Understanding Adding Customers

When adding new customers to the database, begin by entering the required information in the Customer component.

Use the CUSTOMER_MAIN_CI component interface to load the main customer information, customer teams, and addresses into the component tables. Use the CUSTOMER_BILLTO_CI component interface to load billing-related data such as bill to options, customer correspondence, and customer credit into the component tables. Use the CUSTOMER_SOLDTO_CI component interface to load sold to-related information such as sold to options, product catalogs, customer hierarchy, customer product aliases, and brokers into the component tables. Use the CUSTOMER_SHIPTO_CI component interface to load ship to-related information such as ship to options, customer exception calendars, carrier account information, and indirect customers into the component tables. Use the CUSTOMER_MISC_CI, component interface to load miscellaneous information such as customer group, standard industry codes, VAT information, notes, attachments, and messages into the component tables and the CUSTOMER_REGION_CI component interface to load region codes.

You can also use the following component interfaces: Use the CUSTOMER Component Interface with EIP messaging to load specific customer information for setting up a customer. The CUSTOMER Component Interface uses all of the records within the CUSTOMER_GENERAL component.

Enter information that applies to one or more customer roles. You can override many of these settings at other points in the system.

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When you add a customer, the customer ID might be *NEXT* by default. You can enable the system to assign the next number in sequence, as determined by the automatic numbering option that you set on the Automatic Numbering page. You can override the incremental assignment of IDs by entering another character combination in its place, or you can manually assign a customer ID.

> **Note**
>
> You can quickly create customers using Quick Customer Create.

Related Topics

- Using Quick Customer Create Functionality
  This section provides an overview of quick customer create functionality.

Understanding Enterprise Integration Points

PeopleSoft software is delivered with many enterprise integration points (EIPs) to send and receive customer and customer group data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are implemented by means of service operations within PeopleSoft Integration Broker.

Oracle delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

If you are integrating with PeopleSoft CRM databases, Oracle recommends that you synchronize the customer table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Customers may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, customer ID auto numbering should be maintained in the SCM database.

Use the information in the following table and refer to the setup instructions in the *PeopleSoft Supply Chain Management Integrations Documentation,* "Implementing Integrations," Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CUSTOMER_FULLSYNC	Inbound/Outbound Asynchronous	CustomerFullSync	No	CRM, Third-party
CUSTOMER_FULLSYNC_EFF	Inbound/Outbound Asynchronous	NA	No	CRM, Third-party
CUSTOMER_GROUP_FULLSYNC	Inbound/Outbound Asynchronous	CustomerGroupFullSync	No	CRM, Third-party
CUSTOMER_GROUP_FULLSYNC_EFF	Inbound/Outbound Asynchronous	NA	No	CRM, Third-party

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Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CUSTOMER_GROUP_SYNC	Inbound/ Outbound Asynchronous	CustomerGroupSync CustomerGroupSyncEff	No	CRM, Third-party
CUSTOMER_GROUP_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
CUSTOMER_GROUP_SYNC_REQ CUSTOMER_GROUP_SYNC_REQ_CALLBACK	Inbound/ Outbound Asynchronous, Request/Response	CustomerGroupSync	No	Customer Data Hub, Third-party
CUSTOMER_SYNC	Inbound/ Outbound Asynchronous	CustomerSync CustomerSyncEff	No	CRM, Third-party
CUSTOMER_SYNC_REQ CUSTOMER_SYNC_REQ_CALLBACK	Inbound/ Outbound Asynchronous, Request/Response	CustomerSync	No	Customer Data Hub, Third-party
CUSTOMER_SYNC_EFF	Inbound/ Outbound Asynchronous	NA	No	CRM, Third-party

See the product documentation for *PeopleTools: Integration Broker*

Related Topics

- PeopleSoft Supply Chain Management Integration: Setting Up Service Operations

Understanding Staffing Pages

The pages, which are described in this section, are applicable only for staffing use. Most of the pages are used by the Staffing Front Office application; the Customer Field Definition page is used by PeopleSoft Pay/Bill Management.

This table lists comments for some of the Staffing Front Office pages:

Page	Comments
Career Master	Enables you to record information about how career placements should be processed for a customer including, placement fee schedules, reference checks, and interviews.

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Page	Comments
Job Supplement	Provides additional information about the safety precautions or equipment that is used for a specific job. You can also use the job supplement to store information about the nature of a particular type of job. The question and answer fields that appear on the Worksite Master page are set up during system implementation. **Note:** You do not need to enter a job supplement every time that the customer places a similar job order. Add a new job supplement to the customer record only if the safety precautions, equipment, or physical requirements of a job are substantially different from the other job supplements that are on record for the customer.
Forms	Enables you to collect information about customers. This could include additional information about the safety precautions, physical requirements, or equipment that an applicant or employee uses for a specific job order, or any information that organization may want to collect.
Worksite Master	Stores additional information about the customer's physical plant, office environment, or campus, and helps to describe work opportunities to candidates and to orient employees to assignments that they have accepted. To create a worksite master record, you must first create customer and contact records. The question and answer fields that appear on the Worksite Master page are set up during system implementation. To make any changes to the list of available forms or to the content of the forms, contact the system administrator.
Default Customer Event Lists	Configure a Standard Event List as their default event list to be used for all user defined order types and then configure another unique event list to be used for specific user defined order types. So if the order type is listed specifically, the system will default the event list associated to that specific user defined order type.
Contract Rates	Enable the staffing system user to capture pay rate, bill rate and markup %, which have been negotiated and agreed upon by the staffing company and the customer. Ultimately, the rates entered here will be used to default on assignments. The rates established here will be used as the corresponding default values on the Billing tab of the Order.

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Customer Information - General Info Page

Use the Customer Information - General Info page (CUST_GENERAL1) to 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.

Navigation:

(Customers, and then **Customer Information**, and then **Create Customer Information**

This example illustrates the fields and controls on the Customer Information - General Info Page. You can find definitions for the fields and controls later on this page.

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General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID SHARE Customer ID 0000050035 General Info Links ...More

*Status Active Level Regular
*Date Added 01/01/2006 *Since 01/01/2006 *Type User 1
*Name 1 Staffing Customer *Short Name Staffing
Name 2
Currency Code USD Rate Type CRRNT

Roles

- [x] Bill To Customer — Bill To Selection
- [x] Work Customer — Ship To Selection
- [x] Sold To Customer — Sold To Selection
- [ ] Broker Customer
- [ ] Indirect Customer
- [x] Correspondence Customer — Correspondence Selection
- [x] Remit From Customer — Remit From Selection
- [x] Corporate Customer — Corporate Selection
- [ ] Consolidation Customer
- [ ] Grants Management Sponsor

Consolidation Business Unit

Federal Attributes

- [ ] Federal Customer
- [ ] Appropriation Symbol Not Required for Reimbursable Agreements

Trading Partner Code Disbursing Office

Contracts Options

- [ ] Hold Billing on Unpaid Cost

Support Teams

1-1 of 1 | View All

Team Code	Default	Description
BBW	☑	Test Team

Address Locations

1 of 2 | View All

*Location 1
Description Headquarters

- [x] Bill To
- [x] Worksite
- [x] Sold To
- [x] Primary
- [ ] Primary
- [x] Primary
- [ ] Broker
- [ ] Indirect
- [ ] Correspondence Address
- [ ] Primary
- [ ] Primary

- [ ] Staffing Hot List
- [ ] RFID Enabled

VAT Default VAT Service Treatment Setup

Address Details

1 of 1 | View All

*Effective Date 01/01/2006 *Status Active
Tax Code Language Code English
Physical Nature Where Performed
Alternate Name 1 Alternate Name 2

Country USA United States
Address 1 2201 Main St.
Address 2 Suite 506
Address 3

View Phone Information
View Map

City Pleasanton In City Limit
County Postal 94588
State CA California

General Info Links ...More

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Field or Control	Description
Customer Status	Select from the available options: *Active:* No restrictions are placed on how the customer can be used in the system. *Inactive:* You cannot post pending items to inactive customer accounts in PeopleSoft Receivables. Additionally, prompt lists exclude inactive customers. Their account information, however, appears on the customer pages and remains part of historical information. You cannot create item actions for inactive customers *Template:* The status designates that the customer will be used as a template customer for counter sales orders. The template can be added to the PeopleSoft Order Management business unit so that it will be the counter sales by default. Templates enable you to add customer information quickly during counter sales.
Use Template Address	This field appears if you selected *Template* in the **Customer Status** field. Select this option if you want to use the address on the template for the order. This option is typically used for counter sales or cash sales.
Does Not Expire	This field appears if you selected *Template* in the **Customer Status** field. Use this option if you do not want the short-term customer that is created by means of the template to expire.
Days Until Expiration	This field appears if you selected *Template* in the **Customer Status** field. Use the field if you want to limit the time that you can use the short-term customer that was created by means of the template customer. If you enter an order or quote for a customer and the expiration date has expired, you will get a warning message during the transaction. In the case of orders, you will be able to save the order, but you will need to update the date for the customer.
Copy From Customer	Click to access the Copy Customer page and copy attributes from an existing customer or customer template. This option is available only in add mode.

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Field or Control	Description
Level	Select a level to indicate the level of processing that can occur for the customer: Valid values are *New:* Indicates that the customer was recently added to the system. All processing is the same as at the Regular level. *Prospect:* Indicates that the customer ID does not appear in customer ID prompts within PeopleSoft Receivables and cannot be entered on an invoice or sales order. You can enter a quote and a conversation for a prospect customer. *Regular:* Indicates that the customer ID does appear in customer ID prompts within PeopleSoft Receivables and can be entered on an invoice or sales order. *Short-Term:* Indicates that the customer is not expected to be a long-term customer. Short-term customers can be used for cash sales and counter sales. An expiration date may be set for the short-term customer, which is used to display a warning message when an order is being created for an expired short-term customer. *Temporary:* Indicates that the customer may not be a long-term customer. All processing is the same as at the Regular level.
Date Added and **Since**	Enter the date when you established this customer in the system. You can also specify that the customer has been a customer since a certain date, which may be the date added. The current date appears by default for both fields. In add mode, you can change the effective date for all matching effective-dated customer records by changing the **Date Added** field.
Type	Select a type to identify customer categories in reports. For example, *User 1* might represent manufacturing customers, *User 2* might represent retail customers, and so forth. Each label can be up to 10 characters long. You can modify or add translate values for this field using PeopleSoft Application Designer.

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Field or Control	Description
Name 1	Enter the customer's primary name. Enter the customer's standard name in the **Name 1** field on this page. You can enter an alternate name in the **Name 2** field on this page if the customer has a different doing business as (DBA) name. A third name field, **Name 3,** appears on the Miscellaneous General Information page, in addition to the **Name 1** and **Name 2** fields. **Note:** The system uses only the Name 1 value as a search key. When a customer's name changes, you can enter the new name and still maintain a record of the previous name. You can change a customer name up to two times. When you change the name for the first time, a previously unavailable field called **Former Name 1** appears on the Miscellaneous General Information page and contains the previous **Name 1** field value. When you change the value in the **Name 1** field a second time, **Former Name 2** appears adjacent to the **Name 3** field on the Miscellaneous General Information page and contains the previous **Name 1** field value.
Short Name	Enter a name to appear on pages no room is available for the full name. The system populates this field with the first ten characters of the **Name 1** field.
Alt Name 1 (alternate name 1) and **Alt Name 2** (alternate name 2)	Click to access the Alternate Character Type page and enter customer names in alternate characters. This link appears next to the **Name 1, Name 2,** and **Name 3** fields when you enable alternate character sets for the user on the User Preferences - Overall Preferences page.
Currency Code	Select a currency code. The system uses this code as the default currency for the Credit Profile page, for displaying credit amounts, and as the transaction currency for quotations, sales orders, and Returned Material Authorizations (RMA). Orders and RMAs use this currency when the system generates invoices and credit memos. For multicurrency customers, the system uses this currency for multiple-currency open accounts-receivable items in business units that use this customer.
Rate Type	Enter a rate type to convert all transaction currencies to the currency code that you select on this page.

See PeopleSoft Order Management: Understanding Counter Sales.

Financial Sanctions

Financial sanctions screening validates customer information with a variety of national and security lists.

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Field or Control	Description
Confirmed	Select this check box to indicate that the customer is not a match with a list used for financial sanctions screening. When a new customer is added, the address is changed, or the Screen for Denied Parties process is run, and the name and address fields are validated against the list that is used for financial sanctions screening. If the customer is a match, the check box remains deselected. After contacting the agency and determining that the customer is not a match, select the check box. You can also deselect the check box if you think the customer would be on the security list and the lists have not been updated yet. By doing so, you ensure that any orders entered for the customer are placed on hold.
Reason Code	Enter a code after selecting or deselecting the **Confirmed** check box.
Do not screen for	Enter the number of days that you want the system to not validate the customer against the list used for financial sanctions screening.
Next screening	After saving the changes in the **Do not screen for** field, the date appears when the customer will be validated against the list used for financial sanctions screening.

See Validating Financial Sanctions.

Roles

Field or Control	Description
Bill To Customer	Select if the customer receives invoices. When you select this check box, the system designates the customer as a correspondence and a remit from customer, and makes those check boxes available. Only bill to customers can be correspondence or remit from customers. To change the correspondence or remit from assignments for this customer, deselect the corresponding check boxes. Two additional fields appear for entry of the SetID and the customer ID of the new correspondence or remit from customer. PeopleSoft Billing and Receivables use these roles.
Ship To Customer	Select if the customer receives order shipments. **Note:** This is labeled **Worksite Customer** when Staffing Front Office or Pay/Bill Management are being used based on installation options.
Sold To Customer	Select if the customer places orders.

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Field or Control	Description
Broker Customer	Select to associate a broker with a sold to customer. A broker can act as a representative for a specific product line for this customer and negotiate product discounts or order goods on the customer's behalf. The broker might also receive sample goods or courtesy copies of various documents. The broker customer is the ordering body for the sold to customer. Brokers can place orders on behalf of a customer and receive documents such as order acknowledgements, quotation responses, and courtesy copies of sales acknowledgements and invoices. A broker can belong to many sold to customers, and you can associate more than one broker with a sold to customer.
Indirect Customer	Select to associate an indirect customer with a ship to customer. Processing for indirect customers is not available at this time.

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Field or Control	Description
Correspondence Customer	Correspondence customers are, by default, associated with a bill to customer. The information that you establish for the correspondence customer defines processing options, send to information, and remit to address information for customer correspondence, such as statements, finance charge invoices, and Dunning letters. If the Correspondence Customer check box is selected for this customer identifying this customer as a correspondence customer, then when you click the Correspondence Selection link to view the Correspondence Customer Hierarchy, only the selected customer will appear at the top of the hierarchy. To build a multilevel correspondence customer hierarchy, the Correspondence Customer check box must not be selected. If this check box is not selected a field appears with the SetID of the current customer as the default value. You can override this value and select another SetID. Next to the SetID field is a blank field with a search icon, which you can click to select the customer that you want to appear as part of the Correspondence Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Correspondence Selection link to view this new hierarchy. You can view this hierarchy with balances for this customer in the Collection Workbench when you select Correspondence as the level for the customer you are reviewing in the workbench. **Note:** If you select a customer as a correspondence customer and then decide to deselect it, you must first delete the correspondence options that you set for the customer. See PeopleSoft Receivables: Understanding the Collections Workbench.

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Field or Control	Description
Remit From Customer	A remit from customer is the paying entity. All customers are their own remit from customers by default, unless you assign the customers to remit from groups in the General Information component. If the **Remit From Customer** check box is selected for this customer identifying this customer as a remit from customer, then when you click the **Remit From Selection** link to view the Remit From Customer Hierarchy, only the selected customer will appear at the top of the hierarchy. To build a multilevel remit from customer hierarchy, the Remit From Customer check box must not be selected. If this check box is not selected, a field appears with the SetID of the current customer as the default value. You can override this value and select another SetID. Next to the SetID field is a blank field with a search icon, which you can click to select the customer that you want to appear as part of Remit From Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Remit From Selection link to view this new hierarchy on the Customer Hierarchy page. You can view this hierarchy with balances for this customer in the Collection Workbench when you select Remit From as the level for the customer you are reviewing in the workbench. **Note:** Remit from customer groups are valid only for bill to customers. See PeopleSoft Receivables: Understanding the Collections Workbench.

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Field or Control	Description
Corporate Customer	Select to designate a new customer as a corporate customer, or deselect to assign this customer to a different corporate customer. If the **Corporate Customer** check box is selected for this customer, which identifies this customer as a corporate customer, then when you click the **Corporate Selection** link to view the Corporate Customer Hierarchy, only the selected customer will appear at the top of the hierarchy. To build a multilevel remit from customer hierarchy, the Corporate Customer check box must not be selected. If this check box is not selected, a *field* appears with the SetID of the current customer as the default value. You can override this value and select another SetID. Next to the SetID field is a *blank field* with a Search icon, which you can click to select the customer that you want to appear as part of Corporate Customer Hierarchy on the Customer Hierarchy page once you save the page. You then click the Corporate Selection link to view this new hierarchy on the Customer Hierarchy page. You can view this hierarchy with balances for this customer in the Collection Workbench when you select Corporate as the level for the customer you are reviewing in the workbench.
Consolidation Customer	Select to enable the customer to receive consolidated bills in PeopleSoft Billing. This check box is available only for bill to customers. When you select consolidation customer, you must also define a **Consolidation Business Unit.** The Billing Interface process (BIIF0001) uses this information to determine which business unit to use on consolidated bills. Individual bills that are attached to a consolidated bill often originate from different business units.
Grants Management Sponsor	Select to indicate that the customer is a Grants sponsor. This enables the customer information that you enter on these pages to be included in other Grants pages and processing.

> **Note**
>
> When you define customers who participate in intercompany transfers, you must select the Bill To, Ship To, and Sold To customer roles.

Customer Hierarchy Page

Use the Customer Hierarchy page (CUST_CORP_SELECT) to view related information about various customers.

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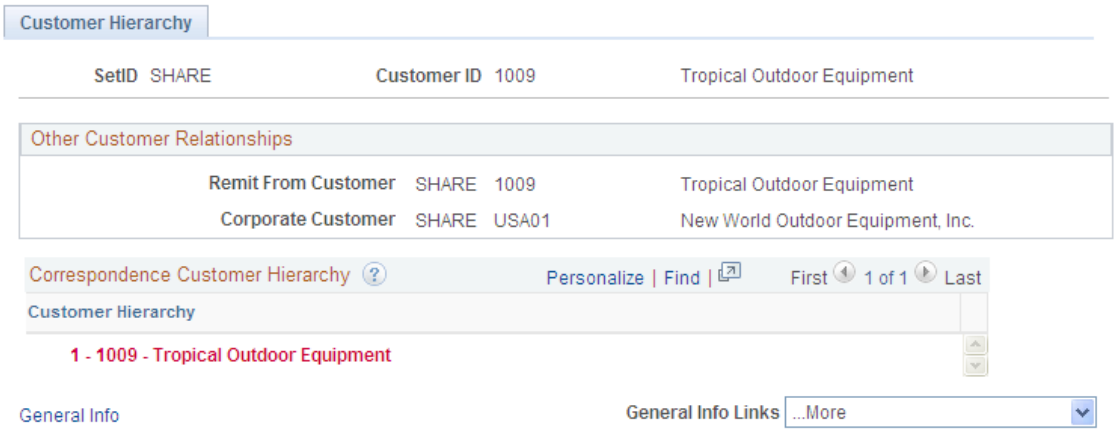
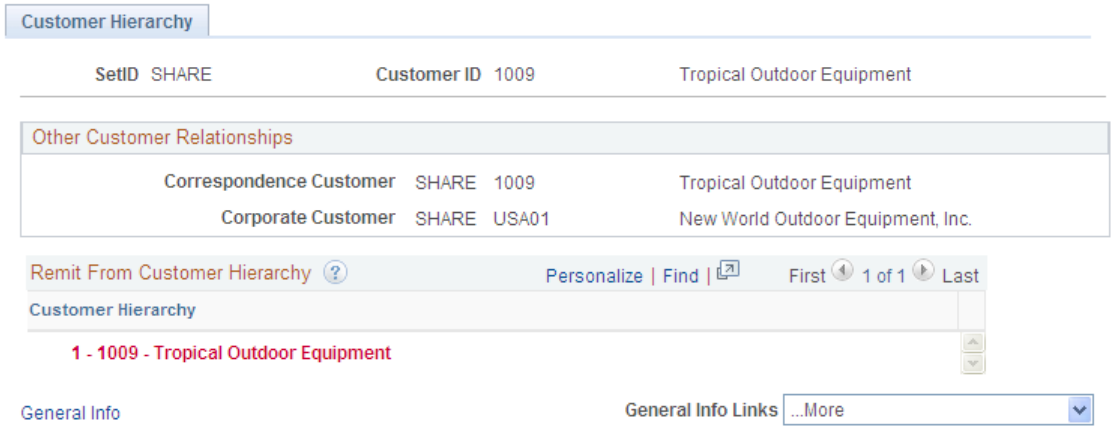
Click the Correspondence Selection link, Remit From Selection link, or the Corporate Selection links on the Customer - General Information page.

This example illustrates the fields and controls on the Correspondence Customer Hierarchy - Customer Hierarchy page. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Remit From Customer Hierarchy - Customer Hierarchy page. You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Corporate Customer Hierarchy – Customer Hierarchy page. You can find definitions for the fields and controls later on this page.

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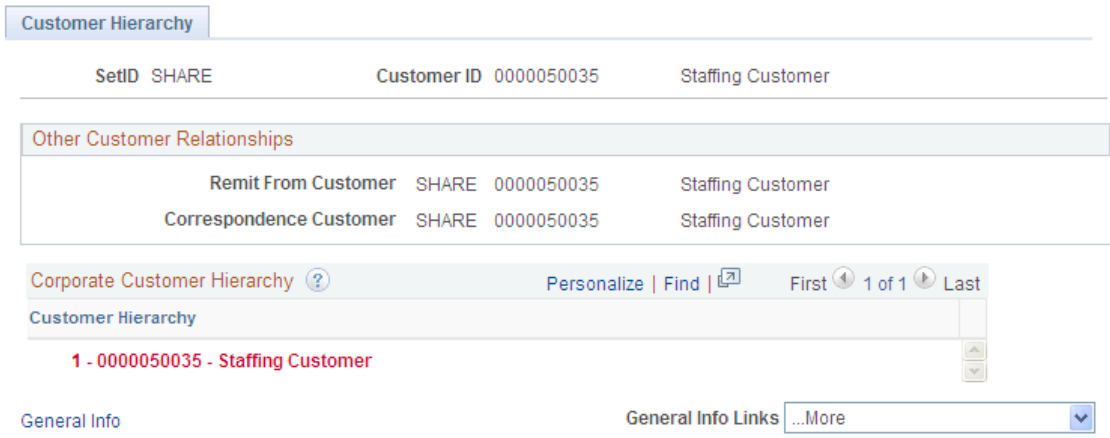

When you add or update a customer, you can select the check box next to the Correspondence Customer, Remit From Customer, and Corporate Customer on the Customer Information – General Information page to indicate that this customer is a parent customer in for each of these roles when you on of the selection links. You have the option to select one, two, or all three of these customer roles as parents. When you click the selection link next to each role, the Customer Hierarchy page appears with the selected role's hierarchy. You can set up or update customers that you want to belong to the 1001 hierarchy for all three customer roles.

> **Important**
>
> Even if there are multiple SetIDs associated with the customers that appear in the customer hierarchy, only one SetID appears on the Customer Hierarchy page or the Collections Workbench - Customer Hierarchy tab. This SetID appears based on the setup on the **Installation Options**, and then **Customer page - Hierarchy Display Options.**

Federal Attributes

Field or Control	Description
Federal Customer	Select if the customer is a federal entity.
Trading Partner Code	Enter a two-digit code only for federal customers. This field is required if you select the **Federal Customer** check box.
Disbursing Office	This field is updated by the SAM process.
Appropriation Symbol Not Required for Reimbursable Agreements	Select to determine whether an appropriation symbol is required for a particular customer.

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Contracts Options

Field or Control	Description
Hold Billing on Unpaid Cost	The value of this check box defaults from the Contracts - Installation Options page. The value selected here will default to the new contract that is created. See PeopleSoft Contracts: Understanding the Contracts Billing Process, PeopleSoft Contracts: Updating Hold Billing and Revenue on Unpaid Cost Options.

Support Teams

Field or Control	Description
Team Code	Designates the team that supports the ship to customer. Set up support team codes on the Support Team Members page.
Default	Specify the support team to be referenced on sales orders and quotes. This is a required field.

Address Locations and Details

All customer roles must have an associated primary address, as well as **Name1, Short Name, Currency Code, Currency Rate Type,** and **Default Support Team** field values. You can enter one address for all of the customer roles or separate addresses for each role.

The address type check boxes are available when you select the corresponding customer role on the General Information - Ship To Options page. Select any of the address types.

Field or Control	Description
Customer	If you are adding a new customer, *NEXT* appears until you save the page. Or you can override *NEXT* and manually enter a value.
Location	Enables you to indicate an organization's different address types. For example, you can specify one address to receive bills, another for shipping, a third for postal deliveries. Each address has a different location number. Every customer role must have a primary location, which the system uses on all pages where a customer address appears. The primary location, indicated by a *1*, is the address that you use most often when you contact the customer, and may be different from the customer's main address.
Staffing Hot List	Select to indicate that this customer should appear on the Customer Hot List pagelet.
Bill To	Select at least one address as a bill to address if the customer is a bill to customer. You must also select one address as the primary bill to address by selecting the **Primary** check box.

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Field or Control	Description
Ship To	For intercompany transfers, the primary ship to address appears by default on the Material Stock Request - General Info page and the Express Issue page. You can only view the value on those pages; you cannot override it. **Note:** Ship to addresses are called Worksite addresses when Staffing Front Office or Pay/Bill Management is installed based on installation options.
Sold To	Enter the address that receives the order, quote, RMA, and buying agreement renewal letter documents. If you select the **Primary** check box, the sold to address is the address location that appears by default on the sales order, quote, and RMA when you select this customer ID.
RFID Enabled	Select to indicate that orders that are shipped to this destination require RFID tags.
Broker	Enter an address for the broker who receives sample goods and courtesy copies of sales order acknowledgements and invoices.
Indirect	You can associate indirect customers with ship to customers.
Correspondence Address	Enter the address that receives correspondence.
VAT Default	Click to access the VAT Defaults Setup page. The VAT Defaults Setup page is a common page for setup of defaults for all PeopleSoft applications that process VAT transactions. On this page, you can define customer defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.
Effective Date and **Status**	Within each location number, you can enter multiple addresses that are keyed by effective date and status.
Language Code	Enter a code for the system to use as a default value for this location.
Tax Code	This value appears by default on bill lines in PeopleSoft Billing and on sales order lines in PeopleSoft Order Management. The value is available only for ship to customers; if the address that you are viewing is not a ship to address, this field is unavailable. **Note:** This field is used for PeopleSoft-provided taxation coding.

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Field or Control	Description
Physical Nature	Select the default physical nature for transactions. Options are *Goods* and *Services*.
Where Performed	Select the default location where a service is most often physically performed. Options are *Buyer's Location, Ship From Location, Ship To Location,* and *Supplier's Location.*
Address 1, Address 2, and **Address 3**	These are dynamic fields that the country selection determines. Enter location identifiers, such as *Printing Division* or *Western Annex.*
View Map	Click to view a map of the specified address. **Note:** This option is available if the mapping information has been defined on the Staffing Information Installation Options page.
View Phone Information	Click to access the Country - Address Format page and enter phone information for the customer.
City	Enter the name of the city (for U.S. addresses) or town (for international addresses).
In City Limit	Select to enable third-party tax providers to determine additional city taxes for products as applicable.
Geocode	If you are using a third-party tax provider, you must click the **Geocode Lookup** link to retrieve the geocode.

> **Note**
>
> On the Country - Address Format page, select the fields that appear for each country and then assign user-defined labels. Consequently, the fields that appear on this page might not match the fields that are described.

General Information - Bill To Selection Page

Use the General Information - Bill To Selection page (CUST_BILLTO_SELECT) to view role designations for bill to customers and associated sold to customers.

Navigation:

Click the **Bill To Selection** link on the General Info page.

Field or Control	Description
Bill To Customer and **Associate Roles**	View the customer roles that you select on the General Info page in these group boxes.
Sold To Customer	View sold to customers (in the **Sold To Customer** and **Name** fields) who have the customer ID as their designated bill to customer.

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General Information - Ship To Selection Page

Use the General Information - Ship To Selection page (CUST_SHIPTO_SELECT) to enter indirect customer information for ship to customers and view associated sold to customers.

Navigation:

- Click the **Ship To Selection** link on the General Info page.
- Click the **Ship to Selection** link on the General Info - Ship To page.

Field or Control	Description
Ship To Customer	Indicates the designation that you make on the General Info page. **Note:** The ship to customer is called the Worksite customer when Staffing Front Office or Pay/Bill Management is being used based on installation options.
Indirect Customer	Appears if you select the **Indirect Customer** check box on the General Info page.
Sold To Customer	The sold to customer who is associated with the ship to customer. The sold to customer name appears in the **Name** field.
Indirect ID	Select a value if you use indirect customers. Also, select a **Ship to Priority** code. Specify indirect customers on the General Info page.

General Information - Sold To Selection Page

Use the General Information - Sold To Selection page (CUST_SOLDTO_SELECT) to view or modify additional role designations for sold to customers.

Associate ship to, bill to, and broker customers. View customer relationships and customer correspondence groups.

Navigation:

Click the **Sold To Selection** link on the General Info page.

Field or Control	Description
Sold To Customer	Indicates the designation that you make on the General Info page.
Broker Customer	Appears if you select the **Broker** check box on the General Info page.

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Field or Control	Description
Bill to Customers, Ship To Customers, and **Broker Customers**	Use the fields in these grids to assign the corresponding customers to the sold to customer. Select a customer ID from the available **Bill To, Ship To,** or **Broker ID** fields. Also, enter a priority value for each. The broker who is associated with the sold to customer and designated as the sold to priority 1 appears by default in the **Ordered By** field on the sales order and quote header. In all cases, a priority 1 designation indicates the primary customer to use for the sales order, quote, and returned material request created for the sold to customer.

General Information - Correspondence Options Page

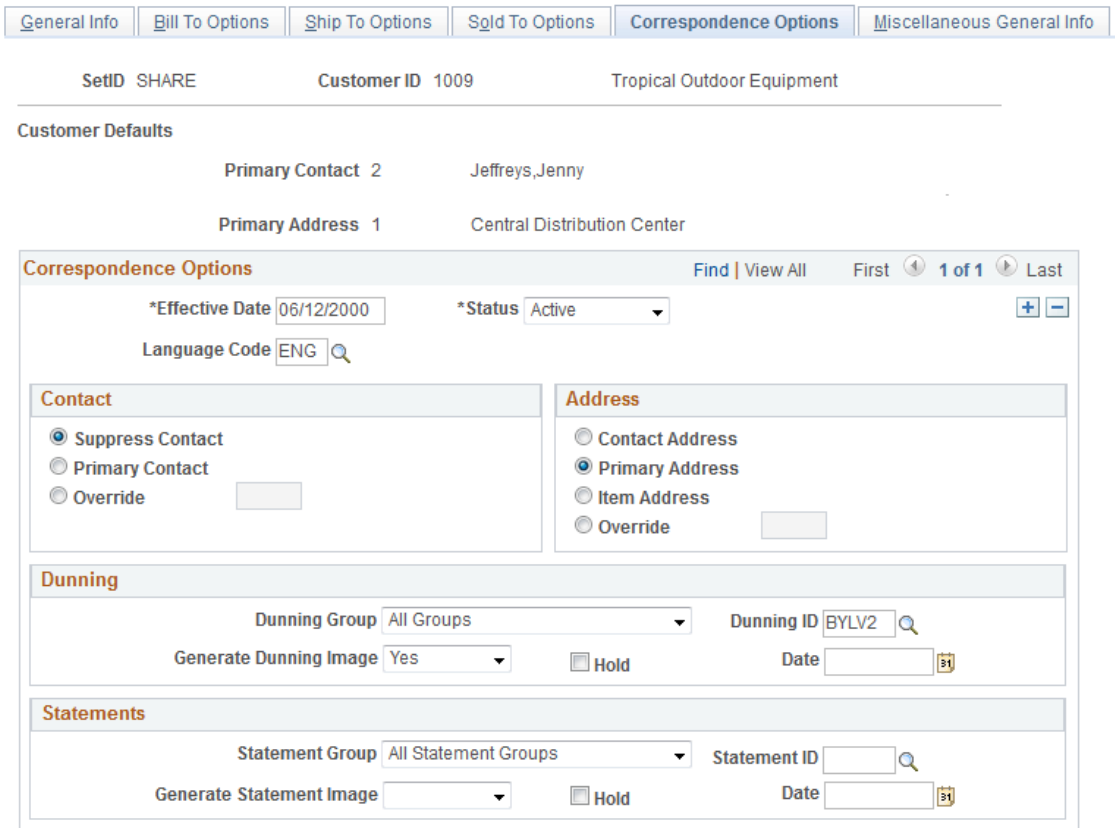
Use the General Information - Correspondence Options page (CUST_CRSPD_OPT1) to select name and address information to use in statement, invoice, and letter headers.

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.

Navigation:

Click *0040 –Correspondence Options* in the *More* field on the General Info page.

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



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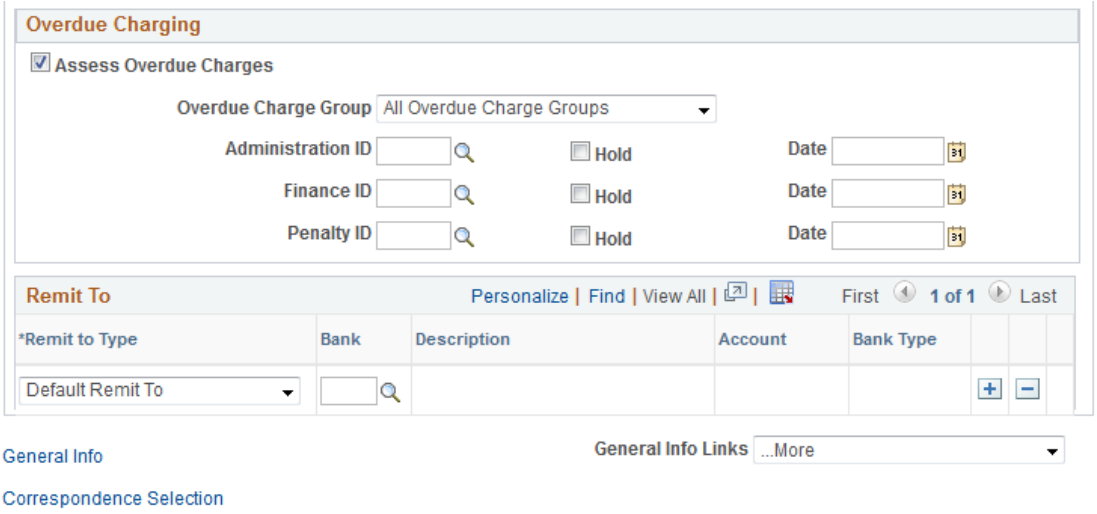
This example illustrates the fields and controls on the General Information - Correspondence Options page (2 of 2). You can find definitions for the fields and controls later on this page.



Customer Defaults

Field or Control	Description
Primary Contact and **Primary Address**	View the field values with their corresponding sequence numbers.
Effective Date and **Status**	The system supplies these values from the General Information - Correspondence Options 1 page by default.

Contact

Field or Control	Description
Suppress Contact	Select to prevent letters from being addressed to the primary contact.
Primary Contact	Select to have correspondence addressed to the primary contact.
Override	Select to correspond with someone other than the primary contact. Then select the sequence number of the other contact person from the available values

In correspondence, the contact name appears as the first line of the address and is the salutation for Dunning letters.

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Address

Field or Control	Description
Address	Select a customer correspondence address: • *Contact Address:* Use the primary contact or an override contact. • *Primary Address:* Use the correspondence customer's primary address. • *Item Address:* Use the address that is associated with the item. • *Override:* Use an alternate address for the correspondence customer.

The item address is an item-based correspondence approach, in which items for a customer are divided among letters, statements, and invoices according to the address that is associated with the item. Assign an address to individual items in the **Location** field on the Completing the Pending Item 2 page.

Remit To

Field or Control	Description
Remit to Type	Select a remit to type: *Default Remit To:* Use as the remit to address for open item statements. *Balance Forward:* Use as the remit to address for balance forward statements.
Bank and **Account**	Select the preferred bank code and account. The system populates the corresponding bank type.

Dunning, Statements, Overdue Charging

Field or Control	Description
Dunning ID, Overdue Charging, and **Statements**	The options in these group boxes enable you to override the default IDs that you set at the business unit level. Dunning and statement IDs determine when to exclude items from correspondence and when not to send the letter or statement. Overdue charging generates overdue charge documents for a customer, creates new overdue charge items that you can post to a customer's account, or both. To apply different guidelines to a customer, select a valid ID and group in each of the three sections of this page. If you override the default value, the ID appears here; if you accept the default value, it doesn't appear here.

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Field or Control	Description
Dunning Hold, **Assess Overdue Charges,** and **Statement Hold**	Select any of these check boxes to prevent the system from creating letters, finance charges, or statements for this customer. These check boxes are useful when, for example, a customer's account is in dispute and you don't want to send any correspondence until you resolve the issue. The associated hold date appears when you apply a document hold to a customer. The current date appears as the hold date by default. **Note:** The system ignores document holds when you request a statement, finance charge, or Dunning letter for a single customer or a single correspondence customer.
Dunning Group, **Overdue Charge Group,** and **Statement Group**	Select to group customers for statement, Dunning letter, and overdue charge processing. When you run the Statements process (AR_STMTS), the Overdue Charge process (AR_OVERDUE), or the Dunning process (AR_DUNNING), specify to generate only statements, overdue charge invoices, or Dunning letters for customers in a specific group. Select one of the options for assigning a customer to a group.
Generate Statement Image	Select *Yes* to generate statement images for this customer and display them on the Collections Workbench, Correspondence tab, or *No* to turn off the functionality. The value you select in this field overrides the setting at the Receivables business unit level. If this field is blank, the system uses the selection on the PeopleSoft Receivables: Receivables Options - General 1 Page . See alsoPeopleSoft Receivables: 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. The value you select in this field overrides the setting at the Receivables business unit level. If this field is blank, the system uses the selection on the PeopleSoft Receivables: Receivables Options - General 1 Page. See alsoPeopleSoft Receivables: Correspondence Tab.

Related Topics

- PeopleSoft Receivables: Generating Customer Statements
- PeopleSoft Receivables: Generating Dunning Letters
- PeopleSoft Receivables: Generating and Printing Follow-Up Letters
- PeopleSoft Receivables: Understanding Overdue Charges
- PeopleSoft Receivables: Implementation Planning

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General Information - Additional General Info Page

Use the General Information - Additional General Info page (CUST_GENERAL2) to enter optional customer data.

Navigation:

Select *0020 - Additional General Info* in the **More** field on the General Info page.

Alternate Customer Information

Field or Control	Description
Standard ID Qualifier	Select a translate value that lists credit and reporting services in various countries. If you use trade credit organizations other than those provided, you can add field values to accommodate that information. Consult the PeopleTools documentation when making that change. The ID number that is associated with the qualifier appears. *DUNS Number (with edit):* (Dun and Bradstreet number with edit) The system prompts you to select a SetID and Dun and Bradstreet (D&B) number. *DUNS Number (no edit):* (Dun and Bradstreet number no edit) This option is for companies that do not have the D&B interface installed or do not use the D&B component and want to maintain the information manually. Additionally, this option has a **Credit File** check box that you can use as you want. *DUNS +4 Suffix:* Use this option is used individual credit entities within a larger organization using the entity's Dun and Bradstreet number followed by a 4-digit suffix. **Note:** You may want to inactivate a DUNS number translate value that you are not using. *Electronic Address ID:* A number given by the national Hub to uniquely identify the participant’s bill to sites or sub-organization’s final recipient of the invoice. For some countries, this is a required field.
Return to Previous Panel	Click to access the Dun and Bradstreet component to view or enter D&B information for the customer or to purchase a report. This button is active only if you select *DUNS Number (with edit)* in the **Standard ID Qualifier** field and you accessed the page from the Dun and Bradstreet component.

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SIC Codes

Field or Control	Description
SIC Type (standard industry classification type)	Select a value to specify the classification format that is used in Canada, France, Germany, the U.K., or the U.S. Major industry types and subsets within industries use standard industry classification codes in various countries to group and facilitate reporting and analysis.
SIC Code (standard industry classification code)	Select a value to specify the industry classification that is appropriate to the customer. Industry codes are listed by type in the appropriate categories and language. You can add rows to include this customer in additional types and classifications.

General Information - Credit Profile - General Page

Use the General Information - Credit Profile - General page (CUST_CREDIT_PRFL1) to set up and review customer credit profiles.

You can also enter credit limits and additional credit parameters for bill to and corporate customers.

Navigation:

Customers, and then **Customer Information**, and then **Dun and Bradstreet Summary**

Click the **Go To Credit page** link on the Dun and Bradstreet page.

Select *0030 - Credit Profile* in the **More** field on the General Info page.

Credit Profile

Field or Control	Description
Effective Date	Additional customer credit information is keyed by this date to enable you to keep a history of changes that you make to the customer's terms and to enter changes that go into effect on a future date.
Credit Class	Select to group customers by defining additional credit categories.
Risk	Select as an indicator of the customer's past credit history.

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Field or Control	Description
Risk Score	Displays the risk score that was calculated for this customer based on the set up of a risk score rule and running the Risk Scoring Application Engine program. Click the risk score link to display the Risk Score Details page, which displays the **Risk Scoring ID,** the **Risk Scoring Element,** the number of business units, the **Customer Data,** the **Range Value,** and the **Scoring Weight (%)** that were used by the AR_RISK program to calculate and display this risk score. See PeopleSoft Receivables: Setting Up Risk Scoring Rules. See PeopleSoft Receivables: Generating Risk Scores.
Currency Code	Enter a currency to use for credit information. This value appears by default from the Miscellaneous General Info page. For multicurrency customers, the system uses this currency for multiple-currency open accounts-receivable items in business units that use this customer. The system converts all open items to this common currency for credit checking.
Rate Type	Enter a type to convert all transaction currencies to the currency code that you select on this page.

Collection Information

Field or Control	Description
Collection	PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to Collection has no effect on item or payment processing.
Status	Select a status (from those that you define on the Collection Status page) when you turn over a customer for collection. Status codes vary according to business practices; for example, they might represent different collection agencies that you use.

Dispute Information

Field or Control	Description
Dispute	PeopleSoft Receivables uses this check box for informational purposes only. Changing a customer's status to Dispute has no effect on item or payment processing.

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Field or Control	Description
Status elements, description status (general customer information)	Select a status (from those that you define on the Dispute Status page) when you place a customer in dispute. As with collection status codes, dispute status codes vary by business. They usually indicate the cause for dispute, such as a pricing error or an incorrect shipment.
Amount	Enter the disputed amount. This value can be the customer's account balance, the amount of a single item, or some other amount. It can be a negative or positive value.

Credit Check Information

Field or Control	Description
Enable Credit Checking	Select to have the system check this customer's credit and reject orders when the customer exceeds the credit limit. The system includes only *open* orders in the credit-checking calculations; it ignores orders in any other status. **Note:** The **Credit Check** check box on the Order Group Terms page takes precedence over the **Credit Check** check box at the customer level. When you deselect the **Credit Check** check box on the Order Group Terms page, the system will not perform credit checking regardless of how you set credit checking on this page. If you select the **Credit Check** check box, then you must also select it at the customer level. This enables credit checking on a per customer basis. **Note:** If the PeopleSoft Order Management business unit has credit checking enabled, then all bill to customers using that business unit are expected to have credit profiles. A missing credit profile will result in the orders for that customer in the business unit being put on hold. **Note:** All fields except the **Credit Limit Review Date** are unavailable until you select this check box. These fields, except the **Range %** field, are applicable only when the system runs credit checks through PeopleSoft Order Management.
Credit Limit Review Date	Enter the date on which to reevaluate the credit limit. This date applies to both the credit limit and the corporate credit limit.
Maximum Order Amount	Enables you to set a limit on individual orders for this customer.

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Field or Control	Description
Corporate Credit Check Algorithm	The user can use the existing algorithm or the new advanced corporate credit algorithm at the corporate customer level. The corporate customer option will override the installation default if a value is present. Values from the drop-down list box are **Basic, Advanced,** and **Installation Default.** This drop-down list box is displayed only if the **Allow Credit Profile to Override** check box is selected on the order management installation record.
Use Corporate Summary Table	The user can use the summary table for the corporate credit check calculation. The summary table is updated each time the credit check process is run and will store old credit balance, sales order backlog and pending payment and deposit information. The corporate customer option will override the installation default if a value is present. Values from the drop-down list box are **Yes, No,** and **Installation Default.** This drop-down list box is displayed only if the **Allow Credit Profile to Override** check box is selected on the order management installation record.
Backlog Days	Select the number of backlog days to include in the credit-available calculations. For example, if you select *60,* when the system calculates credit available, it subtracts order lines that are scheduled to ship within 60 days. This part of the credit-checking algorithm is sometimes referred to as potential accounts receivable. The system calculates potential accounts receivable (backlog due to ship within a specified number of days) only for bill to customers.

Credit Limit

Field or Control	Description
Credit Limit	Applies to the bill to customer, and workflow processes used in PeopleSoft Receivables can reference it. When a bill to customer exceeds the credit limit, for example, the system adds this customer to the worklist of the workflow user who is assigned to the customer, indicating that the user should review this customer's account. **Note:** A blank **Credit Limit** field represents unlimited credit, even if you select the **Credit Check** check box on this page and establish credit checks on the Credit Processing page. To indicate that a customer does not have unlimited credit, enter an amount, which could be as little as .01 or as high as the customer's credit worthiness allows.

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Field or Control	Description
% Over Limit (percentage over limit)	Enter a percentage by which you allow customers to exceed their credit limits before hold processing takes effect. If you enter *2%*, for example, the system adds two percent of the customer's credit limit to the available credit amount. Depending on the percentage that you enter, the credit limits might be higher than those that you originally established for the customer.
Range % (range percentage)	Enter a percentage to represent a comfort level that is relative to this customer's credit limit. You can flag some customers, for example, when they get within 80 percent of their credit limits; alternatively, you can allow other customers to use 110 percent of their credit limits.
Date	Enter the credit limit date. This date is distinct from the effective date so that changes to the credit limit or other credit information remain independent of each other.

Corporate Credit Limit

Field or Control	Description
Corporate Credit Limit	Enter an amount if the customer is a corporate customer. The credit limit amount appears by default, but you can override that value. You can also enter a percentage over limit, a range percentage, and a date.
% Over Limit (percentage over limit)	Enter a percentage by which you allow corporate customers to exceed their credit limits before hold processing takes effect.
Range % (range percentage)	Enter a percentage to represent a comfort level that is relative to this corporate customer's credit limit. PeopleSoft Receivables uses this value.
Date	Enter the credit limit date.

Note

Corporate Customers need not be Bill-To customers to use corporate credit checking. Hence, corporate level credit check calculation is allowed for all corporate customers, regardless of the corporate customer role.

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Hold If Outstanding AR Balance

Field or Control	Description
Aging ID and **Aging Category**	If a customer has an outstanding balance in the specified aging ID at the specified aging category or older, the system might place all orders for that customer on hold, even if the customer has not reached the credit limit. The system places these orders on hold only if you assign a hold code for the **Outstanding AR** (outstanding accounts receivable) field on the Credit Processing page in PeopleSoft Order Management. Regardless of the aging ID and aging category that you specify on this page, PeopleSoft Receivables uses all of the applicable aging IDs and aging categories to calculate a customer's outstanding items. **Note:** Even if you elect to forego credit checking for a customer, the system checks for values in the **Aging ID** and **Aging Category** fields and places orders on hold if open receivables exist that meet or exceed the specified parameters.
1099-C Reporting	Click this link to access the PeopleSoft Receivables: 1099-C Reporting Details Page, where you must enter a customer's cancellation of debt details before generating the 1099-C form to submit to the IRS. This link appears when the 1099-C Reporting option is selected in the installation options for Receivables. See PeopleSoft Receivables: Generating the 1099-C Report.

Related Topics

- PeopleSoft Receivables: Understanding Payment Predictor Processing

General Information - Customer Group Info Page

Use the General Information - Customer Group Info page (CUST_GROUP_INFO) to assign individual customers to customer groups.

Group customers with similar traits and define processing criteria for the entire group instead of individual customers. Customers can share the same account distribution, pricing arbitration plan, pricing structures, reports, sales contracts, transportation lead times, and taxes.

Navigation:

Select *0070 - Customer Group* in the **More** field on the General Info page.

Field or Control	Description
Customer Group	Associate customers with multiple groups.

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Field or Control	Description
Group Type	Associate multiple **Customer Group** values with these types: *Accounting, Allocation Group, Alternate Sources of Supply, Backorder/ Reservations, Claimback Contract, Buying Agreements, Collection, Direct Debit, Draft, Forecasting, Freight, Pricing, Pay/Bill Management, Pricing Arbitration Plan, Reporting, Tax,* or *Transportation.* **Note:** A customer cannot be assigned to more than one of these customer groups: *Forecasting* or *Pricing Arbitration Plan.*

Related Topics

- PeopleSoft Enterprise Pricer: Understanding Arbitration Plans

General Information - Tax Exempt Certificate Info Page

Use the General Information - Tax Exempt Certificate Info page (CUST_TAXEXMPT_INFO) to set up tax-exempt certificate information.

Navigation:

Select *0080 - Tax Exempt Certificates* in the **More** field on the General Info page.

Field or Control	Description
Exemption Certificate and **Issuing Authority**	Record multiple tax exemption certificates for each customer and select an authority type to classify the issuing authority. For each exemption certificate, enter an effective date, status, issued date, and expiration date.
Tax Exempt Category	Specify the exemption category for which the customer qualifies with this purchase: *Blanket:* Exemption category exists for all purchases of this type. *Single Purchase:* Exemption category exists for the specified purchase only. *Other:* You have defined another exemption category.
Exempt License Exists elements, descriptionsexempt license exists (general customer information)	Select to denote that a tax-exempt license is issued to the customer.

> **Note**
>
> In PeopleSoft Billing, you can include the certificate information on the customer's invoice.

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General Information - Customer VAT Info Page

Use the General Information - Customer VAT Info page(general information - customer value-added tax information) page (CUST_VAT_INFO) to enter customer VAT information.

Navigation:

Select *0090 - VAT Info* in the **More** field on the General Info page.

VAT Registration

Field or Control	Description
Country and **Home Country** elements, descriptionshome country (general customer information)	Add rows for as many countries as you need to define, and then select one country as the home country.
VAT Registration ID (value-added tax registration ID)	Define for each country.

Exception Data

Field or Control	Description
Effective Date and **Status**	Specify the effective date and status for each exception that you enter.
End Date	Enter the date that the exoneration or suspension ends, if applicable.
Exception Type	Select the type of exception. Options are: *Exonerated:* Select if the VAT entity is permanently excused from paying VAT. *Suspended:* Select if the VAT entity is temporarily excused from paying VAT.
VAT Certificate ID (value-added tax certificate ID)	Sometimes a government issues a certificate to show proof of an exception. Use this field to enter the VAT certificate ID that was issued.

> **Note**
>
> If the country that you select on the VAT Country Definition page does not allow VAT suspensions, then you cannot select *S* (suspended) as an exception type.

VAT Defaults

Field or Control	Description
VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page. This page enables you to set up VAT defaults for all PeopleSoft applications that process VAT transactions. On this page, you can define customer defaults as applicable.

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Field or Control	Description
VAT Service Treatment Setup (value-added service treatment setup)	Click to access the Services VAT Treatment Drivers Setup page. This page is a common page that you use to set up VAT services treatment for all PeopleSoft applications that process VAT transactions. If you are required to implement special handling for services, you can specify customer service treatment defaults on this page as applicable.

Related Topics

- PeopleSoft Global Options and Reports: Understanding VAT

General Information - Notes Page

Use the General Information - Notes page (CUST_NOTES) to enter information for standard notes to reuse for multiple customers or for custom notes with unique messages.

For example, you might have a standard note announcing a seasonal promotion or a note thanking a customer for a particularly large order.

Navigation:

- Select *0100 - Notes* in the **More** field on the General Info page.
- **Order Management**, and then **Quotes and Orders**, and then **Review Customer Information**, and then **Review Customer Order Notes**, and then **Customer Notes**
- **Customers**, and then **Review Customer Information**, and then **Review Customer Notes**, and then **Customer Notes**

Customer Notes

Field or Control	Description
Sequence	Determines the order in which notes are printed on the selected documents.
Classification	Select a value: *Standard:* Assigns a standard note. For this value, select a standard note code. Standard notes are created on the Common Definitions Standard Notes page. *Custom:* Creates a custom note. For this value, select a note type, and then enter the custom note in the text field.
Use Predefined Standard Note	Select to use a predefined note for a customer note.
Note Code	Enter the note code for this note. If you are using predefined standard notes, select the standard note to assign to this page or enter the note code. The note type, note text, key words, and print on documents appear.
Note Type	For custom notes, select the note type for the note.

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Field or Control	Description
Document To Print The Note On	For custom notes, enter the print location for notes from the available options. You can print notes on invoices, bills of lading, order acknowledgements, picking plans, and quotations without additional configuration.

> **Note**
>
> If you bill multiple sales orders on one invoice, use line notes. Header notes might contradict one another or be duplicates.

General Information - Attachments Page

Use the General Information - Attachments page (CUST_ATTACHMENTS) to attach multimedia files, such as PowerPoint presentations, Word documents, ScreenCams, or Excel spreadsheets, to customers.

Navigation:

- Select *0110 - Attachments* in the **More** field on the General Info page.
- **Order Management**, and then **Quotes and Orders**, and then **Review Customer Information**, and then **Review Order Attachments**, and then **Customer Attachments**
- **Customers**, and then **Review Customer Information**, and then **Review Customer Attachments**, and then **Customer Attachments**

Attachment Information

Field or Control	Description
Add	Click to browse for and add an attachment.
View	After you upload an attachment, click the **View** button to view it.
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a description of the multimedia item that you're attaching. **Note:** Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

General Information - Messages Page

Use the General Information - Messages page (select 0120 − Messages in the More field on the General Info page).to identify and work with messages

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Field or Control	Description
Sequence Number	Identifies each message. You can attach multiple messages to each customer. The system assigns a sequence number of *1* to the first message. Up to three messages at a time appear on this page.
Sanctions Match	Indicates whether the message is used for Financial Sanctions Screening. See Validating Financial Sanctions.
Message	This field is blank if you select a customer for whom no messages are entered. In this case, select a message code to assign to the customer. The full message description appears in the text box.
Start Date and **End Date**	Indicates the date on which the message goes into or out of effect. The current date appears by default as the start date. The date *12/31/2099* appears by default as the end date. You can change either of the default dates.
Action	Indicates the action *(None, Reject,* or *Hold)* that you assign to the message on the Messages page.
Hold Code	Indicates the code that you associate for the hold action. The hold codes are controlled by role security. If the user associated with the role does not have authority to modify the hold code associated with the message, the fields are unavailable for entry. If the user associated with the role can add the hold code but cannot release the hold code, the user can release and delete messages with holds up until the user leaves the Customer_Msg component. You also cannot attach a message to the customer if it has a hold code associated with it that you do not have security for. Similarly, you cannot delete an existing message that has a hold code unless you have the security for the hold code.

Note

Message codes with an action of *Reject* apply only to the sold to customer. Message codes with an action of *Hold* create holds on the sales order.

Related Topics

- PeopleSoft Order Management: Understanding Sales Order Holds in PeopleSoft Order Management

General Information - Bill To Options Page

Use the General Information - Bill To Options page (CUST_BILLTO_OPT) to enter additional billing and purchasing options for bill to customers.

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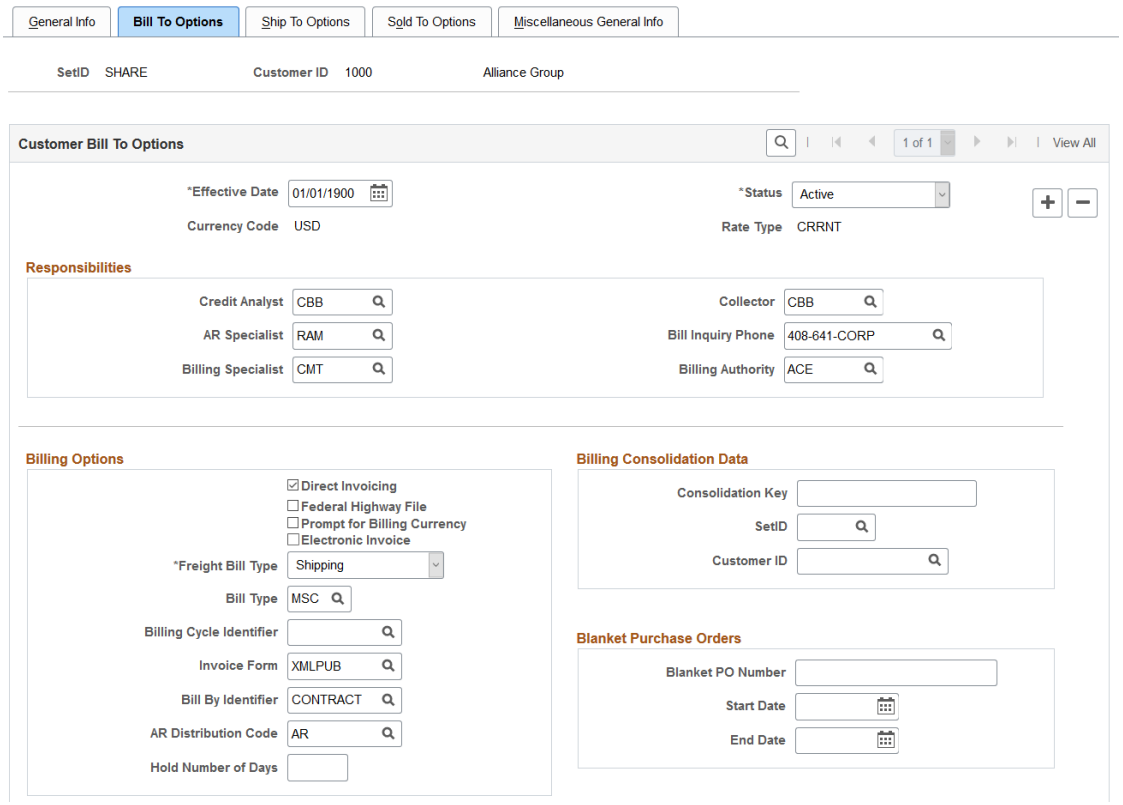
You can also enter customer payment options and payment terms as well as default write-off tolerances for customer account maintenance in PeopleSoft Receivables.

Navigation:

- **Customers**, and then **Customer Information**, and then **General Information**, and then **Bill To Options**
- **Grants**, and then **Sponsors**, and then **Profile**, and then **Bill To Options**

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



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

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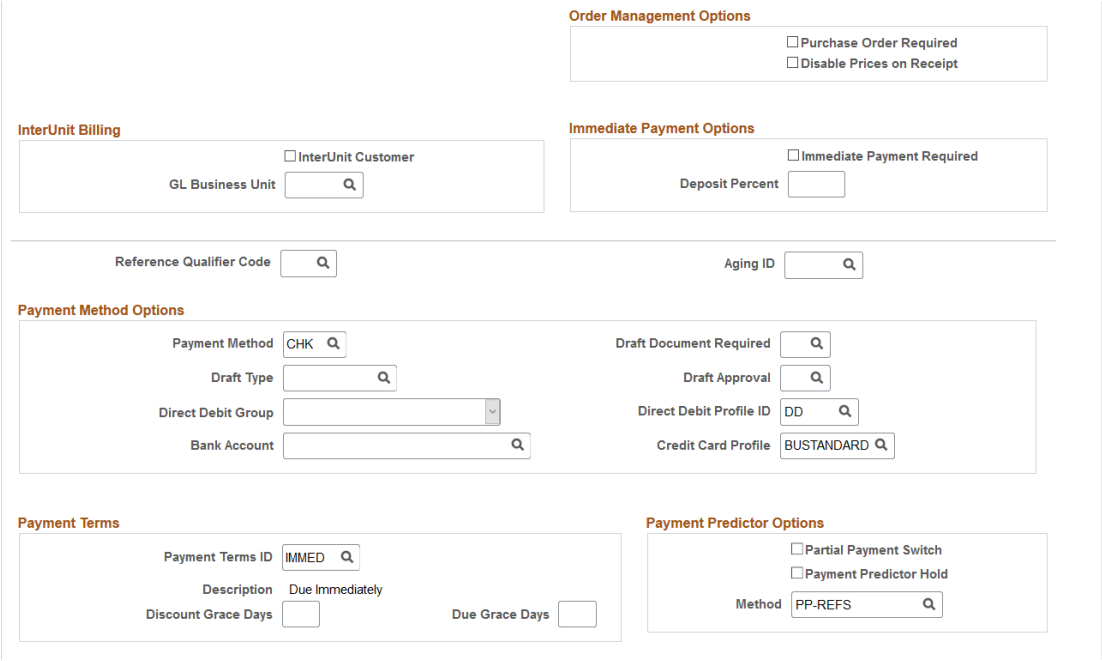
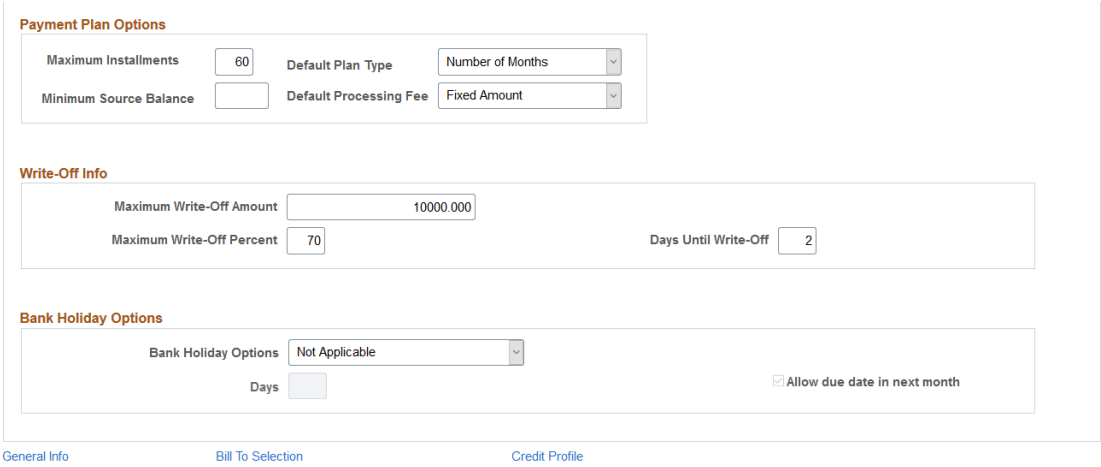


This example illustrates the fields and controls on the Bill To Options page You can find definitions for the fields and controls later on this page.



Field or Control	Description
Effective Date	Bill to options are keyed by the effective date to enable you to keep a history of any changes that you make to the billing options, and to enter changes that go into effect on a future date.

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Responsibilities

Field or Control	Description
Credit Analyst, Collector, Billing Specialist, and **Billing Authority**	Select predefined personnel codes for those who will work with this customer. PeopleSoft Billing and Receivables uses these fields. **Credit Analyst** and **Collector** are required fields for bill to customers.
AR Specialist (accounts receivables specialist)	Select the code for the person whom PeopleSoft Receivables assigns as the initial owner for the customer's deductions and disputed items. If you do not enter a value, the system uses the AR specialist whom you assign to the Receivables business unit. If you assign an AR specialist to an entry reason on the Automatic Entry Type - Selection page, the system uses that specialist.
Bill Inquiry Phone	The number that is printed on customers' invoices for them to call with questions about their bills. PeopleSoft Billing uses this field.

Note

The system stores collector, credit analyst, and team member (formerly salesperson) codes on the Receivables item record; when you change these personnel assignments for a customer, existing open items retain the previous collector, credit analyst, and team member or salesperson.

Billing Options

Field or Control	Description
Direct Invoicing	Select for PeopleSoft Billing to provide a streamlined process that extracts sales order, project resource lines, and intercompany transfer information for subsequent processing in PeopleSoft Billing. In PeopleSoft Order Management and Inventory, this processing occurs immediately after shipping depletion; in PeopleSoft Project Costing, this processing occurs after you click the **Generate Invoice** or **Generate Pro Forma** button on the Manage CA/PC Bills page. Subsequent processing includes calculating VAT (for project resource lines and intercompany transfers), printing invoices, creating accounting entries, and initiating vouchers.
Federal Highway File	Select to have the Federal Highway billing format.

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Field or Control	Description
Prompt for Billing Currency	Select to have the system prompt you for the billing currency when adding a new bill for the customer. You can add the new currency in any decimal precision. If in bill entry you change to a customer with a different currency, and you select this check box, the system prompts you to enter the desired currency. You can enter a new currency or keep the customer's default currency. You are not required to enter a new value.
Electronic Invoice	Select to use Electronic Invoice File as the default invoice media when adding a new bill for the customer. You can override the default value for invoice media in bill entry.
Print Product Alias Description on Invoice	Select this option for the invoice to display the entered product alias description.
Freight Bill Type	Select to designate the time to bill freight.
Bill Type	Select a bill type identifier other than the one that you define on the Accounting and Billing page. Set up a bill type at the customer level to control processing in PeopleSoft Billing by customer and order versus at the PeopleSoft Order Management business unit level. The bill type appears by default on the Bill To section of the Order Entry Form page during order entry. If you have not set up a bill type on this page, the bill type identifier appears by default on the Accounting and Billing page.
Billing Cycle Identifier	Used in PeopleSoft Billing to group billing activity by a common invoicing schedule. For example, a cycle might represent a monthly or weekly schedule for invoicing.
Invoice Form	Enter an identifier for the formatting options to use to determine the sorting and summarization levels for invoice information.
Bill By Identifier	Enter a value to determine the criteria that the system uses to group billing activity into a single bill. The system uses this value for billing activity imported through the Billing Interface from an external source. For intercompany transfers, select a bill by identifier that you set up for this purpose on the PeopleSoft Billing Bill By Identifier page. **Note:** The system requires at least one bill by if you use PeopleSoft Billing and the Billing Interface.
AR Distribution Code (accounts receivable distribution code)	Select the code that is associated with the valid combination of ChartField values to use when generating accounting entries for PeopleSoft Receivables. The system enters the Receivables ChartField values on the bill according to the code that you select. If you do not have PeopleSoft Billing installed, this field is unavailable.

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Billing Consolidation Data

Field or Control	Description
Consolidation Key	Assign a value to associate groups of bills to consolidate. This free-form field enables you to create labels that best suit business needs.
Customer ID	Select a value to determine which consolidation customer (defined on the General Info page) receives the consolidated bill for this bill to customer.

> **Note**
>
> Use the **Customer ID** and **Consolidation Key** fields to enable the PeopleSoft Billing Interface to consolidate bills for bill to customers. To determine consolidation on a case-by-case basis, leave these fields blank and enter consolidation information through the Billing Interface.

Interunit Billing

Field or Control	Description
InterUnit Customer	Select to establish a customer for interunit transactions that are defined as intercompany transfers in PeopleSoft Inventory. Leave this field blank for all other customers.
General Ledger Unit	Enter the unit that this PeopleSoft Billing interunit customer represents. The value that you enter here appears by default on the bill to General Ledger business unit on the Standard Billing - Header - Info 1 page. If you do not select a value, you must enter a General Ledger business unit on the bill at bill entry. For PeopleSoft Inventory intercompany transfers, however, the system requires that you enter a value here. If the customer is an interunit customer and is identified as a supplier on the Additional General Info page, both should have the same General Ledger Unit option or affiliate.

Receivables Options

Field or Control	Description
Reference Qualifier Code	Select a default value for lockbox processing and online-entry payment reference information in PeopleSoft Receivables.

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Field or Control	Description
Aging ID	Enter an aging ID that will be associated with this customer for aging processing in PeopleSoft Receivables. The aging process uses the aging ID from customer setup, however, if not defined, the system uses the aging ID defined at the business unit level. See PeopleSoft Receivables: Setting Up Aging for more information. See also PeopleSoft Receivables: Defining Business Unit Defaults by SetID for information about setting up the business unit–level aging ID.

Blanket Purchase Orders

Field or Control	Description
PO Number (purchase order number)	Enter a default number to use for all orders that this bill to customer places. When the end date passes, the blanket purchase order (PO) number no longer appears by default on the sales order header when you select this bill to customer.

Order Management Options

Field or Control	Description
Purchase Order Required	Select if the customer requires a purchase order on all orders. PeopleSoft Billing does not use this field, yet PeopleSoft Order Management does.
Disable Prices on Receipt	Select to mask prices on a goods receipt generated from a counter sales order.

Immediate Payment Options

Field or Control	Description
Immediate Payment Required and **Deposit Percent**	Select this option if you want to force a payment at the time of the order for the goods that the customer is taking with them. When this option is enabled, the **Deposit Percent** field on the customer record is *100%* by default, which requires the customer to pay in full for the goods that the customer is not taking with them at order time, for example, a backorder or special ordered item. The deposit percent can be modified on the customer record as necessary.

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Payment Method Options

Field or Control	Description
Payment Method	Select the customer's default payment method. **Note:** If you select direct debit (DD) as the payment method, a **Prenote for Direct Debit** group box appears to enable you to require the transmission and confirmation of prenotes prior to processing the associated direct debit transaction.
Draft Type	Select a draft type that you previously defined on the Draft Type page.
Direct Debit Group	Specify the group to which the customer belongs. The system uses direct debit groups to identify groups of customers to process simultaneously. The group names are predefined.
Bank Account	Indicates the bank account from which the system collects direct debits for this customer. You can change this value on the direct debit worksheet. This magnetic ink character recognition (MICR) ID serves as the primary direct debit account from those accounts that you assign to the remit from customer on the MICR Information - Address page.
Draft Document Required	Specifies whether you will create a draft document for the customer if the payment method is by draft. When you create a document, the system prints a draft document for the customer. If you do not create a document, the system prints only a draft statement.
Draft Approval	Select a value: *Preapproved:* Submits the draft to the customer's bank for payment without the customer's sign-off. *Approval Required:* Sends a draft document to the customer for review and approval before submitting the draft document to their bank.
Direct Debit Profile ID	Select a value if *Direct Debit* is the payment method. Direct debit profiles establish parameters, such as item exclusions, customer exclusions, approval limits, and processing options. Set up profiles on the Profile page.
Credit Card Profile ID	Select the profile used to control batch processing of credit card payment worksheets and settlements.

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Payment Terms

Field or Control	Description
Payment Terms ID	Select a default ID for the customer. You can override this value by entering payment terms directly on the Pending Item 1 page. If you do not set payment terms for the customer, the system uses the terms that you associate with the business unit on the Receivables Options - Payment Options page. Establish codes during setup on the Payment Terms page.
Discount Grace Days and **Due Grace Days**	Enter the number of additional days, beyond agreed payment terms, that you allow the customer to take the discount or to pay the invoice. The leeway is taken into account for the earned discount calculations on payment worksheets and by the Payment Predictor process. If you do not enter values in these fields, the system uses the default values that you set for the business unit on the Receivables Options - Payment Options page.

Prenote for Direct Debit

A direct debit prenote is a zero-amount electronic payment, which is sent to the customer's bank to confirm the accuracy of the customer's bank information with the information that is set up in the PeopleSoft application. You need to populate the fields in **Prenote for Direct Debit** for the Create Direct Debits process in PeopleSoft Receivables to create prenotes, which are sent to the customer's bank for confirmation.

Field or Control	Description
Prenote Required	Select 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.

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Field or Control	Description
Prenote Status	Displays the current prenote status, which you can change manually. If this field is blank, select the status *New.* The prenotes statuses are: • *New* When you select the **Prenote Required** check box, the system automatically updates the prenote status to *New.* This status indicates that the Create Direct Debit process has not been run for prenotes. • *Submitted* The Create Direct Debit process creates a prenote and FIN2025 in Financial Gateway creates an EFT with a status of Dispatched, which indicates that the prenote has been dispatched to the bank. Once the EFT is dispatched, the prenote status is set to *Submitted.* The prenote remains in this status until you hear back from the bank, or the prenote is automatically confirmed. Automatic confirmation occurs when the days prior to confirmation have elapsed, which causes the Create Direct Debit process to set the prenote status to *Confirmed* and processes the direct debit. **Note:** A user cannot manually change the status of the prenote to Submitted. • *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.
Status Updated by	Identifies the last user to change the status of the prenote.
Confirm After _ Days	Enter the number of days that can elapse before the system automatically changes the prenote status to *Confirmed.*
Reason	Select a reason code, which represents the reason for a status change.
Date	Displays the date that the status was last changed. Originally displays the current system date as the default value.
View Prenote History	Click to view the status history of a prenote.

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Payment Predictor Options

Define rules for the Payment Predictor process (ARPREDCT) for the customer.

Field or Control	Description
Partial Payment Switch	Select to allow partial payments for underpayments and to take unearned discounts when you use the #DTL_TLR algorithm group. You must also select a Payment Predictor method that runs #DTL_TLR. If you deselect this check box, the system uses the values that you specify on the Receivables Options - Predictor Detail page to determine whether to create a write-off or adjustment item for underpayments and overpayments when Payment Predictor runs the #DTL_TLR algorithm group.
Payment Predictor Hold	Select to prevent Payment Predictor from processing a customer's items.
Method	Specify the Payment Predictor method to use when the system applies payments from the customer. If you don't enter a method here, Payment Predictor uses the method that you specified for the business unit on the Receivables Options - Payment Options page. You can specify that the Payment Predictor method overrides only for bill to customers who are also remit from customers. If you enter a Payment Predictor method for a customer who is not a remit from customer and then attempt to save the record, the system issues an error message.

Payment Plan Options

Field or Control	Description
Maximum Installments	Enter the maximum number of payment plan installments allowed for the business unit. See: Creating Payment Plans Payment Plan Page
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.

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Field or Control	Description
Default Processing Fee	Select a default processing fee for the business unit. Values are *Fixed Amount* or *Percentage of Plan Balance.*

Bank Holiday Options

Field or Control	Description
Holiday Options	Define default rules that the system uses to change the due date for the customer when the date falls on a bank holiday. The system uses the bank account that you assign to the correspondence customer to determine bank holidays. If you do not set up bank holiday rules for the customer, the system uses the rules that you define for the business unit on the Receivables Options - General 1 page. Select a value: *Not Applicable:* Does not change the due date. *Due After Holiday:* Changes the due date to one day after the holiday. *Due Before Holiday:* Changes the due date to one day before the holiday.
Days	The number of days to move the due date to accommodate the holiday.
Allow due date in next month	Select to permit the new due date to fall in the next month if you select *Pay After Holiday* as the holiday option. If you do not select this check box, the system adjusts the due date to the last business day prior to the original due date.

> **Note**
>
> Define holidays on the Business Calendar page, and then assign a calendar to a bank account on the External Accounts - Account Information page.

Write-Off Info

Change the default tolerances that the Automatic Maintenance process (AR_AUTOMNT) and maintenance worksheet use to write off items for a customer, if needed. The default is no limit.

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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 system writes off an amount below the maximum amount if it does not exceed the percentage of the item's original amount or the percentage of the remaining balance for a match group. For example, if you enter an amount of *25.00*, the process writes off amounts up to 25.00 AUD. However, if you enter a maximum write off percent of *10* percent and the item's total original amount is 240.00 AUD, the system writes off more than 24.00 AUD. For no limit, enter all *9*s. Enter *0* or leave the field blank to have no write-offs for the customer.
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*.
Days Until Write-Off	Enter the minimum age of items before the system automatically writes them off. For example, if you enter *30*, the system cannot write off an item until it has been in the system for 30 days. For no limit, enter *0*.

eBill Payment Options

Field or Control	Description
Store Most Recent Statement Image	The statements will be displayed only for Contact Customer defined with the Bill To option and **View Statement** selected on the Self Service Security tab. Only the three most recent statement images are retained. Hence, existing statement files for the customer will be replaced with the most recent statement files.

Related Topics

- PeopleSoft Order Management: Understanding Internal Freight Calculations
- PeopleSoft Order Management: Understanding How Orders Are Submitted For Billing
- PeopleSoft Billing: Receiving Billing Activity from External Sources

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- PeopleSoft Billing: Understanding InterUnit and IntraUnit Billing
- PeopleSoft Receivables: Understanding Exception and Collection Processing Options
- PeopleSoft Receivables: Understanding Draft Processing
- PeopleSoft Receivables: Understanding Direct Debit Processing
- PeopleSoft Receivables: Understanding PeopleSoft Receivables Business Units
- PeopleSoft Receivables: Setting Up Payment Terms
- PeopleSoft Receivables: Write-Off Tolerances

General Information - Ship To Options Page

Use the General Information - Ship To Options page (CUST_SHIPTO_OPT1) to enter delivery and shipping parameters.

You can also enter domestic and export shipping options.

Navigation:

- **Customers**, and then **Customer Information**, and then **General Information**, and then **Ship To Options**
- **Grants**, and then **Sponsors**, and then **Profile**, and then **Ship To Options**

Ship To Customer Options

Field or Control	Description
Effective Date	Ship to customer options are keyed by effective date to enable you to keep a history of any changes that you make to the customer's rules and to enter changes that go into effect on a future date.

Ship To Options

Field or Control	Description
Distribution Network Code	Enter the appropriate code for the customer. If you leave this field blank, enter a default distribution network code or Ship From Inventory business unit on the Shipping and Returns page for the PeopleSoft Order Management business unit.
Store Number	Enter a value to help identify the location. This value appears by default on the order header; you can use this value as an alternate search criterion when you enter a quote or sales order.
Single Ship Flag	Select *Yes* to ship all of the schedules that make up an order together. If you use single shipments, the *Yes* value is not available for the **Partial Order** field.

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Field or Control	Description
Carton Label Format ID and **Ship Container Label Format ID**	(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels. **Note:** You can also use the Overview of the Source of Ship From Inventory business unit to enter format IDs for sold to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.
Allow Overpick	Select to pick more than you requested.
Max Picking Tolerance	Select a maximum picking tolerance for the system to pick in PeopleSoft Inventory if you select Allow Overpick.

Just In Time Parameters

Field or Control	Description
Ship Prior To Request Date	If you select *Yes,* then enter a value in the **Number of Days Early** and **Days Allowed After Request Date** fields; do not leave them blank. A blank field for either of these fields equals *0* and has no effect on processing. You can use those fields to manage shipping options.
Days Allowed After Request Date	Enter the number of days beyond the requested arrival date that a customer accepts a delivery.
Number of Days Early	Specify the number of days before the scheduled arrival date that the customer accepts delivery if the customer accepts early shipments. The system calculates the early ship date by subtracting the number of days early from the scheduled ship date on the schedule.

Demand Fulfillment Options

Field or Control	Description
Partial Schedules	Indicates whether the customer accepts partial shipment schedules.
Partial Order elements, descriptionspartial order (general customer information)	Indicates whether the customer accepts partial orders.
Cancel Backorder elements, descriptionscancel backorder (general customer information)	Select *Yes* if the customer prefers not to receive backorders.

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> **Note**
>
> PeopleSoft Inventory considers partial schedules and cancel backorder requirements when it processes demand for the customer. For example, if you select *Yes* in the **Cancel Backorder** field, the PeopleSoft Inventory system does not create an automatic backorder after an initial partial shipment.

Domestic and Export Shipment Options

Field or Control	Description
Ship Via, Freight Terms Code, Carrier ID and **Priority** elements, descriptionspriority (general customer information)	Specify which shipment method to use for domestic and export shipments for this customer. You can use shipping priority codes as the final sort option for fulfilling orders on the General Information - Ship To Options page.

Required Documents

When documents are required for all shipments outside of the U.S. for a particular ship to customer, select the check boxes in this group box for the required documents.

Field or Control	Description
Canadian Customs Invoice	Select for shipments from the U.S. to Canada to include the required invoice.
Shippers Export Declaration	Select to include the reporting document for the U.S. Department of Commerce that details all freight moving from the U.S. to other countries.
Certificate of Origin	Select to include the U.S. certificate that guarantees that goods are of U.S. origin (purchase or manufacture).
NAFTA (North America Free Trade Agreement certificate of origin)	Select to include the NAFTA Certificate of Origin.

Export Flags

Field or Control	Description
Insurance Required	Select if orders for the customer need to be insured when exported.
Flag Orders for Export	Select to note that orders for the customer require export documentation. **Note:** Select this check box to create bills of lading for sales orders and intercompany transfers. This setting appears by default on the Stock Request Summary page, where you can override it.
AERP (automated exporter reporting program)	Enter the AERP that the U.S. Bureau of Census assigned. The system uses this setting in a future interface to a third-party export compliance system.

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Field or Control	Description
Military	Select to note that the customer is either in the military or sells to customers who are part of the military. The system uses this setting in a future interface to a third-party export compliance system.

Related Topics

- PeopleSoft Order Management: Default Ship-From Values
- PeopleSoft Supply Chain Management Integration: Generating Labels

Ship Exception Dates Page

Use the Ship Exception Dates page (CUST_SHIPTO_EXCPT) to set up standard times when shipments should not be delivered to customers.

Navigation:

Click the **Exception Ship Dates** link on the General Information - Ship To Options page.

Field or Control	Description
Copy	Click to copy exception shipment schedules.

Block Exceptions

Field or Control	Description
From Date and Time and **To Date and Time**	Enter dates to specify a time frame to prevent deliveries from being made.

Standing Exceptions

Field or Control	Description
Day of Week	Enter the weekday on which you plan to restrict deliveries. You can specify the entire day for exception or define a time frame during which deliveries should not be made.

General Information - Sold To Options Page

Use the General Information - Sold To Options page (CUST_SOLDTO_OPT) to enter pricing and product information.

Navigation:

- **Customers**, and then **Customer Information**, and then **General Information**, and then **Sold To Options**
- **Grants**, and then **Sponsors**, and then **Profile**, and then **Sold To Options**

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Sold To Customer Options

Field or Control	Description
Effective Date	Sold to customer options are keyed by effective date to enable you to keep a history of any changes that you make to the customer's rules and to enter changes that go into effect on a future date.
Allow Product Substitutions	Select to indicate that the customer will consider alternate products if the requested product is not available at order entry. The customer can also select substitute products during the picking process from PeopleSoft Inventory. **Note:** If you do not select this check box, alternate products do not appear during order entry, even if you set up product alternates on the Alternates page. Also, product substitutions cannot occur during the fulfillment process if you do not select this check box.
Restocking Fee	Select to charge the customer restocking fees for returned goods. The setting appears by default on the RMA Form page, where you can modify it.
Freight Charge Method	Select a method if you use PeopleSoft Order Management freight charge calculations.
Carton Label Format ID and **Ship Container Label Format ID**	(Optional) Used in PeopleSoft Inventory to generate bar-coded shipping labels. **Note:** You can also use the General Information - Ship To Options page to enter format IDs for ship to customers. If you establish format IDs for both sold to and ship to customers, the system uses the ship to values. If you enter values only at the sold to level, the system uses those values for all ship to customers who are associated with the sold to customer.

Order Number Preference

Select how you want the product ID field to be populated. The system product ID appears along with the other values on the order, buying agreement, and RMA.

Field or Control	Description
System Product ID	Select to use the product ID defined on the product.
Customer Product ID	Select to use the customer's product ID. To make customer part numbers available at order entry, set up product aliases by customer on the General Information - Product Aliases page.
UPC (universal product code)	Select to use the UPC code during order entry. The UPC code is established in the Define Items component on the Classifications page.

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Field or Control	Description
Universal Item ID	Select to use the universal code during order entry. The universal code is established on the Universal Identifiers page.

Pricing Options

Field or Control	Description
Grace Pricing Discount Days	Designate the number of days to extend discounts on prices that have reached their expiration dates.
Exclusive Pricing ID	Enter a default value for the customer during order entry. The exclusive pricing ID is an arbitration plan that applies specific price rules to a sales order.
Weight and Volume	Enter a value to use weight and volume pricing. This is an arbitration plan defined specifically for weight and volume pricing.
Arbitration Plan	Determines the sequence in which the system applies discounts or surcharges in the price rule to base or list prices. If you do not associate an arbitration plan with a sold to customer, the system uses the default arbitration plan that you designate on the Arbitration Plan page. The exclusive pricing ID takes precedence over the arbitration plan. If the system finds no price adjustments for the exclusive pricing ID, it searches for price adjustments using the arbitration plan.

VMI Options

Field or Control	Description
VMI Order Consolidation (supplier managed inventory order consolidation)	Specify how to group the sales order requests that are generated in VMI replenishments. The options are: *None:* Select to instruct the VMI replenishment process to generate a separate order for every replenishment request. *Ship To Customer:* Select to instruct the VMI Replenishment process to combine all replenishment requests for the same ship to customer on the same sales order or material stock request. *Sold To Customer:* Select to instruct the VMI Replenishment process to combine replenishment requests for the same sold to customer on the same sales order. This applies only to sales orders for nonconsigned customers.

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Field or Control	Description
Receipt Verification	Select this option if you perform receipt verification in which you acknowledge receipt of goods at the VMI location. Shipments will be assumed in-transit until the verification is received. **Note:** If the check box is deselected, you will not be sending receipt acknowledgements and, therefore, the autoputaway feature for interunit shipments will be invoked.
Order Verification	If the check box is selected and the VMI hold code is defined on the Hold Processing page for the PeopleSoft Order Management business unit, all orders will be created with VMI hold assigned. Orders should be reviewed and approved before they are released to PeopleSoft Inventory.

Related Topics

- Understanding Returned Material Management
  This section discusses:
- Establishing Product Alternates
  Use the Alternates page (Products, Identify Product Details, Define Product Alternates) to identify alternative products.
- PeopleSoft Managing Items: Fulfilling Orders with Substitute Items
- PeopleSoft Order Management: Understanding Internal Freight Calculations
- PeopleSoft Supply Chain Management Integration: Generating Labels
- PeopleSoft Enterprise Pricer: Understanding Price Rules
- PeopleSoft Enterprise Pricer: Understanding Arbitration Plans

Hierarchy Page

Use the Hierarchy page (CUST_SOLD_HIERARCH) to select a classification, set up customer hierarchies, assign syndicated data types, and establish channels.

The customer hierarchy is, from highest to lowest level, division, region, and territory. Currently PeopleSoft standard processing does not use the fields on the Hierarchy page.

Navigation:

Click the **Hierarchy** link on the General Information - Sold To Options page.

Sold To Hierarchy

Field or Control	Description
Classification	Classify customers as major or minor customers based on their priority or profitability, for example.

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Hierarchy

Field or Control	Description
Division	Represents the highest level in the hierarchy.
Region	The sold-to region allows regions with a region category of *Pricing* only.
Territory	Define a territory to further establish a customer hierarchy.

Syndicated

Field or Control	Description
Syndicated Data Type	Enter syndicated data information about customer activity.
Syndicated Number	Select a number for each customer.
Customer Channel	Segments customers for reporting, trade spending, and integration with PeopleSoft Demand Planning. The customer channel is also known as a class of trade. Examples of channels include: • Retail • Wholesale • Government • Military
Primary Channel	Select a primary channel if you use multiple channels.

Product Catalog Page

Use the Product Catalog page (CUST_SOLD_PRODCTLG) to specify available catalogs.

You can modify product offerings for sold to customers by creating product catalogs that contain only those products that each customer requires. You can create two types of catalogs: inclusive catalogs, which contain all of the products that are available to customers, and exclusive catalogs, which contain the products to withhold from customers.

Navigation:

Click the **Product Catalog** link on the General Information - Sold To Options page.

Field or Control	Description
Catalog Number	Insert or delete as many catalogs as necessary to establish a list of catalogs that are available to the customer during order entry.

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Field or Control	Description
Include Type	Indicates whether this is an inclusive or exclusive catalog, as defined on the Product Catalogs page. This check box is available for entry for inclusive catalogs only. If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the system ignores the inclusive catalog. **Note:** You can include a product group in a catalog only if you designate the catalog as a *Product Catalog* group type on the Product Group page.

Product Aliases Page

Use the Product Aliases page (CUST_SOLD_PRDALIAS) to set up product aliases.

You can enter products on orders or quotations using the sold to customer's part number (product alias) or system product IDs. Both numbers appear on the order line.

Navigation:

Click the **Product Aliases** link on the General Information - Sold To Options page.

Field or Control	Description
Customer Product ID	Enter the part number (or name) that this customer uses to reference the system product ID. The option to use a customer product ID is established on the Sold To Options page.
Product ID	Select the product ID from the lookup table.
Description	Displays the description of the product for each product ID. The **Description** field can be edited by the user. The description will be displayed with the Product ID on the Sales Order Line when the **Product Source** is Customer.

VMI Options Page

Use the VMI Options (Supplier managed inventory options) page (CUST_SOLDTO_OPT2) to specify VMI sold to options.

Navigation:

Click the **VMI Options** link on the General Information - Sold To Options page.

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VMI Options

Field or Control	Description
VMI Enabled Customer (Supplier managed inventory enabled customer)	Indicates that the Ship-To is used for supplier managed inventory. **Note:** This check box should not be selected until the proper value for the **Goods Consigned at Customer** check box is known.
VMI Manager (supplier managed inventory manager)	Enter the employee who is responsible for approving and overseeing orders generated for the VMI customer; this should be a role.
Goods Consigned at Customer	Indicates that goods are not owned by the customer and are not paid for until they are consumed. They are not billed at shipment. **Note:** The **Goods Consigned at Customer** check box cannot be deselected if the customer is associated with either an open storage location or a VMI item.

Customer Order Defaults

Field or Control	Description
Source Business Unit	Identifies which PeopleSoft Inventory business unit generally supplies the customer.
Customer PO Number (customer purchase order number)	This PO ID can be included on the sales order acknowledgement.

Customer Item Tracking

Field or Control	Description
Lot Control, Serial Control, Container Control and **Staged Date Control**	Check the appropriate flags to indicate whether lot, serial, container, or staged date information is maintained at the VMI business locations. If lot, serial, or container information is maintained at the VMI customer, all transactions received from that customer will contain this item detail. If lot, serial, or container information is not maintained at the customer, this information will not be included on the transactions, and this inventory will need to be depleted using FIFO logic. If the consignment flag is selected, these flags will also be selected. These flags cannot be updated if inventory is on hand or in transit to the Ship-To Customer.

Replenishment Parameters

Field or Control	Description
Stock-In Rate	The percentage of time that you want to have stock on hand for an item. Used to calculate some of the replenish parameters.

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Field or Control	Description
Reorder Range Check	The request process creates a request if the supply quantity is above the reorder point but below a given percentage.
Reorder Quantity Option	Indicates the request order size: *EOQ, Min/Max,* or *Static.*
Reorder Range Percentage	Used if **Range Check** is selected.
Replenishment Calculation Period	The number of days prior to the current date to search for history for calculating the replenishment parameter.

Miscellaneous General Info Page

Use the Miscellaneous General Info page (CUST_GENERAL_MISC) to enter web addresses, stock symbols, currency codes, rate types, support team codes, and subcustomer codes.

Navigation:

- **Customers**, and then **Customer Information**, and then **Create Customer Information**, and then **General Information**, and then **Miscellaneous General Info**
- **Grants**, and then **Sponsors**, and then **Profile**, and then **Miscellaneous General Info**

Miscellaneous General Information

Field or Control	Description
Name 1, Name 2, and **Name 3** elements, descriptionsname 3 (miscellaneous general information)	Enter customer names. The system uses the primary name in the **Name 1** field on the General Info page as the search key. Also, **Former Name 1** and **Former Name 2** appear when a former name 1 exists and subsequently a former name 2.
Tax ID	The corporate equivalent of a social security number. Some export documents in PeopleSoft Order Management require this information.

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Field or Control	Description
Supplier SetID and **Supplier ID**	Select values to associate customers and suppliers. If you installed both PeopleSoft Receivables and Payables, you can generate a report that includes combined receivables and payables balances. Suppliers and customers have a one-to-one relationship. To maintain that relationship, the system ensures that any changes that are made to a supplier-customer association are updated on the customer record *and* the supplier record. When you assign a PeopleSoft Receivables customer to a particular supplier or when you change a supplier assignment, the system handles the request in this way: • If you select a supplier that was previously assigned to another customer, the system alerts you and rejects the request. To make this change, dissolve the other supplier-customer association; then return to the first customer and enter the supplier information again. • If you select a supplier that was not previously assigned to another customer, the system accepts the customer record change and updates the supplier record with the correct information. If the customer record pointed to a different supplier before you made the change, the system also updates the old supplier record to reflect a blank customer.
Supplier Information	Click to access the General Information - Supplier Info page and view details about the supplier-customer relationship.
Workflow User	Indicates who in the organization receives workflow items for this customer. Any worklist entries that are associated with this customer appear on the worklist of the person whom you indicate.
Customer Website (web uniform resource locator)	Opens the customer's URL. Include *http://* in the URL to activate the link.
Stock Symbol	Click to view the stock quotation of a customer. You must establish the connection on the URL Maintenance (uniform resource locator maintenance) page.
DMS Information (debt management service information)	Click to access the DMS Customer (Debt Management Service customer) component on which you enter debtor information for DMS processing. This link appears only if you have enabled DMS processing on the Installation Options - Receivables page. The information that you enter in this component is used for the DMS outbound file.

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Sub Customer Information

Field or Control	Description
SubCustomer	Select, for individual customers, to activate the appropriate number of subcustomer fields. You must set default values for each active field. You cannot modify this option if a customer has open items in PeopleSoft Receivables. In PeopleSoft Receivables, you can override subcustomer default values on item pages. However, when Payment Predictor creates a new item, such as an on-account payment, the system uses the default values and prevents you from overriding them. If you select this check box and a customer has subcustomer data, the system enters this information on the sales order and passes it to PeopleSoft Billing. You can also add subcustomer information during sales order entry.

> **Note**
>
> The number of subcustomer fields that are available in this group box, which may include **SubCustomer 1,** *and* **SubCustomer 2,** depends on the number of qualifiers (one, two, or none) that you enable during installation on the Installation Options - Overall/GL page.

Related Topics

- PeopleSoft Receivables: (USF) Referring Delinquent Items to the DMS

DMS Customer 1 Page

Use the DMS Customer 1 (Debt Management Service customer 1) page (DMS_CUSTOMER_1) to enter DMS agency information for individuals or corporations.

Navigation:

Click the **DMS Information** link on the Miscellaneous General Info page.

This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.

Field or Control	Description
Agency Debtor ID	Enter a name that can be applied to the customer to uniquely identify the customer. The outbound interface uses the customer ID if no agency debtor ID is available.
DMS Debtor Type (debt management service information)	Select the type of customer with which the delinquent debt is associated. Values are *Individual, Corporation, Joint Venture, Other, Partnership, Sole Proprietorship,* and *State/Local Government.*

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Field or Control	Description
Taxpayer Information	Select *Social Security Number* for individuals or *Employee Identification Number*.
Date of Incorporation	For corporations, enter the date on which the corporation was formed.
State of Incorporation	For corporations, select the state in which the corporation was formed.
Agent Name	Enter the agent name, if applicable.
DUNS Number	Enter the Dun and Bradstreet number that is associated with this customer.
Alias Business Name	Enter an alias name for the business, if applicable.
Contact Name	Enter a contact name, if applicable.
Attorney Name	Enter the attorney name, if applicable.

DMS Customer 2 Page

Use the DMS Customer 2 (Debt Management Service customer 2) page (DMS_CUSTOMER_2) to enter individual debtor information for DMS.

Navigation:

Click the **DMS Information** link on the Miscellaneous General Info page.

This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.

Enter the name, gender, and birth date.

Field or Control	Description
Generation	Select as applicable: *Jr., Sr., I, II, III, IV,* or *V.*

Enter any alias name information as appropriate.

Field or Control	Description
Alias Type	Select the type of alias, as applicable: • *AKA* (also known as). • *DBA* (doing business as). • *FKA* (formerly known as).
Property Type	Select the property type, *Real* or *Personal,* for the individual.
Property Name	Enter a descriptive name for the property.

DMS Customer 3 Page

Use the DMS Customer 3 (Debt Management Service customer 3) page (DMS_CUSTOMER_3) to enter individual debtor employment information for DMS.

Navigation:

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Click the **DMS Information** link on the Miscellaneous General Info page.

This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.

For individual debtors, enter the employer's name and address information.

Field or Control	Description
Federal Military Emp (federal military employee)	For federal military employees, select the employment status. Values are *Active, Retired,* and *Neither.*

For individual debtors, enter the phone information for the place of employment. Enter the individual's job title and salary.

Field or Control	Description
Gross or Net	Select whether the specified salary is at *Gross* or *Net.*
Salary Cycle	Select the appropriate salary payment frequency. Values are *Annually, BiWeekly, Monthly, Other,* and *Weekly.*
Federal Civilian Emp (federal civilian employee)	For federal civilian employees, select the employment status. Values are *Active, Retired,* and *Neither.*

DMS Customer 4 Page

Use the DMS Customer 4 (Debt Management Service customer four) page (DMS_CUSTOMER_4) to enter employee debtor bank information such as the bank name, address, and account type.

This page is available only if you enter employer information on the DMS Customer 3 page.

Navigation:

Click the **DMS Information** link on the Miscellaneous General Info page.

This link appears only if you have enabled DMS processing on the Installation Options - Receivables page.

Field or Control	Description
Description	Enter the name of the bank.
1st Account Number2nd Account Number and **3rd Account Number**	Enter employee debtor bank account numbers. If you set up bank account encryption, account numbers are masked when you select **Apply**. You can edit the bank account numbers using the **Unmask** button. For more information about bank account number encryption and the National Automated Clearing House Association (NACHA) data security requirements, see Application Fundamentals: Understanding Bank Account Encryption and Application Fundamentals: Setting Up Bank Account Encryption.

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Field or Control	Description
1st Account Type, 2nd Account Type, and **3rd Account Type**	Enter the types of bank accounts. Values are *Checking, Savings,* and *Money Market.*
Unmask	Select to unmask the bank account number.

Staffing Information Page

Use the Staffing Information page (CUST_STAF_INFO) to enter customer information that is specific to Staffing Front Office, including customer owners and related contacts.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Customers Owners

Field or Control	Description
User ID	Enter the IDs of the individuals who are most closely related to and responsible for acquiring or servicing the customer.
Owner Type	Enter *Other, Sales User,* or *Service User* to define the role of the individuals
Percentage	Enter the percentage of ownership each individual has in the customer.
Owner Priority	Select the priority for this owner.

Contact

The **Contact** group box is read-only.

Field or Control	Description
Contact ID	The ID for the contact associated with the customer.
Name 1	The contact name.

Target Qualifications Page

Use the Target Qualifications page (FO_CUST_QUALIFS) to enter the target qualifications of the resources that this customer normally requests.

This information can be used for opportunity searches.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0090 - Target Qualification* in the **Staffing Links** drop-down list box.

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Field or Control	Description
Type	The category of the qualification, such as **Competency, Language, License,** or **Membership.**
Description	Description of the qualification.
Profile	Click the **Profile** button to add qualifications from a profile. These profiles can be set up by users for personal use, or by system administrators for public use.
List	Click the **List** button to add qualifications from a list.
Competency Tree	Click the **Competency Tree** button to add qualifications from a competency tree. The system administrator can define the tree during system setup.

Resource Qualifications - Select Qualification Profile Page

Use the Resource Qualifications - Select Qualification Profile page (RS_SELQUALPROFILE) to add target qualifications from a qualification profile.

Navigation:

Click the **Profile** button on the Target Qualifications page.

Select a qualification profile and click the **OK** button to populate the Target Qualification page with a set of predefined qualifications. The profiles can be set up by a system administrator for public use, or they can be set up by individual users for personal use.

Resource Qualifications - Search for Qualifications Page

Use the Resource Qualifications - Search for Qualifications page (RS_QUALIF_SRCH) to add target qualifications from the qualifications list.

Navigation:

Click the **List** button on the Target Qualification page.

The **Currently Selected Qualifications** group box appears when you access the page and reflects what qualifications are already entered on the Target Qualifications page.

Search Criteria

Field or Control	Description
Select search type	Select the type of qualification for which you would like to search: *Any Type, Competency, Degree, Language, License,* Membership, or *Other.*
Search by	Select *Code* or *Description.*
Keyword	Enter any keyword to further narrow the search results.
Search	Click the **Search** button to return records that match the criteria.

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Search Results

The **Search Results** group box appears only after you define search criteria and click the **Search** button.

Field or Control	Description
Description	Select the associated check box to the left of the **Description** column for each qualification type that you want to add and then click the **Add Selection** button. The system then adds the selected qualifications to the **Currently Selected Qualifications** group box. Click the **OK** button at the bottom of the page to add the qualifications to the Target Qualifications page.
Qualification Type	Categories include *Competency, Degree, Language, License, Membership,* and *Other*.
Code	The qualification code that is associated with the qualification description.
Attribute / Major Code	The code for degree qualification types.

Currently Selected Qualifications

The qualifications already selected, including any qualifications that you added from the **Search Results** group box, appear here. To add these to the Target Qualifications page, click the **OK** button.

Resource Qualifications - Select Competencies Page

Use the Resource Qualifications - Select Competencies page (RS_SO_COMP) to add target qualifications from a competency tree.

Navigation:

Click the **Competency Tree** button on the Target Qualification page.

Competencies

Expand a competency folder to view the child categories within, and click any of the child folders to view the individual competencies. Click a competency to add it to the **Currently Selected Qualifications** group box, and click the **OK** button to add the competencies to the Target Qualification page.

The competency tree is set up by a system administrator through Tree Manager.

Target Job Titles Page

Use the Target Job Title page (FO_CUST_JOBTITLE) to enter job titles of the resources that customers commonly request.

This information can be used for opportunity searches.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

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Select *0110 - Target Job Titles* in the **Staffing Links** drop-down list box.

Field or Control	Description
Job Category	Select a category that represents the general classification for which the customer is looking. Each job category has multiple job titles associated with it. For example, if you select a job category of *Secretaries,* only the job titles belonging to that category appear.
Job Title Code	Select a job title that is frequently requested by the customer. Only the job titles that belong to the category selected appear in the search results.

Career Master Page

Use the Career Master page (FO_CUST_CAR_MASTR) to enter information about how the customer is billed for career placements and who conducts interviews and reference checks.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0120 - Career Master* in the **Staffing Links** drop-down list box.

Field or Control	Description
Effective Date	Enter the effective date of the career master information. If any of the information changes, insert a new effective-dated row and change the field.
Fee Schedule	Select the customer's fee schedule.
Email Schedule To	Select the person to whom you want to send the fee schedule. The options that are available for this field come from the contacts that you associate with the customer record.
	Click the **Send Email** button to send an email to the contact. This generates a preformatted email to the contact's email address. The fee schedule is attached to the email as an Adobe Acrobat PDF file.
Schedule Sent	Select the date that you sent the fee schedule to the customer.
Schedule Sign	Select the date that the customer signed the fee schedule.
Guarantee Days	Starting from the date when a candidate first begins a new position, enter the total number of days after which you no longer offer a refund of the placement fee or a credit. The organization's business processes dictate how this field is used.

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Field or Control	Description
Send Resume To	Select the name of the person to whom to send resumes of candidates. The options that are available for this field come from the contacts that you associate with the customer record.
1st Interview, 2nd Interview, and **3rd Interview**	Select the name of the person who is responsible for conducting interviews with candidates. The entries that are available from these fields come from the contacts that you associate with the customer record.
Reference Check By	Select customer, staffing organization, or third-party to indicate who is responsible for completing the reference check on the candidate: *Customer*, *Recruiter*, or *Th. Party* (third-party).
Other Recruiters	If more than one recruiter is responsible for the placement of a candidate, enter the name of the recruiter.
First Review	Enter the date upon which the candidate, if placed, will receive a salary and performance review.
Extend Offer	Select *Customer*, *Recruiter*, or *Th. Party* (third-party) to indicate who is responsible for extending an offer to the candidate when the customer makes a hiring decision.
Renewal % Increase	Enter the average percent increase that a candidate is likely to receive upon a review of performance.
Weekly Hours	Enter the number of hours that the customer expects a candidate to work per week.

Benefits Page

Use the Benefits page (FO_CUST_BENEFITS) to enter benefits information that the customer offers its employees.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0140 - Benefits* in the **Staffing Links** drop-down list box.

Each field on this page is a free-form text field that is limited to 50 characters, except the **Comments** text box, which allows 256 characters. Enter a description of each benefit that is offered by the customer. For any benefits that are not listed, use the **Comments** text box.

Customer Sales Data Page

Use the Customer Sales Data page (FO_CUST_SALES_DATA) to enter information about the customer for the purpose of supporting the Staffing business development process.

Navigation:

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Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0150 - Customer Sales Data* in the **Staffing Links** drop-down list box.

Field or Control	Description
Sales Levels	Select the level of sales that the customer will generate for the entire company.
Potential Temp Worker (potential temporary worker)	Select the potential number of workers that the customer will use within the entire company.
Company Size	Select the approximate customer headcount in the entire company.

Peak Seasons

Field or Control	Description
Contact ID	Select the ID of the person that the staffing organization interacts with at the customer site. The options that are available come from the contacts that you associate with the customer record.
Date From	Select the date that the peak period begins.
Date To	Select the date that the peak period ends.
Comments	Describe the peak season period.

Location Data

Field or Control	Description
Location	Select a location associated with the customer.
Country	This field is automatically populated based on the location selected.
Sales Levels	Select sales-level information for this location.
Potential Temp Worker (potential temporary worker)	Select the potential amount of temporary workers for this location.
Location Size	Select the approximate headcount for this location.

Peak Seasons

Enter peak season information for this location.

Customer Sales Profile Page

Use the Customer Sales Profile page (FO_CUST_SALES_PROF) to enter any additional sales information for this customer.

Navigation:

Select the **Sales Profile** link on the Customer Sales Data page.

Enter a description for this customer profile.

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Location Sales Profile Page

Use the Location Sales Profile page (FO_CT_SLS_LOC_PROF) to enter any additional sales information for this customer location.

Navigation:

Select the Location Sales Profile link on the **Customer Sales Data** page.

Enter a description for the sales profile for this location.

Competitors Page

Use the Competitors page (FO_CUST_COMPETITRS) to enter information about other staffing firms with which you compete for the customer.

Alternatively, you can enter information to identify competitors of customers.

Navigation:

- **Customers**, and then **Customer Information**, and then **Create Customer Information**

  Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

  Select *0160 - Competitors* in the **Staffing Links** drop-down list box.
- **Staffing**, and then **Customers and Contacts**, and then **Add/Update Customers**, and then **Competitors**

Field or Control	Description
Competitor	Enter the name of the competitor. If the competitor does not appear in the list, you can enter the name in the field.
Type	Select the type of competitor: • *Ours:* Select for a company with which the staffing organization competes for the customer's business. • *Theirs:* Select for a company that the customer competes with for business.
Information	Select the entry that most closely describes the nature of the competitive information about the work that is performed at the customer's site.
Comments	Enter any comments about the competitor.

Rates

Field or Control	Description
Pay Rate	Enter the rate that the competitor pays its employees for the work that is performed at the customer's site. The currency code used here is the same as the one that you entered on the Customer page.

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Field or Control	Description
Billable Rate	Enter the rate that the competitor charges for the work that is performed at the customer's site. The currency code that is used here is the same as the one that you entered on the Customer - Customer page.
Job Code	Select a job code. The **Description** field is populated automatically. **Note:** The pay and billable rates are keyed by job code.

Lines of Business Page

Use the Lines of Business page (FO_CUST_SRVC_AREA) to enter the lines of business in which the customer operates.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0170 - Lines of Business* in the **Staffing Links** drop-down list box.

Lines of business are broad categories of job sectors that the staffing company normally services. Lines of business are defined through system configuration. Examples may include *Health Care, Technology, Legal, Clerical,* or any other available appropriate description for the customer.

Job Supplements Page

Use the Job Supplement page (FO_CUST_JOB_SUPP) to enter additional information about certain job descriptions.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0180 - Job Supplements* in the **Staffing Links** drop-down list box.

Job Supplement Information

Field or Control	Description
Form Type	Select the type of form that you want to use to enter supplemental job information.
Form Code	Select the specific form to use. **Note:** The page view that appears for each form contains a different set of questions or fields for you to complete. The organization is responsible for deciding what information these forms contain.

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Job Supplement Details

Field or Control	Description
Field Name	The system displays the name of the form fields as defined through system configuration.
Long Description	Enter the values for each form field.

Forms Page

Use the Forms page (FO_CUST_FORMS) to use this page to review forms currently associated with the customer record.

From this page you can also click the Add New Form button to associate more forms with the customer record.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0190 - Forms* in the **Staffing Links** drop-down list box.

Field or Control	Description
Form Description	This field describes the form associated with the customer record. Click the description to access the Form Detail page and review the values for each Form field.
Form Code	View the code of the forms associated with the customer record.
View Form	Click the **View Form** link to view the detail of a previously added form.
Add New Form	Click the **Add New Form** button to associate additional forms with the customer record.

Form Detail Page

Use the Forms Detail page (FO_CUST_FORMS_DTL) to associate additional forms with customer records.

Forms can be configured to capture extra information about the customer that is not already captured in the delivered fields in the application.

Navigation:

Click the **Add New Form** button on the Forms page.

Field or Control	Description
Form Type	The form type *CUST* (customer form) automatically populates in this component.

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Field or Control	Description
Form Code	Enter the code of the form that you want to associate with the customer. When you select a code, the system automatically loads the form definition. The form field names are automatically supplied by Staffing Front Office from the form configuration. Enter the date that the form detail will be effective; then complete the form detail information.
Insert Row	Click the **Insert Row** button if another effective-dated row is needed.

Default Customer Event Lists Page

Use the Default Customer Event Lists (FO_CUST_EVL) page to set up specific event lists for a customer for use on the Job Order page. You can set up standard event lists for the customer and set up specific event lists for each order type.

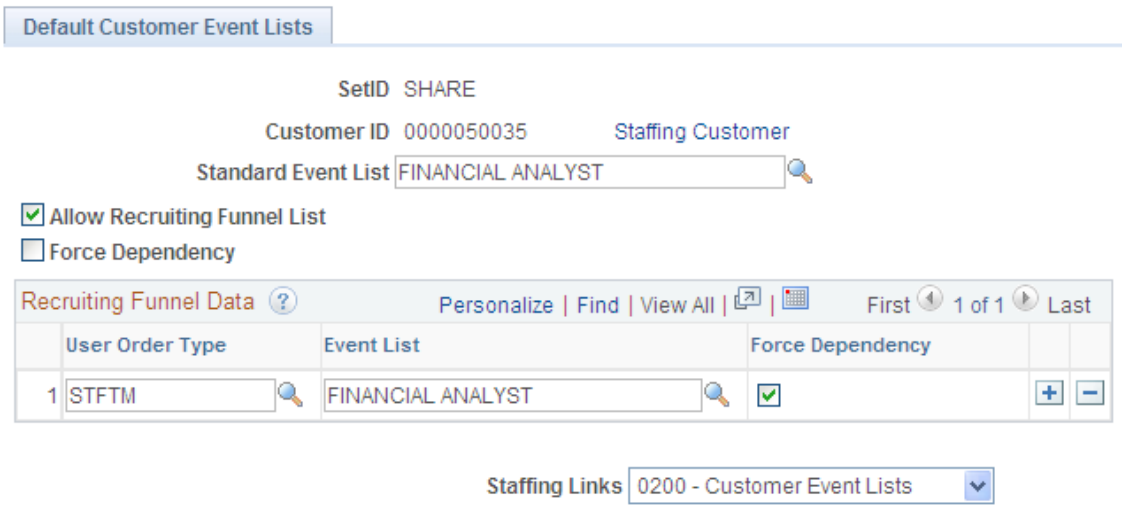
Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0200 - Customer Event Lists* in the **Staffing Links** drop-down list box.

This example illustrates the fields and controls on the Default Customer Event Lists Page. You can find definitions for the fields and controls later on this page.



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Header Information

Field or Control	Description
Standard Event List	Enter the name of the standard event list for this customer.
Allow Recruiting Funnel List	Select this check box to enable users to select a user defined event list on the Job Order page. If this option is not checked, the event list will be read only at the order level.
Force Dependency	Select to indicate that the previous event, in the event list, must be completed before a candidate can proceed to the next event. **Note:** This value may be set at the event level, at the customer event list, or at the order level. There is a hierarchy beginning with the event level. The value will be carried over to the customer event list. The value at the customer event list level will be carried over to the order level. You can overwrite the value defaulted from the previous level in the hierarchy.

Recruiting Funnel Data

Field or Control	Description
User Order Type	Select the name of the order type to add or update.
Event List	Select the name of the event list to default onto the job order for that user order type.

Contract Rates Page

Use the Contract Rates page (FO_MC_RATES) to capture pay rate, bill rate and markup %, which have been negotiated and agreed upon by the staffing company and the customer.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0180 - Staffing Information* in the **General Info Links** drop-down list box.

Select *0210 - Master Contract Rates* in the **Staffing Links** drop-down list box.

Field or Control	Description
Use for Job Code Validation	Select this checkbox to use the Job Code table when creating orders for this customer. If you do not select this checkbox, the system will use the values set up here for the Job Code prompt in the order component.

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Field or Control	Description
Copy Rate Set	Click this button to access a page to enter the customer ID of the customer with the rate set you want to copy. The system copies all values except the customer ID, effective date, status, and worksite or job location. You can then modify the values as needed.

Worksite Master Page

Use the Worksite Master page (CUST_WRKSTE_MSTR) to enter additional information about a customer worksite by associating forms with a customer work address.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0190 - Worksite Master* in the **General Info Links** drop-down list box.

Field or Control	Description
Address Seq (address sequence)	Select the address sequence number that the worksite master is describing. The rest of the address information is supplied when the sequence number is selected.
Contact	Select the contact name from the list of available entries.
Form Type	Select the form type that you want to use to enter worksite information.
Form Code	Select the specific form that you want to use. The page view that appears for each form contains a different set of questions or fields for you to complete. The organization is responsible for deciding what information these forms contain.

Complete all the fields for which you have information and click **Save.**

Customer Fields Page

Use the Customer Fields page (CUST_CSF) to select the Customer Field Definition templates that you can use when creating orders and assignments for a customer.

These templates enable you to capture additional information in the order and assignment that can be sent to PeopleSoft Billing and used for invoice printing or reporting purposes.

Navigation:

Customers, and then **Customer Information**, and then **Create Customer Information**

Select *0200 - Customer Fields* in the **General Info Links** drop-down list box.

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Field or Control	Description
Definition ID	Select the Customer Field Definition templates that you can use when entering orders and assignments for this customer.
Default	Select to have the customer fields definition ID be the default for this customer.

SAM Entity Inquiry Page

Use the SAM Entity Inquiry page (select 0300 – SAM Registration in the General Info Links drop-down list box on the General Info page) to create a new customer

Field or Control	Description
Customer	Click this link to access the Customer Information page for this previously created customer.
Create Customer	Click this button to access the Federal Entity Create page and to use this page to create a new customer. Only buyer or a seller and buyer can be used to create customers. An error message is displayed if SAM staged data has expired. Check Federal Processing installation options to ensure Customers have been enabled for SAM. **Note:** This field does not appear when the entity is a seller only.

> **Note**
>
> The *0300 – SAM Registration* option is displayed in the General Info Links drop-down list box only for customers created from within the SAM component.

For more information on SAM Entity Inquiry page, see PeopleSoft Payables: Processing System for Award Management Data

Creating User-Defined Customer Fields

This section lists the pages used to create user-defined customer fields.

Establish user-defined fields if you have requirements that are beyond the delivered options for defining customer attributes. Each user-defined page contains fields of various sizes and types: 1 to 30 characters that are alphanumeric, numeric with decimal places, or numeric without decimal formats. Use PeopleSoft Application Designer to modify field names on the page and to provide the appropriate code changes for the system to process these fields.

When establishing user-defined customer fields, determine the usage requirements, and then select the appropriate field on one of the User Defined Info pages for modification. Modify the field name using PeopleSoft Application Designer in PeopleTools, and then make necessary code changes.

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Page Used to Create User-Defined Customer Fields

Page Name	Definition Name	Usage
General Information - User Defined Page	CUST_USERDEFINED_1	Create character-length alphanumeric fields.

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3
Maintaining Additional Customer Information

Establishing Customer-Related General Options

To define class of trade codes, customer group tables, division area codes, note types, salutation tables, and standard notes, use the Class of Trade Code, Customer Group, Division Area Code, Note Types, Salutation Table, and Standard Notes components.

> **Note**
>
> Use the CUSTOMER_GROUP and STANDARD_NOTE component interfaces to load data into the tables for these components.

This section discusses ways to establish customer groups tables and set up standard notes.

Pages Used To Establish Customer-Related General Options

Page Name	Definition Name	Usage
Class of Trade Code Page	CLASS_TRADE_CODE	Segment customers into class of trades or channels. For example, you can set up class of trade codes for retail, wholesale, or internet channels.
Customer Group Table Page	CUST_GROUP_TBL	Group customers who share the same functionality.
Division Area Code Page	DIVISION_AREA_CODE	Set up a geographical customer hierarchy.
Note Types Page	NOTE_TYPE	Define note types. See PeopleSoft Billing: Informational Tables
Salutation Table Page	SALUTATION_TABLE	Set up salutations for correspondence with customers. *PeopleSoft CRM: Application Fundamentals*
Standard Notes Page	STD_NOTE	Establish standard notes.

Customer Group Table Page

Use the Customer Group Table page (CUST_GROUP_TBL) to group customers who share the same functionality.

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Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Customers**, and then **Customer Group Table**

Use customer group tables to group customers who share the same functionality in order to define processing criteria for the entire group instead of for individual customers. The system comes with predefined functional customer group types. After setting up customer groups, use the General Information - Customer Group Info page to assign individual customers to the customer group.

> **Note**
>
> You can associate customers with multiple groups for Accounting, Allocation, Alternate Sources of Supply, Buying Agreements, Back Orders/Reservations, Claimback Contracts, Collections, Direct Debit, Draft Management, Freight, Pay/Bill Management, Pricing, Reporting, value added tax (VAT), Tax, and Transportation, but you can associate each as a member of only one group type, either Forecasting or Pricing Arbitration Plan.

Field or Control	Description
Catalog Number	The catalog lists all of the products that a particular customer group is either authorized to purchase or, in the case of an exclusive catalog, not allowed to purchase. This listing provides an easy way to associate groups of customers with a specific product catalog. You do not have to go to each sold-to customer and attach a product catalog to each customer ID.
Include/Exclude Type	Displays based on the catalog number selection.

Standard Notes Page

Use the Standard Notes page (STD_NOTE) to establish standard notes.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Notes**, and then **Standard Notes**

You can set up standard notes to reuse. For example, you might have a standard note to announce a seasonal promotion or a note to thank customers for a particularly large order.

In PeopleSoft Order Management, you can view notes that are associated with customers or products on order and quotation headers, lines, and schedules. In PeopleSoft Billing, you can view notes that are associated with customers.

This PeopleSoft application is delivered with many enterprise integration points (EIPs) to send and receive standard note data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are service operations within PeopleSoft Integration Broker.

The PeopleSoft application delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM. This table describes the service operations:

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Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
STD_NOTE_FULLSYNC	Inbound/ Outbound Asynchronous	StdNoteFullSync	NO	Third-party
STD_NOTE_FULLSYNC_EFF	Outbound Asynchronous	NA	NO	Third-party
STD_NOTE_SYNC	Inbound/ Outbound Asynchronous	StdNoteSyncStdNoteSyncEff	NO	Third-party
STD_NOTE_SYNC_EFF	Outbound Asynchronous	NA	NO	Third-party

See PeopleSoft Supply Chain Management Integration: Setting Up Service Operations.

See *PeopleTools Documentation: Integration Broker*

Field or Control	Description
Note Type	Enter a note type.
Text	Enter up to 254 characters.
Search Criteria Key Words	Use to create a report that lists associated notes that contain certain key words.
Print On Document	Select print locations. **Note:** Notes can print on these documents without additional configuration: Invoice, Bill of Lading, Order Acknowledgement, Picking Plan, and Quotation.

Setting Up Customer Support Personnel

To define support team members, member types, and members, use the Support Team Members, Member Type, and Member components.

Use the MEMBER_PERSON1_CI, MEMBER_TYPE_TBL_CI, and TEAM_MEMBER_TABLE_CI component interface to load data into the tables for the components.

This section discusses ways to set up customer support personnel.

Pages Used to Set Up Customer Support Personnel

Page Name	Definition Name	Usage
Team Member Types Page	MEMBER_TYPE_TABLE	Define team member types, such as account managers, customer support, and sales managers. Commission information is assigned to the individual team members within the type by default.

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Page Name	Definition Name	Usage
Team Member Personal Data - Member Data	MEMBER_PERSON1	Identify a team member's personal data and other information. See PeopleSoft Billing: Defining Customer Billing Contacts See Also PeopleSoft Receivables: Setting Up Action Owners
Team Member Personal Data - Member Commission Page	MEMBER_PERSON3	Define individual team member criteria. On the individual team member level, specify commission distribution criteria and, if necessary, override commission information that is established at the team member type level.
Team Member Personal Data - Member Address	MEMBER_PERSON2	Enter team member address information.
Support Team Members Page	TEAM_MEMBER_TABLE	Establish teams after defining individual team members. Associate with ship to customers, quotes, and sales orders.

Related Topics

- PeopleSoft Order Management: Understanding Commissions

Team Member Types Page

Use the Team Member Types page (MEMBER_TYPE_TABLE) to define team member types, such as account managers, customer support, and sales managers.

Commission information is assigned to the individual team members within the type by default.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Team Members**, and then **Team Member Types**

Field or Control	Description
Commissionable	Select to make the **Default Commissions Data** fields available.
Is this a Sales Person?	Select if the team member type is a salesperson.
Commission Schedule	Select if the commission is based on a schedule. Use the **Basis** field to indicate whether the amount shipped *(Shipment)* or the amount booked *(Bookings)* is used to identify the appropriate commission rate on the Member's Commission Schedule page.

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Field or Control	Description
Commissioned Member	Select if the commission is based on a straight percentage. Use the commission percentage to enter the percentage. Commissions based on percentage are reported against the amount booked.

Team Member Personal Data - Member Commission Page

Use the Team Member Personal Data - Member Commissions page (MEMBER_PERSON3) to define individual team member criteria.

On the individual team member level, specify commission distribution criteria and, if necessary, override commission information that is established at the team member type level.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Team Members**, and then **Team Member Personal Data**, and then **Member Commission**

The personnel who are involved in customer support are called team members, and each member may be in a commissionable or noncommissionable role. You assemble members into teams that can be associated with ship to customers, quotes, and sales orders.

Field or Control	Description
Team Member Type Code	When you select an option, the **Commissionable** option appears by default from that team member type, as does the **Default Commission Pct Source** (default commission percent source) and either the **Basis** or the **Commission %** field, depending on which commission percentage source you select on the Team Member Types page. You cannot change the **Commissionable** option here, but you can change any of the other default information. **Note:** If you change the team member type code for a team member to a type code with a different commission status, the status changes on all of their existing sales orders. If you want the team member's existing orders to keep the original type code, you must enter the team member with a new team member ID that references the new type code.
Distribution Percent	For commissionable members, indicate when their sales commissions are payable. You can enter any fraction of 100 percent for each milestone, but the total of the values entered cannot exceed 100. These fields are informational only. **Note:** Because the algorithms that are used to calculate commissions vary greatly, this PeopleSoft application enables you to define commission percentages and track their application. The actual computation of commission amounts is up to you.

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Support Team Members Page

Use the Support Team Members page (TEAM_MEMBER_TABLE) to establish teams after defining individual team members.

Associate with ship to customers, quotes, and sales orders.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Team Members**, and then **Support Team Members**

Field or Control	Description
Team Member	Select from the list that is established on the Team Member Personal Data page.
Short Description	View the member type that is associated with each team member on the Team Member Personal Data - Member Commissions page.
Manager	Select only one for the team.
Priority	View which account member is the primary person for the account. The team member with the highest priority is referenced in reports and inquiries. **Note:** Multiple team members who are also categorized as salespersons can be added to the team. However, you can have only one team member who is a salesperson selected as the highest priority member of the team. Be sure that the person who is selected as the *001* priority member is actually a member who was identified as a salesperson on the Team Member Types page. If not, you may have the wrong salesperson referenced on PeopleSoft Billing and Receivables documents.

Using Quick Customer Create Functionality

This section provides an overview of quick customer create functionality.

Pages Used for Quick Customer Create Functionality

Page Name	Definition Name	Usage
Customer Search Page	QUICK_CUST_SRCH	Search for customers or enter new customers. Determine factors such as contacts' correct customers or which customer addresses to use. Quick Customer Create updates the Contact/Customer tables.
Customer Summary Page	QUICK_CUST_SUMMARY	View customer and contact search results, and select the correct matches.

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Page Name	Definition Name	Usage
Customer Summary Detail Page	QUICK_CUST_DTL	View additional customer information, navigate to transactions, and update contact and customer information. The system applies customer and contact information to the transactions automatically.
Contact User Profile Display	QUICK_CUST_USR_DSP	View contacts' user profile information. This page is read-only. Using Quick Customer Create Functionality
Create New Customer/Contact Page	QUICK_CUST_CREATE	Enter new customers' information.
Contact User Profile Page	QUICK_CUST_USER	Enter contacts' user information to enable them to access self-service transactions.
Contact Credit Card Info	QUICK_CUST_CRCARD	Enter contacts' credit card information. See Using Quick Customer Create Functionality

Understanding Quick Customer Create Functionality

Quick Customer Create enables the customer service representative (CSR) to determine if a customer exists in the system and to enter the minimum number of fields for an order if the customer is new.

Search Logic for Quick Customer Create

The search functionality does not use a wildcard percentage from the beginning of the search. The search logic is not case sensitive and uses *and* in the search logic (instead of *or*) when you enter multiple search criteria. The search functionality also uses a *like* operator for all nonprompt search fields and a = operator for all prompt fields. For example, if you enter *USA* as the country and *Broadway* as the Address1, then all addresses with a country of *USA* and an address line one of *Broadway* appear in the search results.

To improve search results:

- Add indexes on the most commonly used fields on which you search.
- Modify the call to the function resolve_wildcard so that they can perform an exact search or a like search.
- Modify the call to the function resolve_wildcard so that if the search does not need an UPPER, they should remove it.

  For example, if you are searching for the city *Paris* and you also type the city in the same way, the call to the function resolve_wildcard should not UPPER the city name.

Entering New Customers and Contacts

The CSR can enter a new customer and contact from the Customer Search page or from the Customer Summary page if the search returned no results or if the customer is new. The new

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customer can have only one contact, customer, and address and must have the same sold to, bill to, and ship to information. When entering the new customer, select a SetID and a template customer, which, selected from all customers in the SetID, populates the additional fields in the customer tables that are not entered on the Create New Customer/Contact page.

This table list the fields that the template customer updates when using Quick Customer Create. You can set up additional fields from the Maintaining Customer and Maintaining Contact menus.

What Is Created	What Is Updated
Contact only	• CONTACT. • CONTACT_PHN (only if phone information is provided). • PSOPRDEFN (only if user is created). • PSOPRALIAS (only if user is created). • PSOPRCLS (only if user is created). • PSROLEUSER (only if user is created). • ROLEXLATOPR (only if user is created).
Customer only	• CUSTOMER. • CUST_SOLDTO_OPT. • CUST_SHIPTO_OPT. • CUST_OPTION. • CUST_SHIPTO. • CUST_BILLTO. • PRODCTLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCTLG_PRDLST. • CUST_CGRP_LNK. • CUST_CREDIT. • CUST_CRSPD.

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What Is Created	What Is Updated
Contact and Customer	• CONTACT. • CONTACT_PHN (only if phone information is provided). • CONTACT_CUST. • CONTACT_CARD (only if credit card information is provided). • CUST_CNTCT_SEQ. • CUST_CONTACT. • CUST_CNTCT_PHN (only if phone information is provided). • CUST_CNTCT_CARD (only if credit card information is provided). • PSOPRDEFN (only if user is created). • PSOPRALIAS (only if user is created). • PSOPRCLS (only if user is created). • PSROLEUSER (only if user is created). • ROLEXLATOPR (only if user is created). • CUSTOMER. • CUST_SOLDTO_OPT. • CUST_SHIPTO_OPT. • CUST_OPTION. • CUST_SHIPTO. • CUST_BILLTO. • PRODCTLG_CUST. • PROD_CUST_ALIAS. • CUST_TEAM. • PRODCTLG_PRDLST. • CUST_CGRP_LNK. • CUST_CREDIT. • CUST_CRSPD.

The template customer never updates these tables:

- CUST_INDIRECT
- CUST_BROKER
- CUST_NOTE
- CUST_NOTE_DOC
- CUST_NOTE_KEYWD
- CUST_CRSPD_REM
- CUST_EXEMPT
- CUST_EXEMPT_DTL
- CUST_HIERARCHY
- CUST_ID_NBRS
- CUST_PM_CHANNEL
- CUST_SIC_CODES
- CUST_REGN_TYPE
- CUST_VAT_EXCPTN

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- CUST_VAT_REG

Customer Search Page

Use the Customer Search page (QUICK_CUST_SRCH) to search for customers or enter new customers.

Determine factors such as contacts' correct customers or which customer addresses to use. Quick Customer Create updates the Contact/Customer tables.

Navigation:

Customers, and then **Customer Information**, and then **Quick Customer Create**, and then **Customer Search**

Field or Control	Description
SetID	Enter the SetID and at least one additional field to search for a contact, customer, or contact and customer combination. This field is required. The **Country** field is required only if you enter information in the address fields.
Contact Name	View the contact name that you enter on the Contact page.
User ID	View the contact user ID that you define on the Customer User Profile page.
Email ID	View the contact email address that you entered on the Contact page.
Contact Phone	View the contact phone number that you entered on the Contact Phone and Type page.
Credit Card Number	View the contact credit card number that you entered on the Contact Credit Card Info page.

These user-defined fields are associated with the customer. The address fields are dependent on the country selection.

Field or Control	Description
Customer Name and **Customer ID**	View data that you enter on the General Info page. You can do a partial search on the **Customer ID** field.
Customer Phone	View the business phone number that you enter on the Phone Information page.
Country, Address 1, Address 2, City, State, and **Postal**	View data that you enter on the General Information page. **Note:** You can search by **Address 1** and **Address 2** fields, but not by the **Address 3** field. Unless you are searching for a specific address, the **Address 1** field is the only address field that appears on the Customer Summary page and the Customer Detail page. If, for example, you are searching for an address entered in the **Address 2** field, that field appears on the Customer Summary page and the Customer Detail page.

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Field or Control	Description
Cust Char 10 A	Entered on the General Information - User Defined page.
Cust N 12.3 A	Entered on the General Information - User Defined page.
Create New Customer/Contact	Click to create a new customer or contact.
Search	Click to view the search results on the Customer Summary page. If you are searching for a contact name and the contact is associated with multiple customers, the search returns of all the customers who are associated with the contact. Similarly, if you search for a customer who is associated with multiple contacts, the search returns all the contacts who are associated with the customer.

> **Note**
>
> Use the % wildcard to search for partial strings.

Customer Summary Page

Use the Customer Summary page (QUICK_CUST_SUMMARY) to view customer and contact search results, and select the correct matches.

Navigation:

Click the **Search** button on the Customer Search page.

Field or Control	Description
Return to Search	Click to return to the Customer Search page.
	Click to access the Create New Customer/ Contact page and create a new customer or contact.
Contact Phone	View the business phone number if there are multiple phone numbers for the contact and if the search criteria did not include contact phone. If no business phone exists, the first number in the list appears.
Credit Card	View the first credit card in the list if this contact has multiple credit cards and if the search criteria did not include a credit card.
Address	View the minimum sequenced customer address if the search criteria did not include an address.
	Click to select all of the customers when there are multiple search results.
Deselect All	Click to deselect all of the customers.

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Field or Control	Description
	Click the **View details for selected customer(s)** button to access the Customer Summary Detail page.

Customer Summary Detail Page

Use the Customer Summary Detail page (QUICK_CUST_DTL) to view additional customer information, navigate to transactions, and update contact and customer information.

The system applies customer and contact information to the transactions automatically.

Navigation:

Click the **View details for selected customer(s)** link on the Customer Summary page.

Field or Control	Description
Return to Search	Click to return to the Customer Search page.
	Click the **Return to Results** button to return to the Customer Summary page.
	Click to access the Create New Customer/ Contact page and create a new customer or contact.

Contact Information

Field or Control	Description
Contact ID, Contact Name, Email ID, and **Contact Flag** elements, descriptionsemail ID (additional customer information) elements, descriptionscontact flag (additional customer information)	Set up these fields on the Contact page.
Contact Phone and **Contact Type** elements, descriptionscontact phone (additional customer information) elements, descriptionscontact type (additional customer information)	Set up these fields on the Contact Phone and Type page. The first item in the list appears if multiple contact types exist.
View User	Click to access the Contact User Profile page and view user information that is required for contacts who access self-service transactions. The fields on this page are the same as those that appear on the Contact User Profile page.

Customer Information

Field or Control	Description
Customer ID and **Customer Name** elements, descriptionscustomer ID (additional customer information) elements, descriptionscustomer name (additional customer information)	Set up these fields on the General Info page.
Address	Set up this information on the General Information page.

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Field or Control	Description
Credit Card Type and **Credit Card Number**	Set up these fields on the Contact Credit Card Info page.
Contact Information Update	Click to access the Contact page and view contact information.
Create Sales Order	Click to access the Order Entry Form and enter a new sales order for the customer.
Billing Information Inquiry	Click to access Bill Header Data and view customer billing information.
Order Tracking Inquiry	Click to access the Order Tracking page and view customer order status or the Order Tracking - Search page if no orders are available.
Customer Payment Inquiry	Click to access customer balances and view customer payment information.
Customer Information Update	Click to access the General Info page and view or update customer information.

Create New Customer/Contact Page

Use the Create New Customer/Contact page (QUICK_CUST_CREATE) to enter new customers' information.

Navigation:

Click the **Create New Customer/Contact** link on the Customer Search page, Customer Summary page, or Customer Summary - Detail page.

> **Note**
>
> A new customer can have only one contact and address, and they must have the same sold to, ship to, and bill to address.

Field or Control	Description
SetID, Name, and **Address Description** elements, descriptionsaddress description (additional customer information)	These fields are required.
Template Customer elements, descriptionstemplate customer (additional customer information)	Populates additional fields in the customer tables that are not entered on this page. See Using Quick Customer Create Functionality.

Enter Contact Information

Field or Control	Description
Create Contact	Select to create a contact after saving the page.

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Field or Control	Description
Add User	Click the **Add User** link to access the Contact User Profile page and enter information if the contact will be accessing self-service transactions. This link is available only if you set up the roles that the user can grant on the Role Grant page.
Add Credit Card Information	Click the **Add Credit Card Information** link to enter a credit card for the contact.

Enter Customer Information

Field or Control	Description
Create Customer	Select to create a customer after saving the page.
Customer ID	Enter an ID or leave blank to have the system assign a value.
Cust Char10 A and **Cust N12.3 A** elements, descriptionscust char10 A (additional customer information) elements, descriptionscust N123 A (additional customer information)	Enter user-defined information about the customer in these fields.
Country	Address fields are dependent on this field value. Enter the address information for the new contact customer. You should add the address information at this time.
Save New Customer/Contact	Click to save the new customer. The new contact ID and the new customer ID are based on settings from the Automatic Numbering page.
Geocode	If you are using a third-party tax provider, you must click the **Geocode Lookup** link to retrieve the geocode.

Contact User Profile Page

Use the Contact User Profile page (QUICK_CUST_USER) to enter contacts' user information to enable them to access self-service transactions.

Navigation:

Click Add User on the Customer Create page.

Logon Information

Field or Control	Description
User ID, Password, and **Confirm Password** elements, descriptionspassword (additional customer information)	Enter data for external contacts who need to access self-service transactions. **Note:** Oracle recommends that contacts change their passwords after logging in to self-service transactions.

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Field or Control	Description
Account Locked Out?	Select to disable the contact's system access. For example, you may want to disable system access while the individual is out on disability but to leave the contact as a User Profile so that the person can access the system upon returning to work.

Permission Lists

Field or Control	Description
Process Profile	Enter values to enable customers to run PeopleSoft batch processes. This field is required.
Primary Permission List	View the permission list that is associated with the new user role that you select. Primary permissions control everything except page-based permissions (business interlinks, messaging, and so forth).

Contact Roles

Field or Control	Description
Role Name	An intermediate object between users and permission lists. You assign multiple permission lists to a role and multiple roles to a user. A role manages the contact's access to applications as well as the type of work that should be routed to the contact. Establish roles on the Roles page. As part of the role definition, CSRs can select only roles to which they can grant access and can delete only roles that they can grant (establish these roles on the Role Grant page).

Note

CSRs should be authorized to run the Component Interfaces (USER_MAINT and CUSTOMER_CONTACT) so that the appropriate tables are updated when the contact and user are created using Quick Customer Create. The ID Type *CNT* must be marked as *Enabled* on the User Profile Types page so that the customer information can be saved.

Note

Contacts established to access express order entry must also have user preferences established for sales orders under Setup Financials/Supply Chain, Common Definitions, User Preferences, Define User Preferences, Orders - Sales.

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Using Short-Term Customers

To set up short-term customers, use the Template Role (TEMPLATE_ROLE) component.

This section provides an overview of short-term customers, lists prerequisites, and discusses certain related information.

Pages Used to Add Short-Term Customers

Page Name	Definition Name	Usage
Template Role Page	TEMPLATE_ROLE	Enable certain roles to choose additional template customers for the transaction.
Short-Term Customer Setup Page	CUST_STERM_CREATE	Add details about the short-term customer. In add mode, select the **Short-Term Customer** flag to access the setup page.
Customer Summary Page	STCUST_SUMMARY	Search the existing customer data for matching short-term customers using the information you entered on the short-term customer page. Matching results appear in a grid. You can select an existing customer from the matching results and proceed with the transaction.
Adding Credit Card Data Page	STCUST_CREDCRD	Enter credit card information for the new customer. The payment method must be credit card for the order group assigned to the user.

Understanding Short-Term Customers

Short-term customers are temporary customers that are not already in the system. You can add them quickly to a sales order or quote in the counter sales environment without entering the customer through Quick Customer Create or the Customer component. To use the short-term customer feature a template must be created in the Customer General component. One default template must be added to the PeopleSoft Order Management Business Unit for quotes, orders, and returns. In the case of returns, you may need to process a return for a customer that is no longer in the system.

When you create the template customer, you select a Customer Status of *Template* and specify when the customer expires. Only "Template" customer statuses can be added on the business unit.

The expiration date is used for the new customer. If you enter an order or quote for a customer and the expiration date has expired, you will get a warning message during the transaction. In the case of orders, you will be able to save the order, but you will need to update the date for the customer.

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All users are associated with a role. All roles will have access to the customer template defined on the PeopleSoft Order Management Business Unit. If you want a role to be able to access other template customers than the one specified on the business unit, select the **All Templates** option on the Template Role page.

You may want to create different template customers to use on the order, quote, and RMA. The information in the table is updated when the short-term customer is saved on the transaction.

The name, address, and phone are required for a short-term customer.

Adding a Short-Term Customer on a Sales Orders

When you create a sales order using a short-term customer:

1. Select the **Short-Term Customer** check box in add mode.
2. Enter the customer name, address, and optional information, such as phone number and tax codes.

> **Note**
>
> The customer name and address are the required fields for adding a customer using a short-term customer template.

3. Finish entering the sales order and save the order.

The customer will be generated after you save the order.

Prerequisites for Short-Term Customers

Before entering short-term customers on sales orders, quotes, or RMAs:

- Create the template customer in the customer General Information component.
- Add the template customer to the PeopleSoft Order Management Business Unit for sales orders, quotes, and RMAs.
- (Optional) Define roles that can change or edit the default template on the transaction.

Related Topics

- Using Short-Term Customers
  To set up short-term customers, use the Template Role (TEMPLATE_ROLE) component.

Template Role Page

Use the Template Role page (TEMPLATE_ROLE) to enable certain roles to choose additional template customers for the transaction.

Navigation:

Set Up Financials/Supply Chain, and then **Product Related**, and then **Order Management**, and then **Order Management Foundation**, and then **Quick Customer Entry Template**

In add mode, select the roles that you want to be able to select in any of the short-term customer templates while creating a transaction.

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Field or Control	Description
All Templates	Select if you want the role to be able to use all of the templates. Otherwise, the role will only be able to use the template from the PeopleSoft Order Management Business Unit defined for the transaction.

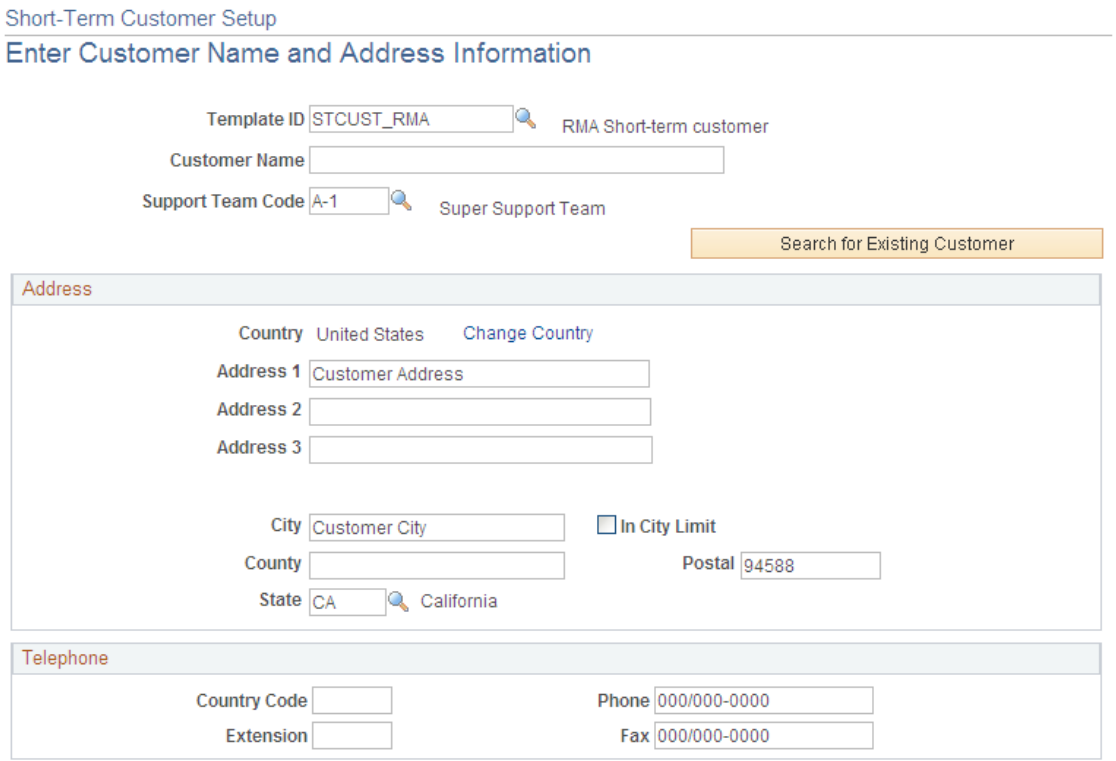
Short-Term Customer Setup Page

Use the Short-Term Customer Setup page (CUST_STERM_CREATE) to add details about the short-term customer.

Navigation:

- In add mode, select the **Short-Term Customer** option from the sales order, quote, or RMA.
- Click the **Short-Term Customer Setup** link on the GoTo Header Menu on the Order Entry Form or Quote Entry Form page.
- Click the **Short-Term Customer** link on the Transfer To section of the RMA Form page.

This example illustrates the fields and controls on the Short-Term Customer 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 Short-Term Customer Setup page (2 of 2). You can find definitions for the fields and controls later on this page.

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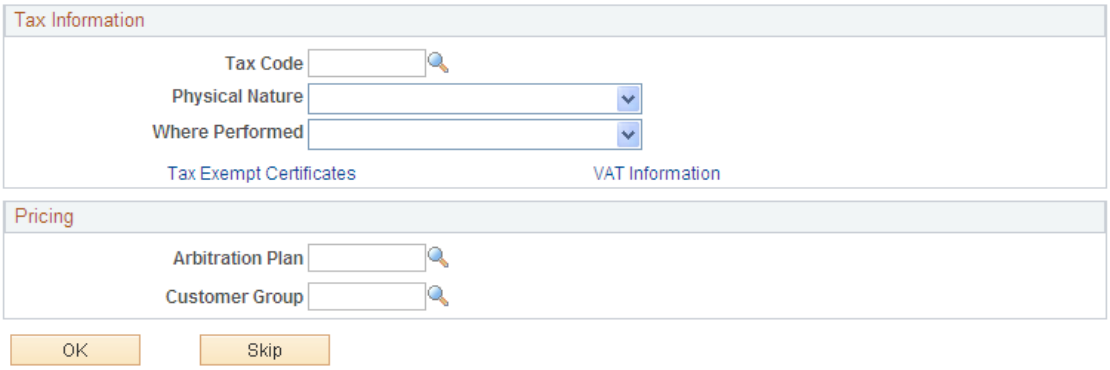

Field or Control	Description
Create Short-Term Customer	Select the option if you want the system to create a customer when you save the order.
Template ID	The system displays the PeopleSoft Order Management Business Unit default template that is associated with the order, quote, or RMA. To access alternative templates, the user must be assigned a role for which the **All Templates** option is selected on the Template Role page.
Customer Name	Enter the name for the new customer. The Customer ID will be created after you save the transaction. This field is required for a new customer.
Search for Existing Customer	Searches the existing customer data for matching short-term customers using the information you entered on the short-term customer page. Matching results appear in a grid.
Remove Short-Term Customer	Click the **Remove Short-Term Customer** button if you want to clear the information for the new customer.
Address	This field is required for a new customer.
Telephone and **Tax Information**	These fields are optional for a new customer.
Tax Exemption Certificates	If you want the certificate to be saved for the new customer when it is created, enter this information.

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Field or Control	Description
Arbitration Plan and **Customer Group**	Enter either value to apply the pricing arbitration plan or pricing customer group to the customer. **Note:** If the template has more then one associated pricing customer group, a default customer group will not populate the **Customer Group** field. The pricing customer group you entered on the short-term customer page will be used in addition to those set up for the template customer when pricing the order or quote. Only one additional pricing customer group can be attached to this page. If you want additional pricing customer groups, use the Customer General Info component to set them up.
OK	Takes you to the main transaction page. The short-term customer will be created when you click **Save** on the transaction page.
Skip	Takes to you to the main transaction page without passing any customer data.

Adding Credit Card Data Page

Use the Credit Card Data page (STCUST_CREDCRD) to enter credit card information for the new customer.

Navigation:

Click the **Input Card Data** button on the Short-Term Customer Setup page.

Related Topics

- Processing Credit Cards for Authorization Only
  This topic discusses how to process credit cards for authorization only.

Customer Summary Page

Use the Customer Summary page (STCUST_SUMMARY) to search the existing customer data for matching short-term customers using the information you entered on the short-term customer page.

Matching results appear in a grid. You can select an existing customer from the matching results and proceed with the transaction.

Navigation:

Click the **Search for Existing Customer** button on the Short-Term Customer Setup page.

Field or Control	Description
Select Customer	After selecting a customer, click the **Select Customer** button to add the customer to the transaction instead of creating a new customer.

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Obtaining D and B Credit Reports

To enter D&B report information, use the D&B component (CUSTOMER_DB).

This section provides an overview of D&B report processing, lists prerequisites, lists common elements, and discusses how to view various related information and link customers to DUNS numbers.

Pages Used to Obtain and View D & B Reports

Page Name	Definition Name	Usage
Dun & Bradstreet Lookup/Order Page	DB_LOOKUP_ORDER	Retrieve online information from the Dun & Bradstreet database, order Dun & Bradstreet reports, and update the PeopleSoft database.
Operations Page	DB_OPERATIONS	Enter or review operational information such as demographics, business associations, or relationships. View a list of customers who are associated with a DUNS number.
Credit Profile Page	CUST_CREDIT_PRFL1	Review credit profile information for the customer.
Additional General Info Page	CUST_GENERAL2	Link new DUNS numbers to customers.
Credit and Risk Page	DB_CREDITNRISK	Enter or review credit and risk information.
Financials Page	DB_FINANCIALS	Enter or review financial statement information for the current and previous periods.
Full Text Report Page	DB_REPORT_TEXT	View entire Dun & Bradstreet reports in text format.

Understanding D&B Report Processing

The Dun & Bradstreet interface enables you to automatically update Dun & Bradstreet information online and link it to a customer. Use the XML Data Integration Toolkit that Dun & Bradstreet provides and PeopleSoft Integration Broker to enable the interface.

When you use the interface to request a report, the system publishes the DNB_REQUEST_MESSAGE message to Dun & Bradstreet. When Dun & Bradstreet returns the report information, they publish the DNB_REPLY_MESSAGE message. The system populates the Customer Dun & Bradstreet (PS_CUST_DB) and Dun & Bradstreet Reports (PS_DB_REPORTS) tables with the report information.

Dun & Bradstreet sends a bill for each Dun & Bradstreet report that you order. Users should know which reports the organization uses because some reports cost more than others. The PeopleSoft interface enables users to download these report types:

- Business Verification

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- Quick Check
- Financial Standing
- Delinquency Score
- Decision Support
- Enterprise Management
- Commercial Credit Score (USA)

When you purchase a report for a specific DUNS number, you see the last time that you purchased a report for that DUNS number and which report you purchased.

Review each report for a specific DUNS number using the Dun & Bradstreet component (CUSTOMER_DB). Only the key fields appear in the reports on the Operations, Credit and Risk, and Financials pages. If you want to view the entire report in text format, use the Full Text Report page. Also, some reports might not populate all of the fields. Associate the report with a customer on the Dun and Bradstreet - Operations page.

> **Note**
>
> If you do not use the Dun & Bradstreet interface, you can manually enter information for a Dun & Bradstreet report in the Dun & Bradstreet component.

To review a Dun & Bradstreet report that is associated with a customer, access the report from the Credit Profile - General page or the Account Overview - Profile page.

If needed, create a unique logon to the Dun & Bradstreet database for each SetID so you can have separate billing accounts for different areas of the organization.

> **Note**
>
> When you implement the PeopleSoft Receivables system, you may have existing Dun & Bradstreet information that you want to convert to the Receivables system. Use the Dun & Bradstreet component interface (CUSTOMER_DB_CI) and the PeopleSoft Excel to Component Interface utility to populate data in the Dun & Bradstreet tables.

Prerequisites

Perform these tasks before using the Dun & Bradstreet interface:

1. Establish a Dun & Bradstreet account to obtain a Dun & Bradstreet (D&B) user ID and password, and arrange to access D&B data using the D&B Data Integration Toolkit.
2. Enable the Dun & Bradstreet interface on the Installation Options - Overall page.
3. Set up a unique logon to the Dun & Bradstreet database by SetID for each Dun & Bradstreet account on the D&B Account page.
4. Activate the DNB_REQUEST_MESSAGE and DNB_RESPONSE_MESSAGE messages in PeopleSoft Application Designer.

You must also use Integration Broker to set up the integration point. The PeopleTools documentation provides information about setting up integration points. This section discusses the specific information that you must enter to enable the integration:

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1. Create a gateway definition using the Gateways component (IB_GATEWAY) in PeopleSoft Integration Broker.
2. Create a remote node for the Dun & Bradstreet connection using the Nodes component (IB_NODE).
3. Set these parameters on the On the Node Definitions - Connectors page:
   a. Enter *HTTPTARGET* in the **Connector ID** field.
   b. If you need to set a location, enter *Location* in the **Property Name** field and enter *request* in the associated **Value** field.

      Add another row, and enter *URL* in the **Property Name** field and enter *http://toolkit.dnb.com/access/script/broker.asp* in the associated **Value** field.

      > **Note**
      >
      > Verify with Dun & Bradstreet that this URL is correct.
4. Create an outbound synchronous transaction for the node on the Node Definitions - Transactions page.
   a. Enter *DNB_REQUEST_MESSAGE,* in the **Request Message** field on the Transactions page.
   b. Enter *DNB_RESPONSE_MESSAGE* for the response message in the **Message Name** field on the Messages page.
5. Create a relationship between the local node and the remote node that you have just created using the Relationships component (IB_RELATIONSHIP).
   a. Enter *DNB_CONVERT* in the **Relationship ID** field when you add the relationship on the Relationship Transactions page.
   b. Enter *DNB_TRANSFM* in the **Request** field in the **Transformations** group box on the Transaction Modifiers page.

See the product documentation for *PeopleTools: Integration Broker*, *PeopleTools: Component Interfaces*

Related Topics

- Application Fundamentals: Setting Up Cross-Application Installation Options

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Common Elements Used in This Section

Field or Control	Description
Product	Select the Dun & Bradstreet report type. Values are: *Business Verification:* Verifies that the business is a valid entity. *Credit Score (USA):* Checks the score that corresponds to a delinquency performance. *Decision Support:* Checks for summary updates, but no credit investigation is available. *Delinquency Score:* Contains values that cannot be calculated. *Enterprise Management:* Checks who owns and manages the business, such as a social, state owned, free trade zone, or collectivity owned. *Financial Standing:* Checks business financial strength. *Quick Check:* Checks customer credit ratings.
Purchase Dun and Bradstreet Information	Click to access the DB Lookup and Order page and purchase a Dun & Bradstreet report.

Dun & Bradstreet Lookup/Order Page

Use the Dun & Bradstreet Lookup/Order page (DB_LOOKUP_ORDER) to retrieve online information from the Dun & Bradstreet database, order Dun & Bradstreet reports, and update the PeopleSoft database.

Navigation:

- **Customers**, and then **Customer Information**, and then **Dun & Bradstreet Lookup/Order**, and then **Dun & Bradstreet Lookup/Order**
- Click the **Purchase Dun and Bradstreet Information** link on the Dun and Bradstreet - Operations page or the other pages in the Dun and Bradstreet component.

  This link is available only if you enable the Dun & Bradstreet interface on the Installation Options - Overall page.
- Click the **Search or Purchase D & B Info** link on the Additional General Info page or the Credit Profile page for a customer.

This example illustrates the fields and controls on the Dun & Bradstreet Lookup/Order page. You can find definitions for the fields and controls later on this page.

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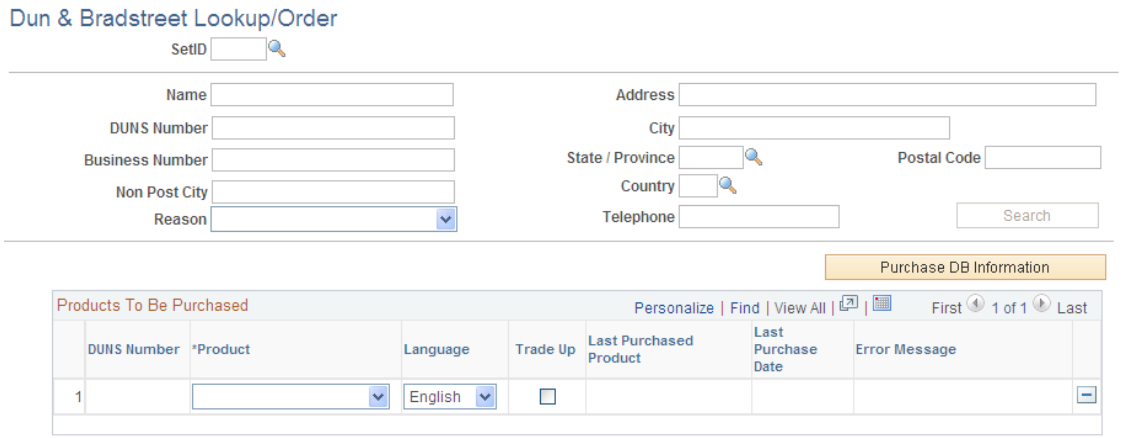

Searching the Dun and Bradstreet Database

Enter search criteria for DUNS numbers. You must enter at least the DUNS number or address information.

Field or Control	Description
Name	Enter the legal name for the business.
DUNS Number	Enter the identification number assigned by Dun & Bradstreet to identify a business.
Business Number	Enter the business identification number assigned to the business by a government agency.
Non Post City	Enter the name of the town in which the business is located if it differs from the town that the postal service lists. This field does not apply to all countries.
(DEU) Reason	Enter the reason the report is being purchased: *Commercial Credit:* Select to check a commercial customer's credit. *Credit Check - Ongoing Business:* Select to check an existing commercial customer's credit. *Credit Decision:* Select to view a summary of decisions that were made on credit history. *Debt Collection:* Select to check credit because of past or current debt collection. *Insurance Contract:* Select to check credit because of a signed insurance contract. *Leasing Agreement:* Select to check credit because of a signed lease agreement. *Rental Agreement:* Select to check credit because of a signed rental agreement. **Note:** This field is required only for Germany.
Search	Click to obtain a list of DUNS numbers from the Dun & Bradstreet database that match the search criteria.

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Purchasing Dun & Bradstreet Reports

To purchase a report:

1. In the **Search Results** grid, select the DUNS numbers for which you want to purchase a report.

   The system automatically moves the DUNS number to the **Products to be Purchased** grid.

2. In the **Product** field, select the report type that you want to purchase.

   Only report types that are available for the DUNS number appear. Select **Trade Up** to purchase the report for the ultimate parent company.

   > **Note**
   >
   > If you have previously purchased a report for the DUNS number, the last report type purchased and the date appear.

3. Click the **Purchase DB Information** button.

   A confirmation message appears.

Dun & Bradstreet Operations Page

Use the Dun & Bradstreet Operations page (DB_OPERATIONS) to enter or review operational information such as demographics, business associations, or relationships.

View a list of customers who are associated with a DUNS number.

Navigation:

- **Customers**, and then **Customer Information**, and then **Dun and Bradstreet Summary**, and then **Operations**
- **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Dun & Bradstreet**, and then **Operations**
- **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Customers**, and then **Identify D&B PAYDEX Calc Info**, and then **Operations**

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

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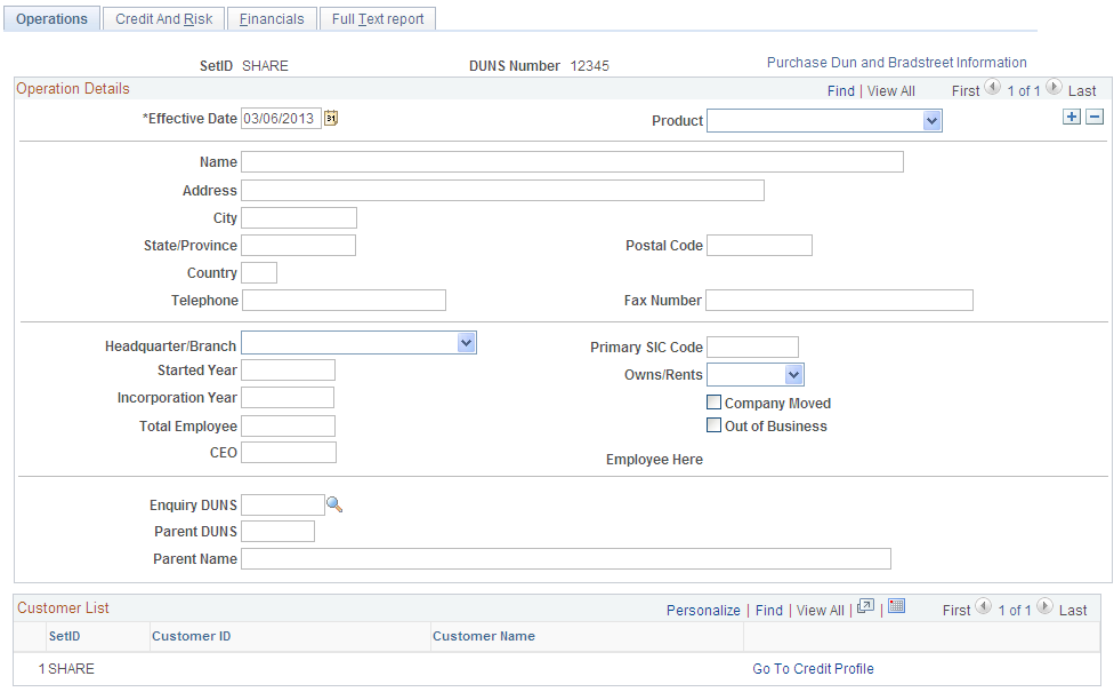

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Field or Control	Description
Headquarter/Branch	Select the value that indicates whether the organization is a parent or a subsidiary location. Values are: *Headquartr* (headquarters), *Branch,* or *Single Loc* (single location).
Primary SIC Code (primary standard industrial classification code)	Enter a SIC code, which is an index that describes the function (manufacturer, wholesaler, retailer, or service) and the line of business in which the company is engaged.
Started Year	Enter the year in which the entity commenced present operations. If the entity was formed to acquire or continue a preexisting entity's operations, then the start date may reflect this original start date.
Owns/Rents	Select a value that indicates whether the premises at the physical address are owned or rented. Values are *Co-Owns, Leases, Other, Owns, Rents, Shares,* or *Utilizes.*
Incorporation Year	Enter the year in which the business incorporated. The incorporation year may not be the same as the year in which the business started.
Total Employee	Enter the total number of employees, including staff at branches, divisions, and subsidiaries located elsewhere.
Company Moved	Select if the business has moved.

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Field or Control	Description
Out of Business	Select if the business is no longer active at this location.
Employee Here	Enter the total number of employees at the headquarters location.
Enquiry DUNS	Enter the number assigned by Dun & Bradstreet to identify a business.
Parent DUNS	Enter the number assigned by Dun & Bradstreet to identify the parent company.
Parent Name	Enter the name of the company that has a majority interest in the business. The subject business is known as a subsidiary.

Customer List

A list of customers who are associated with the DUNS number appears in the **Customer List** grid.

Field or Control	Description
Go To Credit Page	Click to access the Credit Profile - General page and view credit information for a customer who is linked to the DUNS number, or link another customer to a DUNS number.

Credit and Risk Page

Use the Credit And Risk page (DB_CREDITNRISK) to enter or review credit and risk information.

Navigation:

- **Customers**, and then **Customer Information**, and then **Dun and Bradstreet Summary**, and then **Credit And Risk**
- **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Dun & Bradstreet**, and then **Credit And Risk**
- **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Customers**, and then **Identify D&B PAYDEX Calc Info**, and then **Credit and Risk**

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

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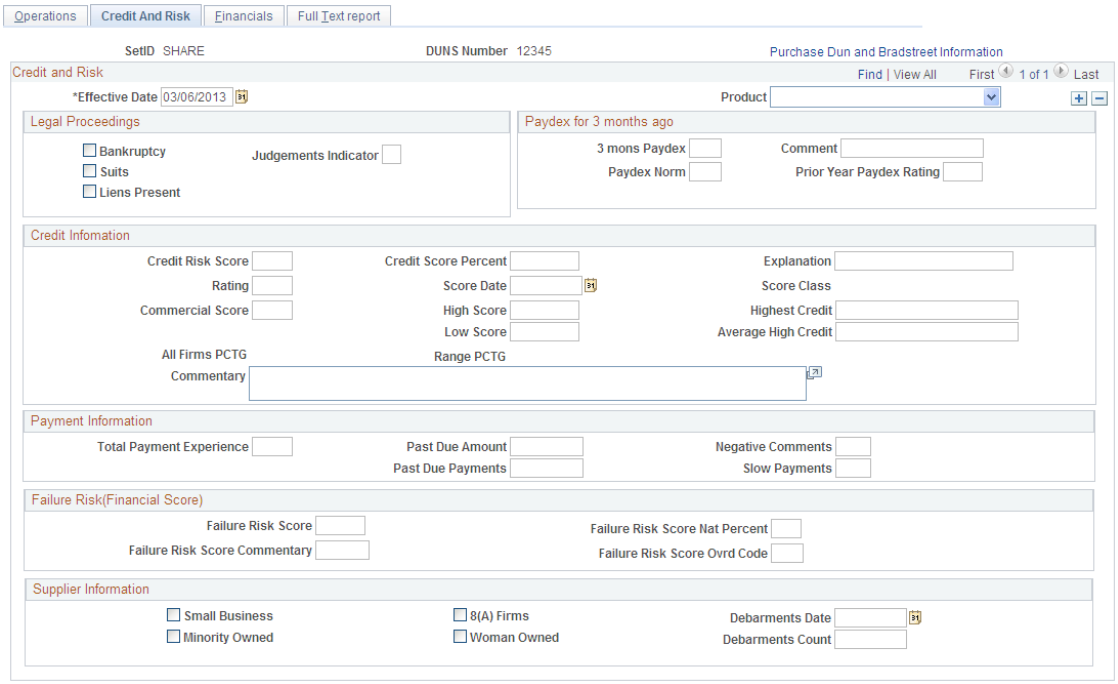

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Field or Control	Description
Bankruptcy	Select if the organization is in bankruptcy.
Suits	Select if the organization has lawsuits in the Dun & Bradstreet database.
Liens Present	Select if the organization has open liens in the Dun & Bradstreet database.
Judgement Indicator	Select if the organization has open suits, judgments, petitions, or payment remarks in the Dun & Bradstreet database.
3 mons Paydex (three months Paydex)	Enter the Dun & Bradstreet payment score (Paydex) from three months ago.
Comment	Enter additional text about the three-month Paydex score.
Paydex Norm	Enter the industry median or average Dun & Bradstreet Paydex score.
Prior Year Paydex Rating	Enter a dollar-weighted score that indicates how the organization has paid its bills over the last 12 months. The prior year Paydex rating represents how the organization paid its bills in the previous year or previous 12 to 24 months.
Credit Risk Score	Enter the credit risk numeric score that is a translation of the risk of delinquent payment over the next 12 months.

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Field or Control	Description
Credit Score Percent	Enter the percentile rank that indicates where the organization falls among organizations in the Dun & Bradstreet U.S. database. The percent is based on a 1 to 100 scale, where 1 represents organizations with the highest probability of delinquency and 100 represents organizations with the lowest probability of delinquency.
Explanation	Enter the literal explanation of the credit risk numeric score, which explains the risk of delinquent payment over the next 12 months.
Rating	Enter the code that Dun & Bradstreet assigns to a company that consists of a composite capital and credit rating.
Score Date	Enter the date on which the credit risk score was calculated.
Score Class	View the risk of delinquent payments over the next 12 months, as indicated by a number from 0 to 5.
Commercial Score	Enter the numeric score that corresponds to the delinquency performance.
High Score	Enter the high range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the high range score is 280.
Highest Credit	Enter the highest account balance during the past 12 months.
Low Score	Enter the low range of the commercial credit score for which an incidence of delinquency percentage could be linked. If the range is 240 to 280, the low range score is 240.
Average High Credit	Enter the median of the highest credit extended over the past 12 months. To calculate this value, divide the sum of all of the high credit dollar amounts by the total number of account experiences.
All Firms PCTG (all firms percentage)	Enter the delinquency percentage for the company as it relates to all firms in the Dun & Bradstreet U.S. database.
Range PCTG (range percentage)	Enter a delinquency percentage as it relates to a specific commercial credit score range.
Commentary	Displays the conditions affecting the score. The field is populated from the Dun & Bradstreet interface and the field is non-editable.
Total Payment Experience	Enter the total number of payment experiences in the Dun & Bradstreet database for the organization.
Past Due Amount and **Past Due Payments**	Enter the sum of past due dollar amounts.
Negative Comments	Enter the total number of payment experiences with negative comments in the payment notes.

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Field or Control	Description
Slow Payments	Enter the conditional comment that is generated when the Paydex score is used or slow payment experiences are present.
Failure Risk Score	Enter the score that predicts the likelihood of a firm going out of business without paying all creditors in full over the next 12 months.
Failure Risk Score Nat Percent (failure risk score national percent)	Enter a percent that places the organization in a 1 through 100 rank order; 1 is the highest risk and 100 is the lowest risk. The percent means that the organization scores better than a percent of organizations available in the Dun & Bradstreet U.S. database.
(USA) Failure Risk Score Commentary	Enter text that explains the conditions that drive the score that is assigned to the organization. This field is available only in the U.S.
(AUS) Failure Risk Score Ovrd Code (failure risk score override code)	Enter a score for Australian organizations when the delinquency score is a special value (0, 893–895) or cannot be calculated.
Small Business	Select if the Small Business Administration (SBA) classified the organization as a small business.
8(A) Firms	Select if the SBA classified the organization as a socially or economically disadvantaged small business.
Debarments Date and **Debarments Count**	Enter the number of the U.S. government debarments that are present in the Dun & Bradstreet database and the date of the most current debarments filing.
Minority Owned	Select if the organization is classified as minority owned.
Woman Owned	Select if the majority of the organization is owned by a woman.

Financials Page

Use the Financials page (DB_FINANCIALS) to enter or review financial statement information for the current and previous periods.

Navigation:

- **Customers**, and then **Customer Information**, and then **Dun and Bradstreet Summary**, and then **Financials**
- **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Dun & Bradstreet**, and then **Financials**
- **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Customers**, and then **Identify D&B PAYDEX Calc Info**, and then **Financials**

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

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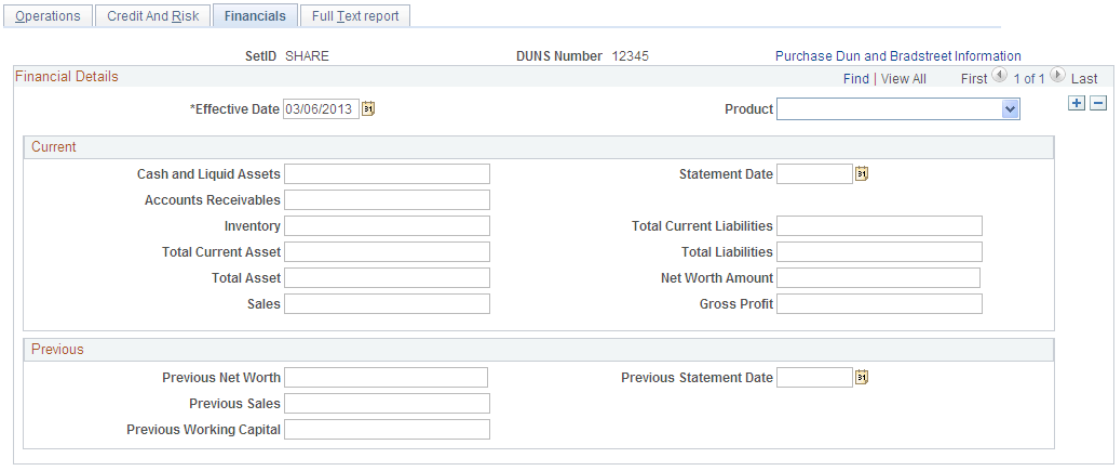

The Dun & Bradstreet interface populates the values on this page. If you do not use the interface, you can enter information manually.

Field or Control	Description
Cash and Liquid Assets	Enter the amount of cash on hand and in banks.
Statement Date	Enter the date of the current financial statement.
Accounts Receivables	Enter the total amount of accounts receivable.
Inventory	Enter the amount of merchandise on hand. The amount may also include work in progress and raw materials minus depreciation.
Total Current Liabilities	Enter the total amount of all current liabilities that are less than one year old.
Total Current Asset	Enter the total amount of all current assets that are less than one year old.
Total Liabilities	Enter the total amount of liabilities.
Total Asset	Enter the total amount of current and long term assets.
Net Worth Amount	Enter the total amount of equity, which can include stock.
Sales	Enter the amount of net sales for the period after returns, allowances, and discounts are deducted. In Europe, this amount is the sales for the period less taxes.
Gross Profit	Enter the amount that remains after deducting the cost of goods sold from net sales.
Previous Net Worth	Enter the amount of net worth minus intangibles in the last financial statement. The amount may be negative to reflect a deficit net worth position.
Previous Statement Date	Enter the date of the previous financial statement.
Previous Sales	Enter the amount of net sales for the previous statement.

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Field or Control	Description
Previous Working Capital	Enter the amount of current assets minus current liabilities for the previous statement.

Full Text Report Page

Use the Full Text Report page (DB_REPORT_TEXT) to view entire Dun & Bradstreet reports in text format.

Navigation:

- **Customers**, and then **Customer Information**, and then **Dun and Bradstreet Summary**, and then **Full Text Report**
- **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Dun & Bradstreet**, and then **Full Text Report**
- **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Customers**, and then **Identify D&B PAYDEX Calc Info**, and then **Full Text Report**

Field or Control	Description
Report Text	View the full text of the Dun & Bradstreet report. This text is not available if you did not obtain the report using the Dun & Bradstreet interface.

Additional General Info Page

Use the Additional General Info page (CUST_GENERAL2) to link new DUNS numbers to customers.

Navigation:

Click the **Additional General Info** link on the Credit Profile page.

Field or Control	Description
Standard ID Qualifier and **DUNS Number** elements, descriptionstype (additional customer information) elements, descriptionsDUNS number (additional customer information)	Select *DUNS Number With Edit* to associate the customer with a DUNS number in the system and enter the DUNS number.

Defining MICR IDs

To define customer MICR IDs, use the Customer MICR Information component (CUSTOMER_MICR).

This section provides an overview of MICR IDs.

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Pages Used to Define MICR IDs

Page Name	Definition Name	Usage
MICR Information - Address Page	CUSTOMER_MICR	Enter MICR IDs and associate them with remit from customers.
MICR Information - Customer Bank Page	CUSTOMER_MICR2	Enter additional bank information for specific customers.

Understanding MICR IDs

Every bank account has an associated MICR ID. Because customers may use multiple bank accounts, you can associate a customer with more than one MICR ID. A MICR ID is one way in which Payment Predictor identifies customers and can be used as the basis for building payment and maintenance worksheets.

The MICR pages are optional: use them if the lockbox interface provides a MICR ID for customer identification or if you regularly use MICR IDs for identification. If you perform direct debit or electronic draft processing, you can use these pages to define customer bank account information used for remittance processing.

MICR Information - Address Page

Use the MICR Information - Address page (CUSTOMER_MICR) to enter MICR IDs and associate them with remit from customers.

Navigation:

Customers, and then **Customer Information**, and then **MICR Information**, and then **Address**

This example illustrates the fields and controls on the MICR Information - Address page. You can find definitions for the fields and controls later on this page.

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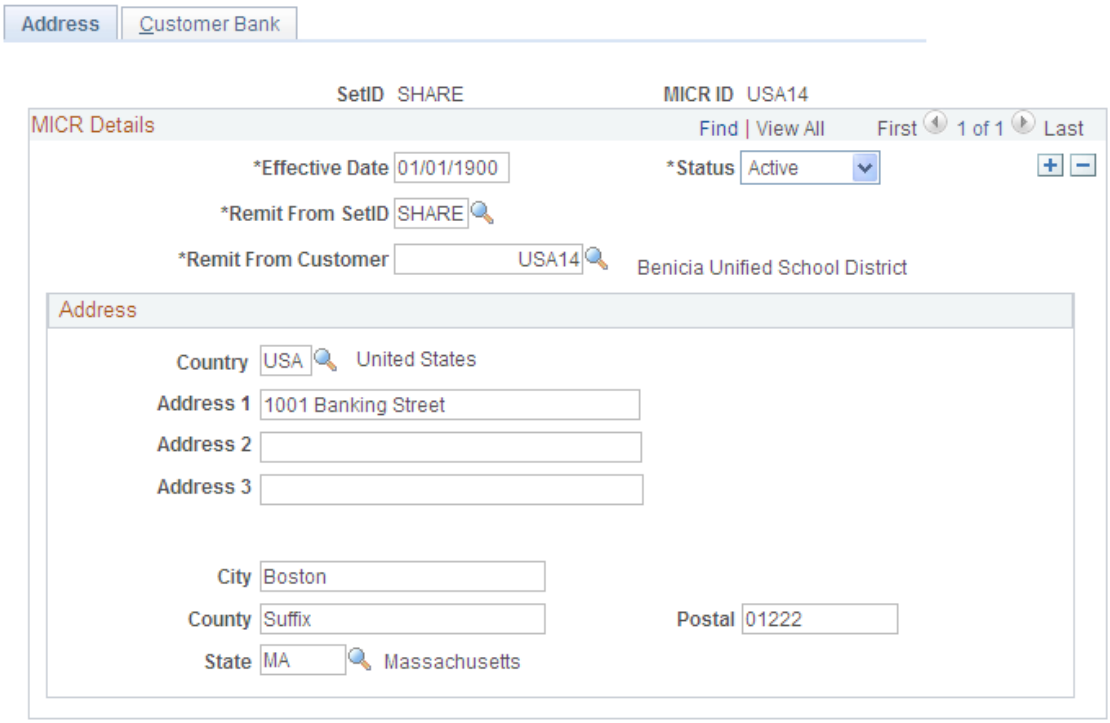

Field or Control	Description
Effective Date	MICR ID information is keyed by effective date to enable you to keep a history of changes that you make and enter changes that will go into effect on some future date.
Remit From Customer	Select the SetID and the customer ID of the remit from customer to enable Payment Predictor to select items from more than one customer based on the MICR ID. Because a remit from customer is the paying entity, you link MICR IDs to remit from groups rather than to individual customers. Every customer is its own remit from customer if it does not belong to a larger remit from group.
Address	If a customer that is enabled for draft processing will use this MICR ID and the bank interface requires the draft bank address, then enter that address in the fields in this group box. Otherwise, this information is optional and not used in any Receivables processing.

Note

During processing, you may discover a payment with a MICR ID that does not match any customer in the system. If you have additional information that is associated with the payment that positively identifies the remit from customer, then link the MICR ID to the customer by clicking the **Link MICR** link on the Regular Deposit Entry - Payments page or the Worksheet Selection page.

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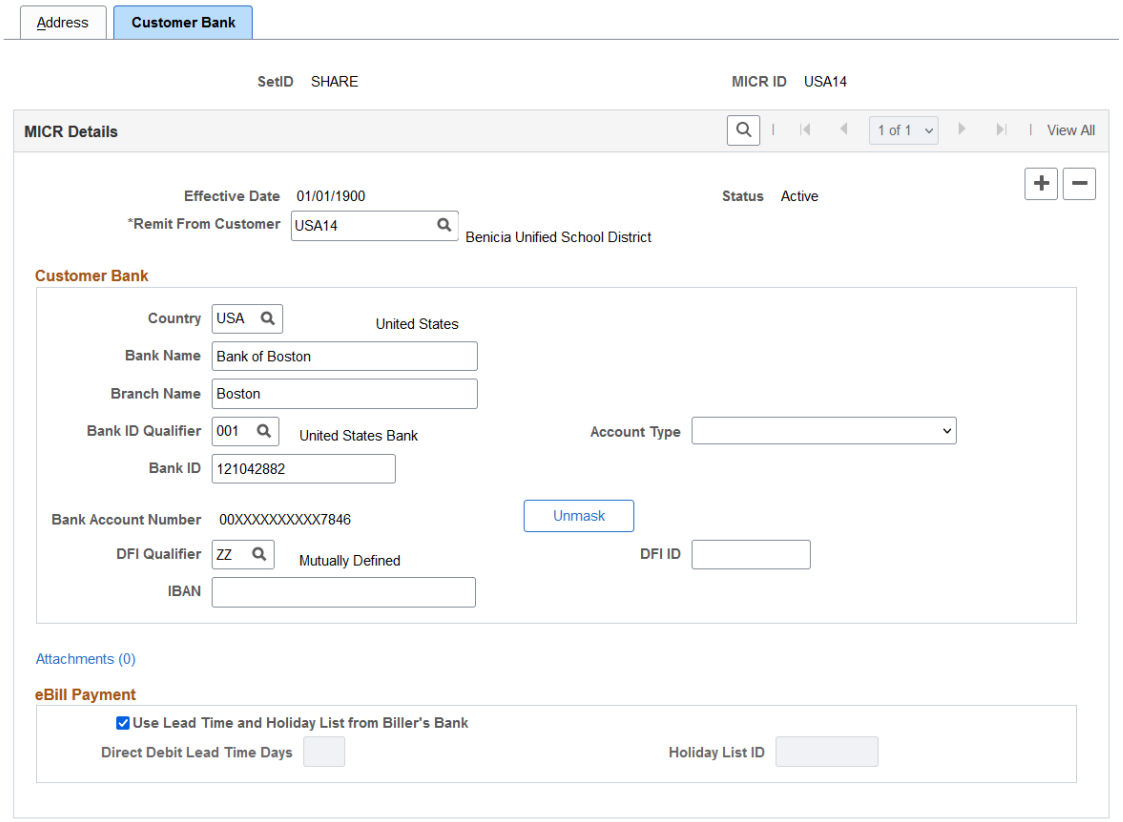
MICR Information - Customer Bank Page

Use the MICR Information - Customer Bank page (CUSTOMER_MICR2) to enter additional bank information for specific customers.

Navigation:

Customers, and then **Customer Information**, and then **MICR Information**, and then **Customer Bank**

This example illustrates the fields and controls on the MICR Information - Customer Bank page. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Effective Date, Status, and **Remit From Customer**	View data from the MICR Information - Address page.
Remit From Customer	For each MICR ID that you set up for the customer, enter the bank account information to process direct debits and drafts electronically. This action associates the bank account details with the remit from customer and the MICR ID that you enter on the MICR Information - Address page.

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Field or Control	Description
Country	View data from the MICR Information - Address page and define where the bank is located. Depending on the country, you may be required to enter different information to identify the customer's bank account.
Bank Name Alt Characters (bank name alternate characters)	If you have enabled alternate character sets for the user, the **Bank Name Alt Characters** button appears next to **Bank Name.** Click to enter each name in alternate characters. **Note:** To activate alternate characters, set the User Preferences to use alternate characters on the User Preferences - Overall Preferences page.
Bank ID Qualifier	Defines which fields are required for the customer's bank and the editing rules for each field. For example, you may be required to enter a bank ID with five characters for the French Bank (009). System-defined qualifiers are provided for each country; review them on the Bank ID Qualifiers page. See the product documentation for *PeopleSoft Banks Setup and Processing*.
Bank Identifier Code	Enter a bank identifier code (BIC) for this bank branch. This code is based on the ISO standard (9362), which is the universal method used to identify the financial institutions that enable automated processing of payments. A BIC code is used to route cross-border and some domestic payments to a bank branch or payments center. SEPA requires the use of BIC and IBAN codes to uniquely identify the creditor's and debtor's banks and bank accounts in all Euro cross-border payments. The IBAN and BIC codes must be correct to avoid repair fees that the bank charges due to processing errors and to avoid delays in processing payments and collections due to the correction of these errors. Once you enter a BIC code, the system validates the length and layout of the characters, and it validates the BIC country code against the country code set up for the bank branch.
Bank ID	Identifies the bank.
Branch ID	Depending on the bank ID qualifier, you may need to enter a check digit for the account number and a corresponding branch ID.

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Field or Control	Description
Account Type	Select a value: • *Bond.* • *Bus Acct* (business account). • *Check Acct* (checking account). • *Dem Dep* (demand deposit). • *Lf Ins-Net* (life insurance account - net cash value). • *Life Ins* (life insurance face value). • *Mutual* (mutually defined). • *Ret Acct* (retirement account - vested interest). • *Ret It-DDA* (return items on demand deposit account). • *Ret It-Sav* (return items on savings account). • *SB Acct* (stocks and bonds account). • *Time Dep* (time deposit). • *Trust fund.*
Bank Account Number	Enter bank account number. If you set up bank account encryption, account numbers are masked when you save the page. You can edit the bank account numbers using the **Unmask** button. For more information about bank account number encryption and the National Automated Clearing House Association (NACHA) data security requirements, see Application Fundamentals: Understanding Bank Account Encryption and Application Fundamentals: Setting Up Bank Account Encryption.
Unmask	Select to unmask the bank account number.

To conduct EFT transfers using this account, you may need to provide the appropriate routing information for the depository financial institution (DFI).

Field or Control	Description
DFI Qualifier	Select to identify the bank using its DFI ID and enter the associated DFI ID. The DFI qualifier specifies the format and how many characters and numerals are used in the bank's DFI ID.
Attachments	Click this link to access the Customer MICR Attachments page, where MICR attachments can be uploaded, viewed, and deleted.

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Field or Control	Description
Use Lead Time and Holiday List from Biller's Bank	Select this option to use the lead time days and holiday list based on the Biller's bank account. The Lead Time and the Holiday List should come from the same source, either both from MICR ID or both from Biller's Bank account because the customer and biller's bank may be in different countries with different holiday schedules. Lead Time and Holiday List entered in MICR ID will be used when **Use Lead Time and Holiday List from Biller's Bank** is not selected. When **Use Lead Time and Holiday List from Biller's Bank** is selected, Lead Time and Holiday List fields in MICR ID will be disabled and it will be ignored by the process.
Direct Debit Lead Time Days	Enter the number of lead time days. Default value for Lead Time Days is zero.
Holiday List ID	Enter the Holiday List ID for the customer's bank account.

Each DFI ID type has a specific number of digits that you can enter, as listed in this table:

DFI Qualifier	DFI ID
Transit Number	Exactly nine numerals, plus check digit calculation.
Swift ID	Eight or 11 characters; positions five and six must comprise a valid two-character country code.
CHIPS ID	Three or four numerals.
Canadian Bank Branch/Institute	No validation.
Mutually Defined	No validation.

Setting Up Tree-Based Corporate Customers

To define corporate customer trees, use the Corporate Customer Tree component (AR_CORP_TREE_NODE).

This section discusses how to work with corporate trees.

> **Note**
>
> This section assumes that you are familiar with the Tree Manager. The tree that is delivered as part of the demonstration database illustrates one possible structure of nodes and detail values. Customers must be part of the corporate tree to be included in the PeopleSoft Corporate Tree nVision report and the customer profile by corporate tree.

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Pages Used to Set Up Tree-Based Corporate Customers

Page Name	Definition Name	Usage
Tree Manager Page	PSTREEMGR	View corporate tree structures.
Corporate Customer Tree Page	CORP_NODE_AR	Define or review corporate tree node characteristics. The Corporate Customer Tree page from the Maintain Customers menu, where you can enter or change information for corporate customers, appears.
Corporate Tree Messages Page	CUST_MSG_CORPT	View and update messages for customers who are associated with a particular corporate umbrella.

Viewing Corporate Tree Structures

For each corporate tree in the Tree Manager, various *levels* of the corporate structure exist under which nodes and detail values are grouped. *Detail values* are actual customers, identified in the Tree Manager by their customer IDs (such as 1001). *Nodes* are generally used to organize detail values into corporate groups, and they appear with their node name and a description (such as ALLIANCE_GROUP - Alliance Group). Nodes may be customers as well as organizational tools. Detail values always exist under nodes and cannot have children.

Define detail values on the Maintain Customers pages; define nodes on the Tree Node page in Tree Manager.

See *PeopleTools Documentation: PeopleSoft Tree Manager.*

Tree Manager Page

Use the Tree Manager page (PSTREEMGR) to view corporate tree structures.

Navigation:

Tree Manager, and then **Tree Manager**

Field or Control	Description
Edit Data	Click the **Edit Data** button to access the Tree Node page.

Corporate Customer Tree Page

Use the Corporate Customer Tree page (CORP_NODE_AR) to define or review corporate tree node characteristics.

The Corporate Customer Tree page from the Maintain Customers menu, where you can enter or change information for corporate customers, appears.

Navigation:

Customers, and then **Customer Information**, and then **Corporate Customer Tree**

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> **Note**
>
> The credit information on this page is similar to information that you enter for an individual customer on the General Information - Credit Profile page. However, PeopleSoft Order Management does not use the information on this page for credit checking. You can use this information in reports and in a Workflow to determine which customers have exceeded their credit limit.

Field or Control	Description
SetID and **Corporate Customer**	For an existing node, the tree populates these fields. If you are creating a new node, the corporate customer name comes from the tree node that you supply in the Tree Node dialog box when you insert the node.
Effective Date	This credit information is keyed by effective date to let you keep a history of the changes and to enter changes that will go into effect on a future date.
% Over Limit (percentage over limit)	Enter a credit limit tolerance, a percentage by which you allow customers to exceed their credit limit. You can use this field with Workflow to retrieve customers who exceed their tolerance amount. If a customer has a 2 percent over limit, for example, an extra two percent of their credit limit is added to their available credit amount. Depending on the percentage that you enter here, you may see credit limits that are higher than those you originally established for the customer.
Range %	Enter a credit limit comfort level. Use this field with Workflow to retrieve customers who exceed their range percent. You can flag certain customers when they get within 80 percent of their credit limit, and allow others to reach 110 percent of their credit limit.
Credit Limit Date	The current date appears by default; you can override this value. This date is kept separate from the effective date, so changes to the credit limit or other credit information are independent of each other.
Credit Limit Review Date	Enter a date on which you want to reevaluate the corporate credit limit.
Risk Code	An indicator of customer credit history. Credit class is another way of grouping customers by defining additional credit categories. **Note:** The values for the **Risk Code** and **Credit Class** fields are translate values that can be adapted to the business needs.

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Field or Control	Description
Collection and **Dispute**	Select customer credit status based on the circumstance. Additional fields appear next to the **Collection** or **Dispute** fields. When you turn a customer over for collection, select a collection code from those that are defined on the Collection Status page. Codes vary according to business practices. For example, they may represent different collection agencies that you use. The date on which the account was assigned for collection is the current date by default. When you place a customer in dispute, select a dispute code from those that are defined on the Dispute Status page. Dispute codes vary by business. These codes usually indicate the cause for dispute, such as a pricing error or an incorrect shipment. The date on which the account was placed in dispute is the current date by default. The dispute amount that you enter can be a negative or positive value. **Note:** Altering the account status has no effect on item or payment processing. These are informational fields only.
Apply To Individual Customers	Click to assign the same status to all customers in the node when you place a corporate account in or out of collection or dispute. This saves the page and updates the individual customer's credit record.

Corporate Tree Messages Page

Use the Corporate Tree Messages page (CUST_MSG_CORPT) to view and update messages for customers who are associated with a particular corporate umbrella.

Navigation:

- **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Information**, and then **Corporate Tree Messages**
- **Customers**, and then **Customer Information**, and then **Corporate Tree Messages**

Field or Control	Description
Corporate Customer	If one (or more) of the customers who belong to the corporate customer is assigned a message using the General Information - Messages page, the customer ID and name appear.
Update	Click to enter or update a corporate tree message (in read-only mode). The system transfers you to the Messages page, where you can assign or modify messages for customers who are associated with the corporate customer.
Hold Code	Appears if the customer has an action of *Hold*.

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> **Note**
>
> The **Messages** button appears on the Corporate Customer page whenever any customer who belongs to the corporate customer has a message.

Viewing Supplier Information

To view Supplier information, use the supplier Information component (VENDOR_AR).

This section discusses how to view supplier names and IDs.

Pages Used to View Supplier Information

Page Name	Definition Name	Usage
Supplier Info Page	CUST_VENDOR_INFO	View name and ID information for specific suppliers.

Supplier Info Page

Use the Supplier Info (Supplier information) page (CUST_VENDOR_INFO) to view name and ID information for specific suppliers.

Navigation:

Click the **Supplier Info** link on the Miscellaneous General Info page.

If you have PeopleSoft Payables installed, use this page to link suppliers and their associated customer records. When PeopleSoft Receivables requests a customer refund, the Payables system can determine which supplier to use on the voucher.

> **Note**
>
> You cannot add or change any information on this page if you have PeopleSoft Payables installed. If you do not have Payables installed, then you may want to use this page to maintain supplier information for another purpose, such as refunds within the system.

Associating EFT Payment File Names With Customer IDs

This section lists the page used to associate EFT payment file names with customer IDs.

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Page Used to Associate EFT Payment File Names With Customer IDs

Page Name	Definition Name	Usage
Customer EFT Name Page	CUST_EFTNM_XREF	Create cross-references between customer names on the EFT payment file and customer IDs. The system uses the EFT payment file information in the **Name** field and the customer ID in the **Customer** field when loading EFT payment data into PeopleSoft Receivables.

Creating Customer Reimbursable Agreements

To define reimbursable agreements, use the Customer Agreements component (CUST_AGREEMENT).

This section lists the pages used to create customer reimbursable agreements.

Pages Used to Create Customer Reimbursable Agreements

Page Name	Definition Name	Usage
Reimbursable Agreements - Funds Page	CUST_AGREEMENT	Establish the reimbursable agreement number, the amount of the agreement, and the customer reimbursable fund information.
Reimbursable Agreements - Documents Page	CUST_AGREEMENT2	Associate documents with the customer reimbursable agreement.

Validating Financial Sanctions

This section provides overviews for financial sanctions screening (FSS) with customer information and FSS setup, lists common elements, and discusses how to review various FSS results.

Pages Used to Perform FSS

Page Name	Definition Name	Usage
Screen for Denied Parties Page	RUN_CNTL_SCMFSS	Use this page to the run the Screen For Denied Parties process (SCM_FSS) and perform FSS for customers, orders, MSRs, and invoices.
Searching for FSS Results	IN_FSS_SEARCH	Use this page to search for the results of the FSS.

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Page Name	Definition Name	Usage
Customer Page	CUST_FSS_GRID	Use this page to view the FSS results for customers.
Financial Sanctions - Orders page	ORD_FSS_GRID	Use this page to view the FSS results for orders.
Review Processing Results - Invoice Page	BI_FSS_GRID	Use this page to view the FSS results for invoices. SeePeopleSoft Billing: Managing Financial Sanctions Screening for Invoices
General Information	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. You also use this page to manage FSS. See PeopleSoft Receivables: Setting Up Service Purchase Processing in Receivables See AlsoPeopleSoft Grants: Setting Up and Maintaining Sponsors
Order Entry Form	ORDENT_FORM_LINE	Use this page to enter header and line information for orders and quotes. The component will also validate the customer name and address for FSS processing. See PeopleSoft Order Management: Maintaining Header and Line Information See AlsoPeopleSoft Order Management: Using Alternate Sourcing and Pegging

Understanding FSS with Customer Information

FSS in the Order to Cash business process is used with PeopleSoft Order Management, Inventory, and Billing. FSS validates customer names and addresses with a variety of national and international security lists. These security lists may include: Specially Designated Nationals, OFAC Sanctioned Countries, FBI Top Ten Most Wanted, European Union Terrorism List, United Nations Consolidated Sanctions List, and more.

For U.S. based companies and their foreign subsidiaries, a federal regulation from the Office of Foreign Assets Control (OFAC) requires that customers be validated against a Specially Designated Nationals (SDN) list. OFAC acts under Presidential wartime and national emergency powers, as well as authority granted by specific legislation, to impose controls on transactions and freeze foreign assets under U.S. jurisdiction. Many of the sanctions are based on United Nations and other international mandates, are multilateral in scope, and involve close cooperation with allied governments.

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PeopleSoft provides you the ability to download the list of SDNs from the OFAC, the European Union, as well as enterprise sources. Once installed, you can manually search the list to validate customers. In addition to manual searches, you can enable validation to be performed automatically when processing transactions or adding customers.

PeopleSoft provides validation of your customers against any financial sanctions list at the customer name and address level. The system validates these customer fields:

- CUSTOMER
  - NAME1
  - NAME2
  - NAME3
- ADDRESS LOCATION
  - ADDRESS1
  - ADDRESS2
  - ADDRESS3
  - ADDRESS4
  - CITY
  - STATE
  - POSTAL
  - COUNTRY

Financial sanctions screening is performed within the Order to Cash business process during creation and maintenance of these transactions:

- Customers
- Sales orders (including making credit card address changes and running the Mark Lines for Billing process).
- Quotes
- Invoices
- External MSRs
- VMI Interunit transfers

The Screen for Denied Parties process (SCM_FSS) can be run to screen customers, orders, MSRs, and invoices. You can run it from these menus:

- Order Management, Quotes and Orders, Process Orders
- Inventory, Fulfill Stock Orders
- Billing, Maintain Bills

Use the Search inquiry to review the financial sanctions screening results. A match will prevent the system from shipping an order and from finalizing an invoice. Hold processing can be set up for sales orders to place orders on hold if a match is encountered during order entry.

Customer and Transaction Financial Sanction Screening

When a customer is saved, the name and address are matched against the list that is being used to perform the screening. If the name or address is a match against the list, the customer is returned with a Unconfirmed status. Customer screening is only performed when a customer is added, the name is changed, a location is added or an address is changed.

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When a match is made, it is your responsibility to call the agency and discuss your customer with them. If you determine that your customer should not be on the list, you can change the status to Confirmed, enter a reason code, and specify the number of days that you do not want the customer screened again.

If you find that the customer is a valid match with the list, you would leave the status as Unconfirmed. A sales order could be entered for the customer. The order would be held up depending on how you have set up the screening for sales orders.

- For sales orders, screening is activated at the time the order is entered, when the address or customer is changed or if the order is run through the Screen for Denied Parties process.
- MSRs are only screened when the order is run through the Screen for Denied Parties process.
- For invoices, screening is activated during the Finalization process and when the invoice is run through the Screen for Denied Parties process.

When a match is found, sales orders go on hold at the header level. For MSRs, each line of the MSR goes hold. For invoices, the bill status is set to either Hold (HLD) or New (NEW) and the bill FSS status becomes unconfirmed

For all of the transactions, you can remove the hold by confirming the customer and rerun the Screen for Denied Parties process. You can also manually remove the hold. The sections on the sales order, MSR, and invoice discuss the process to manually remove the hold.

See Customer Information - General Info Page.

Sales Order Financial Sanction Screening

If you intend to have sales order automatically trigger financial sanctions screening, hold processing for financial sanctions screening must be selected on the Hold Processing page. Hold codes can also be set up for the order and customer.

The Customer related hold refers to the Bill-To and Sold-To customers listed on the order header and the Ship-To customers list on the order's schedules. If any of these customers is Unconfirmed, a Customer Hold will be placed on the order. The second type of hold is an Order Hold, which means that an address override or payment address matches a security list entry.

When an order is entered, you will receive a message when you enter an order for a customer that is a match with the financial sanctions screening list. The message is established on the Messages page. You can save the order but it will go on hold at the header level when the order is saved. The actual screening takes place when order header, lines, and schedules are added or when the address of the customer changes on the order. When an address override takes place, the order will be reevaluated to see if the address change triggers a match.

If a customer status is changed to unconfirmed during customer maintenance, the sales order will not be rescreened unless the Denied for Screened Parties process is run. The Do Not Screen for X Number of Days field from the customer does not affect whether the sales order will go on hold or be taken off hold.

A number of ways are present for removing a financial sanctions hold for the sales order.

1. Inactivate or delete the hold and select a reason code for the change.
2. Delete the sales order line if the Ship-to customer or address override associated to the line caused the match.
3. Run the OM Background Hold Check process (OM_HOLD) to reevaluate all holds including FSS holds, assuming the FSS condition no longer applied.

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4. Run the Screen for Denied Parties process (SCM_FSS) and select the rescreen option if the condition is no longer valid.

If an FSS hold is inactivated on the sales order, it will not be reapplied to the order. If the hold is deleted, the hold may be reapplied the next time hold processing occurs.

In the counter sale environment, the system will perform a FSS check when a payment is added and the address is entered on the Additional Information page for a check, credit card, debit card, or a procurement card.

Material Stock Request Financial Sanction Screening

Only external material stock requests (MSR) or VMI intercompany transfers are screened during inventory fulfillment. The hold code that is used for FSS processing in inventory is established on the Inventory Business Unit Options page.

These types of orders are not screened during order entry. They can only be screened through the Screen for Denied Parties process. Material Stock Requests should be run through this process before shipping. Orders that are on hold will not be shipped.

The Inventory FSS hold can be removed using the Cancel/Hold Stock Requests component. Similar to sales orders, if the customer FSS status changes to Unconfirmed, the Screen for Denied Parties process will remove the hold.

Invoice Financial Sanction Screening

When FSS is active for the order to cash business process, the system performs FSS on invoices. An invoice can contain several different types of customers such as Bill-To, Ship-To, and Service-To. Each type of customer name and address is compared to the security lists that are loaded in the system.

When FSS processing finds a potential match between a customer name and address and the security list, it marks the invoice with an error code, sets the bill status to either Hold (HLD) or New (NEW), changes the bill FSS status to unconfirmed (the **Confirmed** option is not selected), and stores the results in the system.

A user or the system can change the bill FSS status from unconfirmed to **Confirmed.**

- A user can call the appropriate government agency to determine whether the customer match is a true match or a false match, and then the user can take the appropriate action. If the match is false, the user can change the FSS status from unconfirmed to confirmed (the user selects the **Confirmed** check box), and provides a reason code.
- The FSS process can change the FSS status from unconfirmed to confirmed. When this occurs, the system removes the match results that were previously stored in the system.

Understanding FSS Setup

Financial Sanctions Screening for in the Order to Cash business process is configured at the installation level. Three options are available to choose from.

- No Validation - FSS will not be performed.
- Enabled at Install - FSS is on for all Order to Cash business units.
- Enabled at Business Unit - FSS is governed at the business unit level.

If FSS is controlled at the business unit level, the Order Management business unit governs sales orders, the Billing business unit governs invoices and the Inventory business unit governs external stock requests and VMI interunit orders.

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You also determine if you will load the financial sanctions list into the FSCM database or use a third party web service at the installation level. The access to the lists, whether they are downloaded into the FSCM database or through a third party web service, are done using a common application package FSS_SDN_SEARCH.

When specifying that you want the financial sanctions list to be downloaded, you will also establish a threshold that is used by the Search Framework search engine to determine if there is a match against the list. It is important that you test the index against the threshold. The higher the threshold, the more accurate the match has to be with the financial sanctions data. The lower the threshold, the more matches you will receive.

Each of the fields that make up the customer name and address are given a weighted score. When they are screened against the list that you are using for FSS, the cumulative score of customer is tabulated by the system. If the score equals or is higher then the threshold set at installation, the customer will be flagged as being a match.

If you are downloading the list into the FSCM database, you will need to build a search index for the financial sanctions data. Each time you download the financial sanctions data, the index must be rebuilt.

Related Topics

- PeopleSoft Order Management: Setting Up Order Management Business Units
- PeopleSoft Billing: Establishing New PeopleSoft Billing Business Units
- PeopleSoft Banks Setup and Processing: Understanding the Financial Sanctions Service
- Application Fundamentals: Financial Sanctions Options Page

Common Elements Used for FSS

Field or Control	Description
Customer ID	The customer link will potentially take you to two different pages. If there is no address override, then the FSS hold is directly related to the customer. Therefore, the link will take you to the Customer tab which will provide information about the match. However, if this order was put on hold because of an address override, then there may not be any entry for that customer in the customer grid in the inquiry component. Therefore, the link will take you to the customer General Info page.
Entry ID	Click the link to access the Financial Sanctions Entry page to view details about the match.
Sanctions ID	Displays the ID to identify the list that was used in the validation. **Note:** It is possible to have multiple lists or old and new versions of the same list used for FSS screening.
Sanctions List Type	Lists the name of the list that is used for financial sanctions screening.

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Field or Control	Description
Score	The fields represents the values that the customer scores when the customer information is screened against the financial sanctions list that you are using. The higher the score, the better the customer is matched against an entry in the list.

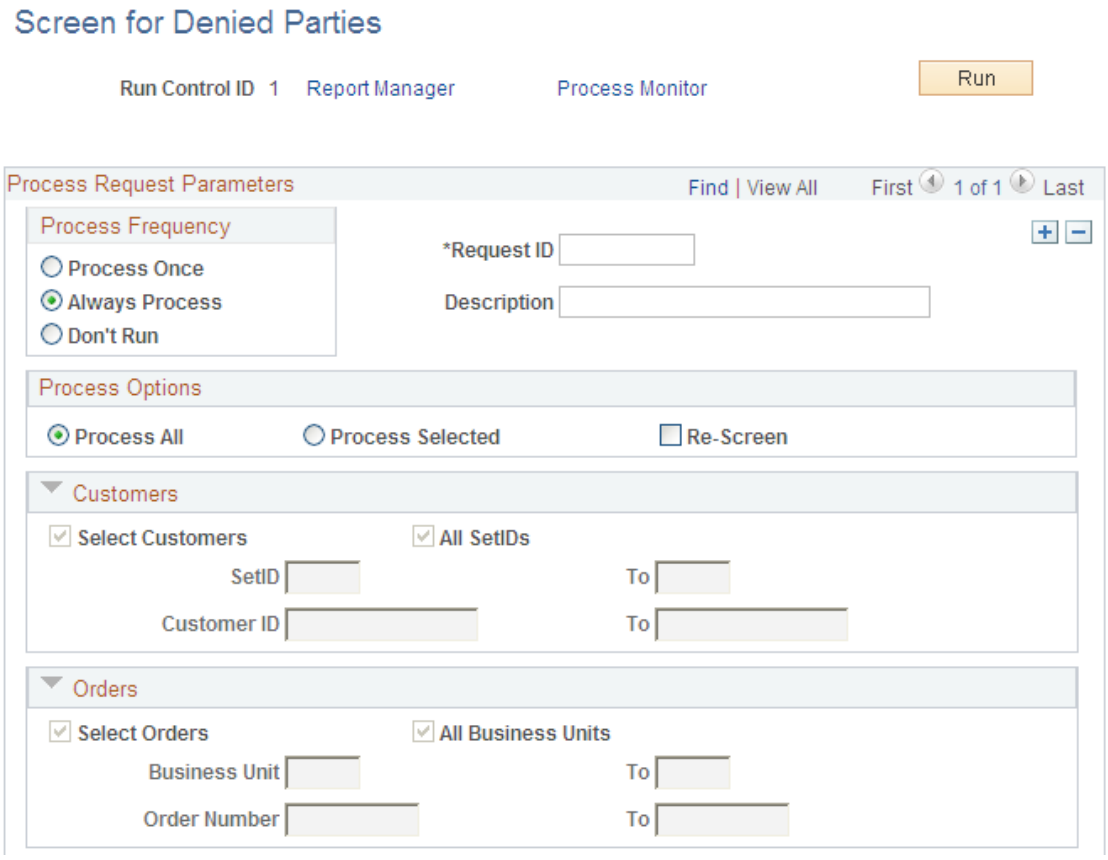
Screen for Denied Parties Page

Use the Screen for Denied Parties page (RUN_CNTL_SCMFSS) to run the Screen For Denied Parties process (SCM_FSS) and perform FSS for customers, orders, MSRs, and invoices.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Process Orders**
- **Inventory**, and then **Fulfill Stock Orders**
- **Billing**, and then **Maintain Bills**

This example illustrates the fields and controls on the Screen for Denied Parties 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 Screen for Denied Parties page (2 of 2). You can find definitions for the fields and controls later on this page.

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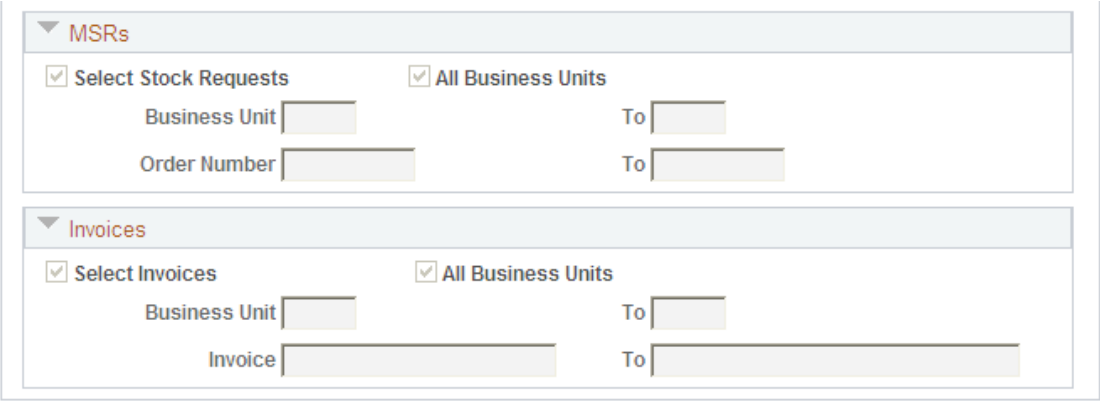

Enter parameters to run the Screen For Denied Parties process (SCM_FSS) to validate customers, orders, MSRs, and invoices.

> **Note**
>
> Sales orders, MSRs, and invoices without address overrides will not be rescreened during the transaction. If there are no overrides, then the status of the customer on the customer table is used regardless of whether a new list has been loaded or not. When a new list is added, Oracle recommends that at a minimum customers be screened using the Screen For Denied Parties process (SCM_FSS) before any orders, invoices, or MSRs are screened against the new list.

Process Options

Field or Control	Description
All	Use this option to validate all of the customers and transactions against the financial sanctions screening list. Use this option if you have loaded a new list.
Selected	Use this option to select a range of customers, orders, MSRs, or invoices.
Re-Screen	Typically, an existing customer is only screened once per version of the security list. When a security list is downloaded, customers will be screened and typically not screened again until a new list is downloaded. The **Re-screen** option will force a customer to be screened again even if a new list has not been downloaded. This option might be used if the user has manually changed a customer's Confirmed status and then wants to have the customer screened again.

Searching for FSS Results

Use the Search page (IN_FSS_SEARCH) to use this page to search for the results of the FSS.

Navigation:

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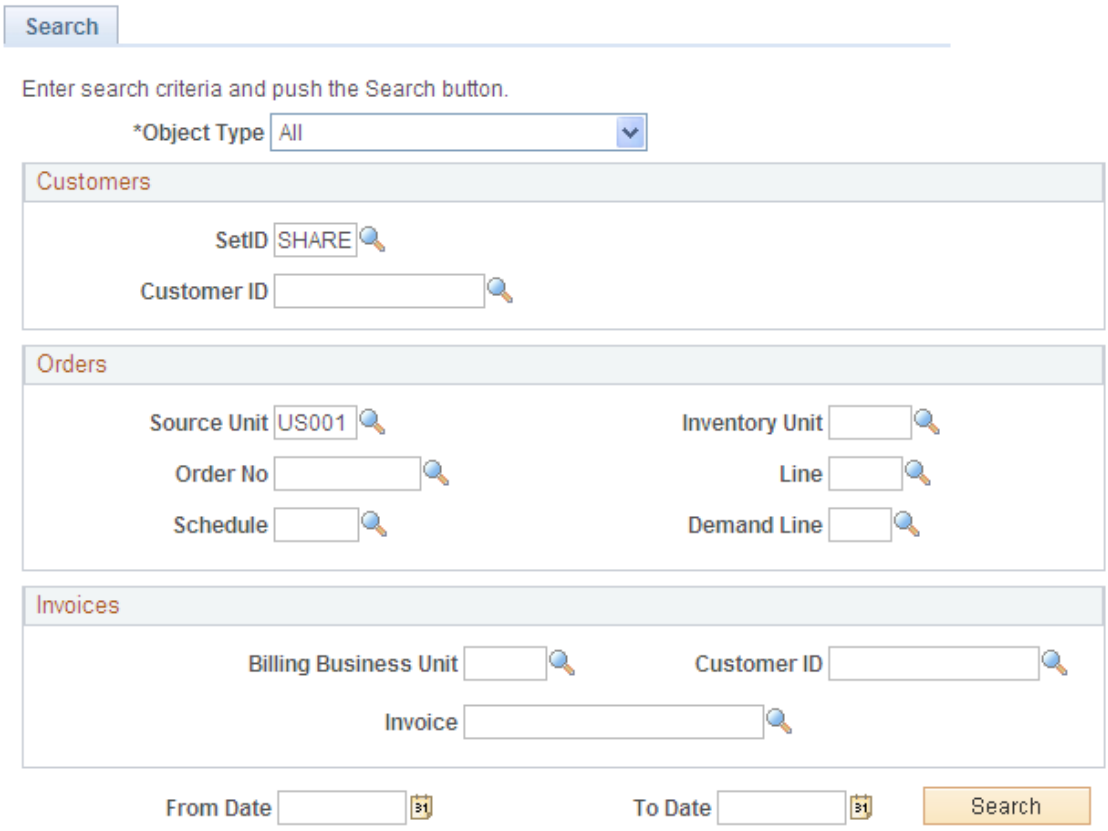
- **Order Management**, and then **Quotes and Orders**, and then **Review Order Information**, and then **Orders with Fin Sanctions**
- **Inventory**, and then **Fulfill Stock Orders**, and then **Review Fulfillment Information**
- **Billing**, and then **Maintain Bills**, and then **Review Processing Results**

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



You can limit your search to customers, invoices, or orders or use *All* to search for all the transactions that are a match with the FSS. Use additional criteria within each category to limit your search.

Customer Page

Use the Customer page (CUST_FSS_GRID) to use this page to view the FSS results for customers.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Review Order Information**, and then **Orders with Fin Sanctions**
- **Inventory**, and then **Fulfill Stock Orders**, and then **Review Fulfillment Information**
- **Billing**, and then **Maintain Bills**, and then **Review Processing Results**

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

The page lists the results from the Screen For Denied Parties process (SCM_FSS) for customers.

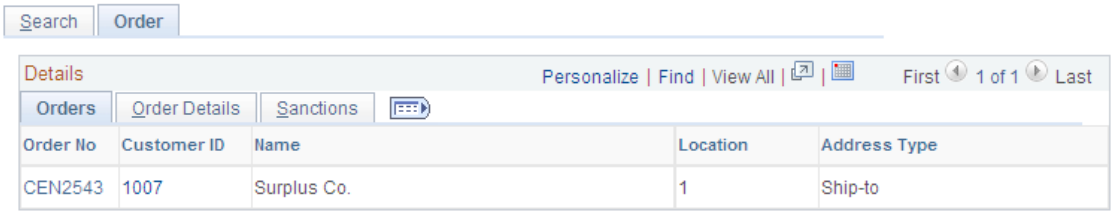
Financial Sanctions - Orders page

Use the Orders page (ORD_FSS_GRID) to use this page to view the FSS results for orders.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Review Order Information**, and then **Orders with Fin Sanctions**
- **Inventory**, and then **Fulfill Stock Orders**, and then **Review Fulfillment Information**
- **Billing**, and then **Maintain Bills**, and then **Review Processing Results**

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



The page lists the results from the Screen For Denied Parties process (SCM_FSS) for orders, MSRs, and VMI interunit orders.

Orders

Field or Control	Description
Order No	For orders originating from Order Management, click the link to access the Order Entry Form page. For orders originating from Inventory, click the link to access the Cancel/Hold page. In either case, you can work on the hold for the order.

Order Details

This tab displays additional details about the order. Links are present for the order line, schedule line, and demand line. These links will give you information about any address overrides that may be at these levels. For example, if you have an address override at the

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schedule level, clicking the link will take you to an inquiry page that would let you see the address information at that level for this line. However, if you had no address override information, then you would see a message stating that, and you would not be transferred to any other page.

Sanctions

This tab displays additional details about the sanctions.

> **Note**
>
> If the **Sanctions ID** and **Sanctions List Type** fields are blank, the match was due to the name or address for the customer and not the address override or payment address for the order.

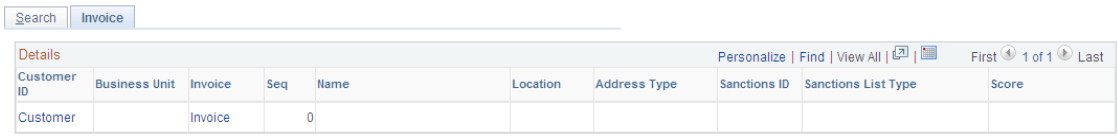
Review Processing Results - Invoice Page

Use the Invoices page (BI_FSS_GRID) to use this page to view the FSS results for invoices.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Review Order Information**, and then **Orders with Fin Sanctions**
- **Inventory**, and then **Fulfill Stock Orders**, and then **Review Fulfillment Information**
- **Billing**, and then **Maintain Bills**, and then **Review Processing Results**

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



The page lists the results from the Screen For Denied Parties process (SCM_FSS) for invoices.

> **Note**
>
> If the **Sanctions Header ID** and **Sanctions List Type** fields are blank, the match was due to the name or address for the customer and not the payment address entered for the invoice.

Field or Control	Description
Business Unit	Displays the billing business unit for the invoice.

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Field or Control	Description
Invoice	Click to access the Standard Billing - Header - Misc Info page. This page provides the Financial Sanctions section for the invoice.
Seq (sequence)	Displays a value that indicates the line sequence number of the invoice. The value of zero indicates the bill header level.
Location	Displays the location ID that is stored in the PeopleSoft Customer Address table. If this field does not have a value, then the customer address was overridden.
Address Type	Displays the type of address. Valid values are: • *Header Bill To Address.* • *Header Ship To Address.* • *Header Sold To Address.* • *Header Service To Address.* • *Header Courtesy Copy Address.* • *Header Credit Card Address.* • *Line Ship To Address.* • *Line Sold To Address.* • *Line Service To Address.* • *Line Tax Ship To Address.* • *Attached Bill Address.* • Blank. A blank value indicates a consolidated header that has an attached bill, and that the attached bill has a potential customer name or address match to the security list.

Making Customer Inquiries

This section discusses how to view the customers' credit details and other related information.

Pages Used to Make Customer Inquiries

Page Name	Definition Name	Usage
Customer Attachments Page	CUST_ATTACHMENTS	View attachments, such as multimedia files, Microsoft PowerPoint presentations, Microsoft Word documents, ScreenCams, or Microsoft Excel spreadsheets, to customer records.
Credit Available Page	CUST_CREDIT_AVAIL	Check customers' credit positions.
Customer Messages Page	CUST_MESSAGES	View messages that are associated with customers.
Customer Notes Page	CUST_NOTES	View notes that are available for customers.

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Credit Available Page

Use the Credit Available page (CUST_CREDIT_AVAIL) to check customers' credit positions.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Review Customer Information**, and then **Review Available Credit**, and then **Customer Credit**
- **Customers**, and then **Review Customer Information**, and then **View Customer Available Credit**

> **Note**
>
> In the search page, a Corporate SetID value is required to use the **Corporate Cust ID** field. When the user selects the **Corporate ID** search button, the corporate customer name fields will be visible on the search page that appears.

Bill-To Customer

Field or Control	Description
Total Backlog Amount	Represents the total value of the sales order lines that are scheduled to ship within the number of backlog days that you specify on the Credit Check page.
Total Aged AR (total aged accounts receivable)	Number of open receivables that are included in the credit checking algorithm. The open receivables that are included in this number are contained in the aging categories that you select for credit checking on the Aging page.
Credit Available	Determined by this equation: Credit Limit − (Total Aged AR) − (Total Backlog Amount within × Days) = Credit Available + % over limit

> **Note**
>
> You must run the Receivables Update process in the Maintain Receivables menu to populate the **Aging Amount** field for the bill to customer and the **Total Aged AR** field for the corporate customer.

Corporate Customer

Field or Control	Description
SetID and **Corporate ID**	Displays the SetID and Corporate ID of the customer.

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Draft Balances

Displays the **Actual Debt Amounts** and the **Remitted Amounts.**

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4

Importing Customer Information

Understanding Customer Control Information

Depending on which products you have licensed (PeopleSoft Receivables, Billing, Order Management) you may have to populate all of the customer records.

> **Note**
>
> *Required* means that you must place a row in the table with correct default values, even if you not going to use any of the fields on these tables. The system uses rows in the required tables to access information online as well as for background processing.

This table lists customer control information and the required records for each application:

Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUSTOMER	Customer header	X	X	X	X	X
CUST_ADDRESS	Customer address detail	X	X	X	X	X
CUST_ADDR_SEQ	Customer address header	X	X	X	X	X
CUST_ATT	Customer attachments **Note:** Only needed if using attachments.	X				
CUST_BILLTO	Valid bill-to relationships	X	X (if customer is both a bill-to and sold-to customer)	X (if customer is both a bill-to and sold-to customer	X	X
CUST_BROKER	Customer brokers					

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Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_CGRP_LNK	Link for customers who are associated with various customer groups					
CUST_CREDIT	Customer credit information			X **Note:** If this customer is a bill-to customer, this is needed for credit checking.	X	
CUST_CRSPD	Customer correspondence information	X	X	X	X	
CUST_CRSPD_REM	Customer correspondence remit to				X	
CUST_EXEMPT	Customer exemption status					
CUST_EXEMPT_DTL	Customer exemption details					
CUST_GROUP_TBL	Customer group table					
CUST_HIERARCHY	Customer hierarchy					
CUST_ID_NBRS	Customer ID numbers					
CUST_INDIRECT	Indirect customers					
CUST_MSG	Customer messages **Note:** Only needed if using messages.					
CUST_NOTE	Customer notes **Note:** Only needed if using notes.					

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Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_NOTE_DOC	Documents that notes are printed on. **Note:** Only needed if using notes.					
CUST_NOTE_KEYWD	Customer notes key words for searching **Note:** Only needed if using notes.					
CUST_OPTION	Bill-to customer options	X	X (if customer is a bill-to customer)	X (if customer is a bill-to customer)	X	X (if customer is a bill-to customer)
CUST_PM_CHANNEL	Customer channel information					
CUST_REGN_TYPE	Customer region code types					
CUST_SHEX_BLK	Dates on which shipments are blocked					
CUST_SHEX_DT	Dates and times when shipments are not received					
CUST_SHIPTO	Valid ship-to relationships		X (if customer is both a ship-to and sold-to customer)	X (if customer is both a ship-to and sold-to customer)		X
CUST_SHIPTO_OPT	Ship-to customer options		X (if customer is a ship-to customer)	X (if customer is a ship-to customer)		
CUST_SIC_CODES	Customer standard industry codes					
CUST_SOLDTO_OPT	Sold-to customer options		X (if customer is a sold-to customer)	X (if customer is a sold-to customer)		

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Table	Description	PeopleSoft Billing	PeopleSoft Grants Management	PeopleSoft Order Management	PeopleSoft Receivables	PeopleSoft Contracts Management
CUST_TEAM	Customer support teams	X	X	X	X	X
CUST_VAT_EXCPTN	Customer value-added tax (VAT) exceptions	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	
CUST_VAT_REG	Customer VAT registration	X (if using VAT)	X (if using VAT)	X (if using VAT)	X (if using VAT)	

Note

PeopleSoft Grants Management also requires the Sponsor Attribute Date (GM_SP_ATTRDT), Sponsor Attributes (GM_SP_ATTRIB), and Sponsor Letter of Credit Info (GM_SPNSR_LOC) tables.

Understanding Customer Conversion Fields

When converting customer information, field mappings fall into one of three types:

1. Field values, such as customer name, that map directly from the legacy system to the PeopleSoft system.
2. Field values that must be translated from the legacy value to a PeopleSoft value.
3. Fields that do not appear at all in the legacy system.

   You must assign a value to these fields during conversion.

This table lists additional information that you may need to develop the customer conversion:

Record Name	Field Name	Edit Table	Required
CUSTOMER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	CUST_STATUS		Yes
	CUST_STATUS_DT		No
	STCUST_DAYS		No
	EXPIRATION_DATE		No
	EXP_PENDING		No
	TEMPLATE_ADDR		No
	CUSTOMER_TYPE		Yes
	SINCE_DT		Yes
	ADD_DT		Yes
	NAME1		Yes

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Record Name	Field Name	Edit Table	Required
	NAMESHORT		Yes
	NAME2		No
	NAME3		No
	NAME1_AC		No
	NAME2_AC		No
	NAME3_AC		No
	ADDRESS_SEQ_NUM	%EDITTABLE3	Yes
	CORPORATE_SETID	SP_SETID_NONVW	Yes
	CORPORATE_CUST_ID	CUST_CC_A1S_VW	Yes
	PARENT_SETID		No
	PARENT_CUST_ID		No
	REMIT_FROM_SETID	SP_SETID_NONVW	No
	REMIT_FROM_CUST_ID	CUST_REM_A1S_VW	No
	CRSPD_SETID	SP_SETID_NONVW	No
	CRSPD_CUST_ID	CUST_CR_A1S_VW	No
	CONSOL_BUS_UNIT	BI_CONSOL_BU_VW	No
	VENDOR_SETID	SP_SETID_NONVW	No
	VENDOR_ID	VENDOR_AR2	No
	REFER_TO_SETID	SP_SETID_NONVW	No
	REFER_TO_CUST_ID		No
	REVIEW_DAYS		No
	FORMER_NAME_1		No
	FORMER_NAME_2		No
	CNTCT_SEQ_NUM	CUST_CONTACT	No
	SUBCUST_USE		Yes
	SUBCUST_QUAL1	SUBCUST_Q1_TBL	No
	SUBCUST_QUAL2	SUBCUST_Q2_TBL	No
	CUR_RT_TYPE	RT_TYPE_TBL	Yes
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	SHIP_TO_FLG		Yes
	BILL_TO_FLG		Yes
	SOLD_TO_FLG		Yes
	BROKER_FLG		Yes
	INDIRECT_CUST_FLG		Yes
	CUST_LEVEL		No
	ADDRESS_SEQ_SOLD		Yes
	CNTCT_SEQ_SOLD		No
	ADDRESS_SEQ_SHIP		Yes
	CNTCT_SEQ_SHIP		No
	ADDRESS_SEQ_BRK		No

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Record Name	Field Name	Edit Table	Required
	ADDRESS_SEQ_IND		No
	HOLD_UPDATE_SW		No
	ROLEUSER	ROLEXLATOPR_VW	No
	TAXPAYER_ID		No
	WEB_URL		No
	STOCK_SYMBOL		No
	REPORTS_TO_SPONSOR	GM_CUSTOMER_VW	No
	SPNSR_LEVEL	GM_SPNSR_LEVEL	No
	SPNSR_TYPE	GM_SPNSR_TYPE	No
	SPNSR_PROGRAM	GM_SP_PROG_TYPE	No
	COST_LIV_INCR_PCT		No
	CFDA_NBR		No
	ALLOW_COPI		No
	MULTI_PI		No
	FOREIGN_FLAG		No
	FED_SP_TYPE	GM_FED_SP_TYPE	No
	OFAC_STATUS		No
	REASON_CD	FSS_REASON_VW	No
	FSS_OFFSET_DAYS		No
	GM_FEDERAL_FLAG		No
	US_FLAG_CARRIER		No
	LOC_INDICATOR		No
	GM_LOC_SPONSOR_ID	GM_LOC_SP_VW	No
	GGOV_FLG		No
	FA_SPNSR_BASE_ID	GM_FA_BASE_DTL	No
	GM_DEL_LOC_REFS_SW		No
	GRANTS_SPONSOR_FLG		No
	SPNSR_SALARY_CAP		No
	FEDERAL_INDICATOR		No
	TRADING_PARTNER		No
	IPAC_INTERFACE		No
	CNTCT_SEQ_IPAC		No
	CUSTOMER_ALC	AGENCY_LOC_CD	No
	CUSTOMER_DO		No
	SYMBOL_REQ		No
	SOURCE_SYSTEM		No
	FED_SHARE_PCT		No
	CONT_ALLOW_PCT		No

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Record Name	Field Name	Edit Table	Required
	CONT_NO_ALLOW_PCT		No
	CUST_FIELD_C1_A		No
	CUST_FIELD_C1_B		No
	CUST_FIELD_C1_C		No
	CUST_FIELD_C1_D		No
	CUST_FIELD_C2		No
	CUST_FIELD_C4		No
	CUST_FIELD_C6		No
	CUST_FIELD_C8		No
	CUST_FIELD_C10_A		No
	CUST_FIELD_C10_B		No
	CUST_FIELD_C10_C		No
	CUST_FIELD_C10_D		No
	CUST_FIELD_C30_A		No
	CUST_FIELD_C30_B		No
	CUST_FIELD_C30_C		No
	CUST_FIELD_C30_D		No
	CUST_FIELD_N12_A		No
	CUST_FIELD_N12_B		No
	CUST_FIELD_N12_C		No
	CUST_FIELD_N12_D		No
	CUST_FIELD_N15_A		No
	CUST_FIELD_N15_B		No
	CUST_FIELD_N15_C		No
	CUST_FIELD_N15_D		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ADDRESS	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	ALT_NAME1		No
	ALT_NAME2		No
	LANGUAGE_CD		No
	TAX_CD	TAX_SU_HDR_VW	No
	COUNTRY	COUNTRY_TBL	No
	ADDRESS1		No
	ADDRESS2		No
	ADDRESS3		No

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Record Name	Field Name	Edit Table	Required
	ADDRESS4		No
	CITY		No
	NUM1		No
	NUM2		No
	HOUSE_TYPE		No
	ADDR_FIELD1		No
	ADDR_FIELD2		No
	ADDR_FIELD3		No
	COUNTY		No
	STATE	%EDIT_STATE	No
	POSTAL		No
	GEO_CODE		No
	IN_CITY_LIMIT		No
	COUNTRY_CODE		No
	PHONE		No
	EXTENSION		No
	FAX		No
	PHYSICAL_NATURE		No
	VAT_SVC_PERFRM_FLG		No
	LAST_EXP_CHK_DTTM		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
	URL_LONG		No
CUST_ADDR_SEQ	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	ADDRESS_SEQ_NUM		Yes
	DESCR		No
	BILL_TO_ADDR		Yes
	SHIP_TO_ADDR		Yes
	SOLD_TO_ADDR		Yes
	CRSPD_TO_ADDR		Yes
	BROKER_ADDR		No
	INDIRECT_ADDR		No
	RFID_ENABLED		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_ATT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SCM_ATTACH_ID		No
	ATT_VERSION		No

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Record Name	Field Name	Edit Table	Required
	ATTACHSYSFILENAME		No
	ATTACHUSERFILE		No
	ATTACH_TYPE	FO_ATTACH_TYPE	No
	DESCR		No
CUST_BILLTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BILL_TO_CUST_ID	CUST_BI_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_BROKER	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	BROKER_ID	CUST_BRK_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CGRP_LNK	SETID	SP_SETID_NONVW	Yes
	CUST_ID		Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP	%EDITTABLE	Yes
	DEFAULT_TAX_GRP		No
	DATETIME_ADDED		No
	LASTUPDDTTM		No
	LAST_MAINT_OPRID		No
CUST_CREDIT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	CR_LIMIT		No
	CR_LIMIT_RANGE		No
	CR_LIMIT_DT		No
	CR_LIMIT_CORP		No
	CR_LIM_CORP_RANGE		No
	CR_LIMIT_CORP_DT		No
	CR_LIMIT_REV_DT		No
	DISPUTE_STATUS	DISPUTE_TBL	No
	DISPUTE_DT		No
	DISPUTE_AMOUNT		No
	COLLECTION_STATUS	COLLECTION_TBL	No
	COLLECTION_DT		No

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Record Name	Field Name	Edit Table	Required
	RISK_CODE		No
	RISK_SCORE		No
	CREDIT_CLASS		No
	CREDIT_CHECK		Yes
	CR_CHK_ALG_PROFILE		No
	CR_SUM_PROFILE		No
	MAX_ORDER_AMT		No
	CUSTCR_PCT_OVR		No
	CORPCR_PCT_OVR		No
	CURRENCY_CD	CURRENCY_CD_TBL	Yes
	RT_TYPE	RT_TYPE_TBL	Yes
	AGING_CATEGORY	AGING_CATEG_TBL	No
	AGING_ID	AGING_TBL	No
	BACKLOG_DAYS		No
	AR_1099C		No
	BANKRUPT_FLG		No
	MARKET_VALUE		No
	DESCRLONG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	BANK_CD	BANK_AR_BR_VW	No
	BANK_ACCT_KEY	BANK_AR_R_VW	No
	CRSPD_ADDR		Yes
	ADDRESS_SEQ_NUM	CUST_ADDR_CR_VW	No
	CNTCT_SEQ_NUM	CUST_CNCT_EF_VW	No
	ONE_DOCUMENT_PER		No
	DUN_ID	DUNNING_TBL	No
	DUN_GROUP		No
	DUN_HOLD		Yes
	DUN_HOLD_DT		No
	ST_ID	STATEMENT_TBL	No
	ST_GROUP		No
	ST_HOLD		Yes
	ST_HOLD_DT		No
	CRSPD_CNTCT		Yes
	LANGUAGE_CD		No

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Record Name	Field Name	Edit Table	Required
	OC_GROUP		Yes
	OC_ADMIN_ID	OC_ADMIN_VW	No
	OC_ADMIN_HOLD		No
	OC_ADMIN_HOLD_DT		No
	OC_FIN_ID	OC_FIN_VW	No
	OC_FIN_HOLD		No
	OC_FIN_HOLD_DT		No
	OC_PNLTY_ID	OC_PNLTY_VW	No
	OC_PNLTY_HOLD		No
	OC_PNLTY_HOLD_DT		No
	ASSESS_OC_FLAG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_CRSPD_REM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	REMIT_ADD_TYPE		Yes
	BANK_CD	BANK_AR_BR_VW	No
	BANK_ACCT_KEY	BANK_AR_R_VW	No
CUST_EXEMPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	ISSUING_AUTHORITY		No
	AUTHORITY_TYPE		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No
	LAST_MAINT_OPRID		No
CUST_EXEMPT_DTL	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	TAX_EXEMPT_CERT		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	TAX_EXEMPT_FLAG		No
	EXEMPT_CATEGORY		No
	ISSUED_DT		No
	EXPIRATION_DT		No
	DESCR		No
	DESCR254		No
	ADD_DTTM		No
	LAST_UPDATE_DTTM		No

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Record Name	Field Name	Edit Table	Required
	LAST_MAINT_OPRID		No
CUST_GROUP_TBL	SETID	SP_SETID_NONVW	Yes
	CUST_GRP_TYPE		Yes
	CUSTOMER_GROUP		Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	DESCR		Yes
	DESCRSHORT		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	GLOBAL_FLAG		No
	ADJUST_BAPRC_FLG		No
CUST_HIERARCHY	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	PM_DIVISION	PM_DIVISION	No
	PM_REGION	CUST_REGION_VW	No
	PM_TERRITORY	PM_TERRITORY	No
	PM_SYNDICATED_TYPE	PM_SYNDICATED	No
	PM_SYNDICATED_NUM		No
	CLASSIFICATION	PM_CLASSIFICATE	No
CUST_ID_NBRS	SETID		Yes
	CUST_ID		Yes
	STD_ID_NUM_QUAL		Yes
	STD_ID_NUM		No
	STD_ID_SETID	SP_SETID_NONVW	No
	CREDIT_FLG		No
CUST_INDIRECT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	INDIRECT_CUST_ID	CUST_IND_A1S_VW	Yes
	SHPTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_MSG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	MESSAGE_CD	MSGHOLD_SEC_VW	Yes
	START_DT		Yes
	END_DT		Yes
	CWB_DISPLAY_OPT		No

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Record Name	Field Name	Edit Table	Required
CUST_NOTE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	NOTE_TYPE	NOTE_TYPE	No
	STD_NOTE_CD	STD_NOTE	No
	TEXT254		No
CUST_NOTE_DOC	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	DOCUMENT_CD	OM_DOC_CODE_VW	Yes
CUST_NOTE_KEYWD	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SEQ_NUM		Yes
	KEY_WORD		Yes
CUST_OPTION	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	PYMNT_TERMS_CD	OM_TRMS_VW	No
	PYMNT_TERMS_AMT		No
	GRACE_DUE_DAYS		No
	GRACE_DISC_DAYS		No
	IMMEDIATE_PAYMENT		No
	RETENTION_DAYS		No
	PP_HOLD		Yes
	PP_METHOD	PP_MET_TBL	No
	REF_QUALIFIER_CODE	AR_FLD_REF_VW	No
	PARTIAL_PY_SW		Yes
	PO_REQUIRED		Yes
	BILL_BY_ID	BI_BILL_BY_VW	No
	FREIGHT_BILL_TYPE		Yes
	BILL_CYCLE_ID	BI_CYCLE_VW	No
	BILL_INQUIRY_PHONE	BI_INQPHN_VW	No
	BILL_TYPE_ID	BI_TYPE_EF_VW	No
	BILLING_SPECIALIST	BI_SPCLST_VW	No
	BILLING_AUTHORITY	BI_AUTH_EF_VW	No
	COLLECTOR	COLLECTOR_VW	Yes
	CR_ANALYST	CR_ANALYST_VW	Yes
	INVOICE_FORM_ID	BI_IVC_FORM_VW	No
	DST_ID_AR	DST_CODE_AR_VW	No

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Record Name	Field Name	Edit Table	Required
	DRAFT_APPROVAL		No
	DRAFT_DOC		No
	DRAFT_TYPE	DRAFT_TYPE_TBL	No
	DD_PROFILE_ID	DD_PROFILE_TBL	No
	DD_GROUP		No
	PAYMENT_METHOD		No
	DIRECT_INVOICING		Yes
	CUSTOMER_PO		No
	START_DATE		No
	END_DATE		No
	MICR_ID	REMIT_MICR_VW	No
	CONSOL_SETID	SP_SETID_NONVW	No
	CONSOL_CUST_ID	CUST_CONSOL_VW	No
	CONSOL_KEY		No
	INTERUNIT_FLG		Yes
	BUSINESS_UNIT_GL	SP_BU_GL_NONVW	No
	AR_SPECIALIST	AR_SPCLST_VW	No
	MAX_WRITE_OFF_AMT		No
	MAX_WRITE_OFF_DAYS		No
	MAX_WRITE_OFF_PCT		No
	HOL_PROC_OPT		No
	HOL_PROC_DAYS		No
	HOL_PROC_OVERFL		No
	REBATE_METHOD		No
	BI_PROMPT_CURR		No
	DEPOSIT_PCT		No
	DISPLAY_PRICES		No
	CRCARD_PROFILE_ID	AR_CRCARD_PRFL	No
	PRENOTE_REQD,		No
	PRENOTE_STATUS		No
	PRENOTE_DATE		No
	PRENOTE_WAIT_DAYS		No
	REASON_CD	REASON_CD	Yes
	UPDATED_BY		No
	HOLD_NBR_DAYS		No
	FED_HWY_FLG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_PM_CHANNEL	SETID	SP_SETID_NONVW	Yes

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Record Name	Field Name	Edit Table	Required
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	CUST_CHANNEL	CHANNEL_VW	Yes
	EFF_STATUS		Yes
	CHANNEL_PRIMARY		No
CUST_REGN_TYPE	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	REGION_CD_TYPE		Yes
	REGION_CD	REGION_CD	Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHEX_BLK	SETID		Yes
	CUST_ID		Yes
	DTTM_FROM		Yes
	DTTM_TO		Yes
	TIME_FROM		No
	TIME_TO		No
CUST_SHEX_DT	SETID		Yes
	CUST_ID		Yes
	SHIP_DAY		Yes
	TIME_FROM		Yes
	TIME_TO		Yes
	DTTM_FROM		No
	DTTM_TO		No
CUST_SHIPTO	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SHIP_TO_CUST_ID	CUST_SHP_A1S_VW	Yes
	SLDTO_PRIORITY_NBR		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_SHIPTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	SHIP_TYPE_ID	SHIP_METHOD_VW	No
	SHIP_TYPE_ID_EXP	SHIP_METHOD_VW	No
	SHIP_PRIOR_FLAG		No
	SHIP_PARTIAL_FLAG		No
	BCKORDR_CNCL_FLAG		No
	LANGUAGE_CD		No

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Record Name	Field Name	Edit Table	Required
	SHIP_PRIORITY_ID	PRIORITY_SHP_VW	No
	DS_NETWORK_CODE	DS_NETHDR_TBL	No
	FREIGHT_TERMS	FREIGHT_TERMS	No
	FREIGHT_TERMS_EXP	FREIGHT_TERMS	No
	SHIP_EARLY_DAYS		No
	SHIP_LATE_DAYS		No
	SHIP_PARTIAL_ORD		No
	STORE_NUMBER		No
	NAFTA_REQ_EXP		Yes
	CCI_REQ_EXP		Yes
	SED_REQ_EXP		Yes
	COO_REQ_EXP		Yes
	AERP		No
	INSURANCE_REQD		No
	MILITARY_FLG		No
	EXPORT_ORDER_FLG		No
	PREF_CARRIER_FLG		No
	CARRIER_ID	CARRIER_SHP_VW	No
	CARRIER_ID_EXP	CARRIER_SHP_VW	No
	SHIP_PRIORITY_EXP	PRIORITY_SHP_VW	No
	SINGLE_SHIP_FLAG		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	ALLOW_OVERPICK_FLG		No
	MAX_PICK_TOLERANCE		No
	STOCKOUT_RATE	STKOUT_RATE_INV	No
	VMI_REORDER_CHK		No
	RANGE_PCT		No
	VMI_CUST_FLG		No
	VMI_MANAGER		No
	BUSINESS_UNIT_IN	SP_BUNVM_NONVW	No
	REORD_QTY_OPTION		No
	REPL_CALC_PERIOD		No
	SELL_CONSIGNED_FLG		No
	LOT_CONTROL		No
	SERIAL_CONTROL		No
	CONTAINER_CONTROL		No
	STAGED_DATE_CNTRL		No
	DEL_ORD_RESTRICTED		No

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Record Name	Field Name	Edit Table	Required
	DEFAULT_PO		No
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_SIC_CODES	SETID		No
	CUST_ID		No
	SIC_CD_QUAL		No
	SIC_CODE		No
CUST_SOLDTO_OPT	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	EFFDT		Yes
	EFF_STATUS		Yes
	EOEP_ARB_ID	EOEP_ARB_SO_VW	No
	FRT_CHRG_METHOD		No
	GRACE_PRICE_DAYS		No
	LABEL_FORMAT_ID2	BCT_SHL_INV_VW	No
	LABEL_FORMAT_ID3	BCT_SHC_INV_VW	No
	LOAD_PRICE_RULE	EOEP_ARB_LP_VW	No
	PROD_ID_SRC		Yes
	PROD_SUBSTITUTE		Yes
	PRICE_PROGRAM	EOEP_ARB_PR_VW	No
	RESTOCK_FEE_FLAG		Yes
	ADJUST_BAPRC_FLG		No
	VMI_ORDER_CONSOL		No
	VMI_ORDER_VERIFY		No
	RECEIPT_TRACK_FLG		No
	UPN_TYPE_CD	UPN_TYPE_FS	No
	DATE_LAST_MAINT		No
	LAST_MAINT_OPRID		No
CUST_TEAM	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	SUPPORT_TEAM_CD	TEAM_CODE_TBL	Yes
	DEFAULT_FLAG		Yes
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_EXCPTN	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	COUNTRY_CODE		No
	EFFDT		Yes
	EFF_STATUS		Yes

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Record Name	Field Name	Edit Table	Required
	VAT_EXCPTN_END_DT		No
	VAT_EXCPTN_TYPE	VAT_XLAT_TYPE_V	Yes
	VAT_EXCPTN_CERTIF		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No
CUST_VAT_REG	SETID	SP_SETID_NONVW	Yes
	CUST_ID	CUSTOMER	Yes
	COUNTRY	COUNTRY_VAT_VW	Yes
	VAT_RGSTRN_ID		No
	COUNTRY_2CHAR	CNTRY_2CHAR_VW	No
	HOME_COUNTRY_FLG		No
	LAST_MAINT_OPRID		No
	DATE_LAST_MAINT		No

Related Topics

- Understanding the Primary Customer Roles
  This section discusses various types of customers and customer roles.
- Establishing Customer-Related General Options
  To define class of trade codes, customer group tables, division area codes, note types, salutation tables, and standard notes, use the Class of Trade Code, Customer Group, Division Area Code, Note Types, Salutation Table, and Standard Notes components.

Completing Conversion Prerequisites

This section discusses how to establish edit table values and review customer source information.

Establishing Edit Table Values

The PeopleSoft system provides a number of tables that affect customer processing. You should set up these tables before you convert customers. When you convert data, the values that you use for certain fields should match the values in these tables.

Customer Set Controls

Customer set controls establish rules that apply to every customer in a SetID. You can enable the system to autonumber customer IDs. If you do, the system automatically assigns a customer ID to each customer that is unique within the SetID as you enter customers online.

When using customer autonumbering, you may have to set the value of the last customer ID that you assign after converting the customers to ensure that you do not duplicate customer numbers. To update autonumbering, access the Automatic Numbering page and enter a *customer ID* as the field in the appropriate SetID.

Dun & Bradstreet

To import Dun & Bradstreet (DB) numbers into CUST_ID_NBRS, you must set up the DB numbers beforehand on the Dun and Bradstreet page.

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For information about importing Dun & Bradstreet reports in bulk by type using the Data Export Import Utility, see PeopleSoft Receivables: Obtaining Dun & Bradstreet Information for a Customer.

VAT Registration Data

If you are importing VAT registration data into CUST_VAT_REG, you must set up the customer VAT countries beforehand on the VAT Country Definition page.

See PeopleSoft Global Options and Reports: Understanding VAT

Reviewing Customer Source Information

Before converting customer information, you should analyze existing data and:

- Do not convert inactive customers.
- Clean up customer data.

  Some of the data that you are trying to convert may be corrupt due to code changes in the legacy system or bugs that allowed bad data to enter the system. If you convert this data before cleaning it up, you may introduce bad data into the PeopleSoft database.

  Delete duplicate name and address records for each customer. For example, a customer may have one customer ID that is defined by the initials of the company and another that is defined by the full company name.

Converting Customer Information

This section discusses how to convert customer information.

Selecting Conversion Programs

Consider writing a conversion program that reads records from the existing system and inserts them into the appropriate PeopleSoft customer tables. When creating a program, you have complete control over the conversion, and you can run it directly on most servers. Many customers write their conversion programs using Structured Query Report.

Alternatively, consider using the full synchronization Customer XML message to move existing customer data to the PeopleSoft tables.

> **Note**
>
> When you begin to test the conversion program, consider converting customers in batches. You can rerun the program for a batch of customers without affecting other customers.

You can also use these customer Component Interfaces to load data in the component tables:

- CUSTOMER_MAIN_CI: Loads main customer information, customer teams, addresses.
- CUSTOMER_BILLTO_CI: Loads bill-to related information such as bill-to options, customer correspondence, customer credit.
- CUSTOMER_SOLDTO_CI: Loads sold-to related information such as sold to options, product catalogs, customer hierarchy, brokers.

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- CUSTOMER_SHIPTO_CI: Loads ship-to related information such as ship-to options, customer exception calendars, carrier account information, indirect customers.
- CUSTOMER_MISC_CI: Loads miscellaneous information such customer group, standard industry codes, VAT information, notes, attachments, messages.
- CUSTOMER_REGION_CI: Loads region codes.

These Component Interfaces can also be used. The CUSTOMER Component Interface is used with EIP messaging to load specific customer information to setting up a customer. The CUSTOMER_GENERAL Component Interface uses all of the records within the Customer component.

Using the Data Dictionary

These records contain fields that are relevant to converting customer data:

- CUSTOMER
- CUST_ADDRESS
- CUST_ADDR_SEQ
- CUST_ATT
- CUST_BILLTO
- CUST_BROKER
- CUST_CGRP_LNK
- CUST_CREDIT
- CUST_CRSPD
- CUST_CRSPD_REM
- CUST_EXEMPT
- CUST_EXEMPT_DTL
- CUST_GROUP_TBL
- CUST_HIERARCHY
- CUST_ID_NBRS
- CUST_INDIRECT
- CUST_MSG
- CUST_NOTE
- CUST_NOTE_DOC
- CUST_NOTE_KEYWD
- CUST_OPTION
- CUST_PM_CHANNEL
- CUST_REGN_TYPE
- CUST_SHEX_BLK
- CUST_SHEX_DT
- CUST_SHIPTO
- CUST_SHIPTO_OPT

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- CUST_SIC_CODES
- CUST_SOLDTO_OPT
- CUST_TEAM
- CUST_VAT_EXCPTN
- CUST_VAT_REG

You can use the data dictionary in conjunction with the information in PeopleSoft Application Designer on these fields:

- Datatype.
- Length.
- Required or not.
- List of values (translate values).
- Validation tables.

Completing, Verifying, and Testing Conversions

This section discusses how to complete, verify and test conversions.:

Printing Customer Reports

Print customer information using the system-supplied reports and inspect the information for accuracy. Use the Sold To Customer and Ship To Customer reports to verify sold-to and ship-to customers and addresses.

Related Topics

- PeopleSoft Working With Order to Cash Common Information Reports: A to Z
  This section lists the reports in this Documentation.

Maintaining Customer Information

Use the online system to check customer data. Once you are satisfied that the conversion is clean, delete all of the records from the Customer tables and rerun the conversion.

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5

Working with Contact Information

Understanding Contact Information

Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions. How you use the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information.

You can use the Contact enterprise integration point to publish contact information and interface with other packages that require synchronization of contact data. This PeopleSoft application supports the contact service operations used for inbound and outbound publishing.

If you are integrating with PeopleSoft CRM databases, Oracle recommends that you synchronize the contact table by performing a full batch publish to the subscribing system and provide updates to the subscribing system with incremental messages. Contacts may be maintained in both PeopleSoft SCM and CRM. When this situation occurs, contact ID autonumbering should be maintained in the SCM database.

The service operations in PeopleSoft Integration Broker are delivered with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

Use the information in the following table and refer to the setup instructions in the *PeopleSoft Supply Chain Management Integration* documentation. See PeopleSoft Supply Chain Management Integration: Setting Up Service Operations.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
CONTACT_FULLSYNC	Inbound/ Outbound Asynchronous	ContactFullSync	No	CRM, Third-party
CONTACT_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
CONTACT_SYNC	Inbound/ Outbound Asynchronous	ContactSync ContactSyncEff	No	CRM, Third-party
CONTACT_SYNC_REQ CONTACT_SYNC_REQ_CALLBACK	Inbound/ Outbound Asynchronous, Request/Response	ContactSync	No	Customer Data Hub, Third-party
CONTACT_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party

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See also the product documentation for *PeopleTools: Integration Broker*.

External Contacts

External contacts can be consumers, customers, or business partners. Set up external contacts for those customer contacts who need to access self-service transactions and receive documents such as order acknowledgements. If the external contact requires access to self-service transactions, set up login security on the Contact User Profile page. To enable contacts to receive documents, select the documents and preferred communication on the Contact Additional Info page.

Internal Contacts

Internal contacts are the organization's employees. Currently, internal contacts are used only with email and workflow that are associated with PeopleSoft Conversations and PeopleSoft Contact Us to communicate with external contacts.

User ID and Role Assignment

Contacts need a user ID to access self-service transactions. The user ID is linked to a role that determines the transactions the contact can access. A role is an intermediate object between permission lists and the individuals who use the system. You can assign multiple permission lists to a role, and multiple roles to an individual. The role manages which self-service transactions an individual can access as well as the type of work to be routed to the individual if you are using the Workflow role. Set up roles on the Roles - General page.

Security Establishment

When you set up contacts, you select the roles that identify the self-service transactions they can access. Self-service data security for contacts is handled by controlling customer data. Contacts can only view data for their customers and their assigned customer types. For example, if a transaction requires a bill-to customer type, then the contact must be assigned to the customer and the customer must be defined as a bill-to customer type.

CSRs can enter information about contacts in the Contact Info component. CSRs assign customers to contacts and establish login security. Login information is necessary only for those contacts who need external access to the system.

When you save a contact, the system creates a contact ID and updates the contact tables. In addition, if you enter the appropriate security information, the system creates a user ID to enable the contact to access self-service transactions.

> **Note**
>
> When setting up access to the CONTACT_INFO component pages, equivalent access to component interfaces USER_PROFILE and CUSTOMER_CONTACT is also required.

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Important

The Maintain Contact functionality updates the contact tables, links customers to the contact, and updates the security tables. The PeopleTools pages you use to maintain user profile information update only the security tables. If you are using contacts, to avoid incomplete or incorrect data, you should use only the Maintain Contact component to create user IDs and to update contact information.

Important

The contact table is not a child record of the customer. The system updates contact information in both the contact and customer tables. You can enter contact information only in the Maintain Contact component.

Contact Structure Example

As an example of a typical customer contact structure, suppose that a corporate, bill-to, and remit-from customer was set up in the system. The customer ID is 5001, and it represents the headquarters for a customer in Texas. Within the corporate structure is a product division or branch location. The branch is identified as customer 6001 and is defined as a bill-to, ship-to, and sold-to customer; as such, it places orders, receives shipments, and is billed for the orders.

The customer has another branch location, identified as customer 7001, that is only a bill-to and ship-to location. Branch 5001 (headquarters) handles purchasing for 7001, but customer 7001 is billed for the purchases and is the ship-to location for the purchases.

The following diagram illustrates how the Business to Business (B2B) customer contacts are set up for this example:

Example setup for Business to Business customer contacts

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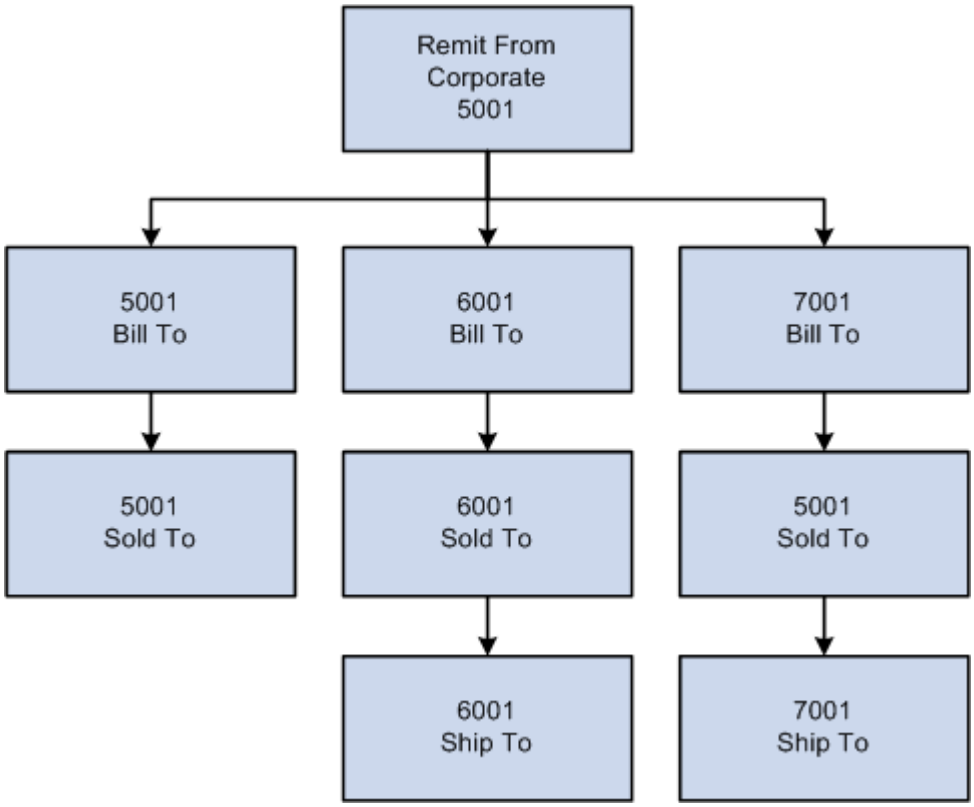

A CSR sets up the five external contacts who need external access to their customer data using the PeopleSoft self-service transactions:

1. Sally is an accounts payable (AP) clerk who pays bills for 5001 and 6001.
2. Ed is an AP clerk who pays bills for 7001.
3. Tim is a purchasing (PO) agent who orders for 6001.
4. Brian is a PO agent who orders for 5001.
5. Mary is a PO manager who can view and create orders for 5001 and 6001.

This table lists the data security needs for the different contacts:

User	Role	Accessible Customer IDs	Customer Type	Transaction
Sally	AP Clerk	5001, 6001	Bill To	View Bills. Pay Bills. Account Balance Inquiry. Payment Summary.
Ed	AP Clerk	7001	Bill To	View Bills. Pay Bills. Account Balance Inquiry. Payment Summary.

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User	Role	Accessible Customer IDs	Customer Type	Transaction
Tim	PO Agent	6001	Sold To	Create Orders. Order Tracking. Order Summary.
Brian	PO Agent	5001	Sold To	Create Orders or possibly only Create Quotes, and manager copies quote to order after approval. Order Tracking. Order Summary.
Mary	PO Manager	5001, 6001	Sold To	Create Orders. Order Tracking. Order Summary. View Bills.

The security architect must define the roles for this business scenario:

1. Customer AP clerk who has access to these self-service transactions:
   - View Bills
   - Pay Bills
   - Account Balance Inquiry
   - Payment Summary
2. Customer PO agent who has access to these self-service transactions:
   - Create Quotes
   - Order Tracking
   - Quote/Order Summary
3. Customer PO manager who has access to these self-service transactions:
   - Create Orders
   - Order Tracking
   - Order Summary
   - View Bill
4. Internal CSR who has access to the internal Contact Information pages and can grant access to the external contacts.

   For example, suppose a CSR assigns Sally a user ID and password and grants her access to the role of AP clerk. These actions occur at save time:

   - The system creates a new contact ID for Sally and updates the contact tables.
   - The system updates the security tables and creates a link between Sally's contact ID and user ID.

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- The system updates the Contact/Customer table to contain both the customers to whom a contact is assigned and the customer types to which the contact has access:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Sally	5001	Y	N	NA	Y
	6001	Y	N	N	Y

When the CSR sets up the other external contacts, the customer data security is as follows:

User	Customer ID	Bill To	Sold To	Ship To	Correspondence
Ed	7001	Y	NA	N	Y
Tim	6001	N	Y	N	N
Brian	5001	N	Y	NA	N
Mary	5001	N (if Mary needs to View Bills, this is Y)	Y	NA	N
	6001	Y	Y	N	N

When an external contact accesses a self-service transaction, the system checks the customer IDs that are available for the contact and for the self-service transaction customer type, and verifies access rights to that customer's data.

The self-service transaction *View Bills* accessed through PeopleSoft eBill Payment uses the bill-to customer type. Each contact who has access to the Bills transaction should also have permission to use the bill-to customer type for the customers to which they are assigned.

Setting Up and Maintaining Contacts

To define contacts, use the Contact Information component. Use the CONTACT_INFO component interface to load data into the tables for this component.

This section provides an overview of staffing front office setup pages and discusses how to complete various steps involved.

Pages Used to Set Up and Maintain Contacts

Page Name	Definition Name	Usage
Contact Information - Maintain Contacts Page	CONTACT	Create and maintain information about each contact.

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Page Name	Definition Name	Usage
Contact Information – Contact Customers Page	CONTACT_CUST_PAGE	Build relationships between contacts and customer IDs served by the contact or with which they are associated. If a contact is associated with only one customer, enter that customer on this page. If the contact is a broker, for example, use this page to establish relationships with the multiple customers the broker serves. Set up security options on the Self Service Security tab.
Contact Customers - Credit Cards Page	CONTACT_CCARD_INFO	View, add, and delete credit card data associated with this customer. This page indicates that credit card data is locally stored and processed, that is, part of a traditional credit card implementation. SeeUsing the Contact Customers - Credit Cards (or Credit Card Profiles) Page
Contact Customers - Credit Card Address Page	CONTACT_CUST_ADDR	View the customer credit card payment address associated with a contact. SeeUsing the Contact Customers - Credit Cards (or Credit Card Profiles) Page
Contact Customers - Credit Card Profiles Page	CONTACT_CCARD_INFO	View, add, and delete permanent credit card profiles for use on systems that use a hosted credit card implementation. A credit card profile indicates that complete credit card data is stored and processed on a third-party system. SeeUsing the Contact Customers - Credit Cards (or Credit Card Profiles) Page
Contact Customers - Documentation Page	CONTACT_ADDTL_INFO	Select the type of documents for the external customer to receive, and the preferred communication method.
Contact Information - Contact Phone and Type Page	CONTACT_PHONE_PAGE	Enter phone information and contact types for internal and external contacts.
Contact Information - User Profile Page	CONTACT_USER_PROF	Enter the information that enables contacts to access self-service transactions, and enter the roles to which the contact will be assigned.

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Page Name	Definition Name	Usage
Contact Information - Staffing Information Page	CONT_STAF_INFO	Enter contact information for use in Staffing Front Office.
Orders Page	FO_ORDER_HDR	View and add orders associated with this contact.
Marketing Activity Page	CONT_MRKTNG_ACTIV	Enter the type of marketing events for which you want this contact to be included.
Review History Page	FO_HISTORY	Review the history items associated with the contact.
Agenda Detail Page	FO_AGENDA_DETAIL	View agenda details and add agenda items for contacts.
History Detail Page	FO_HISTORY_DTL	View history details.
Related Employees Page	CONTACT_EMP	Enter the IDs of the employees that the contact usually requests for staffing services.
Target Qualifications Page	CONT_QUALIFS	Enter the target qualifications that the contact requests most often. This information can be used in Opportunity searches.
Resource Qualifications - Select Qualification Profile Page	RS_SELQUALPROFILE	Add target qualifications from a qualification profile. See PeopleSoft Resource Management: Express Searching
Resource Qualifications - Search for Qualifications Page	RS_QUALIF_SRCH	Add target qualifications from the qualifications list. See PeopleSoft Resource Management: Express Searching
Resource Qualifications - Select Competencies Page	RS_SO_COMP	Add target qualifications from a competency tree. See PeopleSoft Resource Management: Express Searching
Target Job Titles Page	CONT_JOBTITLE	Enter the job titles that the individual contacts request most often. This information can be used for Opportunity searches.
Forms Page	CONT_FORMS	Review the forms associated with the contact.
Forms Detail Page	CONT_FORMS_DTL	Associate a new form with the contact record and enter the appropriate values for the fields in the form. Forms enable you to capture information that is not already captured in other fields in the component. The fields in each form are defined through system configuration.

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Page Name	Definition Name	Usage
Attachments Page	CONT_ATTACHMENT	Add attachments to contacts.

Understanding Front-Office Staffing Setup Pages

Of the pages described in this section, only these are applicable to Staffing Front Office:

- Staffing Information.
- Marketing Activity.
- Related Employees.
- Target Qualifications.
- Resource Qualifications - Select Qualification Profile.
- Resource Qualifications - Search for Qualifications.
- Resource Qualifications - Select Competencies.
- Target Job Title.
- Forms.
- Forms Detail.
- Attachments.

Contact Information - Maintain Contacts Page

Use the Contact Information - Maintain Contacts page (CONTACT) to create and maintain information about each contact.

Navigation:

Customers, and then **Contact Information**, and then **Maintain Contacts**

Accounts Receivable, and then **Customer Interactions**, and then **Conversations**, and then **Update Customer Contact Info**

This example illustrates the fields and controls on the Contact Information - Maintain Contacts page. You can find definitions for the fields and controls later on this page.

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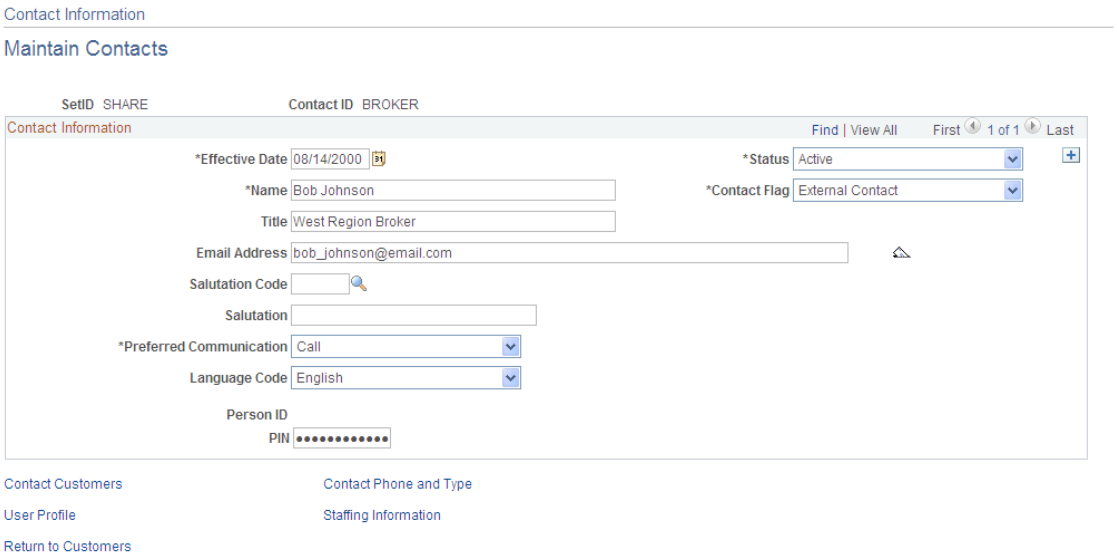

Field or Control	Description
Contact ID	You can assign specific contact IDs that you choose or let the system automatically assign the next available sequential contact ID. You can have multiple contact names with different effective dates for each contact ID. The contact ID for new contacts is based on the settings on the Automatic Numbering page.
Contact Flag	Select from these values: *External:* Select if this contact is a consumer, customer, or business partner who needs to access self-service transactions and receive documents from you. *Internal:* Select if this contact is an employee of the organization and needs to be set up as a contact to receive email through PeopleSoft Conversations and PeopleSoft Contact Us.
Email ID	If you are performing credit card processing, third-party credit card authorization and payment applications require an email ID. The email ID on the Credit Card Data page is used by default during sales order entry if the customer is paying by credit card. See Credit Card Data Page. This field is also required if you are sending a remittance advice for direct debit transactions. **Note:** This field is also required if you are sending a remittance advice for direct debit transactions. See PeopleSoft Receivables: Remitting Direct Debits to the Bank.
Salutation Code and **Salutation**	You can either select a code or enter a free-form text salutation for correspondence with the contact, but not both. You define salutation codes on the Salutation Table page.

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Field or Control	Description
Language Code	The system uses this code for recipient documents such as sales order acknowledgments and buying agreement renewal letters.
Person ID	If the installation interfaces with PeopleSoft CRM, the system populates this field from PeopleSoft CRM.
PIN	Enter a personal identification number (PIN) for this contact to use if paying by electronic check in the self-service component, eBill Payment. The system must be set up to support ePayments for Electronic Check to appear as a payment option on the Electronic Payment Options for Self Service page (**Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Electronic Payments**, and then **Electronic Payment Options for Self Service**). When the PIN is *Mandatory* on the setup page, this field is required. When a PIN exists on the Maintain Contacts page, the user must enter this PIN in the Payment Cart to proceed with the electronic check payment. When no PIN value exists on the Maintain Contact page, the system hides the **PIN** field in the Payment Cart and bypasses the validation. See PeopleSoft eBill Payment: Setting Up the Electronic Check Payment Method.

Contact Information – Contact Customers Page

Use the Contact Information - Contact Customers page (CONTACT_CUST_PAGE) to build relationships between contacts and customer IDs served by the contact or with which they are associated.

If a contact is associated with only one customer, enter that customer on this page. If the contact is a broker, for example, use this page to establish relationships with the multiple customers the broker serves. Set up security options on the Self Service Security tab.

Navigation:

- **Customers**, and then **Create Customer Contacts**

  Click the **Contact Customer Information** link on the Maintain Contacts page.
- Click the **Contact Customer Information** link on the other pages in the Contact Info component.

This example illustrates the fields and controls on the Contact Information - Contact Customers page.

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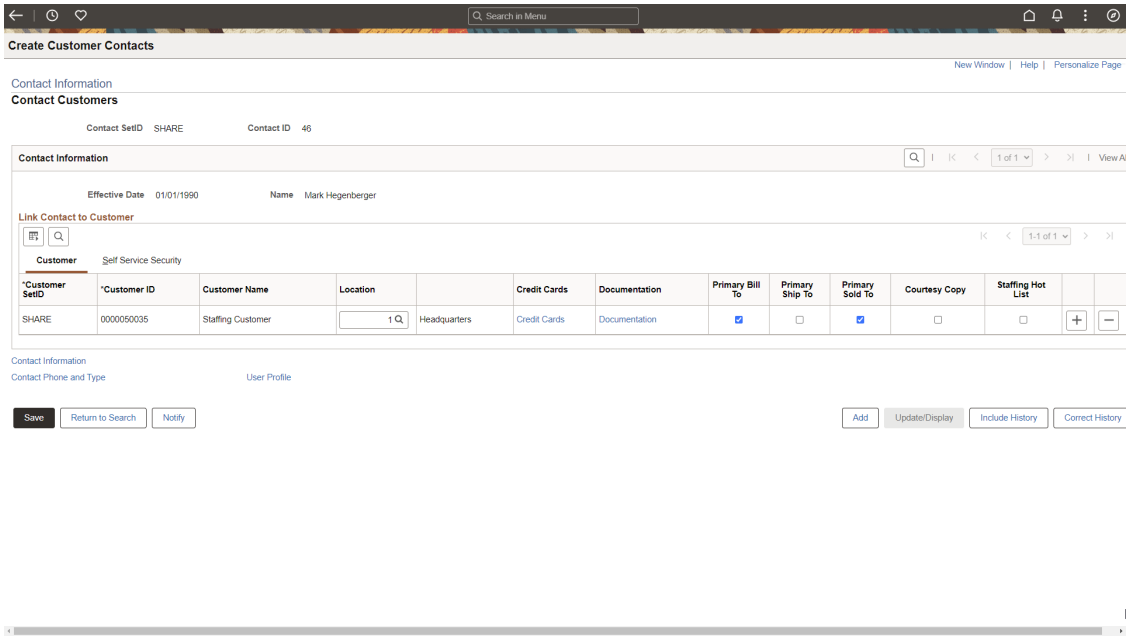

Customer Tab

Field or Control	Description
Location	Select the address number to use for the corresponding contact. Set up customer addresses on the General Information - Address page.
Credit Cards	Click the Credit Cards link associated with a customer name to view the credit card information on file for the customer. In a system that uses a traditional credit card implementation, the Contact Customers - Credit Cards page appears. In a system that uses a hosted credit card implementation, the Contact Customers - Credit Card Profiles page appears.
Documentation	Select to access the Contact Customers - Documentation Page to add or view documents for the customer to receive and the preferred communication for that type of documentation.

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Field or Control	Description
Primary Bill To, Primary Ship To, Primary Sold To, and **Primary IPAC**	Select the check boxes that apply to this customer contact. Customers must be selected as bill-to, ship-to, sold-to, or IPAC customers on the General Info page for the associated check box to be available. **Note:** You can have numerous current contacts for a customer, but you must designate one of them as the primary contact for each role. The primary sold-to contact appears as the default on sales orders, contracts, return material authorizations, and quotes. You can override the primary contact by selecting another contact. **Note:** If you select a **Primary Bill To, Primary Ship To,** or **Primary Sold To** value that was not selected as a primary bill-to, ship-to, or sold-to value on the General Information - Address page, this information will be overwritten on the Address page.
Courtesy Copy	Select to indicate that a courtesy copy of a bill should be sent to this contact. This applies to consolidated and non-consolidated invoices and standard bills, express bills, and Billing Interface tables. **Note:** When selecting this check box, you must complete the Contact Customers - Documentation Page. Use **Document Code** *INCC* for a courtesy copy.
Staffing Hot List	Select to indicate that this contact should appear on the Contact Hot List pagelet.

Self Service Security Tab

Field or Control	Description
View All Orders	In the case of brokers, select this option so they can view all of the orders placed on behalf of a customer instead of only the orders they create.
Bill To, Ship To, Sold To, Broker Customer, and **Correspondence**	Select customer roles and types that the contact can use. You can select only customer roles and types that are already set up for the customer on the General Info page.

Using the Contact Customers - Credit Cards (or Credit Card Profiles) Page

The credit card information for a customer that is created and maintained in a PeopleSoft system depends on whether the system is set up with a traditional credit card implementation or a hosted credit card implementation. The Credit Cards page indicates that credit card data is locally stored and processed, that is, part of a traditional credit card implementation. The Credit Card Profiles page is used to store only enough credit card information to create a profile that

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can be referenced between the PeopleSoft system that utilizes a hosted credit card implementation and the external credit card host.

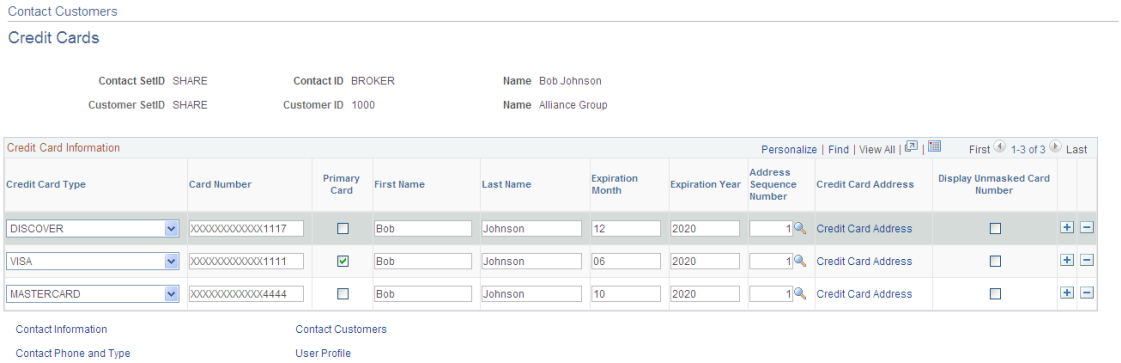
Using the Contact Customers - Credit Cards Page in a Traditional Implementation

Use the Contact Customers - Credit Cards page (CONTACT_CCARD_INFO) to view, add, or delete credit card data associated with this customer.

Navigation:

Click the **Credit Cards** link for a customer on the Contact Customers page.

This example illustrates the fields and controls on the Contact Customers - Credit Cards page. You can find definitions for the fields and controls later on this page.



Field or Control	Description
SetID and **Contact ID**	Displays the value defined on the Maintain Contacts page.
Customer SetID and **Customer ID**	Displays the value defined on the Contact Customers page.
Credit Card Type	Select the type of credit card the contact will use. These values must already be set up on the Card Type page (**Enterprise Components**, and then **Component Configurations**, and then **Credit Card Interface**, and then **Credit Card Types**). See Integration Interfaces: Card Type Page and Prerequisites.
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 and **Note:** Security access should not be granted to the Credit Card Info page if it violates country-specific or legislative legal requirements about storing credit card numbers with customer records in the database. This practice is illegal in some European countries.
Primary Card	View the default credit card number that appears on the Credit Card Data page during sales order entry.

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Field or Control	Description
First Name and **Last Name**	Enter the cardholder's name in the two name fields. If the name on the card includes a middle initial, include the middle initial in the **First Name** field.
Expiration Month and **Expiration Year**	Use *MM* and *YYYY* formats. For example, if the credit card expires in March 2002, enter *03* in the **Credit Card Expiration Month** field and *2002* in the **Credit Card Expiration Year** field.
Address Sequence Number	Displays the value established on the General Information - Address page.
Credit Card Address	Click the link associated with a credit card to access the Contact Customer Address page (CONTACT_CUST_ADDR) and view the customer who is associated with the contact and who will be used as the payment address for the credit card.
Display Unmasked Card Number	If the user has access to the credit card security component, this field appears. If this option is selected, the system displays the unencrypted credit card number. You may need to grant users access if they must verify the entire credit card number.

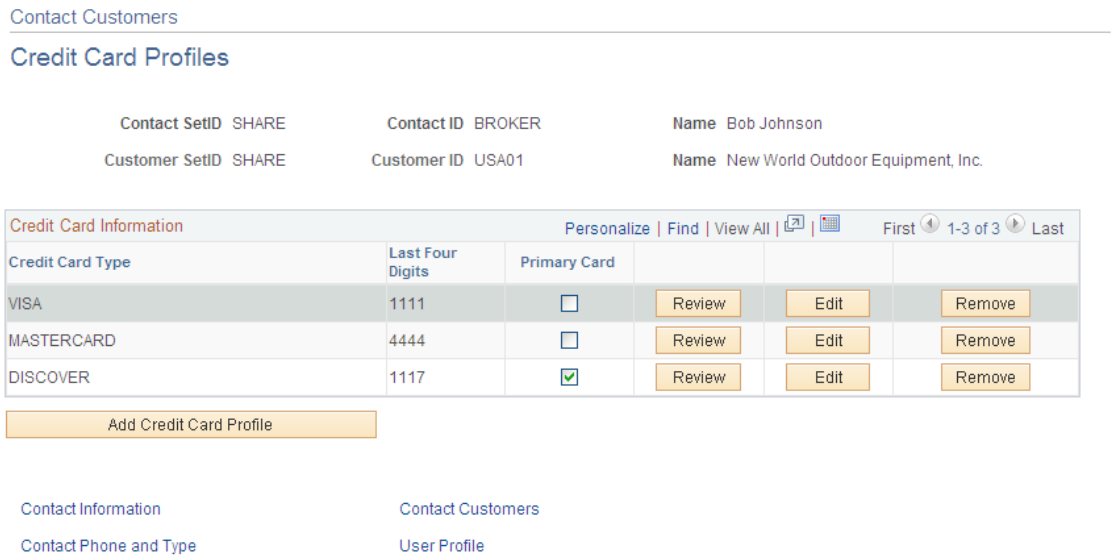
Using the Contact Customers - Credit Card Profiles Page in a Hosted Implementation

Use the Contact Customers - Credit Card Profiles page (CONTACT_CCARD_INFO) view, add, and delete permanent credit card profiles for use on systems that use a hosted credit card implementation. A credit card profile indicates that complete credit card data is stored and processed on a third-party system.

Navigation:

Click the **Credit Cards** link for a customer on the Contact Customers page.

This example illustrates the fields and controls on the Contact Customers - Credit Card Profiles page. You can find definitions for the fields and controls later on this page.



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Field or Control	Description
Credit Card Type	Displays the type of credit card. These values must already be set up on the Credit Card Type page in Enterprise Components. See Integration Interfaces: Card Type Page and Prerequisites.
Last Four Digits	Displays the last four digits of the credit card number. The complete credit card number is stored and processed by the third-party payment service.
Primary Card	Select one credit card profile as the default profile.
Review	Click this button to review the credit card profile information on file in the PeopleSoft system.
Edit	Click this button to edit the credit card profile information on file in the PeopleSoft system.
Remove	Click this button to remove this credit card profile information from the PeopleSoft system.
Add Credit Card Profile	Click this button to add a permanent credit card profile on the Credit Card Profiles - Add Credit Card page. The complete credit card information is stored and processed by the third-party payment service.

Contact Customers - Documentation Page

Use the Contact Customers - Documentation page (CONTACT_ADDTL_INFO) to select the type of documents for the external customer to receive, and the preferred communication method.

Navigation:

Select the **Documentation** link for a customer on the Contact Customers page.

This example illustrates the fields and controls on the Contact Customers - Documentation page. You can find definitions for the fields and controls later on this page.

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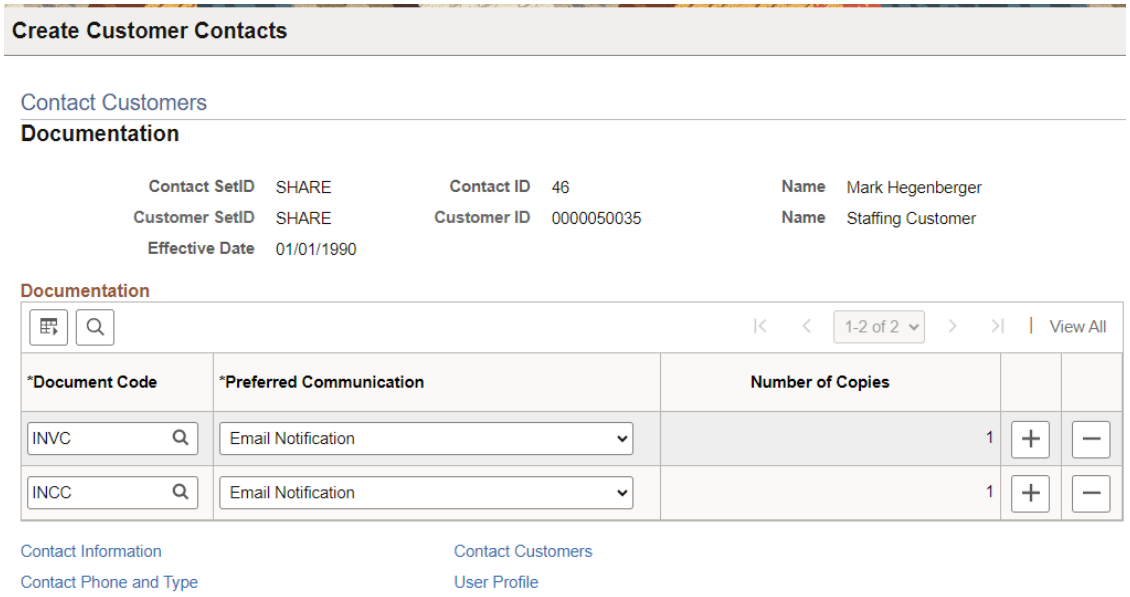

Field or Control	Description
Document Code	Select the code for the documents that the contact should receive.
Preferred Communication	For each document, select the preferred communication method: *Call*: Contact by telephone. Enter the phone number on the Contact Phone and Type page. *Email Invoice as Attachment*: Send an email message with a PDF attachment of the invoice. *Email Notification*: Contact by email. Enter the email address on the Maintain Contacts page. *Fax*: Contact by fax. Enter the phone number on the Contact Phone page. *Standard Mail*: Contact by standard mail through the post office. *XML & Print*: Print the communication in addition to sending it using XML. *XML only*: Contact using XML. **Note:** If you select any value other than *P* (print) or *XML* for any PeopleSoft Order Management documents, you must configure the system to interface to a fax or email report delivery system. This configuration is not delivered as a standard feature in PeopleSoft Order Management or PeopleSoft Billing. **Note:** For order acknowledgments in PeopleSoft Order Management to be processed using XML, at least one contact for the sold-to customer must have a document with a code of *Order Acknowledgment* and a preferred communication method of *XML*. Similarly, for a quote to be processed using XML, at least one contact for the sold-to customer must have a document with a code of *Quote* and a preferred communication method of *XML*.

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Field or Control	Description
Number of Copies	Enter the number of copies, when applicable. For example, a contact may want you to send a fax containing three copies of the shipping order and to mail one copy of the invoice. The preferred communication method you specify for the contact automatically appears, by default, as the preferred communication method for each document. You can override this value.

Contact Information - Contact Phone and Type Page

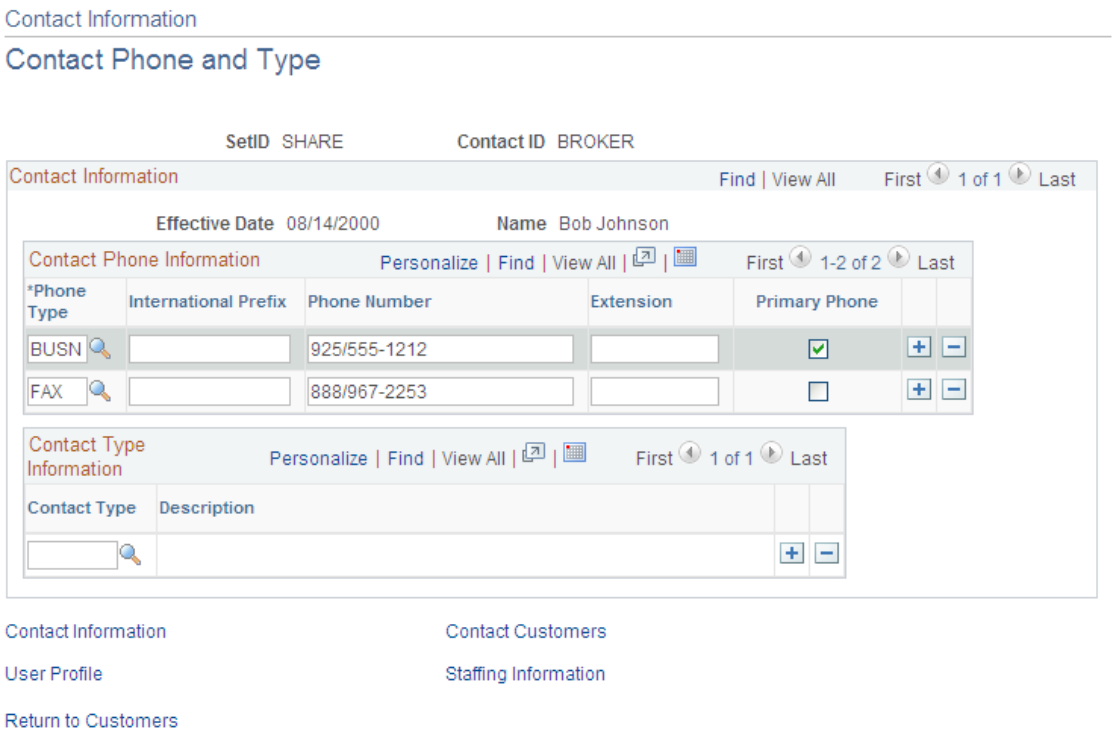
Use the Contact Information - Contact Phone and Type page (CONTACT_PHONE_PAGE) to enter phone information and contact types for internal and external contacts.

Navigation:

- **Customers**, and then **Create Customer Contacts**

  Click the **Contact Phone and Type** link on the Maintain Contacts page.
- Click the **Contact Phone and Type** link on the other pages in the Contact Info component.

This example illustrates the fields and controls on the Contact Information - Contact Phone and Type page. You can find definitions for the fields and controls later on this page.



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Field or Control	Description
Phone Type	Use the lookup prompt to select a phone type. Select from values such as *FAX* or *BUSN* (business phone).
Phone Number	You can enter multiple combinations of phone numbers for each contact. You can flag one phone number as the primary. **Note:** If you are performing credit card processing using a traditional credit card implementation, third-party credit card authorization and payment applications require a telephone number. The telephone number appears on the Credit Card Data page during sales order entry if the customer is paying by credit card. If the contact has a business or home phone number on file, the business phone appears first; if the contact has no business phone, the home phone appears by default.
Contact Type	Classifies contacts according to the department in which they work or the function they perform. Some examples of contact types within the customer's business include billing, sales, or executive management. Because a contact person may perform several roles at once, you can assign multiple contact type codes to each contact. You establish contact codes on the Contact Type Code page.

Contact Information - User Profile Page

Use the Contact Information - User Profile page (CONTACT_USER_PROF) to enter the information that enables contacts to access self-service transactions, and enter the roles to which the contact will be assigned.

- **Customers**, and then **Create Customer Contacts**

  Click the **User Profile** link on the Maintain Contacts page.
- Click the **User Profile** link on the other pages in the Contact Info component.

Use the Contact User Profile page to establish security for self-service transactions. Enter a password, add security permissions, and identify the role that the contact can access during self-service transactions.

Logon Information

Field or Control	Description
User ID, Password, and **Confirm Password**	Enter these values for external contacts who must access self-service transactions.
Locked Out?	Select to disable the contact's access to the system. For example, you may want to disable system access while the individual is out on disability leave but retain the contact as a User Profile so that the person can access the system upon returning to work.

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Field or Control	Description
Process Profile	Select to enable customers to run a PeopleSoft batch process.
Primary Permission List	Associate with the new user role you select. Primary permissions control all but page-based permissions (business interlinks, messaging, and so forth).
Role Name	A role is an intermediate object between users and permission lists. You assign multiple permission lists to a role, and multiple roles to a user. The role manages to which applications the contact has access as well as the type of work routed to the contact. You establish roles on the Roles page. As part of the role definition, CSRs can select only roles to which they can grant access, and they can delete only roles they are authorized to grant. Establish roles the CSRs can grant on the Role Grant page. **Note:** CSRs or other users should also be authorized to run the Component Interfaces (USER_PROFILE and CUSTOMER_CONTACT) so that the appropriate tables are updated when the contact and user profile information is created or updated. The ID type *CNT* must be marked as *Enabled* on the User Profile Types page so that the user profile information can be saved.

Contact Information - Staffing Information Page

Use the Contact Information - Staffing Information page (CONT_STAF_INFO) to enter contact information for use in Staffing Front Office.

Navigation:

Customers, and then **Create Customer Contacts**

Click the **Staffing Information** link on the Maintain Contacts page.

Field or Control	Description
Preferred First Name	Enter the name the contact prefers to be called.
Birthday	Enter contact's date of birth to help you to remember to contact the person on that day.
Best Time To Call	Enter *Early Morning*, *Mid Morning*, *Noon/Lunch*, *Afternoon*, or *Evening* to define when to best contact this person.

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Agenda Events

Field or Control	Description
Auto Plan User	Enter the user who is primarily responsible for keeping in touch with this contact. Any agenda items that you establish for this contact are assigned to this user by default.
Recurring Event Days	Specify the number of days that are to elapse before contacting this person again when recurring events are set up.
Order Event Group	Select the type of agenda items that you want to automatically add to the user's agenda when assignments are made for orders belonging to this contact.
Order Events Hold	Select this check box to prevent the system from automatically creating agenda items when users create assignments for orders belonging to this contact.

Contact Owners

Field or Control	Description
User ID	Enter the ID of the individual most closely related to and responsible for acquiring or servicing the contact.
Owner Type	Enter *Other*, *Sales User*, or *Service User* to indicate the owner role in relation to the contact.
Owner Priority	Indicate how important this contact is for a particular owner by associating it with a priority level. You can use this information when planning sales calls to contacts.

The **Go To** drop-down list options enable you to access pages documented in subsequent sections of this topic.

Orders Page

Use the Order page (FO_ORDER_HDR) to view and add orders associated with this contact.

Navigation:

- Select *010 - View Orders* from the **Go To** drop-down list on the Staffing Info page.
- Select *020 - Add Order* from the **Go To** drop-down list on the Staffing Info page.

Related Topics

- PeopleSoft Staffing Front Office: Common Elements Used in Creating and Managing Orders and Assignments

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Marketing Activity Page

Use the Marketing Activity page (CONT_MRKTNG_ACTIV) to enter the type of marketing events for which you want this contact to be included.

Navigation:

Select *030 - Marketing Activities* from the **Go To** drop-down list on the Staffing Information page.

Field or Control	Description
Contact Event Type	Enter the name of the marketing event that you want to associate with a contact.
Contact Event Frequency	The event frequency will populate based upon the setup for the event type selected.

Review History Page

Use the Review History page (FO_HISTORY) to review the history items associated with the contact.

Navigation:

Select *040 - View History* in the **Go To** drop-down list on the Staffing Info page.

View history for this contact, including customer name and end date time.

Agenda Detail Page

Use the Agenda Detail page (FO_AGENDA_DETAIL) to view agenda details and add agenda items for contacts.

Navigation:

Select *050 - Add Agenda* from the **Go To** drop-down list on the Staffing Info page.

Add an agenda item for this contact by completing as many of the **Agenda Detail** fields as possible for which you have information.

History Detail Page

Use the History Detail page (FO_HISTORY_DTL) to view history details.

Navigation:

Select *060 - Add History* from the **Go To** drop-down list on the Staffing Info page.

Add a history item for the contact.

Related Employees Page

Use the Related Employees page (CONTACT_EMP) to enter the IDs of the employees that the contact usually requests for staffing services.

Navigation:

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Select *070 - Related Employees* from the **Go To** drop-down list on the Staffing Info page.

Field or Control	Description
Employee ID	Enter the ID of the employee who is related to the contact.
Comments	Enter a description of how the employee is related to the contact. For example, you may state that the contact requested this employee for many assignments due to excellent work performance.

Target Qualifications Page

Use the Target Qualifications page (CONT_QUALIFS) to enter the target qualifications that the contact requests most often.

This information can be used in Opportunity searches.

Navigation:

Select *080 - Target Qualifications* from the **Go To** drop-down list on the Staffing Information page.

This page view changes depending on which button you click. Each of the resulting pages functions similarly to corresponding pages described in the customer qualifications sections.

Related Topics

- Resource Qualifications - Select Qualification Profile Page
  Use the Resource Qualifications - Select Qualification Profile page (RS_SELQUALPROFILE) to add target qualifications from a qualification profile.
- Resource Qualifications - Search for Qualifications Page
  Use the Resource Qualifications - Search for Qualifications page (RS_QUALIF_SRCH) to add target qualifications from the qualifications list.
- Resource Qualifications - Select Competencies Page
  Use the Resource Qualifications - Select Competencies page (RS_SO_COMP) to add target qualifications from a competency tree.

Target Job Titles Page

Use the Target Job Title page (CONT_JOBTITLE) to enter the job titles that the individual contacts request most often.

This information can be used for Opportunity searches.

Navigation:

Select *090 - Target Job Titles* from the **Go To** drop-down list on the Staffing Information page.

Field or Control	Description
Job Category	Select a category that represents the general classification for which the customer is looking. Each job category has multiple job titles associated with it. For example, if you select the job category of *Secretaries,* only the job titles belonging to that category appear.

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Field or Control	Description
Job Title Code	Select a job title frequently requested by the customer. Only the job titles that belong to the category selected will appear in the search results.

Forms Page

Use the Forms page (CONT_FORMS) to review the forms associated with the contact.

Navigation:

Select *100 - Forms* from the **Go To** drop-down list on the Staffing Information page.

This page lists all the forms previously associated with a contact record. From this page you can associate additional forms by clicking the **Add a New Form** button.

Field or Control	Description
Form Code	Displays the code of the forms associated with a contact record.
Form Description	Displays the form associated with the contact record. Click the description to view the values for each form field.
View Form	Click the **View Form** link to view the detail of a previously added form.
Add New Form	Click the **Add New Form** button to associate additional forms with a contact record.

Forms Detail Page

Use the Forms Detail page (CONT_FORMS_DTL) to associate a new form with the contact record and enter the appropriate values for the fields in the form.

Forms enable you to capture information that is not already captured in other fields in the component. The fields in each form are defined through system configuration.

Navigation:

Click the **Add New Form** button on the Forms page.

Field or Control	Description
Form Type	Displays the form type of *CONT* (contact form) by default for this component.
Form Code	Enter the code of the form that you want to associate with a contact. After you select a code, the system automatically loads the form definition. The form field names are automatically populated by Staffing Front Office from the form configuration.

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Field or Control	Description
Sequence	When the same form is associated multiple times with a contact, displays the sequence number of each form of the same code that was added.
Date	Enter the date that the form detail is effective, and then complete the form detail information.
Form Field Values	Enter the value of the form field.
Insert Row	Click the **Insert Row** button if another effective-dated row about details is needed.

Attachments Page

Use the Attachments page (CONT_ATTACHMENT) to add attachments to contacts.

Navigation:

Select *110 - Attachments* from the **Go To** drop-down list on the Staffing Information page.

Field or Control	Description
Add	Click the **Add** link to browse for and upload attachments such as driving directions to the contact work site, contact work policy manuals, and so on.
View	Click the **View** link to view the attachments associated with the contacts.
Attached File	Enter the name or description of the attachment.
Attachment Type	Enter the type of attachment that you want to add for the contact. Attachment types are defined through system configuration.

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6

Setting Up and Maintaining a Cash Drawer

Understanding Cash Drawer Receipting

Instances may occur in which your business needs to recognize the receipt of cash from a customer and to record the receipt of the payment into a cash drawer. Business needs may also require that you provide a written or printed acknowledgement of the payment received and that this receipt be immediately available to give to customers for each transaction.

The cash drawer component enables you to track money received from a customer and record it in a cash drawer. A cash drawer receipt can be created to record the money received. The receipt that is recorded can be made up of multiple payment methods. For example, if a customer wants to pay 100 USD to his or her account, the customer can choose to give you 70 USD with a check and 30 USD in cash. You can create one receipt for the 100 USD payment, and the receipt will detail each of the payment methods.

At the end of the day (or whatever time period you choose), you can reconcile the receipts that have been recorded into a cash drawer. This reconciliation process consists of manually counting all cash and checks that have been collected during the time period and comparing the actual counts with the system-recorded receipts. After the cash drawer has been reconciled, you can send the payments recorded in the cash drawer to the PeopleSoft Receivables payment staging tables to have payments created in the Receivables product. From Receivables, you can apply the payments as any other payment recorded in Receivables by using the Payment Worksheet or Payment Predictor process (ARPREDCT). Also, after a cash drawer has been reconciled, you can generate a deposit slip to assist with the nightly bank deposit.

Related Topics

- PeopleSoft Order Management: Understanding Counter Sales

Setting Up a Cash Drawer

This section discusses steps involved to set up a cash drawer.

Pages Used to Set Up a Cash Drawer

Page Name	Definition Name	Usage
Cash Drawer Page	CASH_DRAWER_TBL	Define the properties of a single physical cash drawer.
Bank Information Page	CASH_DRAWER_PYM	Specify the bank information. Define the bank account per payment method. This will account for the case in which cash is associated with one bank account, but credit cards are associated with another.

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Page Name	Definition Name	Usage
Cash Drawer by User Page	CDR_USER	Establish the set of cash drawers that a user can use.
Currency Denominations Page	CURR_DENOM_TBL	Define the denominations for each currency.
Credit Card Interface Installation Page	EOEC_CCI_INSTAL	Set up card processing.

Cash Drawer Page

Use the Cash Drawer page (CASH_DRAWER_TBL) to define the properties of a single physical cash drawer.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Cash Processing**, and then **Cash Drawer**

Field or Control	Description
Bus Unit Type (business unit type)	View the type of business unit that you defined for the cash drawer. You can define cash drawers for PeopleSoft Order Management business units and PeopleSoft Accounts Receivable business units.
Business Unit	View the business unit that you defined for the cash drawer. Each business unit can define its own set of cash drawers.
Cash Drawer ID	View the user-defined value that you entered on the Add / Search page. This value uniquely identifies the cash drawer.
Location Code	Specify the location code for the cash drawer that represents a physical street address. This code is used in printing the company address on the cash drawer receipt.
Bank Code	Specify the bank code that is referenced when payments are sent to PeopleSoft Accounts Receivable after cash drawer reconciliation is completed.
Bank Account	Specify the code that represents the bank account number. Payments sent to PeopleSoft Accounts Receivables reference this bank account. This code is also used by PeopleSoft Accounts Receivable when assigning the asset chart of accounts.

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Field or Control	Description
Drawer Currency	Define the currency that the cash drawer can accept. **Note:** You can define a cash drawer to handle only one currency. If a physical drawer must deal with multiple currencies, then you can insert a record for each drawer and currency combination. For example, if Cash Drawer *C1* can accept USD as well as CAD, then define two IDs for this cash drawer: one called *C1-USD* and another called *C1-CAD*. Define C1-USD for USD, and define C1-CAD for CAD.
Beginning Cash Amount	Enter the initial balance of the cash drawer. This amount is also called the float amount and is used in reconciliation.
Max Refund Amount	Enter the amount of cash that the cashier is allowed to refund out of the cash drawer per transaction. Any refund over this amount must have a check issued from PeopleSoft Accounts Payable or have a supervisor override.
Printer Path	Enter a printer path to print a counter sales goods receipt for the selected Cash Drawer ID. **Note:** A warning message about entering a default printer is issued when adding or modifying a Cash Drawer Id, if the Display Receipt on Screen check box is not selected on the Order Entry Features page.
Tolerance Amount	Define the acceptable amount of overage or shortage that is calculated during the cash drawer reconciliation process. If the amount that the cash drawer is over or under is within the defined Tolerance Amount, then the cashier can continue to complete the reconciliation process without management intervention.
Last Reconciled	View the timestamp of each cash drawer reconciliation process. This field is for informational purposes only.

Related Topics

- PeopleSoft Order Management: Understanding Feature Function Security

Bank Information Page

Use the Bank Information page (CASH_DRAWER_PYM) to specify the bank information.

Define the bank account per payment method. This will account for the case in which cash is associated with one bank account, but credit cards are associated with another.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Cash Processing**, and then **Cash Drawer**, and then **Bank Information**

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> **Note**
>
> This page is optional; use it only if you use different banks for different payment methods.

Field or Control	Description
Payment Method	Select the payment method that you are defining: *Cash, Check, Credit Card, Debit Card,* or *Procurement Card.* **Note:** Procurement cards are valid only when you are recording a receipt from a sales order.
Bank Code	Enter the code that you want referenced on payments sent to PeopleSoft Accounts Receivable after cash drawer reconciliation is completed. The value that you define here overrides the value defined in the **Bank Account** field on the main Cash Drawer page for the payment method.
Bank Account	Enter a code that represents the bank account number you want referenced on payments sent to PeopleSoft Accounts Receivables. PeopleSoft Accounts Receivable also uses this code when assigning the asset chart of accounts. The value that you define here overrides the value defined in the **Bank Account** field on the main Cash Drawer page for the payment method.

Add a new row for each payment method if the bank information for the payment method differs from the bank defined on the main cash drawer page.

Related Topics

- PeopleSoft Order Management: Understanding Counter Sales

Cash Drawer by User Page

Use the Cash Drawer by User page (CDR_USER) to establish the set of cash drawers that a user can use.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitionαas**, and then **Cash Processing**, and then **Cash Drawer by User**

Field or Control	Description
Bus Unit Type (business unit type)	Designate the type of business unit for the cash drawer. You can define cash drawers for PeopleSoft Order Management business units and PeopleSoft Accounts Receivable business units.
Cash Drawer ID	Select the cash drawer ID from the list of available cash drawers.

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Field or Control	Description
Maximum Refund Amount	Enter the amount of cash that the cashier is allowed to refund out of the cash drawer per transaction. Any refund over this amount must have a check issued from PeopleSoft Accounts Payable or have a supervisor override. If you do not define an amount for a given user, the system uses the maximum refund amount defined for the cash drawer.
Reconciliation Tolerance Amount	Define the acceptable amount of overage or shortage that is calculated during the cash drawer reconciliation process. If the amount that the cash drawer is over or under is within this defined tolerance amount, then the cashier can continue to complete the reconciliation process without management intervention. If you have not defined a tolerance amount for a given user, the system uses the tolerance amount defined for the cash drawer.
Access All Drawers	Enable this option if you want the user to have access to all cash drawers.

Currency Denominations Page

Use the Currency Denominations page (CURR_DENOM_TBL) to define the denominations for each currency.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Currency**, and then **Currency Denominations**

Set up the denominations for each currency, bills, and coins. This information appears in an online worksheet during the cash drawer reconciliation process, where the cashier can enter cash totals by denomination.

Printing Cash Drawer Receipts

You can print cash drawer receipts immediately and hand them to customers. You generate receipts using the Business Intelligence Publisher. You can customize the format of the receipt with logos and unique layouts. Cash drawer receipt printing uses the CDR style sheet report type.

Select a Cash Drawer ID and set up a printer and the default printer path before you print a Counter Sales Order or a Pick Plan Report.

Related Topics

- PeopleSoft Supply Chain Management Common Information: Understanding BI Publisher Picking Plan and Goods Receipts Reports

Setting Up Feature Security

Certain cash drawer functions may exist that must have security controls in place on who can access them. For example, you may need to control who can cancel receipts or who can

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reconcile a cash drawer when a discrepancy is there over the defined tolerance. These cash drawer features can have security rules defined for them by using Feature Security:

- Canceling a receipt.
- Updating the cash drawer ID.
- Reconciling a cash drawer when the discrepancy is over tolerance.
- Updating the beginning balance for a cash drawer reconciliation.
- Updating reconciliation comments.

Related Topics

- PeopleSoft Order Management: Understanding Feature Function Security

Using a Cash Drawer

This section discusses how to use a cash drawer.

Pages Used to Work with a Cash Drawer

Page Name	Definition Name	Usage
Cash Drawer Receipt Page	CDR_RECEIPT	Create a receipt for payment from a customer.
Additional Information - Check	CDR_CHECK_DATA	Record payment details for checks, such as the check number, name, address, drivers licence number, expiration date, secondary ID, and authorization number, and check amount. When the value in the **Payment Method** field is *Check*, the **Additional Information** link takes you to the Additional Information - Check page. See PeopleSoft Order Management: Entering Sales Orders in a Counter Sale Environment
Additional Information - Card	CDR_CARD_DATA	Record payment details for cards, such as card type, card number, name, address, and authorization details. When you select *Credit Card* or *Debit Card* in the **Payment Method** field, clicking the **Additional Information** link takes you to the Additional Information - Card page. See PeopleSoft Order Management: Entering Sales Orders in a Counter Sale Environment

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Page Name	Definition Name	Usage
Credit Card Selection	ORDENT_HDR_CC_SEL	Select from a list of credit cards stored for the contact of the customer identified on the Cash Drawer Receipt page.
Reference Information	CDR_REF_DATA	Associate a payment with a particular invoice, sales order, and other such details.
Correct Cash Drawer Receipts Page	CDR_RECEIPT_INQ	Correct certain fields of a cash drawer receipt. You can edit receipts using this component, however, fewer fields are available for correction on receipts that are in a *Printed* status.
Cash Worksheet Page	CDR_RECON_CASH	Enter the actual cash counted from the drawer. This page is optional; you can bypass it to enter the actual cash count on the Reconcile tab.
Checks Worksheet	CDR_RECON_CHECK	Enter the actual check numbers and amounts from the physical checks in the drawer. This page is optional; you can bypass it to enter the actual check count on the Reconcile tab.
Reconcile	CDR_RECONCILE	Complete the cash and check worksheets, as well as the reconcile page, to reconcile the cash drawer.
Total Payments	CDR_TOTALS_SEC	View the payment method totals. This is a drill-down page that enables you to view additional detail about the payments made for this cash drawer.
Process Cash Drawer Receipts Page	RUN_CDR_LOADPMT	Use this batch process to send cash receipt payments to the Accounts Receivable staging table. These payments will be processed by the Payment Loader process (AR_PAYLOAD).
Reconciliations to be Processed	CDR_RECON_LIST_SEC	View a list of Reconciliation IDs that are selected for processing.
Receipt Inquiry	CDR_RECEIPT_INQ	View receipts in read-only mode. You can view receipts of any status from this page; however, all fields are read-only. For security reasons, only the last four digits of the credit card number appear.

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Page Name	Definition Name	Usage
Print Bank Deposit Slip	RN_CDR_PRNTDEP	Print a bank deposit slip from the reconciliation. This slip lists cash to be deposited, as well as a list of the checks (check number and amount) to be deposited.

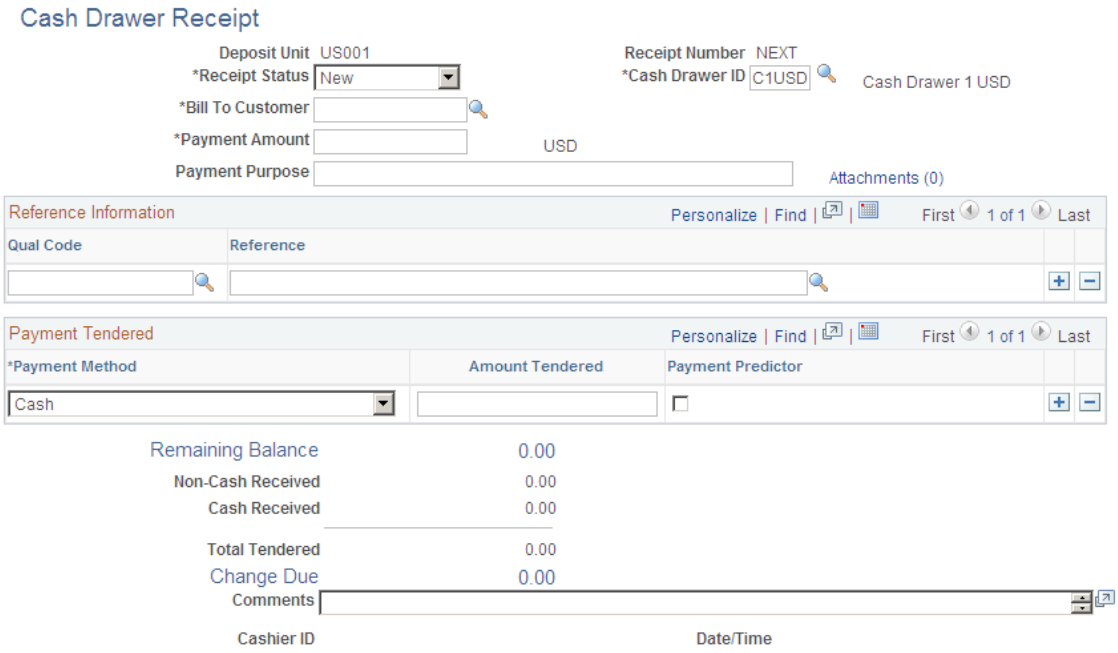
Cash Drawer Receipt Page

Use the Cash Drawer Receipt page (CDR_RECEIPT) to create a receipt for payment from a customer.

Navigation:

Accounts Receivable, and then **Payments**, and then **Cash Drawer**, and then **Cash Drawer Receipt**

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



> **Note**
>
> You can view only those receipts that are in a status of *New, Hold,* or *Canceled.*

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Field or Control	Description
Deposit Unit	View the Accounts Receivable business unit that was entered by the cashier on the Add page.
Receipt No (receipt number)	View a unique value that is automatically generated at save time. This number is unique within business units.
Receipt Status	Select from these options: *New:* The default status of a receipt once it is created. When the receipt is in a *New* status, all fields on the receipt are editable. The cashier can update this status to *Hold.* *Printed:* The status of a printed receipt. You can edit these fields on a receipt when it is in *Printed* status: **Payment Method, Comments, Cash Drawer,** and **Check Number.** *Reconciled:* Once the cash drawer that is associated with the receipt has been reconciled, the status is automatically updated from *Printed* to *Reconciled.* At this time, you cannot update the receipt information. *Canceled:* If a receipt was entered by mistake, you can mark it as *Cancelled.* Canceled receipts are not included in the Cash Drawer reconciliation process. A cashier can update a receipt in *Canceled* status to a status of *New* or *Hold.* The ability to cancel a receipt is controlled by feature function security. See .PeopleSoft Order Management: Understanding Feature Function Security *Hold:* If you must temporarily exclude a receipt from the cash drawer reconciliation process, then save the receipt with a *Hold* status. You can then print the receipt if necessary. However, after printing, the status will remain in a *Hold* status instead of automatically getting set to *Printed.* The *Hold* status enables the cashier to handle the payment method "unknown" scenario for cash on delivery (COD) scenarios in which a receipt must be provided to the customer on delivery of goods. Cashiers can update a *Hold* status to a status of *New, Printed,* or *Canceled.*
Cash Drawer BU (cash drawer business unit)	View the business unit of the cash drawer. This value appears automatically from Order Management user preferences.
Drawer BU Type (drawer business unit type)	View the business unit type of the cash drawer: *OM* (Order Management) or *AR* (Accounts Receivable).
Cash Drawer ID	View the value selected by the cashier. The list of valid drawers is determined by the Cash Drawer by User setup and displayed from the defaults specified on the PeopleSoft Order Management User Preferences page.

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Field or Control	Description
Bill To Customer	View the ID of the customer who made the payment.
Currency	View the currency defined by default for the cash drawer definition. This is a read-only field.
Payment Amount	View the total amount that is received from the customer. This amount is entered by the cashier. It might be the total amount of a sale, including taxes.
Payment Purpose	Describe the purpose of the receipt or reason for collecting the payment. For example, you might describe an item or service sold as *Payment in advance of an invoice.*
Payment Method	View the method entered by the cashier: *Cash, Check, Credit Card,* or *Debit Card.*
Amount Tendered	View the amount of money received by the customer for each payment method, as entered by the cashier.
Payment Predictor	Select this check box to use Payment Predictor for this payment method.
Non-cash Received	View the sum of the **Amount Tendered** column for all noncash payments. This is a system-generated amount.
Cash Received	View the amount of cash received. If a row is in the grid for cash, then the value in this field is equal to the amount tendered of the row. This is a system-generated amount.
Total Tendered	View the sum of the noncash received + cash received (or a sum of amount tendered of all rows in the grid). This is a system-generated amount.
Remaining Balance	View how much more is due by the customer if multiple payment methods are entered into the grid. Once you enter all payment methods and amounts, the value in the **Remaining Balance** field is *0.* This is a system-generated amount.
Change Due	View the amount of change due, which is calculated by subtracting the payment amount from the total tendered. This is a system-generated amount.
Comments	View the comments that the cashier entered. This is a free-form 256-character field.
Cashier ID	View the user ID of the cashier.
Date/Time	View the current date and time.

Recording Check Information

Field or Control	Description
Payment Method	Select *Check.*

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Field or Control	Description
Additional Information	Click the **Additional Information** link to access the Additional Information - Check page. When recording check payments, enter the appropriate check-specific information, such as check number, name, address, driver's licence number, expiration date, secondary ID and authorization number, and check amount. **Note:** Entering a check number is important for check matching if you choose to reconcile checks during cash drawer reconciliation.

Recording Card Information

Field or Control	Description
Payment Method	Select *Debit Card* or *Credit Card.*
Additional Information	Click the **Additional Information** link to access the Additional Information - Card page. Enter credit card information, such as credit card number, expiration date, and contact information.
Process Card	Click the **Process Card** button to initiate the call to the third-party credit card processor, where the card will be authorized and billed. • If the credit card was processed successfully, then the **Authorization Code** and **Authorization Date** fields are automatically populated on the page. • If the credit card processing was declined, then the reason for decline appears in the Message 1, 2, and 3 fields. If the process failed, the cashier must take some action: either try another card or select a different payment method. **Note:** Each time that a credit card transmission is processed by the third-party processor (successful or not), a row is tracked in a history table (CRCARD_HST_TBL). You can use this row for audit purposes.
Process Card Manually	Enable this option on the receipt if the card is processed from a separate card swiping machine. This option is used when no automated third-party integration is available. When you select this option, the **Authorization Date** and **Authorization Code** fields are available for entry, and the **Authorization Status** is set to *Manually Approved/Settled.*

Recording Reference Information

From the Cash Drawer Receipt page, click the **References** link.

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The reference information is passed to PeopleSoft Accounts Receivable with the payment to facilitate payment matching. Downstream processing in PeopleSoft Accounts Receivable takes care of either manual or automatic application to open invoices once they are raised.

> **Note**
>
> If the payment is being made to pay for future invoices, then omit the reference information. The payment will then be referenced by the bill to customer ID.

Field or Control	Description
Qual Code (qualifier code)	Identifies the type of reference in the reference fields: *Item (Invoice), Sales Order,* or *Purchase Order.*
Reference	This reference is used downstream by PeopleSoft Accounts Receivable for payment matching. The prompt on this field is a No-Edit smart prompt. For example, if you selected *Sales Order* in the **Qual Code** field, then the prompt here lists valid sales orders, but you can override the default with a free-form value.

Printing Cash Drawer Receipts

Once you create a receipt, you can print it so that you can immediately hand it to the customer. The printable receipt information appears in a separate browser window when you click the **Print Receipt** link. The **Print Receipt** link does not appear until after you save the receipt. Once the printable receipt appears, you can use the browser print function to generate a hard copy of the receipt. After you print the receipt, you can close the browser window containing the printable receipt.

You generate the receipt using the Printable Document Framework. You can customize the format of the receipt. Cash Drawer receipt printing uses the CDR style sheet report type.

Related Topics

- PeopleSoft Supply Chain Management Common Information: Understanding BI Publisher Picking Plan and Goods Receipts Reports

Correct Cash Drawer Receipts Page

Use the Correct Cash Drawer Receipts page (CDR_RECEIPT_INQ) to correct certain fields of a cash drawer receipt.

You can edit receipts using this component, however, fewer fields are available for correction on receipts that are in a *Printed* status.

Navigation:

Accounts Receivable, and then **Payments**, and then **Cash Drawer**, and then **Correct Cash Drawer Receipts**

This example illustrates the fields and controls on the Correct Cash Drawer Receipts page.

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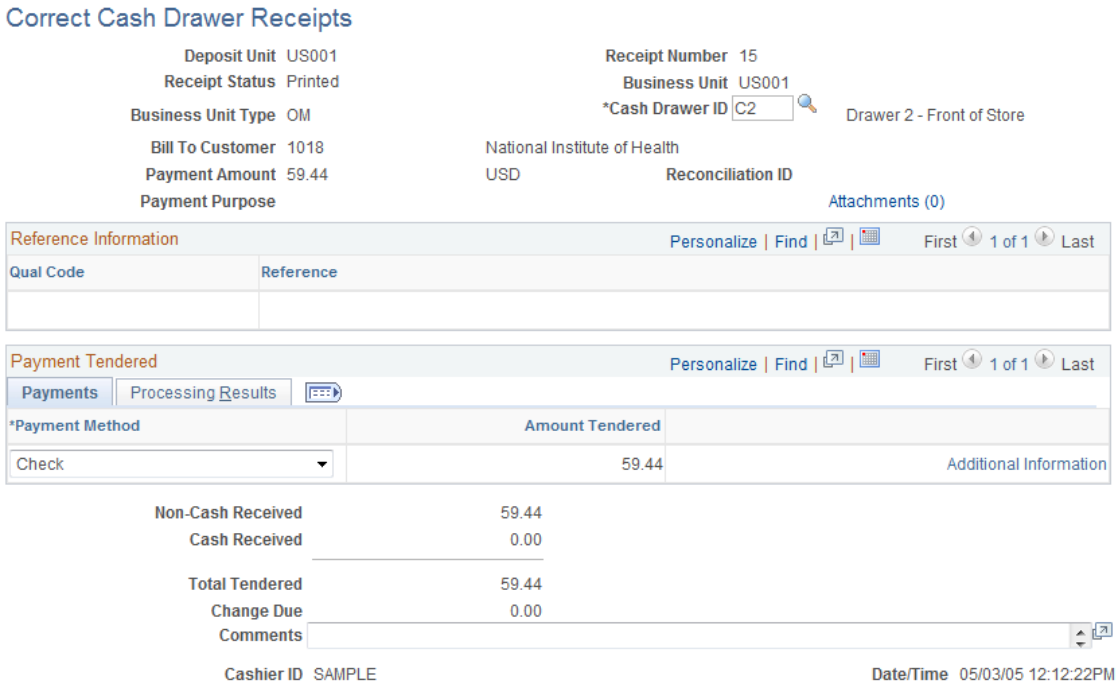

Once a receipt is printed, you can edit only these fields: Payment Method, Cash Drawer ID, Check Number, and Comments. To edit the check number, click the Additional Information link on the Payment Tendered - Payments tab.

However, the system does not allow some payment method changes. The system enforces the payment method changes that are acceptable.

Cash Worksheet Page

Use the Cash Worksheet page (CDR_RECON_CASH) to enter the actual cash counted from the drawer.

This page is optional; you can bypass it to enter the actual cash count on the Reconcile tab.

Navigation:

Accounts Receivable, and then **Payments**, and then **Cash Drawer**, and then **Reconcile Cash Drawer**, and then **Cash Worksheet**

This example illustrates the fields and controls on the Cash Worksheet page (1 of 2). You can find definitions for the fields and controls later on this page.

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Cash Worksheet | Checks Worksheet | Reconcile

Business Unit US001
Cash Drawer ID C1
Reconciliation ID NEXT

Drawer BU Type OM
Status Pending
Reconciled Date/Time 03/06/2013 3:12AM

Paper — Personalize | Find | First 1-7 of 7 Last

Description	Quantity	Amount
$100	0	0.00
$50	0	0.00
$20	0	0.00
$10	0	0.00
$5	0	0.00
$2	0	0.00
$1	0	0.00

This example illustrates the fields and controls on the Cash Worksheet page (2 of 2). You can find definitions for the fields and controls later on this page.

Coin — Personalize | Find | First 1-6 of 6 Last

Description	Quantity	Amount
Dollar	0	0.00
Fifty-cent	0	0.00
Quarter	0	0.00
Dime	0	0.00
Nickel	0	0.00
Penny	0	0.00

Actual Cash Count 0.00 USD

Calculate

You should reconcile cash drawers periodically to compare the system-entered receipts against the physical money in a cash drawer. The reconciliation process compares actual cash and checks for a given drawer. It does not include any card transaction for comparison to actual totals. You should reconcile card transactions as a separate business process.

Initiate a cash drawer reconciliation by creating an entry in the Reconcile Cash Drawer component. The system sets the reconciliation date and time to the current date and time. However, you can edit this default date and time. The reconciliation date and time controls which receipts are included for reconciliation. Any receipts with a timestamp after this date and time are not included in the reconciliation process. Receipts dated before are included for reconciliation. A reconciliation can have a *Pending, Reconciled,* or *Canceled* status. When a

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reconciliation is first created, it will have a *Pending* status, which indicates that the reconciliation is considered a work in progress. You can save it while the drawer is in the process of getting reconciled or while discrepancies are researched. Only one pending reconciliation can exist for a given drawer at any time. After reconciliation, the status of the drawer is set to *Reconciled.*

> **Note**
>
> The Cash Worksheet page is built dynamically based on the currency defined for the drawer and based on the denominations defined for the currency. The **Reconciliation Date/Time** field controls which receipts are reconciled.

Cash Worksheet

The cashier can complete the Cash Worksheet to help calculate currency totals by denomination and actual cash count. Alternatively, the cashier can skip the Cash Worksheet page and enter the actual cash count on the Reconcile page.

Field or Control	Description
Quantity	Enter a count for each of the paper bills and coins identified in the grid.
Actual Cash Count	Click the **Calculate** button to view the summed amount of the monies identified in the grid. The actual cash count computed on the Cash Worksheet is automatically carried over to the **Actual Cash Count** field on the Reconcile page.

Checks Worksheet

Use the Checks Worksheet page (CDR_RECON_CHECK) to enter the actual check numbers and amounts from the physical checks in the drawer.

This page is optional; you can bypass it to enter the actual check count on the Reconcile tab.

Navigation:

Accounts Receivable, and then **Payments**, and then **Cash Drawer**, and then **Reconcile Cash Drawer**, and then **Check Worksheet**

The Checks Worksheet page is also optional. On this page, you can enter the physical checks in the drawer and total them for comparison against the system receipts. If a discrepancy exists in the check amount, check receipts and Check Worksheet entries are matched by check number and amount. If the system cannot find a match for each check receipt and each Check Worksheet entry, the cashier is prompted to identify which check receipt matches with a particular check worksheet entry. You cannot save the reconciliation as reconciled until all worksheet entries and all check receipts are matched.

Alternatively, the cashier can skip the Checks Worksheet and enter the actual check count on the Reconcile page. When doing this though, if the actual check count does not match the system-generated check expected amount, then the cashier must list the actual checks on the Worksheet page so that the check discrepancy can be processed.

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Field or Control	Description
Check Number	Enter the check number specified on the physical check.
Amount	Enter the check amount specified on the physical check.
Actual Check Count	Click the **Calculate** button to view the summed amount of the checks identified in the grid.

Reconcile

A summarization of the cash drawer activity to assist in reconciling the actual cash and checks in the drawer appears under the **Reconcile** tab. The opening balance (float) of the cash drawer, plus the total receipts for the day, minus any noncash or check receipts, plus any noncash paid out will generate the cash/check expected amount. The cashier can compare the cash/check expected amount with the actual physical cash/check count.

Field or Control	Description
Beginning Cash Amount	Enter a beginning cash amount. This amount becomes the float amount defined for the cash drawer. Users who have appropriate security can change the float amount. If you change the amount, use the **Comment** field to explain why. See PeopleSoft Order Management: Understanding Feature Function Security
Total Payments	View the sum of all positive amount receipts for the cash drawer. All payment methods are included in this total.
Total Paid Out	View the sum of all negative amounts receipts for the cash drawer. All payment methods are included in this total.
Total Receipts	View the amount arrived at by the system when subtracting the total paid out amount from total payments.
Non-cash/check Payments	View the sum of all positive amount payments received into the cash drawer that were not cash or check for the given day. This total is subtracted from the total receipts to help arrive at the cash/check expected amount.
Non-cash Paid Out	View the amount of all negative receipts that were not cash for the given day. This total is added to the total receipts to help arrive at the cash/check expected amount.
Cash/Check Expected	View the amount of the cash and checks that should be in the cash drawer (cash/check expected = opening balance + total receipts – non-cash/check payments + noncash paid out). This amount is compared to the actual totals to determine whether the cash drawer is balanced. **Note:** Negative checks are not included in this total because no physical negative check is expected in the drawer.

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Field or Control	Description
Cash Expected	View the amount of the total cash that is expected to be in the cash drawer.
Check Expected	View the total check amount that is expected to be in the cash drawer. **Note:** Negative checks are not included in this total because no physical negative checks are expected in the drawer.
Actual Cash Count	View the amount of physical cash counted from the cash drawer. This value is carried forward from the Cash Worksheet page or entered by the cashier if the Worksheet page is bypassed.
Actual Check Count	View the physical check amounts totalled from the cash drawer. This value is carried forward from the Checks Worksheet page or entered by the cashier if the Worksheet page is bypassed.
Actual Total	View the total value of the actual cash count plus the actual check count from the cash drawer.
Shortage/Overage	View the amount of cash drawer shortage or overage of both cash and checks combined. The calculation is Shortage/Overage = Actual Count – Expected.
Cash Shortage/Overage	View the amount that the cash drawer is over or short in cash.
Check Shortage/Overage	View the amount that the cash drawer is over or short in checks.

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Field or Control	Description
Save as Reconciled	Once a cash drawer is reconciled: • The statuses of all receipts associated with this reconciliation change from *Printed* to *Reconciled.* You can no longer modify these receipts and they will not get picked up in the next reconciliation. Also, each receipt is updated with the reconciliation ID. • The **Date/Time Last Reconciled** field value is recorded back to the cash drawer. **Note:** Any discrepancies found in the reconciliation are written to the CDR_DISCREP_STG staging table. • Any cash over or shortage is sent to PeopleSoft Receivables as an adjustment payment with a blank customer (cash control customer). For example, if the cash drawer is short by 2 USD, then a –2 USD cash payment is created and sent along with the cash payment deposit control entry. If a discrepancy exists in a check, then the actual check amount is sent to Receivables. For example, if a check receipt was recorded as 20.01 USD, but the actual check was written for 20.00 USD, then the payment information will get created in Receivables as the actual 20.00 USD amount. **Note:** If the cash drawer does not reconcile, you can research the discrepancy using the drill-down capabilities. Alternatively, if the discrepancy amount is within the defined tolerance, you can choose to flag the drawer as *Reconciled* by clicking the **Save as Reconciled** button. Any discrepancy amount is logged to the discrepancy staging table (CDR_DISCREP_STG). If the discrepancy is outside of the defined tolerance amount, then a user with security can choose to override and mark the drawer as reconciled. The **Comment** field is available for the user to enter a justification for the discrepancy. Drill-down capabilities are built into the Reconcile page to assist you in the reconciliation process. For example, when you click the **Total Receipts Amount** link, a secondary page appears with a breakdown of the amounts by payment method. **Note:** You cannot edit the **Receipt Amount** field during reconciliation, but you can update payment methods of receipts. After correcting a receipt using the drill-down features, click the **Calculate** button on the Reconcile tab to refresh the latest receipt changes. Feature Security controls reconciliation.

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Field or Control	Description
Reconciled Date/Time	Edit this field for pending reconciliation processes. This enables you to include any receipts added to the drawer after the reconciliation process was last saved. To include these receipts in the totals, you must save the updated reconciled date/time. After you edit the **Reconciled Date/Time** field, click the **Calculate** button. When asked if you want to save the data, select *yes* and the totals on the page are refreshed. Select *no,* and nothing occurs.

Process Cash Drawer Receipts Page

Use the Process Cash Drawer Receipts page (RUN_CDR_LOADPMT) to use this batch process to send cash receipt payments to the Accounts Receivable staging table.

These payments will be processed by the Payment Loader process (AR_PAYLOAD).

Navigation:

Accounts Receivable, and then **Payments**, and then **Cash Drawer**, and then **Process Cash Drawer Receipts**

After you have reconciled a cash drawer, you can pass the payments associated with the reconciliation over to the PeopleSoft Receivables payment staging tables. Processing the cash drawer receipts using CDR_LOADPMT populates the staging tables with the details of each payment transaction, such as reference information, bill to customer, payment method, and payment amount. Once the staging tables have been populated, you can run the Payment Loader process (AR_PAYLOAD) to create payments from the cash drawer receipts.

CDR_LOADPMT is an Application Engine process. All receipts that meet the run control parameters and have a status of *Reconciled* are selected for processing. Receipt payments are grouped into Receivable Deposit Control entries in the following way:

- Receipt payments are grouped by bank account and currency.
- Cash and check payments are recorded in separate deposits.
- Procurement cards, debit cards, and credit cards are grouped as a single deposit with a payment method of EFT.

After the receipt payments are successfully processed, the Receivables Deposit control ID and payment sequence numbers that were assigned are saved back to the receipt payment. You can view them from the Receipt Inquiry component. A single deposit batch ID is assigned to each of the reconciliations that were picked up to be processed, as well. You can view the deposit batch ID that was assigned from the Reconciliation component. This deposit batch ID is needed for printing the associated deposit slip.

> **Note**
>
> Gift voucher payment types are passed to PeopleSoft Billing and processed as a line on the invoice as opposed to being sent to Receivables as a payment.

See PeopleSoft Receivables: Receiving Cash Drawer Payments.

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Field or Control	Description
Accounting Date	Enter the accounting date to associate with the payments. If you leave this field blank, the current date appears by default.
Cash Drawer Business Unit	Specify the business unit to which the cash drawer belongs.
Cash Drawer BU Type (cash drawer business unit type)	Specify the cash drawer business unit type. The available options are *OM* and *AR*.
Range Selection	Select the processing option that applies: *Cash Drawer:* Select to identify a range of cash drawers that need to be processed. *Recon Date* (reconciliation date): Select to identify a range of reconciliation dates and a range of cash drawers. *Recon ID* (reconciliation ID): Select to identify a range of reconciliation IDs for a given cash drawer ID.

Printing a Bank Deposit Slip

After the CDR_LOADPMT process has processed cash drawer receipts, you can generate and print a bank deposit slip. This slip lists the cash, as well as the checks (check number and amount) to be deposited to the bank. A batch deposit ID is assigned to the reconciliations that are picked up for processing by the CDR_LOADPMT process. You can specify this batch deposit ID on the run control page of the bank deposit slip, and the system will print on the deposit slip all cash and check receipt payments that were included in that batch. You can think of the batch deposit ID as a rubber band around all of the cash drawer reconciliations that were processed and passed to Receivables. The batch deposit ID that was assigned to the reconciliation is viewable from the Reconciliation component.

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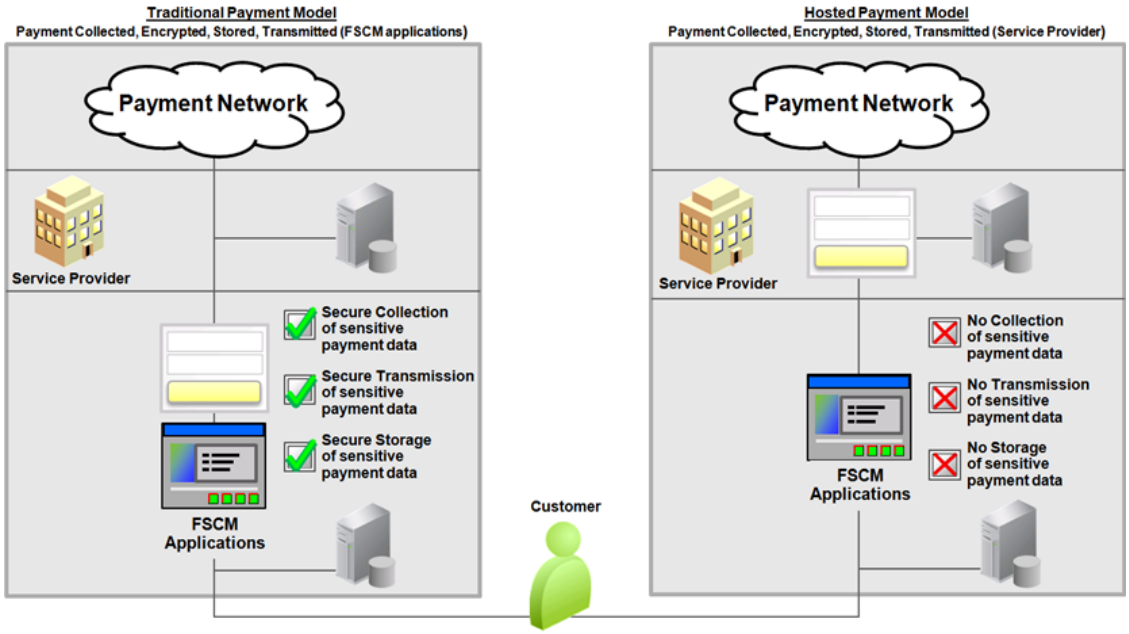
7

Processing Credit Cards

Understanding Credit Card Processing

The credit card processing documentation provides an overview of traditional credit card processing, credit card processing using the hosted model, and the prerequisites for each.

This diagram illustrates a side-by-side comparison of the traditional payment model in FSCM applications and the hosted payment model in which a third-party service provider stores and processes payments.



The following table provides a side-by-side comparison of data storage in the traditional model versus hosted model:

In the traditional credit card model, the following are stored locally:	In the hosted implementation, the PeopleSoft Order to Cash system stores the following:
First and last name of the card holder	
Credit Card type	Credit card type
Credit card number (encrypted)	
Last four digits of the credit card number	Last four digits of the credit card number
Expiration month and year	
Payment processor name	Payment processor name
Credit card address	

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In the traditional credit card model, the following are stored locally:	In the hosted implementation, the PeopleSoft Order to Cash system stores the following:
Phone number	
Email address	
	Profile ID

Using the Traditional Model for Credit Card Processing

This section includes:

- Prerequisites for using the traditional credit card model.
- Credit card authorization status codes.
- Authentication and security for credit card numbers.

You enter the same basic data for credit card payments, regardless of which PeopleSoft Order to Cash application you are using; the difference is where you enter it.

> **Note**
>
> After credit card numbers are entered, they are stored in an encrypted format. Once saved, only the last four digits of the card number appear on pages used to enter credit card information. Pages used to review the credit card information, such as the Customer Summary using Quick Customer Create, also display only the last four digits of the number.

Prerequisites for Using the Traditional Credit Card Model

Before you begin accepting credit card charges from customers, you must prepare the following:

- Set up integration with a third-party credit card processor. See Integration Interfaces: Setting Up Credit Card Integration for Integration Broker.

  For more information about setting up credit card processors, see the product documentation for *PeopleSoft Integration Interfaces*.
- Establish the types of credit cards (Visa, Master Card, and so on) that you will accept for payment. Use the Credit Card Type page (**Enterprise Components**, and then **Component Configurations**, and then **Credit Card Interface**, and then **Credit Card Type**) to specify different processors for each credit card type.
- Create a default credit card group on theApplication Fundamentals: Credit Card Groups Page (**Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Credit Cards**, and then **Define Credit Card Groups**).

  See Application Fundamentals: Setting Up Credit Card Options and Groups for more information.
- Set up common credit card options on the Credit Card Options page (**Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Credit Cards**, and then **Credit Card Options**).

  SeeApplication Fundamentals: Setting Up Credit Card Options and Groups for more information.

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Credit Card Authorization Status Codes

The following table lists the authorization status codes that are used throughout credit card processing in PeopleSoft Order Management, Billing, and Receivables. The system either displays the status code or the description of the status.

Status Code	Short Name, Long Name	Comments	Used In
A	Auth Authorized	The transaction is approved and funds are reserved. You can obtain approvals through batch or manual credit card processing.	OM - batch and manual
B	Billed	The transaction is complete. The funds are charged to the credit card. All bill transactions must be preceded by an authorization. The term *Captured* is also used.	BI
C	Cred Credited	A credit has been authorized and processed for the transaction. The funds are credited back to the specified card.	BI, OM Refunds
D	Denied	The transaction has failed credit card processing and has been declined, or disallowed, by the organization issuing the credit card.	OM, BI, AR
E	Validation Errors	The credit card payment has failed PeopleSoft application validation edits and has not been processed by the third-party provider for authorization and settlement. Most errors are discovered when editing customer or credit card information.	AR
F	Reversal Auth Reversal	An authorization was canceled to free up funds on a credit card.	OM, BI
G	Validated		OM

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Status Code	Short Name, Long Name	Comments	Used In
H	Rev Denied Auth Reversal Denied	The authorization reversal transmission was denied by the third-party processor.	OM
J	Reauth Reauthorize	Issue another authorization request for authorizations that have become stale.	OM
K	No Action	A credit card payment worksheet has been created but is not ready to be submitted for authorization and settlement.	OM, BI, AR
M	Man Apprv Manually Approved/ Settled	The transaction received verbal approval. Enter manual approvals on the Review Pending Cred Card Trans - Credit Card Address page in PeopleSoft Billing.	BI, AR
N	Chg to Trm Change to Terms	The payment type for the transaction has been changed from Credit Card to Payment Terms. Changes to payment terms are made on the Pending CC Trans page in PeopleSoft Order Management and the Review Pending Cred Card Trans page in PeopleSoft Billing. The Process Credit Card Invoices process picks up the transaction the next time you run the process.	OM, BI
P	Auth/Bill Authorized and Billed	The transaction was successfully authorized and billed.	OM, BI, AR
R	Processing	Indicates that the Credit Card Processor is working with the payment.	AR

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Status Code	Short Name, Long Name	Comments	Used In
T	Cancel Ord Cancel Order	Indicates a canceled credit card order. The transaction is not subject to further processing. Cancellations are entered on the Pending Credit Card Trans page and on the sales Order Entry Form page.	OM only
U	Unproc/Ret Unprocessed/Retry	The transaction has not been processed or a previous authorization has failed and is being resubmitted for inclusion in the next CC Processing run.	OM, BI, AR
V	Pending Approval	The credit card payment cannot be sent to the third-party provider for authorization and settlement until a user manually reviews and submits the payment.	AR
W	DelSettle Delete after Settlement	A credit card payment that had been previously authorized and billed or manually approved/settled has been deleted.	AR
X	Deleted	A credit card payment worksheet has been created but has been deleted before authorization and settlement.	AR
Y	Cancelled	A credit card payment that has been ready for authorization and payment has been withdrawn for payment. The credit card payment worksheet has not been deleted, but the credit card payment will not be attempted.	AR

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Status Code	Short Name, Long Name	Comments	Used In
Z	Zero Dollar Payment	A credit card payment worksheet has been created with a monetary value of 0. This status accommodates credit card payment worksheets that are created for maintenance purposes, for example, for automated write-off processing or in situations of the net credit and debit items selected on a credit card worksheet being 0.	AR

Authentication and Security for Credit Card Numbers

CVV is an authentication procedure established to reduce card mishandling during internet transactions. A **Security Code** field is available on all credit card related pages to prompt for CVV number. A link next to the **Security Code** field enables users to get additional information about the CVV number. Click the link to open a secondary page that explains what a security code is and how to find it on a credit card.

The CVV number is not permanently stored in the database. Also, the CVV number is not retained after a particular transaction is authorized or declined. A CVV number needs to be stored temporarily only in special cases, such as during batch processing of authorization transactions in Order Management and Billing. In such a scenario, the CVV number will be temporarily stored and discarded as soon as the batch transaction is processed.

The security code for credit cards needs to be enabled on the Application Fundamentals: Credit Card Options Page (**Setup Financials/Supply Chain**, and then **Common Definitions**, and then **Credit Card**, and then **Credit Card Options**). If the security code field is not enabled, the field will not appear in the credit card pages.

Using the Hosted Model for Credit Card Processing

PeopleSoft FSCM provides a framework in the Order to Cash modules (Order Management, Billing, eBill Payment, and Accounts Receivable) to facilitate the collection and processing of payment information by third-party credit card hosts. Businesses with an Order to Cash system can convert from a traditional credit card model (local storage of credit card data) to a hosted model, where a third party hosts or stores credit card data.

This diagram illustrates the pathway of a payment beginning in a merchant system such as PeopleSoft Order to Cash and processed through a third-party payment network. Payment results are referenced by the appearance of tokens between the merchant system and the payment network.

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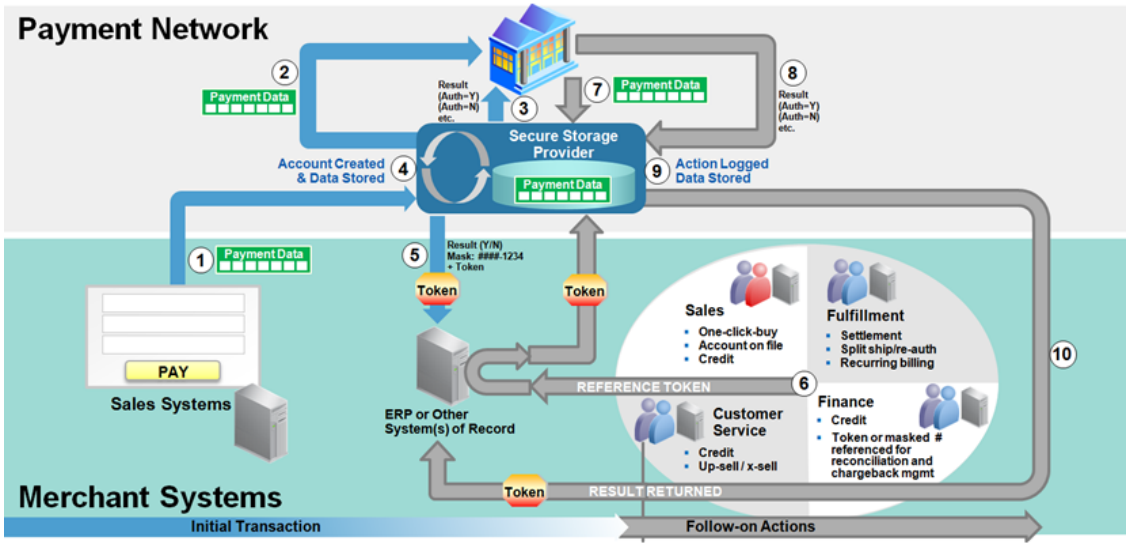

This section includes:

- Prerequisites for using the hosted credit card model.
- Example of the Credit Card Data page in a system that uses hosted processing.

Prerequisites for Using the Hosted Credit Card Model

Before you begin using the hosted credit card model, you must prepare your system:

- Set up a third-party payment processor. Multiple processors can now be set up and assigned to a specific credit card type.
- Create a default credit card group for a specific credit card type at the system level and, optionally, at the business-unit level.

  See Application Fundamentals: Setting Up Credit Card Options and Groups.
- Convert your existing credit card data into profiles and transfer locally stored credit card data to the third-party credit card processor.

  See the documentation for the Application Fundamentals: Convert Credit Card Data Page or Application Fundamentals: Setting Up Credit Card Processing for a Hosted Implementation
- Wipe all credit card data from records in your PeopleSoft system.

  See the documentation for the Application Fundamentals: Remove Credit Card Data Pageor Application Fundamentals: Setting Up Credit Card Processing for a Hosted Implementation

Managing Credit Card Data Using Action Links

The action links on the credit card data or detail pages vary depending on the setup of your Order to Cash system for a traditional credit card implementation or a hosted credit card implementation. For example, after converting to a hosted credit card implementation, the Credit Card Data page shows only the credit card data needed to create a token ID that matches up information between the PeopleSoft Order to Cash system and the profile now administered by the third-party processor.

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Credit card action links appear on Order to Cash pages, including but not limited to those listed here:

- Header - Credit Card page (Billing)

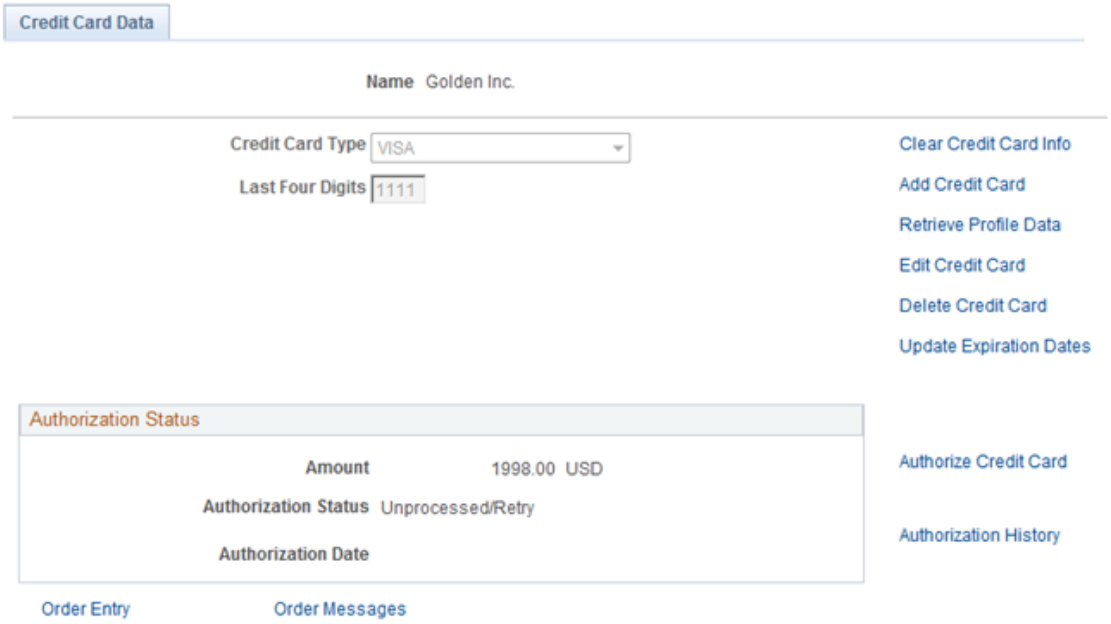
  This page is accessed during express bill entry or standard bill entry when the payment type is Credit Card.
- Payment Confirmation: Enter Credit Card Info page in the Payment Cart horizontal navigation (eBill Payment)
- Credit Card Data page (Order Management)
- Payment Option page under Express Order Add/Edit, Additional Information - Card page under Counter Sale, Refund Payment Groups page under RMA, Edit Credit Card Transactions page under Identify Pending Transactions (Order Management)
- Cash Drawer Receipt - Additional Information page for Credit Card (Receivables)
- Credit Card Details page (Receivables)

  This page is available wherever the **Pay by Credit Card** or **Credit Card Details** links appear, such as on credit card worksheets and on the Credit Card Workbench, Item Detail, Account Overview, and Receivables WorkCenter pages.

Using Credit Card Action Links in the Hosted Model

In general, the action links appear on the right side of a page that contains credit card data.

This example illustrates the fields and controls on the Credit Card Data page in a system with hosted credit card processing.



This example illustrates the fields and controls on the Payment Confirmation: Enter Credit Card Info page in a hosted credit card implementation.

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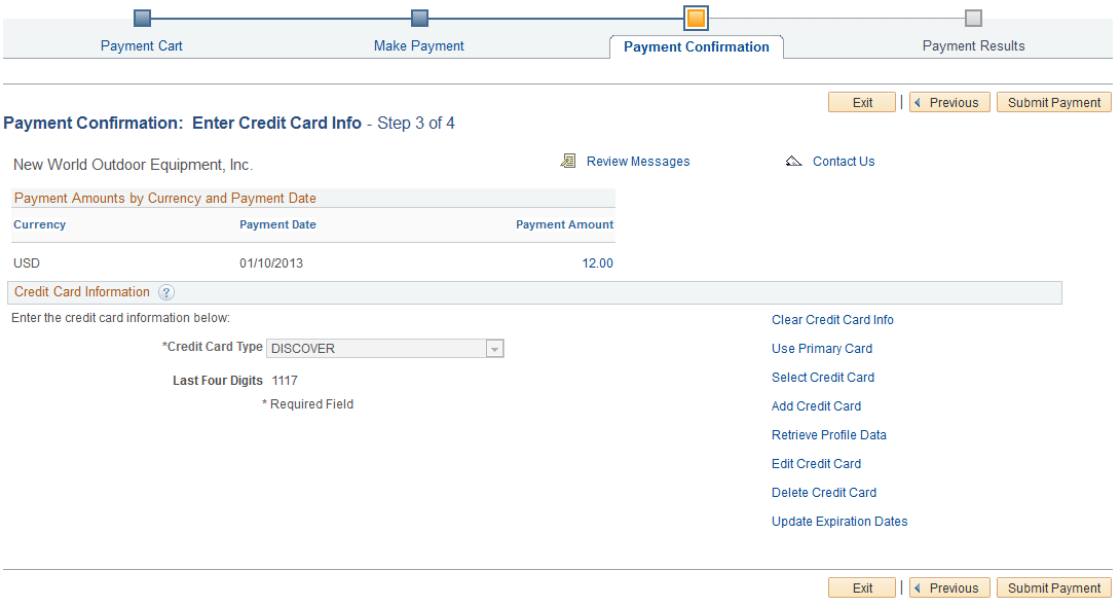

Field or Control	Description
Clear Credit Card Info	Click this link to clear the data existing in fields that appear on the page. This action does not affect stored credit card data.
Use Primary Card	Click this link to populate the Credit Card Information fields with card type and last four digits using the primary credit card as designated in this contact's profile for a customer.
Select Credit Card	Click this link to open the Credit Card Selection page, which lists credit cards associated with this customer contact. This link is available if the contact has at least one saved temporary credit card profile.
Add Credit Card	Click this link to add data for a new credit card. This link transfers you to the third-party supplier set up for payment storage and processing in the hosted model. You enter credit card information on the hosted page, which is pre-populated with the customer contact's billing information.
Review Profile Data	Click this link to send a request to the hosted site to retrieve profile data and then display it on the PeopleSoft page. Retrieved profile data is display-only. This link is available when the credit card type and last four digits appear on the page.
Edit Credit Card	Click this link to transfer to the hosted Website, where the customer contact can edit the card information. This link is available when the credit card type and last four digits appear on the page.

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Field or Control	Description
Delete Credit Card	Click this link to delete a credit card profile associated with this customer contact. If the profile is not used in any pending transaction, a background request deletes the profile in the hosted site. This link is available when the credit card type and last four digits appear on the page.
Update Expiration Dates	Click this link to update expiration month and year without transferring to the hosted site. When you enter the new expiration date, a background process updates the hosted site. This link is available when the credit card type and last four digits appear on the page.

If payment tokenization is enabled for online transactions, the PeopleSoft Order to Cash system requires the use of hosted profiles and order pages. For transactions involving customer contacts that do not have permanent profiles, the PeopleSoft system may create a temporary profile. In this case, the PeopleSoft system is set up with one of these two options:

1. The temporary profile is set up *before* the credit card is processed on the hosted order page. This value is the default.

   In this case, if no credit card profile exists for the customer contact in the PeopleSoft system, the customer must click the **Add Credit Card** link to establish a profile before continuing with the transaction.

2. The temporary profile is automatically created *after* the online transaction is complete, using the same data as in the credit card transaction.

Using Credit Card Action Links in the Traditional Model

In general, the action links appear on the right side of a page that contains credit card data.

This example illustrates the fields and controls on the Credit Card Data page in Order Management, using the traditional credit card model. You can find definitions for the fields and controls later on this page.

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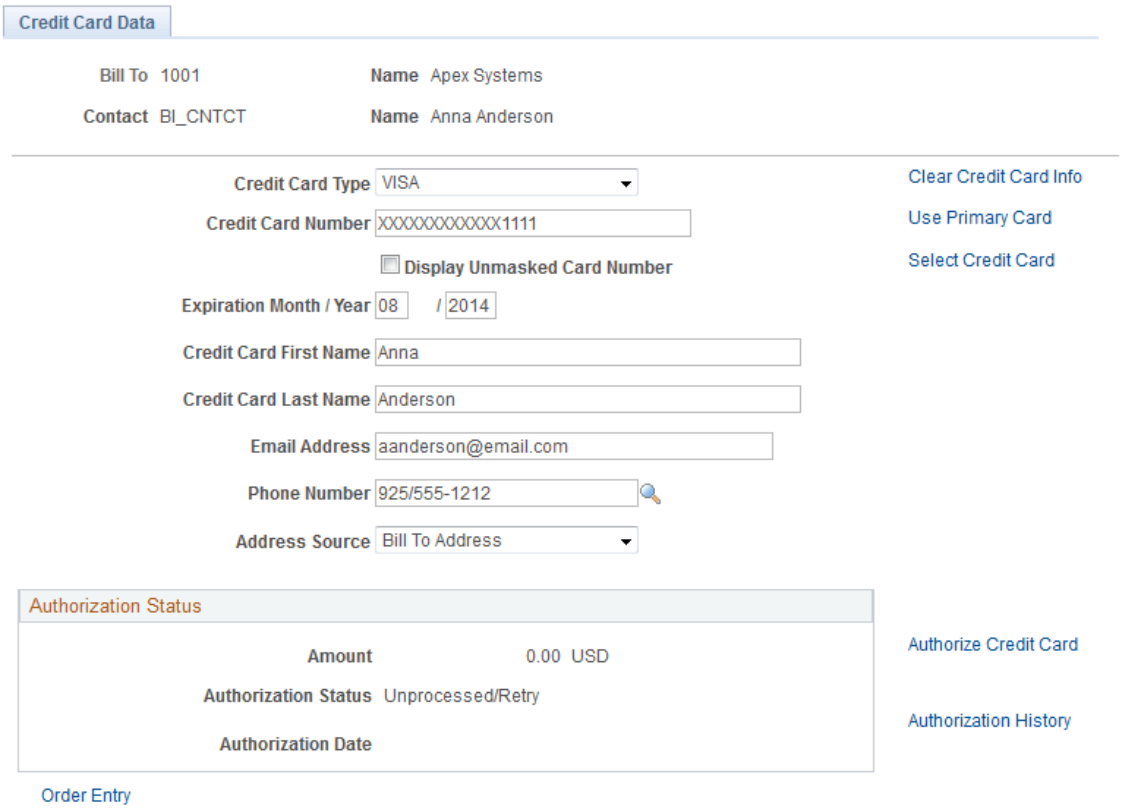

Field or Control	Description
Clear Credit Card Info	Click this link to clear the data existing in fields showing on the page. This action does not affect stored credit card data.
Use Primary Card	Click this link to populate the Credit Card Information fields with data using the primary credit card as designated in this contact's profile for a customer.
Select Credit Card	Click this link to open the Credit Card Selection page, which lists credit cards associated with this customer contact. This link is available if the contact has at least one saved permanent credit card stored in the system.
Authorize Credit Card	Click this link to authorize payment on this credit card.
Authorization History	Click this link to review the authorization history for this credit card.

Common Elements Used to Process Credit Cards

Field or Control	Description
Authorization	Funds are reserved against a specified credit card. An authorization number is obtained for the current amount being authorized. No actual charges take place against the credit card.

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Field or Control	Description
Auth Date/Time, Authorization Date/Time, and **CrCardAuth Dt** (credit card authorization date)	Reflects the date and time the transaction was authorized plus the expiration days. If a transaction is denied, then no date appears. The authorization is only valid for the number of days you entered on the Credit Card Type page. The Return Code is a reason code defining why a transaction is denied. These fields are populated automatically after a successful processing call to the credit card authorization and payment application.
Bill	Funds are charged to the credit card. All bill transactions must be preceded by an authorization. Both an authorization and a bill can be issued at the same time.
Credit	Funds are credited back to a specified credit card.
Credit Card Address	
Credit Card Auth Status (credit card authorization status)	The current state of authorization for the credit card transaction.
Credit Card Auth Codeand **CrCdAuthCd** (credit card authorization code)	The approval code assigned to this transaction upon authorization or billing.
Credit Card First Name	If the name on the card includes a middle initial, include the middle initial after the first name in this field.
Credit Card Group	Supports multiple credit card types associated with multiple payment processors saved in a group. The grouping can be utilized by the FSCM modules to limit or control which credit card types and payment processors are available for transactions.
Credit Card Number	The system validates credit card numbers as you enter them. If you enter a number that does not match the parameters set up for the card type on the Credit Card Type page, then you receive an error message and will not be able to save the page until you correct the error. The validation is: • The number of digits. You cannot save a card number of 17 digits for a card type that requires 16. • The prefix of the credit card number. You cannot save a card number with a prefix of 1234 for a card type that requires a prefix of 5678. • The card number is valid. You cannot save a card number that is not a valid credit card number. The system does a check digit algorithm on the number you enter to ensure that it is valid for the credit card type you are entering.

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Field or Control	Description
Credit Card Profile	Provides support for the hosted payment and storage model in the PeopleSoft system. PeopleSoft uses two types of profiles: permanent and temporary. • A permanent profile refers to credit card data that will be stored in the hosted system for a contact and remains on file until the contact or CSR chooses to remove the card information. • A temporary profile refers to credit card data that remain in the system and are saved in a table. Temporary profiles are purged based on the settings selected on theApplication Fundamentals: Credit Card Options Page See Application Fundamentals: Setting Up Credit Card Options and Groups. Profiles are represented by a token ID (or subscription ID) that is assigned by the hosted system. The PeopleSoft system stores this token ID to represent the card data. See also **Tokenization**.
Credit Card Types	Oracle delivers data for most popular credit card types. You can define the types of credit cards that you accept for credit card processing by modifying existing definitions or adding new ones on the Card Type page (**Enterprise Components**, and then **Component Configurations**, and then **Credit Card Interface**, and then **Credit Card Types**). See Integration Interfaces: Card Type Page.
Email Address	Third-party credit card authorization and payment applications often require an email address and telephone number. If the customer does not have an email address or does not want to supply this information, then you must enter a dummy email address.
Last Four Digits	This field displays the last four digits of a credit card number and is used as part of the Credit Card Profile for a token ID that helps identify transactions processed in a hosted credit card implementation.
Message 1, **Message 2**, and **Message 3**	Display the processing history for the transaction. The prefix *ICS* denotes a message originating from the third-party credit card authorization and payment application. These messages appear automatically after an attempt to process this transaction by the third-party application. This information is written to the Credit Card History table. If you make a change to payment terms, Oracle recommends that you clear the messages and enter comments to maintain an audit trail for the transaction.

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Field or Control	Description
Request ID	A number assigned by the third-party credit card authorization and payment application to identify this processing transaction.
Sequence or **Seq. Nbr** (sequence number)	A unique identifier assigned to each line charge in these tables: INTFC_CRCARD for PeopleSoft Order Management and Billing transactions; CRCARD_AR_HST for PeopleSoft Receivables transactions.
Tokenization	Supports the collection and storage of credit card information on PeopleSoft Order to Cash systems that use a hosted credit card implementation. See also **Credit Card Profile**.

Prerequisites

Before you begin accepting credit card charges from customers, you must set up this information:

- The types of credit cards (Visa, MasterCard, and so on) that you will accept for payment. Use the Credit Card Type page (navigate to **Enterprise Components**, and then **Component Configurations**, and then **Credit Card Interface**, and then **Credit Card Type**).
- Credit card options (navigate to **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Credit Cards**, and then **Credit Card Options**) and in PeopleSoft Order Management, if applicable.
- Integration with a third-party credit card processor.

Processing Credit Cards for Authorization Only

This topic discusses how to process credit cards for authorization only.

Processing Replacement Orders Created from a Returned Material Authorization

Replacement sales orders created from a sales order that is selected from the Customer Shipment History page will inherit credit card data from the original sales order or invoice. If the return has no sales order history and the replacement order has a *Credit Card* payment type, then the replacement sales order is created with default credit card information from the Credit Card Data page of the contact.

See Customer Shipment History Page .

See PeopleSoft Billing: Using the Bill-By Identifier with the Billing Interface.

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Pages Used to Process Credit Cards for Authorization Only

Page Name	Definition Name	Usage
Credit Card Data Page	ORDENT_HDR_CREDCRD	Enter or modify customer credit card information during sales order entry. Use to authorize if using online authorizations.
Load Credit Card Interface Page	RUN_OM_CRCARD	Run the Load CC Interface process to load credit card information from the Ord_Header record into the INTFC_CRCARD staging table. Use this process to initiate the background authorization process and to move denied online credit card transactions to the Pending Credit Card Transactions so they can be reauthorized. See Submitting Credit Card Charges for Background Authorization Only Processing.
Credit Card Processing Page	RUN_OM_CRCARD	Run the CC Processing process to pull credit card information from the INTFC_CRCARD staging table and to call the Process Credit Card Invoices process. See Submitting Credit Card Charges for Background Authorization Only Processing.
Pending Credit Card Transactions Page	OM_INTFC_CRCARD1	Review the status of pending or failed credit card transactions or navigate to additional pages to correct or reset credit card transactions. You can also reauthorize credit card transactions that were denied during sales order entry if using online authorizations.
Credit Status Page	OM_INTFC_CRCARD2	Review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.

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Page Name	Definition Name	Usage
Credit Card History Page	OM_CRCARD_HST	Review credit card transaction information for an order. See the Authorizing Credit Cards in Order Management.

Credit Card Data Page

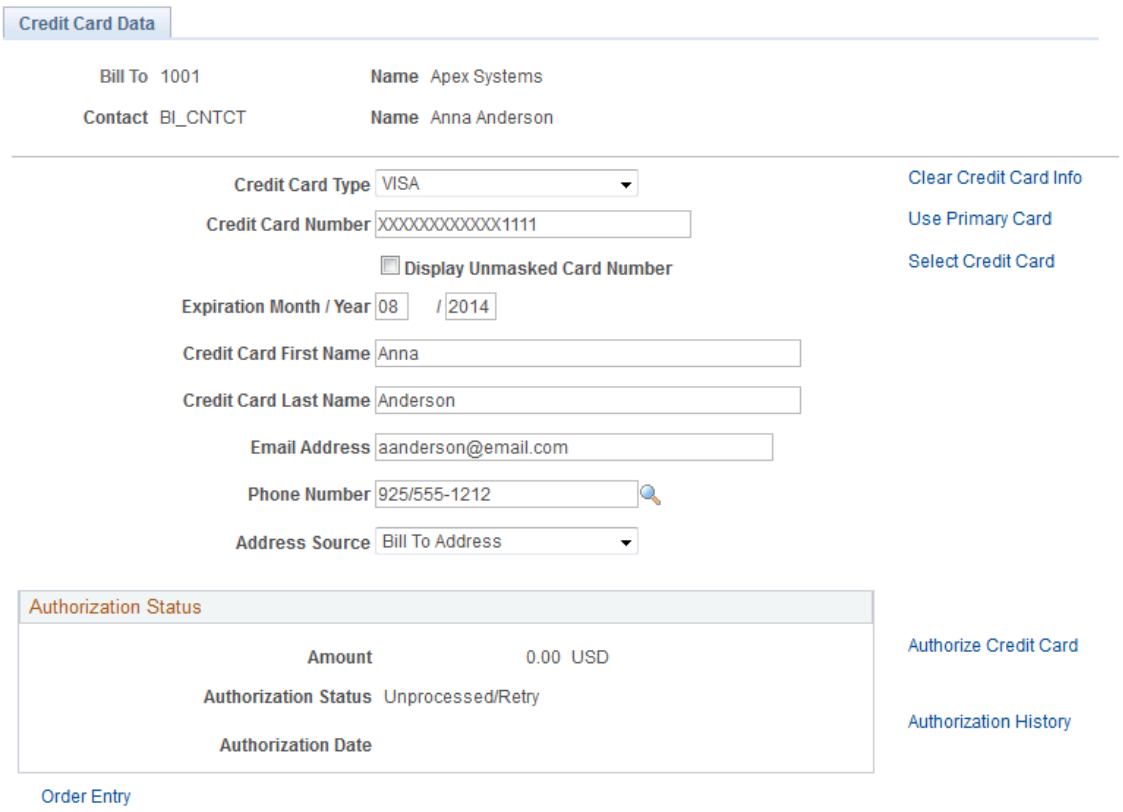
Use the Credit Card Data page (ORDENT_HDR_CREDCRD) to enter or modify customer credit card information during sales order entry.

Use to authorize if using online authorizations.

Navigation:

Select the Credit Card payment method and then click the **Credit Card Data** link on the Order Entry Form page.

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



When modifying credit card information, note that:

- The primary credit card information is the default information stored on the Contact Additional Info page. This page validates the credit card number and verifies that the required information is entered.

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- If you are using the credit card number validation set up on the Credit Card Type page, the system checks the length and prefix of the credit card number and performs a digit check to ensure that the credit card number is valid. The Valid Credit Card table stores the information for credit card number validations. If the credit card number passes validation, the order is submitted for processing. Otherwise, an error message appears requiring you to enter the credit card information again. You can change the credit card information, change the payment method, or cancel the order. Once the system validates the information, you can save and create the order in the PeopleSoft system.
- Credit cards can be authorized online or in the background, depending on how you set up the PeopleSoft Order Management Business Unit definition. If you selected:
  - Online authorizations on the Order Entry Features page, click the **Authorize Credit Card** link to authorize the credit card during online entry. If the authorization fails, the customer service representative (CSR) can enter another credit card or change the payment terms.
  - Credit Card Hold on the Credit Processing page, the order is placed on hold until the credit card can be authorized by the CC Processing process (OM_CRC000).

Modify the credit card information on the Credit Card Data page; enter the required values for:

Field or Control	Description
Clear Credit Card Info	Click the **Clear Credit Card Info** button to clear current credit card information on the page.
Select Primary Card	Click the **Select Primary Card** button to populate the page with the primary credit card information of the customer contact, which was established on the Contact Additional Info page.
Select Credit Card	Click the **Select Credit Card** link to enter a new credit card for this customer.
Credit Card Type	Select a card type from the drop-down list.
Security Code	Enter the CVV number of the credit card. The **Security Code** field will be visible only if prompting for the security code is enabled on the Order Management installation page. A **What is a Security Code?** link is provided next to the **Security Code** field. Click this link to display an explanatory page about security codes.
Display Unmasked Card Number	If the user has access to the credit card security component, the system displays this field. If the option is selected, the system displays the credit card number unencrypted. You may have to grant users access if they need to verify the entire credit card number.
Telephone	If the contact has only one number on file, this number populates the field automatically. If the customer has: • Multiple telephone numbers, select one from the drop-down list box before saving the page. • A business or home phone number on file, the business phone appears by default first. If the contact has no business phone, the home phone appears.

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Field or Control	Description
Address Source	The available options are *Ship To Address* and *Bill To Address.*
Authorization Status	The system updates the fields in this group box after you have entered the order lines and freight charges. The **Amount** field represents the total amount of goods, services, tax, and freight that will be transmitted for authorization to the credit card payment processing service. The authorization information is populated automatically after you authorize the credit card online by clicking the **Authorize Credit Card** link or by running the Process Credit Card Invoices process (OM_CRC000) for the order.
Authorize Credit Card	Click the **Authorize Credit Card** link if you are authorizing credit cards online. Online authorizations on the Order Entry Features page must be selected to use this option. The link is only available if the option is selected for the business unit. If you do not select this option before saving the order, you will receive a message reminding you that online authorization is turned on for the business unit. If you do not authorize the order, it will be placed on hold and the credit card will be authorized in the background if hold codes are set up. If you click the link after the order has been authorized, a message appears letting you know that the order was already authorized. If the order amount has increased, you will be prompted to reauthorize the order. PeopleSoft Billing uses the information in the credit card history table to bill the customer as long as the authorization has not expired. If the authorization has expired, PeopleSoft Billing will reauthorize the purchase. If the credit card is: • Approved, the message *Credit card approved* will appear. • Denied, the message *Credit card denied* will appear. The CSR can enter a new credit card by clicking the **Clear Credit Card Info** button and the **Select Credit Card** link.
Validate Credit Card	Click this link to send an authorization for a minimum unit of currency to your third-party credit card authorization and application to perform initial fraud screening for the credit card. **Note:** The **Enable Authorization Reversals for Decrements** check box must be selected in the Installation Options for authorization reversals for decrements. The system checks for necessary reversals any time the credit card authorization is done.

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Field or Control	Description
Authorization History	Click this link to display the authorization history. The page displays all authorizations and settlements processed by PeopleSoft Order Management and PeopleSoft Billing.

> **Note**
>
> Manual authorizations are not allowed in PeopleSoft Order Management. If you copy a sales order that was paid with a credit card, the Payment Type is copied but you need to select or enter new credit card information on this page.

Related Topics

- Understanding Contact Information
  Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions. How you use the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information.
- Adding General Customer Information
  To add general customer information, use the General Information (CUSTOMER_GENERAL), Customer ID Nbrs and SIC Codes (CUST_ALT_INFO), Customer Attachments (CUST_ATT), Customer Carriers (CUST_CARRIER), Customer Hierarchy (CUST_HIERARCHY), Customer Messages (CUST_MSG), Customer Product Aliases (CUST_PROD_ALIAS), Customer Product Catalogs (CUST_PROD_CATALOG), Customer Region Codes (CUST_REGN_CODE), and Customer Ship Date Exceptions (CUST_SHIP_EXCPT) components.
- PeopleSoft Order Management: Order Entry Features Page
- Understanding Credit Card Processing
  The credit card processing documentation provides an overview of traditional credit card processing, credit card processing using the hosted model, and the prerequisites for each.
- PeopleSoft Order Management: Setting Up Order Processing Options
- PeopleSoft Order Management: Understanding the Sales Order Entry Form
- Processing Credit Cards in PeopleSoft Billing
  This topic discusses credit card processing in PeopleSoft Billing.

Submitting Credit Card Charges for Background Authorization Only Processing

When submitting credit card charges for third-party authorization and processing:

1. Use the Load Credit Card Interface page (RUN_OM_CRCARD) to run the Load CC Interface process to load credit card information from the Ord_Header record into the INTFC_CRCARD staging table. (Navigation: Order Management, Quotes and Orders, Create Credit Card Trans, Load Credit Card Interface.)

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Use this process to initiate the background authorization process and to move denied online credit card transactions to the Pending Credit Card Transactions so they can be reauthorized.

This process loads credit card information from the ORD_HEADER table and address information from the CUST_ADDRESS table into the INTFC_CRCARD, the main staging table for the credit card authorization interface program to the third-party credit card authorization and payment application.

2. Use the Credit Card Processing page (RUN_OM_CRCARD) to run the CC Processing process to pull credit card information from the INTFC_CRCARD staging table and call the Process Credit Card Invoices process. (Navigation: Order Management, Quotes and Orders, Create Credit Card Trans, Request Credit Card Process.)

   The Credit Card Processing process takes the credit card information from the INTFC_CRCARD staging table and calls the Process Credit Card process. It also removes the hold that was applied when the order was created, assuming you have set up the PeopleSoft Order Management Business Unit to do that.

   If reauthorization of stale transactions is enabled on the OM installation record, then a corresponding check box appears on the Credit Card Processing page. You should schedule this process to run at least once per day with this check box selected on the run control.

   > **Note**
   >
   > The **Enable Authorization Reversals for Decrements** option needs to be selected in the Installation Options for authorization reversals for decrements. The batch process will handle the reversals if necessary.

   If purging of security codes is enabled on the installation record (indicated by a value greater than zero), then a **Purge Security Codes** check box appears on the Credit Card Processing page. The user should schedule this process to run at least once per day with **All Business Units** selected.

Credit Status Page

Use the Credit Status page (OM_INTFC_CRCARD2) to review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.

Navigation:

Click the **Credit Status** link on the Pending CC Trans page for the transaction you want to review.

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Field or Control	Description
Unprocessed/Retry	Sets the authorization status to *Unproc/Ret*. You can reauthorize the same credit card or enter a different credit card number. The CC Processing process picks up the transaction the next time you run the process and resubmits the credit card amount for batch authorization. If using online authorization, you can click the **Authorize Credit Card** link to reauthorize the failed transaction.
Change to Terms	Removes the transaction from credit card processing. You can change the payment method from credit card to payment terms. Once you change the order to payment terms, the system checks the credit limit and Receivables balance before the order is released.
Cancel Order	The credit card amount for the order will not be reauthorized. The order must be canceled on the Order Entry Form page.

Related Topics

- Processing Credit Cards for Authorization Only
  This topic discusses how to process credit cards for authorization only.

Pending Credit Card Transactions Page

Use the Pending Credit Card Transactions page (OM_INTFC_CRCARD1) to review the status of pending or failed credit card transactions or to navigate to additional pages to correct or reset credit card transactions.

You can also reauthorize credit card transactions that were denied during sales order entry if using online authorizations.

Navigation:

- **Order Management**, and then **Quotes and Orders**, and then **Create Credit Card Trans**, and then **Identify Pending Transactions**
- **Billing**, and then **Generate Invoices**, and then **Process Credit Cards**, and then **Review CC Pending Transactions**

Use this page to:

- Reauthorize credit card transactions if using online authorization.
- Review failed credit card transactions.

  If the credit card authorization fails, the Process Credit Card Invoices process updates the CRCARD_HST table, and the entry remains in the INTFC_CRCARD staging table.

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> **Note**
>
> Only errors found during a transmission are written to the history table. If the Process Credit Card Invoices process detects a data error before transmission, no processing transmission is attempted for this transaction and no log is created in the history table. Errors returned by a third-party credit card authorization and payment application are indicated by *ICS* in the return message. Failed credit card transaction messages that do not contain the *ICS* identifier indicate that the record was not transmitted because the system found data errors before transmission.

- Review the authorization codes.

Transactions Tab

Field or Control	Description
Actions	Select from these available options: *Change to Terms, Manual Charge, No Action,* or *Re-process.*
Auth Status (authorization status)	Display the Authorization Status.
Order Number	Click the order numbers to display the Review Order Summary.
Process All Pending Actions	Click the button to initiate the order management credit card background process. **Note:** The **Process All Pending Actions** button saves the worksheet values and submits all worksheet rows except those with a **Pending Action** of *None* to the background process for authorization, cancellation, or a change to the terms payment method.
Edit	Click the **Edit** button on the worksheet to display a single page showing all three tabs in the Review Pending Transactions page as three group boxes.

Card Information Tab

Field or Control	Description
Card Type	Displays the credit card type.
Expiration Month	Displays the credit card month of expiry.
Expiration Year	Displays the credit card year of expiry.

Contact Information Tab and Messages Tab

Field or Control	Description
Telephone	Displays the telephone number.
Email	Displays the email ID.

Processing Credit Cards for Immediate Payment

This topic lists the page used to process credit cards for immediate payment of a sales order.

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Page Used to Process Credit Cards for Immediate Payment

Page Name	Definition Name	Usage
Additional Information - Card Page	CDR_CARD_DATA	Record credit card data and process for immediate payment. See the PeopleSoft Order Management: Record Payment Page.

Processing Credits of Deposit Refunds

This topic lists the page used to process credits of deposit refunds for a sales order.

Page Used to Credit Deposits

Page Name	Definition Name	Usage
PeopleSoft Order Management: Customer Deposits Page	CUST_DEPOSIT	View and refund deposits.

Processing Credit Cards in PeopleSoft Order Management

This topic describes the credit card process flow in Order Management, including various related processes.

PeopleSoft Order Management Credit Card Process Flow

The next four diagrams illustrate the PeopleSoft Order Management credit card process flow:

Step 1: Creating credit card charges during online order entry in PeopleSoft Order Management

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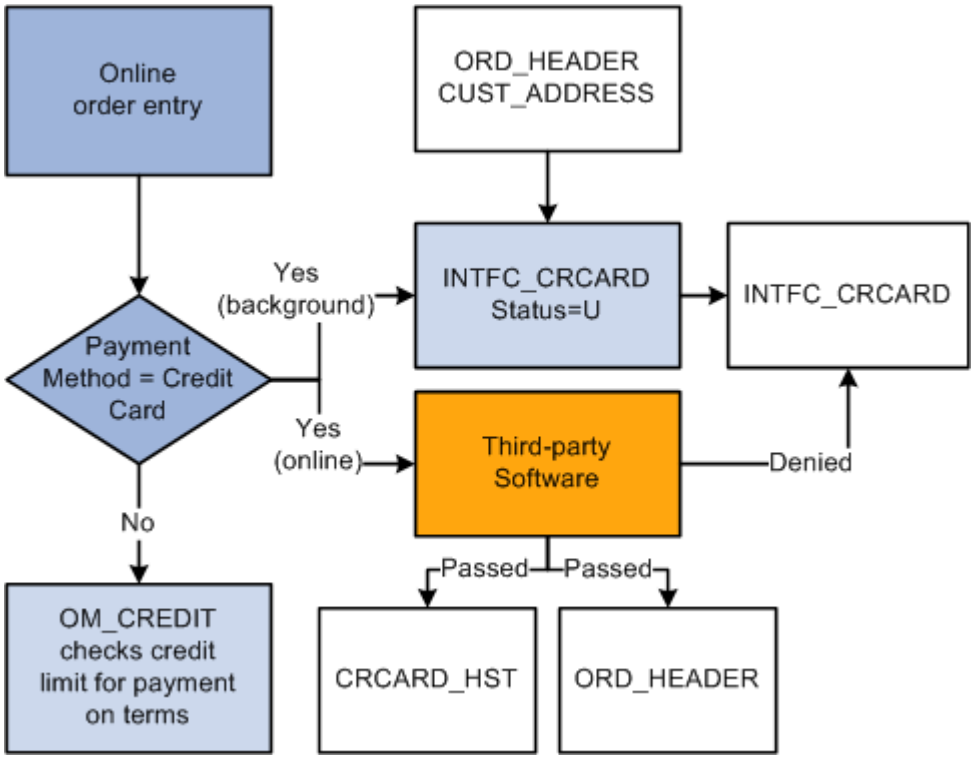
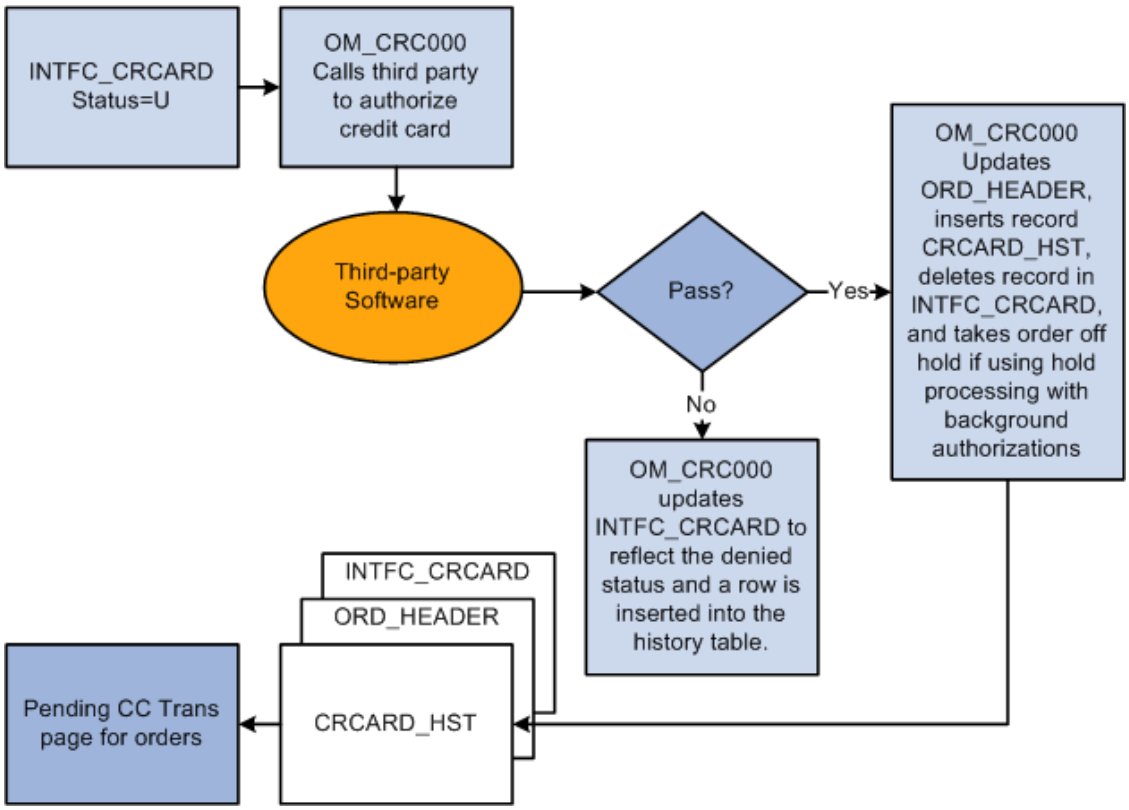


Step 2: Submitting credit cards for background processing in PeopleSoft Order Management



Processing failed credit card authorizations in PeopleSoft Order Management (1 of 2)

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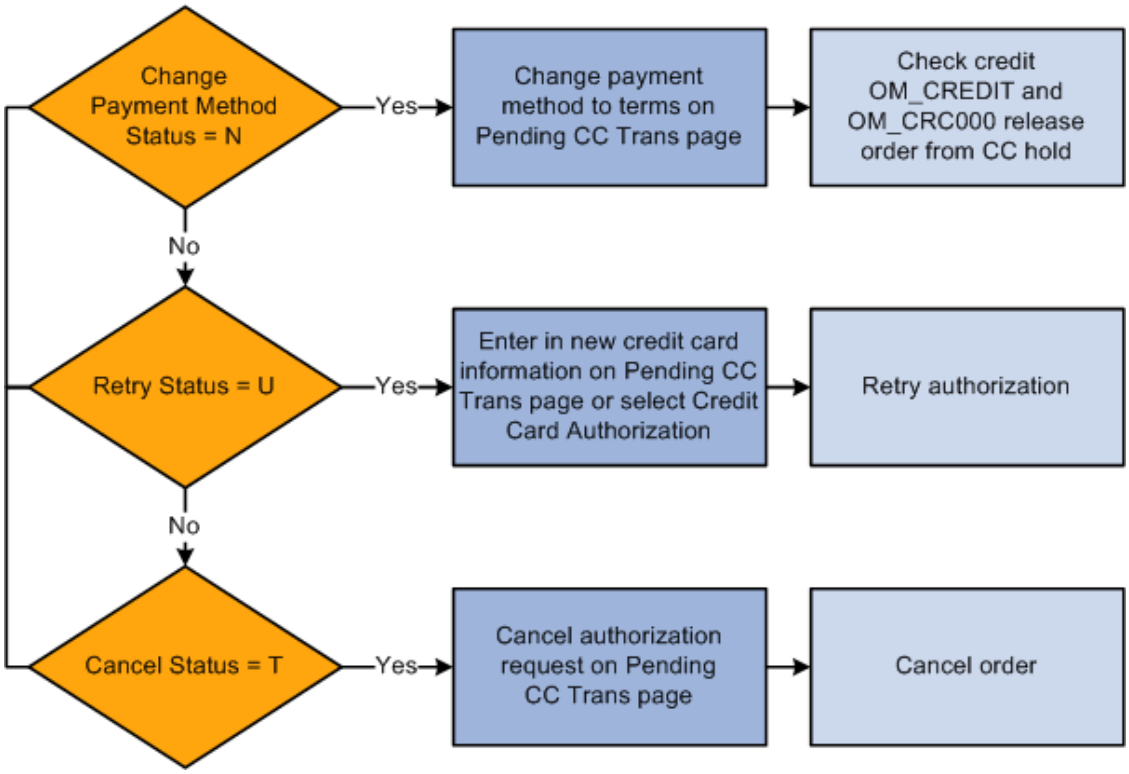

Processing failed credit card authorizations in PeopleSoft Order Management (2 of 2)

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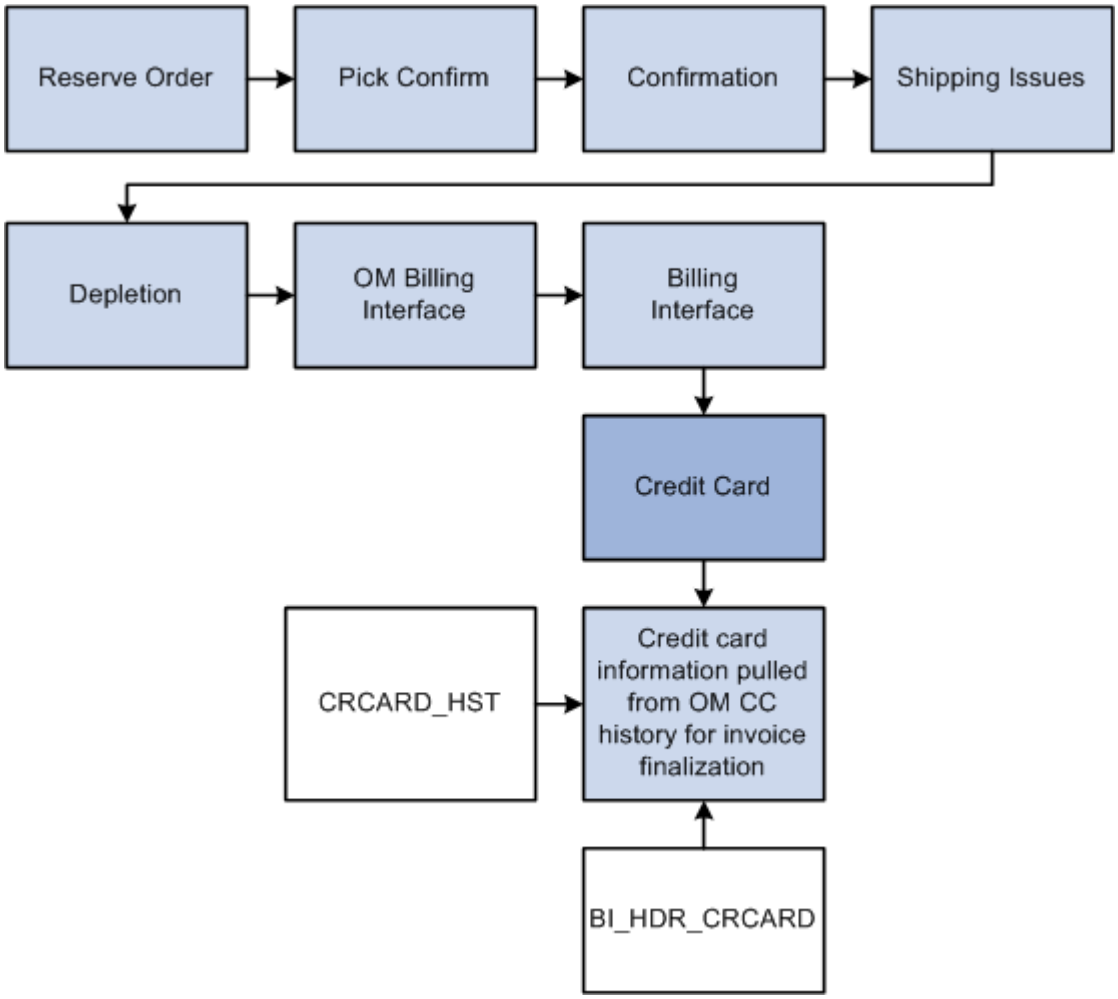

Pages Used to Process Credit Cards in Order Management

Page Name	Definition Name	Usage
Credit Card Data Page	ORDENT_HDR_CREDCRD	Enter or modify customer credit card information during sales order entry. Use to authorize, if using online authorizations.
Additional Information - Card Page	CDR_CARD_DATA	Record credit card data and process for immediate payment. See PeopleSoft Order Management: Record Payment Page.
Customer Deposits Page	CUST_DEPOSIT	View and refund deposits.

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Page Name	Definition Name	Usage
Load Credit Card Interface Page	RUN_OM_CRCARD	Run the Load CC Interface process to load credit card information from the Ord_Header record into the INTFC_CRCARD staging table. Use this process to initiate the background authorization process and to move denied online credit card transactions to the Pending Credit Card Transactions so they can be reauthorized. See Submitting Credit Card Charges for Background Authorization Only Processing.
Credit Card Processing Page	RUN_OM_CRCARD	Run the CC Processing process to pull credit card information from the INTFC_CRCARD staging table and call the Process Credit Card Invoices process. See Submitting Credit Card Charges for Background Authorization Only Processing.
Pending Credit Card Transactions Page	OM_INTFC_CRCARD1	Review the status of pending or failed credit card transactions, or navigate to additional pages to correct or reset credit card transactions. You can also reauthorize credit card transactions that were denied during sales order entry if using online authorizations.
Credit Status Page	OM_INTFC_CRCARD2	Review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.
Credit Card History Page	OM_CRCARD_HST	Review credit card transaction information for an order. See Authorizing Credit Cards in Order Management.

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Authorizing Credit Cards in Order Management

This section describes how credit card data can be entered for an order and have only an authorization processed to the card.

1. Enter an order with a payment method of credit card on the Order Entry Form page and click the **Credit Card Data** button to enter or modify the credit card information.
2. Authorize the credit card online while entering a sales order or place the order on hold and run these two processes:
   a. Load CC Interface process (OM_CRCARD).
   b. CC Processing (OM_CRC000).

   > **Note**
   >
   > For OM_CRCARD to load the pending credit card data to the interface table and OM_CRC000 to transmit for authorization or approval, a working third-party integration to the credit card application must be installed in the system.

3. Review failed credit card transactions in the Identify Pending Transactions component.

   Use the Pending Credit Card Transactions page (OM_INTFC_CRCARD1) to review the status of pending or failed credit card transactions or navigate to additional pages to correct or reset credit card transactions.

   You can also reauthorize credit card transactions that were denied during sales order entry if using online authorizations. (Navigation: Order Management, Quotes and Orders, Create Credit Card Trans, Identify Pending Transactions)
4. Review the credit card transaction history for the order on the Credit Card History page (OM_CRCARD_HST). (Navigation: Order Management, Quotes and Orders, Review Order Information, Review Credit Card History)
5. Run the OM Billing Interface process (OM_BILL).

   After the authorization is successful or you changed the payment terms for the order, the order can be processed through the fulfillment cycle. Then run OM_BILL to pass the information to PeopleSoft Billing for the shipped orders. It populates the Billing Interface tables in PeopleSoft Billing, which the Billing Interface process (BIIF0001) uses to create invoices. If the amount increases, for example if shipping charges are added in PeopleSoft Inventory, Billing will reauthorize the amount when the invoice is finalized. If the authorization reversal feature is enabled, and the amount increases, Billing will issue an authorization reversal transaction to cancel the authorization performed in Order Management and release the money held on the customer's credit card.

> **Note**
>
> Authorizing credit cards in PeopleSoft Order Management is optional. If you are not performing authorizations, disable the hold associated with the credit card on the order.

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Entering Immediate Payments for Authorization and Billing

In PeopleSoft Order Management, a credit card can also be authorized and billed immediately. This method is used in a counter sales environment when payment is collected immediately at the time of the order. It is also used when accepting a deposit on unfulfilled goods. For immediate payments, complete these steps:

1. Enter a counter sales order and then click the **Record Payment** button.
2. On the Record Payment page, select *Credit Card, Procurement Card,* or *Debit Card* as the payment method.
3. Enter an amount to be charged to the credit card in the **Payment Tendered** grid and click the **Additional Information** link next to the amount on the Record Payment page.

   Use the Additional Information - Card page (CDR_CARD_DATA) to record credit card data and process for immediate payment.
4. Complete the Card Data page and click the **Process Card** button to initiate an online authorization and bill of the card to the third-party credit card authorization and payment application. Results of the authorization and bill transmission appear immediately on the Card Data page.

> **Note**
>
> Credit card authorizations and bill transactions can also be initiated by clicking the **Record Deposit** button on the regular Order Entry component.

Processing Authorization Reversals

PeopleSoft Order Management and Billing supports the processing of authorization reversals. An authorization reversal comes into play when an order has been placed to be paid by credit card, for example, 100 USD. The card is authorized in Order Management and a row is written to the history table for the authorization transaction as shown below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD

Then, an amount is added to the order to cause the order total to increase, for example, 50 USD, and the order total becomes 150 USD. Currently in Order Management, when the order total is increased, another authorization request would be processed for the new order total. A row for the new authorization is written to the history table as show below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth 150 USD

Now the credit card is reserving a total of 250 USD of the card when actually it should be reserving 150 USD. The transaction for the 150 USD will eventually be freed up once the order is shipped and billed in Billing (Bill transaction). The transaction for the 100 USD auth will eventually expire and free up the money. But this can cause problems for customers who may have reached close to their maximum credit card limit.

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When authorization reversals are enabled and an order total is increased, the system will issue an authorization reversal transaction, which will cancel the previous authorization. A new authorization for 150 USD will be issued for the order. When the order is shipped and billed, the card can be billed for 150 USD. In this scenario, the history table would be as shown below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth Reversal 100 USD
ORD-ABC	OM	Auth 150 USD
ORD-ABC	BI	Bill 150 USD

It is also possible that after the invoice is created in PeopleSoft Billing, additional charges are added to the invoice, either manually or by the Billing Interface. For example, an invoice for 150 USD is created in Billing, but freight charges are added to the invoice for 20 USD. In Billing, if Authorization reversals are enabled, when the card is processed, the Auth for 150 USD will be reversed and a new Auth/Bill transaction for 170 USD will be processed. In this scenario, the history table would be as shown below:

Order Number	Product	Transaction Amount
ORD-ABC	OM	Auth 100 USD
ORD-ABC	OM	Auth Reversal 100 USD
ORD-ABC	OM	Auth 150 USD
ORD-ABC	BI	Auth Reversal 150 USD
ORD-ABC	BI	Auth/Bill 170 USD

Submitting Credit Card Charges for Background Authorization-Only Processing

When submitting credit card charges for third-party authorization and processing:

1. Use the Load Credit Card Interface page (RUN_OM_CRCARD) to initiate the Load CC Interface process.(Navigation: Order Management, Quotes and Orders, Create Credit Card Trans, Load Credit Card Interface)

   This process loads the credit card information from the ORD_HEADER table and address information from the CUST_ADDRESS table into the INTFC_CRCARD, the main staging table for the credit card authorization interface program to the third-party credit card authorization and payment application.

2. Use the Credit Card Processing page (RUN_OM_CRCARD) to initiate the Credit Card Processing process. (Navigation: Order Management, Quotes and Orders, Create Credit Card Trans, Request Credit Card Process)

   The Credit Card Processing process takes the credit card information from the INTFC_CRCARD staging table and calls the Process Credit Card process. It also removes the hold that was applied when the order was created, assuming you have set up the PeopleSoft Order Management Business Unit to do that.

   If reauthorization of stale transactions is enabled on the OM installation record, then a corresponding check box appears on the Credit Card Processing page. You should schedule this process to run at least once per day with this check box selected on the run control.

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> **Note**
>
> The **Enable Authorization Reversals for Decrements** option needs to be selected in the Installation Options for authorization reversals for decrements. The batch process will handle the reversals if necessary.

If purging of security codes is enabled on the installation record (indicated by a value greater than zero), then a **Purge Security Codes** check box appears on the Credit Card Processing page. The user should schedule this process to run at least once per day with **All Business Units** selected.

Customer Deposits Page

In PeopleSoft Order Management, a deposit that was taken for an order can be refunded back to a credit card. When doing this, a credit transaction is issued to the third-party credit card application. For deposit refunds, complete these steps:

1. Use the Customer Deposits page (CUST_DEPOSIT) to view and process credits of deposit refunds for a sales order.
2. On the Deposit Refund page, select *Credit Card* as the refund payment method and enter an amount to be refunded back to the card.
3. Click the **Process Card** button next to the refund amount.
4. Fill out the Card Data page and click the **Process Card** button to initiate an online credit of the card to the third-party credit card authorization and payment application. Results of the credit transmission appear immediately on the Card Data page.

Processing Replacement Orders Created from a Returned Material Authorization

Replacement sales orders created from a sales order that is selected from the Customer Shipment History page will inherit credit card data from the original sales order or invoice. If the return has no sales order history and the replacement order has a *Credit Card* payment type, then the replacement sales order is created with default credit card information from the Credit Card Data page of the contact.

See Customer Shipment History Page .

See PeopleSoft Billing: Using the Bill-By Identifier with the Billing Interface.

Credit Card Data Page

Use the Credit Card Data page (ORDENT_HDR_CREDCRD) to enter or modify customer credit card information during sales order entry.

Use to authorize if using online authorizations.

Navigation:

Select the Credit Card payment method and then click the **Credit Card Data** link on the Order Entry Form page.

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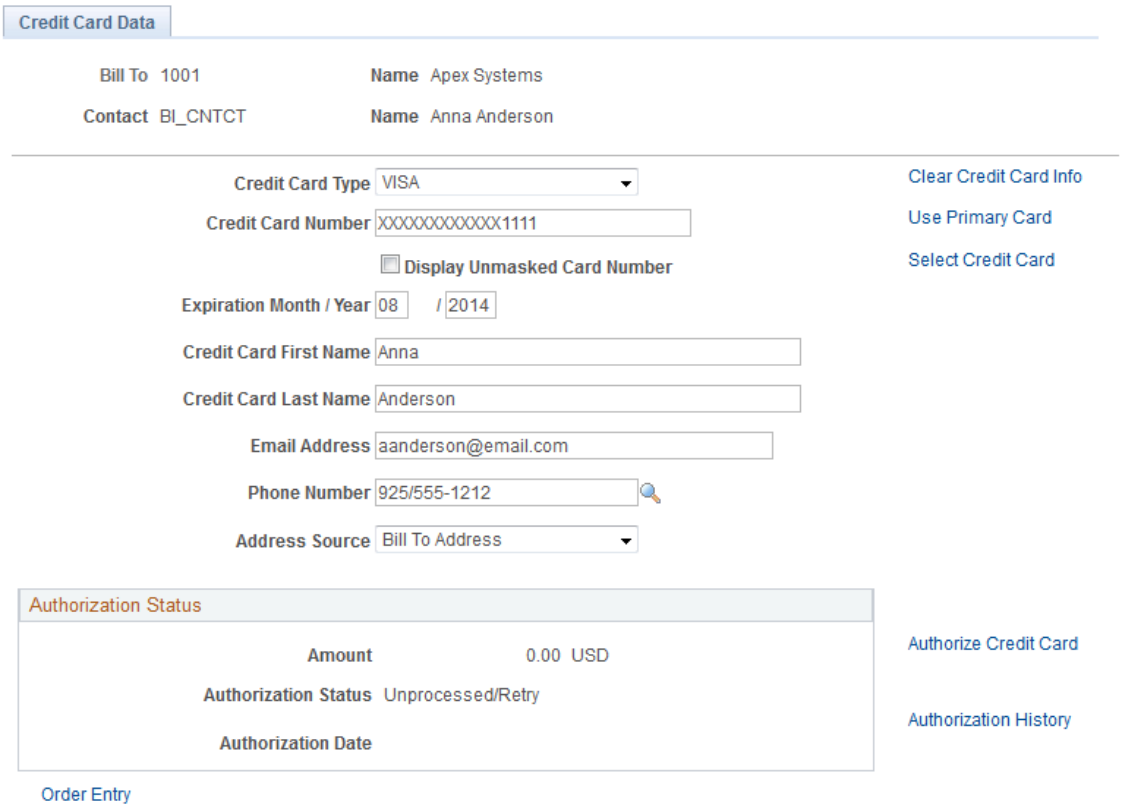
This example illustrates the fields and controls on the Credit Card Data page in PeopleSoft Order Management (traditional credit card model).



When modifying credit card information, note that:

- The primary credit card information is the default information stored on the Contact Additional Info page. This page validates the credit card number and verifies that the required information is entered.
- If you are using the credit card number validation set up on the Credit Card Type page, the system checks the length and prefix of the credit card number and performs a digit check to ensure that the credit card number is valid. The Valid Credit Card table stores the information for credit card number validations. If the credit card number passes validation, the order is submitted for processing. Otherwise, an error message appears requiring you to enter the credit card information again. You can change the credit card information, change the payment method, or cancel the order. Once the system validates the information, you can save and create the order in the PeopleSoft system.
- Credit cards can be authorized online or in the background, depending on how you set up the PeopleSoft Order Management Business Unit definition. If you selected:
  - Online authorizations on the Order Entry Features page, click the **Authorize Credit Card** link to authorize the credit card during online entry. If the authorization fails, the customer service representative (CSR) can enter another credit card or change the payment terms.
  - Credit Card Hold on the Credit Processing page, the order is placed on hold until the credit card can be authorized by the CC Processing process (OM_CRC000).

Modify the credit card information on the Credit Card Data page; enter the required values for:

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Field or Control	Description
Clear Credit Card Info	Click the **Clear Credit Card Info** button to clear current credit card information on the page.
Select Primary Card	Click the **Select Primary Card** button to populate the page with the primary credit card information of the customer contact, which was established on the Contact Additional Info page.
Select Credit Card	Click the **Select Credit Card** link to enter a new credit card for this customer.
Credit Card Type	Select a card type from the list.
Security Code	Enter the CVV number of the credit card. The **Security Code** field will be visible only if prompting for the security code is enabled on the Order Management installation page. A **What is a Security Code?** link is provided next to the **Security Code** field. Click this link to display an explanatory page about security codes.
Display Unmasked Card Number	If the user has access to the credit card security component, the system displays this field. If the option is selected, the system displays the credit card number unencrypted. You may have to grant users access if they need to verify the entire credit card number.
Telephone	If the contact has only one number on file, this number populates the field automatically. If the customer has: • Multiple telephone numbers, select one from the drop-down list box before saving the page. • A business or home phone number on file, the business phone appears by default first. If the contact has no business phone, the home phone appears.
Address Source	The available options are *Ship To Address* and *Bill To Address.*
Authorization Status	The system updates the fields in this group box after you have entered the order lines and freight charges. The **Amount** field represents the total amount of goods, services, tax, and freight that will be transmitted for authorization to the credit card payment processing service. The authorization information is populated automatically after you authorize the credit card online by clicking the **Authorize Credit Card** link or by running the Process Credit Card Invoices process (OM_CRC000) for the order.

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Field or Control	Description
Authorize Credit Card	Click the **Authorize Credit Card** link if you are authorizing credit cards online. Online authorizations on the Order Entry Features page must be selected to use this option. The link is only available if the option is selected for the business unit. If you do not select this option before saving the order, you will receive a message reminding you that online authorization is turned on for the business unit. If you do not authorize the order, it will be placed on hold and the credit card will be authorized in the background if hold codes are set up. If you click the link after the order has been authorized, a message appears letting you know that the order was already authorized. If the amount on the order has increased, you will be prompted to reauthorize the order. PeopleSoft Billing uses the information in the credit card history table to bill the customer as long as the authorization has not expired. If the authorization has expired, PeopleSoft Billing will reauthorize the purchase. If the credit card is: • Approved, the message *Credit card approved* appears. • Denied, the message *Credit card denied* appears. The CSR can enter a new credit card by clicking the **Clear Credit Card Info** button and the **Select Credit Card** link.
Validate Credit Card	Click this link to send an authorization for a minimum unit of currency to your third party credit card authorization and application to perform initial fraud screening for the credit card. **Note:** The **Enable Authorization Reversals for Decrements** check box need to be selected in the Installation Options for authorization reversals for decrements. The system will check for necessary reversals any time the credit card authorization is done.
Authorization History	Click this link to display the authorization history. The page displays all authorizations and settlements processed by PeopleSoft Order Management and PeopleSoft Billing.

Note

Manual authorizations are not allowed in PeopleSoft Order Management. If you copy a sales order that was paid with a credit card, the Payment Type is copied, but you need to select or enter new credit card information on this page.

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Related Topics

- Understanding Contact Information
  Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions. How you use the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information.
- Adding General Customer Information
  To add general customer information, use the General Information (CUSTOMER_GENERAL), Customer ID Nbrs and SIC Codes (CUST_ALT_INFO), Customer Attachments (CUST_ATT), Customer Carriers (CUST_CARRIER), Customer Hierarchy (CUST_HIERARCHY), Customer Messages (CUST_MSG), Customer Product Aliases (CUST_PROD_ALIAS), Customer Product Catalogs (CUST_PROD_CATALOG), Customer Region Codes (CUST_REGN_CODE), and Customer Ship Date Exceptions (CUST_SHIP_EXCPT) components.
- PeopleSoft Order Management: Order Entry Features Page
- Understanding Credit Card Processing
  The credit card processing documentation provides an overview of traditional credit card processing, credit card processing using the hosted model, and the prerequisites for each.
- PeopleSoft Order Management: Setting Up Order Processing Options
- PeopleSoft Order Management: Maintaining Header and Line Information
- Processing Credit Cards in PeopleSoft Billing
  This topic discusses credit card processing in PeopleSoft Billing.

Credit Card Status Page

Use the Credit Status page (OM_INTFC_CRCARD2) to review or change credit card address information, review the results of any processing calls made to the third-party credit card authorization and payment application for a transaction, change the authorization status to resubmit the transaction, change the payment terms from the credit card to the default terms for this customer, or cancel the order.

Navigation:

Click the **Credit Status** link on the Pending CC Trans page for the transaction you want to review.

Select an option in the **Actions** group box to intercede in credit card processing:

Field or Control	Description
Unprocessed/Retry	Sets the authorization status to *Unproc/Ret.* You can reauthorize the same credit card or enter a different credit card number. The CC Processing process picks up the transaction the next time you run the process and resubmits the credit card amount for batch authorization. If using online authorization, you can click the **Authorize Credit Card** link to reauthorize the failed transaction.

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Field or Control	Description
Change to Terms	Removes the transaction from credit card processing. You can change the payment method from credit card to payment terms. Once you change the order to payment terms, the system checks the credit limit and Receivables balance before the order is released.
Cancel Order	The credit card amount for the order will not be reauthorized. The order must be canceled on the Order Entry Form page.

Related Topics

- Processing Credit Cards for Authorization Only
  This topic discusses how to process credit cards for authorization only.

Review Pending Transactions Page

Use the Review Pending Transactions page to:

- Reauthorize credit card transactions, if using online authorization.
- Review failed credit card transactions.

  If the credit card authorization fails, the Process Credit Card Invoices process updates the CRCARD_HST table, and the entry remains in the INTFC_CRCARD staging table.

> **Note**
>
> Only errors found during a transmission are written to the history table. If the Process Credit Card Invoices process detects a data error before transmission, then no processing transmission is attempted for this transaction and no log is created in the history table. Errors returned by a third-party credit card authorization and payment application are indicated by *ICS* in the return message. Failed credit card transaction messages that do not contain the *ICS* identifier indicate that the record was not transmitted because the system found data errors before transmission.

- Review the authorization codes.

Navigation:

(Billing, and then **Generate Invoices**, and then **Process Credit Cards**, and then **Review CC Pending Transactions**

Transactions Tab

Field or Control	Description
Actions	The available options are: *Change to Terms, Manual Charge, No Action,* and *Re-process.*
Auth Status(authorization status)	Displays the Authorization Status.
Order Number	Click the order numbers to display the Review Order Summary.

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Field or Control	Description
Process All Pending Actions	Click the button to initiate the order management credit card background process. **Note:** The **Process All Pending Actions** button saves the worksheet values and submits all worksheet rows except those with a **Pending Action** of *None* to the background process for authorization, cancellation, or a change to the terms payment method.
Edit	Click the **Edit** button on the worksheet to display a single page showing all three tabs in the Review Pending Transactions page as three group boxes.

Card Information Tab

Field or Control	Description
Card Type	Displays the credit card type.
Expiration Month	Displays the credit card month of expiry.
Expiration Year	Displays the credit card year of expiry.

Contact Information Tab and Messages Tab

Field or Control	Description
Telephone	Displays the telephone number.
Email	Displays the email ID.

Processing Credit Cards in PeopleSoft Billing

This topic discusses credit card processing in PeopleSoft Billing.

Pages Used to Process Credit Cards in PeopleSoft Billing

Page Name	Definition Name	Usage
Credit Card Information Page	BI_HDR_CRCARD	Enter or modify customer credit card information.
Credit Card Address Page	BI_HDR_CRCARD2	Enter customer credit card billing address information. See the Credit Card Information Page.
Credit Card History Page	CRCARD_HST_SEC	View credit card history. See the Credit Card Information Page.

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Page Name	Definition Name	Usage
Credit Card Data Page	BI_HDR_CRCARD_INQ	Click the **View Credit Card Pmt** link on the Bill Summary Info page to review credit card information. This button appears only when the bill is finalized and is to be paid by credit card. See the PeopleSoft Billing: Bill Summary Info Page for more information.
Request Credit Card Processing Page	RUN_BI_CRCARD	Run the Billing Credit Card Processing Application Engine process (BICRC000) to submit a credit card transaction for authorization and billing. See Submitting Credit Card Charges in Billing and Changing Processing Parameters for Pending Transactions.
Review Pending Transactions Page	BI_INTFC_CRCARD1	Review the status of pending or failed credit card transactions.
Edit Credit Card Page	BI_INTFC_CRCARD3	Review or modify credit card address information, review the results of failed processing calls to the third-party credit card authorization and payment application for this transaction, enter manual credit card authorizations, or change the authorization status of a transaction. See Review Pending Transactions Page.
Review Transaction History Page	BI_CRCARD_HST	Review the credit card transaction information available for an invoice. Each transmission to the third party credit card processor for an invoice will be displayed on this page.
Credit Card Address Page (inquiry)	CRCARD_HST_A_INQ	View address information for the transaction. See the Review Transaction History Page.

PeopleSoft Billing Credit Card Process Flow

The next two diagrams illustrate the PeopleSoft Billing credit card process flow:

Authorizing and Billing Credit Cards in PeopleSoft Billing

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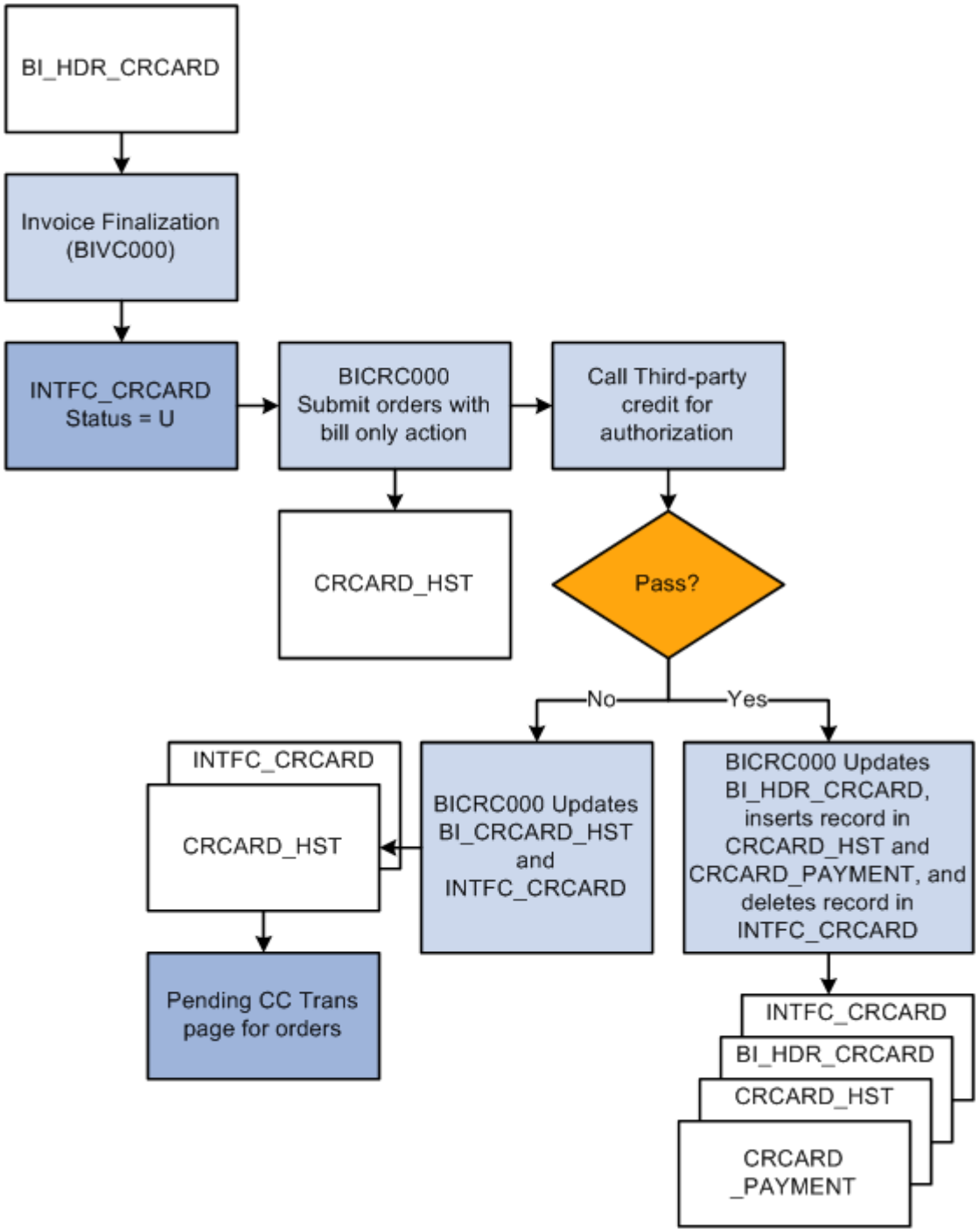

Processing Failed Credit Card Authorizations in PeopleSoft Billing

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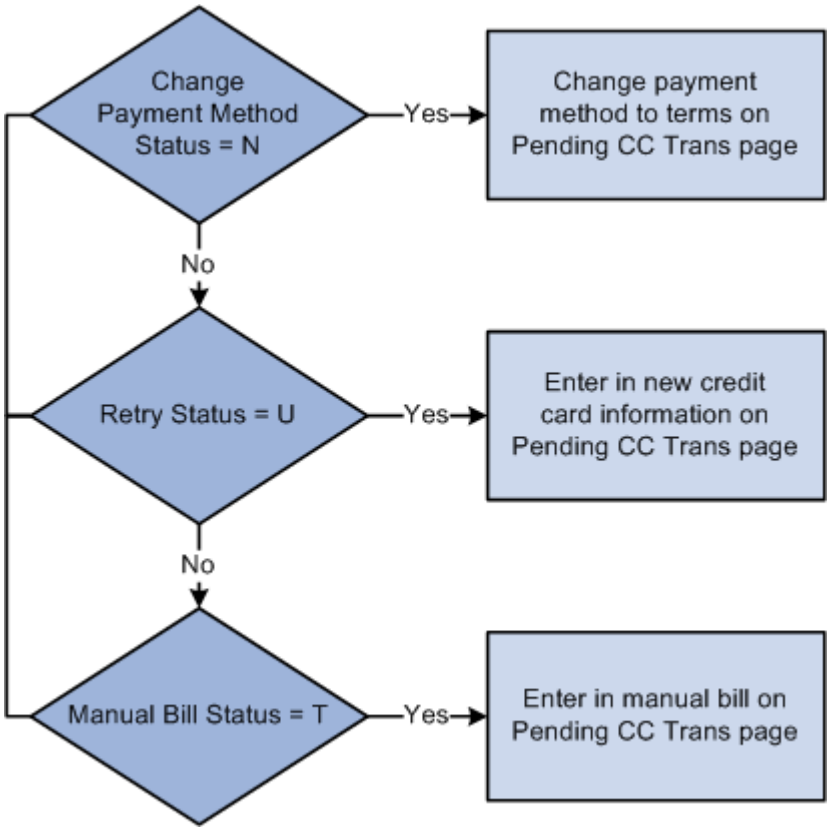

Credit card payments may also be authorized and billed within the PeopleSoft eBill Payment application. Typically, when an invoice is submitted for credit card payment in eBill Payment for the current date, the invoice is authorized and billed. However, when the payment is scheduled for a future date, an authorization is received from the credit card provider, but the credit card is not billed until the scheduled payment date.

Credit Card Information Page

When you enter a contact on a bill with a payment method of credit card on the Header Info 1 page, the system reads the customer's default payment method based on the bill-to customer ID. If the default payment method is credit card, the system marks this bill for credit card processing. If you do not want this bill charged to a credit card, change the payment method to a value other than credit card.

Use the Credit Card Information page (BI_HDR_CRCARD) to enter or modify customer credit card information.

Navigation:

Click the **View Credit Card Information** button on the Standard Billing - Header - Info 1 page.

Field or Control	Description
Credit Card Address	Click to access the Credit Card Address page to enter or edit customer credit card address information.
Credit Card History	Click to access the Credit Card History page to view the credit card history.

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Related Topics

- PeopleSoft Billing: Entering Bill Header Information

Submitting Credit Card Charges in Billing

When submitting credit card charges for third-party authorization and processing:

- Run the Pre-Process and Finalization process (BIIVC000).

  The **Pay Method** field on the Standard Billing - Header - Info 1 page flags the invoice for credit card processing by the Bill Finalization process. This process changes the invoice status of credit card bills to FNL (final) and populates the INTFC_CRCARD table.

- Run the Billing Credit Card Processing (BICRC000) (go to **Billing**, and then **Generate Invoices**, and then **Process Credit Cards**, and then **Request Credit Card Processing**).

  This process:

  – Picks up credit card bills with an authorization status of:

    Unproc/Retry (unprocessed/retry) in INTFC_CRCARD and sends them to a third-party credit card authorization and payment application for credit card authorization or billing, as needed.

    Manual Authorization and *Change to Terms.* For transactions at this status, the process will remove the pending transaction from INTFC_CRCARD, update BI_HDR_CRCARD, and insert a record into the credit card history table. For manual authorizations, BICRC000 inserts a record into the CRCARD_PAYMENT table.

  – Writes a record to the Credit Card Transaction History table (CRCARD_HST) for each transaction it passes to a third-party credit card authorization and payment application.

  – Checks the history table for an existing valid credit card authorization for the invoice. If the credit card authorization has expired or does not exist, the program authorizes and bills the credit card at the same time. If authorization reversals are enabled and the program finds an existing authorization that cannot be used, it will issue an authorization reversal to clear the authorization of the card. It will then issue a new authorization and bill for the transaction.

  – Updates records in INTFC_CRCARD for credit card payments that are denied for any reason.

  – If authorization is successful, the process:

    Updates BI_HDR_CRCARD with the relevant information.

    Removes the record from INTFC_CRCARD.

    Inserts records into the CRCARD_PAYMENT table.

    Changes the invoice status from FNL to IVC in the BI_HDR table.

- Resume the PeopleSoft Billing business process flow of printing, currency conversion, pre-load, load to Receivables, and load to General Ledger for the invoice.

> **Note**
>
> For partial shipments, the first shipment is authorized at order entry. It can be billed without doing another authorization in PeopleSoft Billing as long as the authorized amount is greater than or equal to the billed amount. The second shipment requires another authorization for the amount of the second shipment.

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Related Topics

- PeopleSoft Billing: Running the Pro Forma, Finalization, Print, and Reprint Processes
- PeopleSoft Billing: Entering Bill Header Information

Reviewing Pending Credit Card Transactions

Pending credit card transactions are created by the Pre-Process and Finalization process (BIIVC000) when you finalize credit card bills. The system sets the bill status of these transactions to *FNL* (final).

Field or Control	Description
Edit	Click to access the Edit Credit Card page, where you can modify customer credit card information, enter credit card address information and change the authorization status of a transaction.
Change Action To	Resets the status of selected transactions to the new status that you specify.

Review Pending Transactions Page

Use the Review Pending Transactions page (BI_INTFC_CRCARD1) to review the status of pending or failed credit card transactions.

Navigation:

Billing, and then **Generate Invoices**, and then **Process Credit Cards**, and then **Review CC Pending Transactions**

Field or Control	Description
Edit	Click this button to open the Edit Credit Card page, where you can review or modify credit card address information, review the results of failed processing calls to the third-party credit card authorization and payment application for this transaction, enter manual credit card authorizations, or change the authorization status of a transaction.

Changing Processing Parameters for Pending Transactions

You can change the processing parameters for pending transactions by changing the Actions field in the grid of the Review Pending Transactions page. You can opt to change the action one transaction at a time, or in a mass update of selected rows in the grid. Use the **Change Action To** field to select a new status to assign to selected row and then click the **Apply** button to have the new status reflected in the grid.

Use the **Edit** button to bring up the Edit Credit Card page to update the credit card information.

Change the Action status as appropriate depending on the processing needed for a transaction. The Action status can be changed as described below:

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Field or Control	Description
Re-process	Sets the authorization status to *Unproc/Ret* (unprocessed/retry). The Billing Credit Card Processing Application Engine process (BICRC000) picks up the transaction the next time you run the process and resubmits the credit card amount for authorization.
Manual Charge	Sets the authorization status to *Man Appr* (manual approval). You must enter an authorization code in the **CrCdAuthCd** field. Use this option for those instances when you obtain verbal authorization for a credit card charge. The Billing Credit Card Processing Application Engine process (BICRC000) picks up the transaction the next time you run the process, but it makes no call to the third-party processor.
Change to Terms	Removes the transaction from credit card processing. Select this option to change the payment method from credit card to payment terms.
No Action	Sets the authorization status to *No Action.* The Billing Credit Card Processing Application Engine process (BICRC000) will not pick up the transaction when the process is run. Instead it will leave the transaction in the pending table for processing later.

Note

If you authorize the card manually or you change the invoice to terms to remove the transaction from further credit card processing, you still need to run BICRC000 to process the transaction.

Review Transaction History Page

Use the Review Transaction History page (BI_CRCARD_HST) to review the credit card transaction information available for an invoice.

The system will display each transmission to the third-party credit card processor for an invoice on this page.

Navigation:

Billing, and then **Generate Invoices**, and then **Process Credit Cards**, and then **Review Transaction History**

The fields are read-only.

If you obtained a manual authorization, the approval code you entered on the Review Pending Cred Card Trans - Credit Card Address page appears.

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Processing Credit Cards in PeopleSoft Receivables

This topic discusses the Receivables credit card process flow and how to create credit card payments.

Pages Used to Process Credit Cards in PeopleSoft Receivables

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. **Note:** This page differs in systems using the traditional credit card model or the hosted credit card model because of the location of stored credit card data. See Creating Credit Card Payments Using Item Inquiries. See also the PeopleSoft Receivables: Credit Card Details Page.
Credit Card Worksheet Selection Page	PAYMENT_IDENT_IC	Create a new worksheet, modify an existing one, and select items to include in the worksheet. See Creating Credit Card Payments Using the Credit Card Worksheet. See also the PeopleSoft Receivables: Credit Card Worksheet Selection Page.
Credit Card Worksheet Application Page	PAYMENT_WS_IC	Apply payments to selected items. See also the PeopleSoft Receivables: Credit Card Worksheet Application Page.
Credit Card 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. See Creating Credit Card Payments Using the Credit Card Worksheet. See also the PeopleSoft Receivables: Credit Card Worksheet Action Page.

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Page Name	Definition Name	Usage
Credit Card Scheduler Page	AR_CRCARD_RQST	Create credit card worksheets and settle credit card transactions automatically. See Creating Credit Card Payments in Batch. See also the PeopleSoft Receivables: Credit Card Scheduler Page.
Credit Card Workbench Page	AR_CRCARD_WORKBNCH	Select credit card payments and perform mass actions on credit card payments. See Creating Credit Card Payments for Processing in Receivables . See the PeopleSoft Receivables: Credit Card Workbench Page.

PeopleSoft Receivables Credit Card Process Flow

The following diagram illustrates how the PeopleSoft Credit Card process works in PeopleSoft Receivables:

PeopleSoft Receivables Credit Card Process Flow

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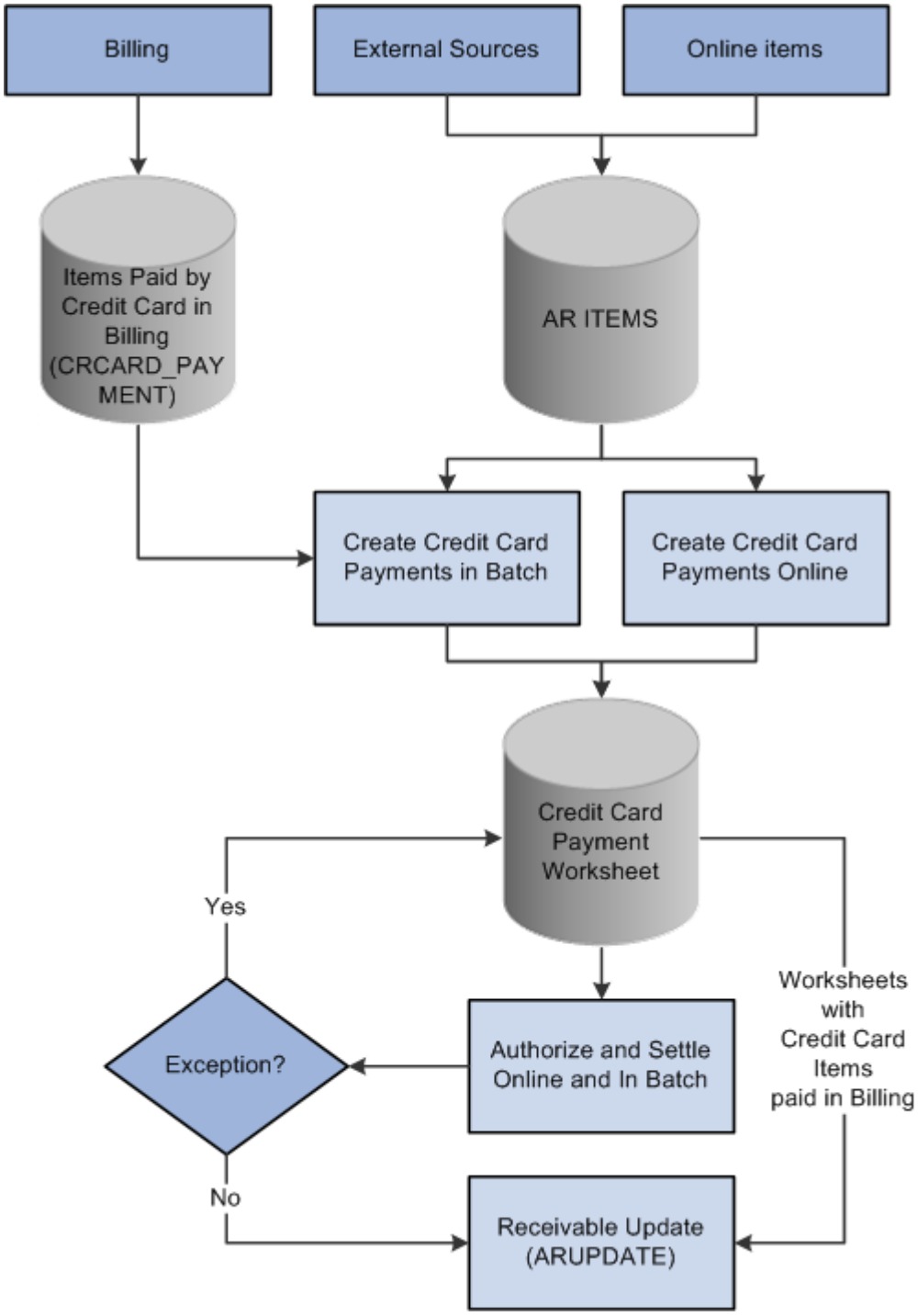

Related Topics

- PeopleSoft Banks Setup and Processing: Banks Setup and Processing Overview
- PeopleSoft Receivables: Understanding PeopleSoft Receivables Processing Options
- PeopleSoft Receivables: Understanding Credit Card Processing
- PeopleSoft Receivables: View/Update Item Details - Detail 1 Page

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Creating Credit Card Payments for Processing in Receivables

You enter the same basic data for credit card payments, regardless of which PeopleSoft application you are using; the difference is where you enter it.

You can create credit card payments in several different ways:

- Use the self-service eBill Payment component.
- Use the Credit Card worksheet component.

  Click the **Pay by Credit Card** link on a Receivables inquiry page.
- Use credit card batch processing.

The Credit Card Workbench (**Accounts Receivable**, and then **Credit Cards**, and then **Credit Card Workbench**) enables you to manage credit card payments that have been created but not authorized or settled. You can also use this component to inquire on the transaction history for authorized and settled credit card payments. You do not use this component to create new credit card payments.

> **Note**
>
> After credit card numbers are entered, they are stored in an encrypted format. The encrypted card number does not appear on pages used to enter credit card information. Pages used to review the credit card information, such as the Customer Summary using Quick Customer Create, display the encrypted number.

Creating Credit Card Payments Using Item Inquiries

You can create credit card payments on any of the following 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 (AR_CRCARD_DETAILS), where you can view or modify the customer's credit card details and settle a credit card transaction.

Navigation:

- Click the **Pay Balances 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 Details - Detail 1 page.
- Click the **Pay By Credit Card** link on the Worksheet Selection page.
- Select *Pay by Credit Card* in the Item **Action** field on the Item tab of the Collections Workbench.
- Click the **Credit Card Details** link on the Credit Card Worksheet Selection page.
- Click the **Pay by Credit Card** link on the Credit Card Worksheet Action page.

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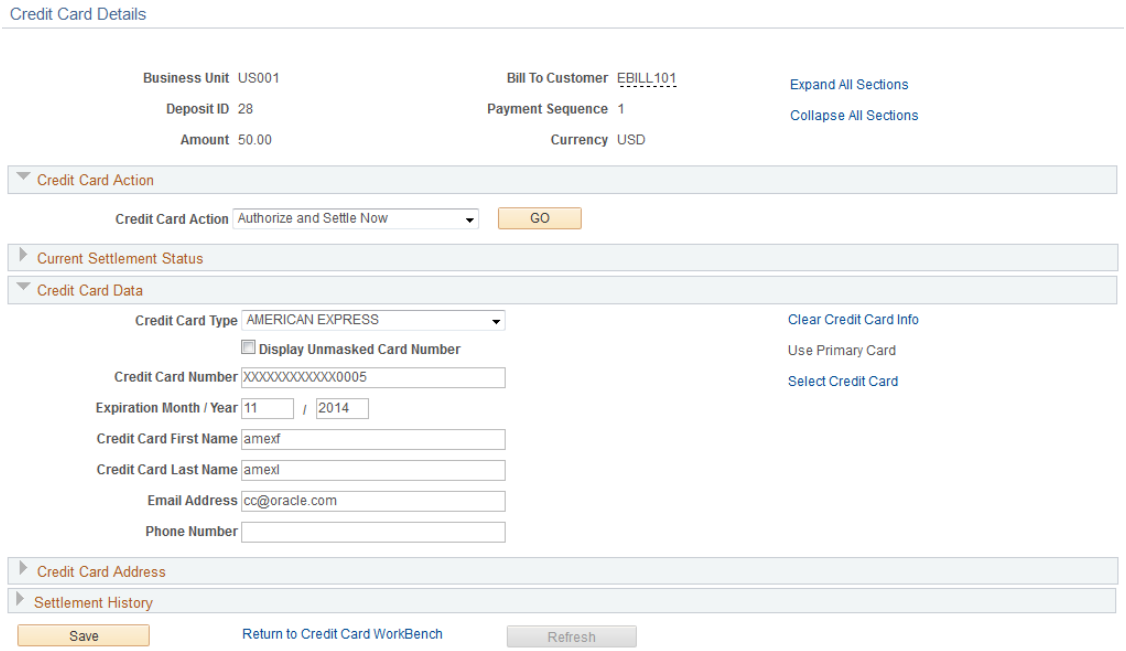
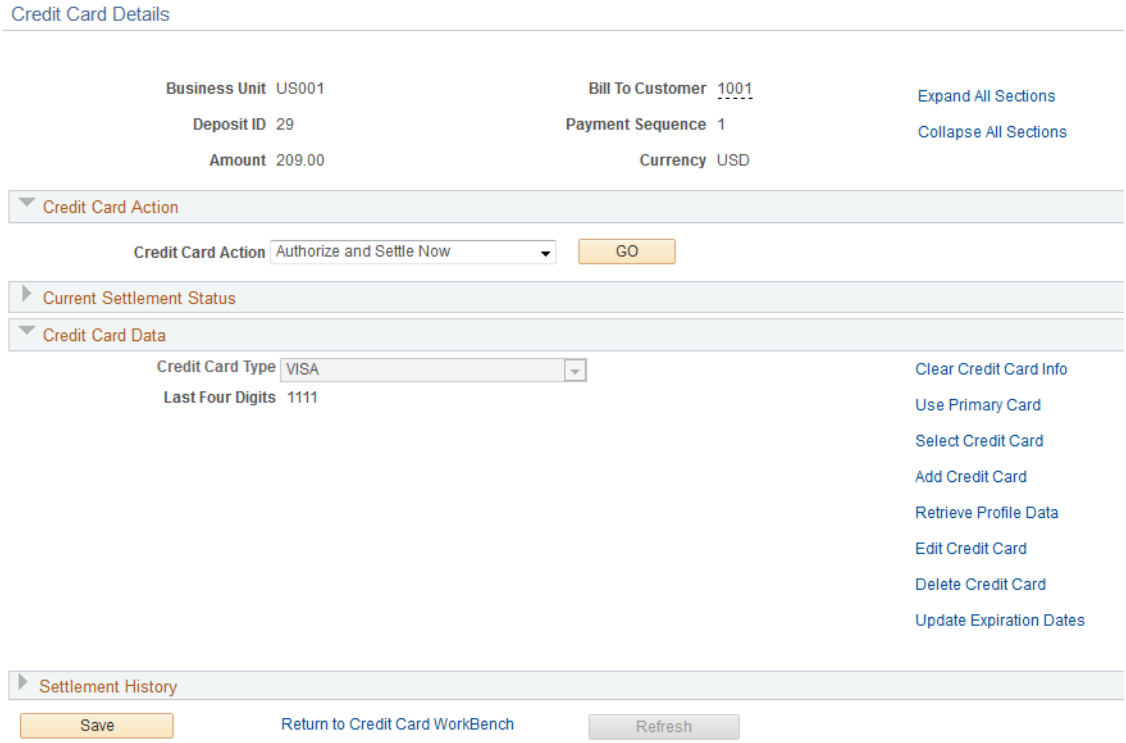
This example illustrates the fields and controls on the Credit Card Details page in Receivables (traditional credit card model), accessed through the Credit Card Workbench.



You can maintain credit card information on the Credit Card Details page in a system using the traditional credit card model and settle the payment immediately or settle the payment in a batch process.

This example illustrates the fields and controls on the Credit Card Details page in Receivables (hosted credit card model), accessed through the Credit Card Workbench.



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For the credit card data to be authorized in the hosted credit card model, you must enter data in all the fields required by the third-party authorizing authority.

> **Note**
>
> If you access this page from a 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 use 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 indicated on the inquiry page.

> **Note**
>
> Upon returning to the PeopleSoft application from the hosted credit card website, you must use menu navigation to return to the Finalize Worksheet page.

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 has been processed outside of the PeopleSoft system. You can optionally enter the authorization code. This option is called a Manual Charge in 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.
Authorization Code	Displays the authorization code for the transaction. You can enter an authorization code if the **Credit Card Action** is *Manually Approved and Settled.* If the transaction has been settled through a third-party authorizing authority, the system populates the **Authorization Code** field.
Credit Card Message 1, Credit Card Message 2, and **Credit Card Message 3**	Displays any processing messages. A message with a prefix of *ICS* indicates that the message is from a third-party credit card authorization and payment application.

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Field or Control	Description
Clear Credit Card Data	Click to clear the credit card information on the page. For more information about the credit card action links, see Managing Credit Card Data Using Action Links.

Related Topics

- PeopleSoft Receivables: Creating Credit Card Payments Using Item Inquiries
- PeopleSoft Receivables: View/Update Item Details - Detail 1 Page

Creating Credit Card Payments Using the Credit Card Worksheet

Credit card worksheets enable you to select existing 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.

> **Important**
>
> If you click the **Cancel** button on the Credit Card Detail page or if credit card batch processing creates payments that are not authorized, the system still creates credit card worksheets for the selected items. If you do not create a credit card payment or delete these worksheets, the amount owed on the selected items may not be collected.

Once an item is scheduled for payment in eBill Payment, you cannot select the item for payment in the maintenance, payment, or credit card worksheets.

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.

   To use the credit card worksheet, follow these high-level steps:

   - Use the item display or sort controls to adjust the view.
   - Select the items to pay.
   - Handle underpayments and discounts.

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Overpayments are not allowed on credit card worksheets that have not been authorized and settled.

- Check the information in the **Credit Card Payment** group box to verify the amount of the credit card payment based on the selected items.

3. Use thePeopleSoft Receivables: 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.

   The **Delete Worksheet** button behaves in two ways. If the credit card payment has not been authorized and settled, clicking the **Delete Worksheet** button deletes the entire payment. If the credit card payment has been settled, clicking the **Delete Worksheet** button removes the items from the worksheet.

Related Topics

- PeopleSoft Receivables: Creating Credit Card Payments Using the Credit Card Worksheet
- PeopleSoft Receivables: Understanding Posting and Unposting
- PeopleSoft Receivables: Applying Payments Using Payment Worksheets

Creating Credit Card Payments in Batch

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 AR Credit Card process selects credit card worksheets that are ready for settlement.

Use the Credit Card Scheduler page (AR_CRCARD_RQST) to create credit card worksheets and settle credit card transactions automatically.

Navigation:

Accounts Receivable, and then **Credit Cards**, and then **Process Credit Cards**

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.

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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 functionality 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 Cart 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 have originated in Billing and been paid by credit card.
Authorize and Settle Worksheets	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.

Related Topics

- PeopleSoft Receivables: Creating Credit Card Payments in Batch

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8

Managing Conversations

Understanding Conversations

Conversation pages track ongoing conversations with customer contacts. For example, you can track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the PeopleSoft notification feature to send an email to an interested party to announce that a new or existing conversation entry is available to review.

Use the conversations pages as needed to review and update past conversations or to record new ones. If you have ongoing contact or documentation that is related to the same subject or subject topic, you can create new entries for an existing conversation that contain the continued history of the discussion.

You can set up the conversation so that you review it after a specified number of days from the creation date, or you can have a supervisor review it. For review by a supervisor, the system automatically assigns the supervisor who is associated with the user profile of the person who created the entry.

You can also attach documents to a conversation, such as proof of delivery slips, bills of lading, spreadsheets, or text documents.

Customer Promise Tracking

Collectors and receivable managers are challenged with keeping track of outstanding customer payments and automating the follow up on unfulfilled promises. Streamlining of this business process enables users to identify the risk of future promises and to indicate that a pre-emptive follow up will be required for any new promises. A collections analyst can enter a promise to pay by a customer and track and manage that promise within the Conversations component.

Your system administrator can predefine several promise date options. These include:

- Number of days that are tolerated past the promise date before further action is required.
- Percentage of the payment amount that is acceptable.
- Broken promise action.
- Values that a user can override.

These options are set by the system administrator on the Promise Date Options page (**Set Up Financials/Supply Chain**, and then **Product Related**, and then **Receivables**, and then **Credit/Collections**, and then **Promise Date Options**), and the selected values appear as default field values in the Promise of Payment group box of the Conversations page.

Condition Monitor automatically processes promised payments. Condition Monitor selects the CPDR (Customer Promise Date Review) condition and processes the promised payment conversations that required a review and a creates appropriate action list items. Condition Monitor also automatically processes promised payments that have broken promises by selecting the CPDB (Customer Promise Date Broken) condition, which selects the broken

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promises and creates action list items. The Customer Promise Date Broken program closes promise date conversations with a status of Broken, no promise date action, and no review scheduled after the promise date. The program also closes promise date conversations when a user selects the **Done** check box on the Conversations page, which indicates that the broken promise was reviewed and no review date was selected after the promise date.

The CFLU (Conversations Follow Up) condition does not select promise date conversations. 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 set to 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.

Depending on the promise made by the customer and a review of this promise, the system assigns a Promise Status of:

- *Open*
- *Kept*
- *Broken*
- *Cancelled*
- *None*

  This status is used for conversations that are not promise date conversations.

The status of a conversation can be *New, Open,* or *Closed.* This table displays each of the promise statuses that are possible based on the status of the conversation.

Promise Status	**Conversation Status**		
	New	**Open**	**Closed**
Open	X	X	
Kept			X
Broken		X	X
Cancelled		X	X
None	X	X	X

The Promise Status is typically set and updated by Condition Monitor processing. When a promise date conversation is created, the promise status is set to Open. Condition Monitor updates the status to either Kept or Broken. Promise date conversations are closed manually by the user or automatically by the Condition Monitor program. These are the general rules governing the conversation status:

- When a user creates a promise date conversation, the conversation status is New. When users want Condition Monitor to process the conversation for promise dates, they update the status of the promise date conversation to Open.
- If the Condition Monitor evaluates a promise as Kept, the conversation is closed.
- If the Condition Monitor evaluates a promise as Broken with no broken promise action, the conversation is closed.
- If the Condition Monitor evaluates a promise as Broken and there is a broken promise action, the conversation remains open until the user selects the **Done** check box to indicate that the action has been completed and closes the conversation.

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- Any user can open a closed conversation and manually override the promise status. If the user overrides the promise status to a status of Kept or Broken, the conversation can be closed. If the promise status is Open, then the conversation cannot be closed. If the promise status has been overridden to Cancelled, the conversation can still remain open.

  A user can exclude a promise from being included in the metrics, mark a promise as fulfilled, or override an unfulfilled promise as fulfilled.

  To override a promise status, a user must select the **Override Promise Status** check box and an override reason. A user can change the promise status and change the reason code multiple times, but you cannot change override status. This indicates that the promise status has been overridden by a user and has been changed automatically by Condition Monitor. If users make a mistake, they can select and save the appropriate status.

  A broken promise action is based on a valid action, which you set up in the system. The user ID for a broken promise action is associated with the user that receives an action item based on the broken promise action. If the user assigned to the broken promise action reviews the broken promise and selects the **Done** check box, the promise status changes to broken and the conversation is closed.

  If a payment is received, the system can set the action items for review or set a broken promise as completed and the action no longer appears on the user's action list. Metrics are reported for each customer based on a promise to pay status of Kept, Broken, and Open. However, metrics are not tracked for promise payments with a status of Cancelled, because these promises were intentionally cancelled with the intention of not recording or reporting them as a promise to pay. A history of the status changes is not collected or reported. This includes any history of manual overrides that change a status from Broken to Kept, Broken to Open, or Broken to Cancelled.

  Users can create, update, and review promise date conversations on Conversations tab of the Collections Workbench in PeopleSoft Receivables (**Accounts Receivable**, and then **Customer Accounts**, and then **Collections Workbench**).

See PeopleSoft Receivables: Understanding the Collections Workbench

Promise Review

In addition to assigning a user an action item to review a broken promise, you can also ensure that a promise is reviewed by the appropriate personnel based on your selections in the Promise Review group box. You can select a review date, the review action required, which is usually an action performed prior to the promise date, and the user ID of the individual that you want to perform the review. The reviewer performs the review action and can, if necessary, indicate that a supervisor needs to review the promise. The reviewer can also indicate any follow up action that may be required and select the date that this action was completed. The promise date does not affect this date, because the conversation may need reviewing after the promise date.

See Conversations Page.

See PeopleSoft Receivables: Setting Up Promise Date Options for a Customer.

See PeopleSoft Receivables: Using the Collections Workbench

Example 8-1 Creating Actions for Conversations

This example shows how to create an action for a regular conversation with a follow-up action:

1. Create a new conversation with a follow-up action on the Conversations page.

   See the PeopleSoft Receivables: Follow-Up Action Needed Search Page for an example that illustrates the fields and controls on the Conversations page with follow-up action needed.

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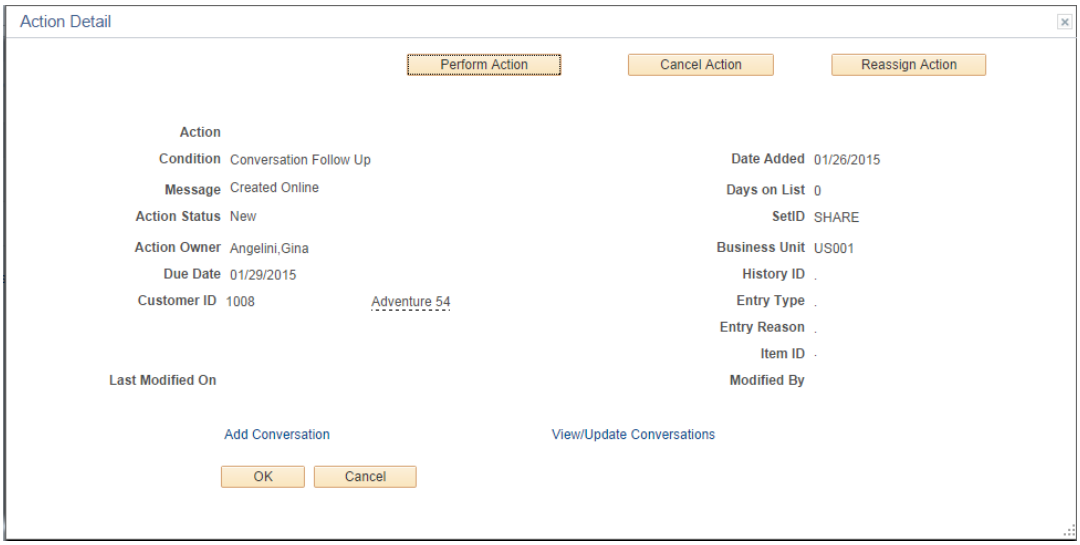
2. Run the Condition Monitor to process the CFLU (Conversations Follow Up) condition.
3. Review the action created on the PeopleSoft Receivables: Customer Action Page. Click the **Action** link to view the Action Detail page for the selected action.

   In this case, click the **Alert** link for the *Conversation Follow Up* condition to see the Action Detail page.

   You can also review actions created by the Condition Monitor on the PeopleSoft Receivables: Owner Action List Page and on the Collections Workbench.

   This example illustrates the fields and controls on the Action Detail page for the Conversation Follow Up (CFLU) Condition.



This example shows how to create an action for a promise-to-pay conversation:

1. Create a new conversation with a promise to pay on the PeopleSoft Receivables: Conversations Page.
2. Run the Condition Monitor. Condition Monitor generates the following:
   - Customer Promise Date Broken (CPDB) condition – When the promise is not met based on promise date, amount, and promise date options.
   - Customer Promise Date Review (CPDR) condition – When the user specified a promise review action on the Conversations page.
3. Review the action created on the PeopleSoft Receivables: Customer Action Page. Click the **Action** link to view the Action Detail page for the selected action.

   In this case, click the **Action** link for the *Customer Promise Date Broken* or *Customer Promise Date Review* condition to see the Action Detail page.

   You can also review actions created by the Condition Monitor on the PeopleSoft Receivables: Owner Action List Page and on the Collections Workbench.

   This example illustrates the fields and controls on the Action Detail page for the Customer Promise Date Broken (CPDB) Condition.

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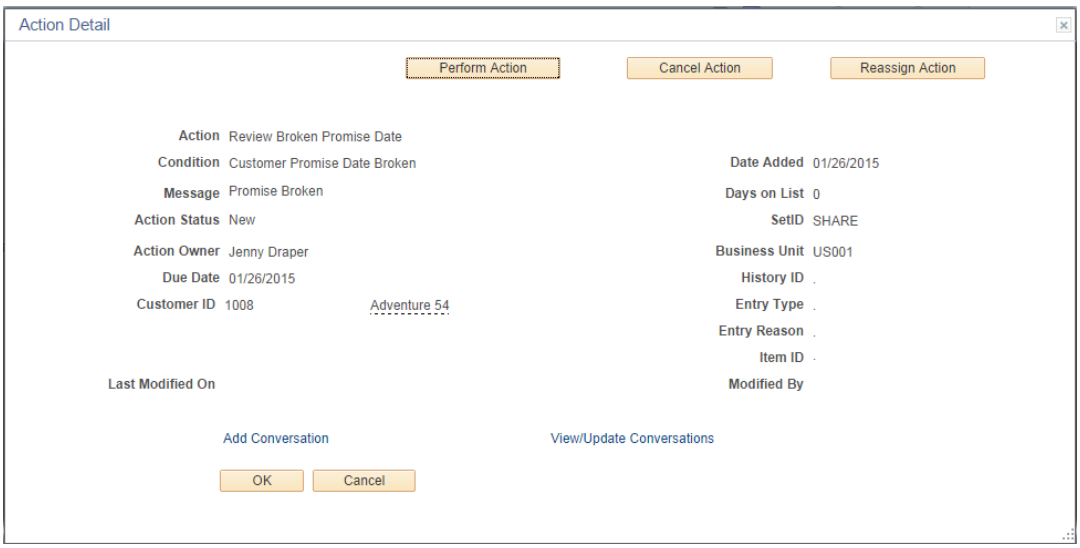
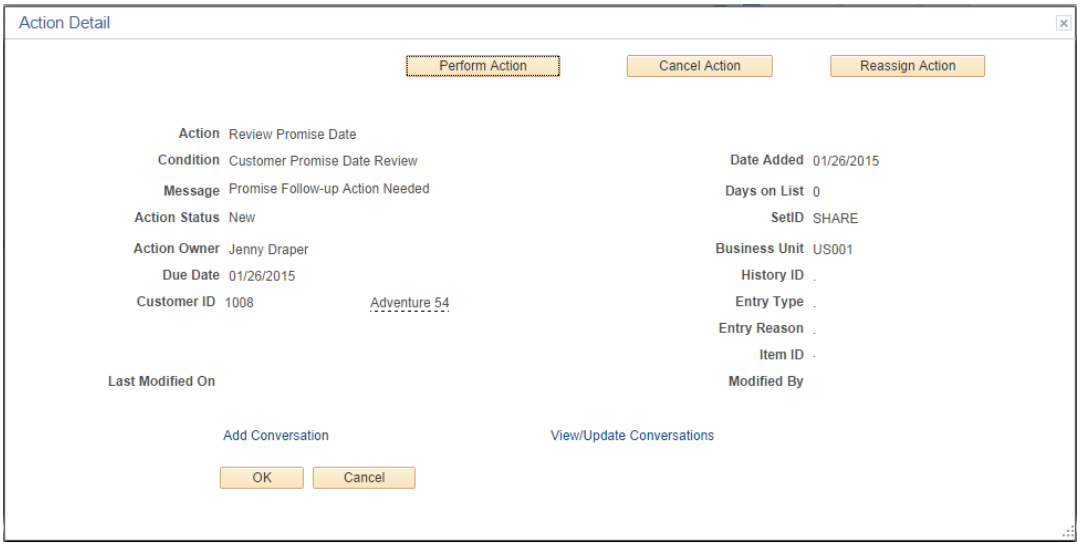


This example illustrates the fields and controls on the Action Detail page for the Customer Promise Date Review (CPDR) condition.



See also PeopleSoft Receivables: Setting Up Conversation Promise Dates.

Creating Payment Plans

PeopleSoft Receivables enables you to create payment plans for item balances. Using this feature you can define a payment plan and plan type, select items to include in the plan, and create installments.

Several Receivables pages include a payment plan (PLAN ID) column, such as Collections Workbench, Receivables Worksheets,Credit Card Worksheets, and Delinquent Accounts. The column provides a payment plan ID for each item. The ID is a link that you can use to access the corresponding payment plan (Payment Plan Page) for the item.

Payment plan installment items can be included in statements, dunning, and overdue charges by selecting the Correspondence options for the *PPI* entry type on the PeopleSoft Receivables: Entry Type Page.

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In addition, you can use the Payment Plan Report to view payment plan information for a customer. The report provides a detailed view of items included in a payment plan and installments.

See Payment Plan Report Page

Setting Up Payment Plans

To set up and create a payment plan:

1. Specify payment plan defaults for a business unit using the PeopleSoft Receivables: Receivables Options - Payment Options Page. Example of payment plan defaults are **Maximum Installments** and **Default Plan Type.**

   You also have the option of using the General Information - Bill To Options Page to specify plan defaults.
2. Initiate a payment plan for a customer using the *Create a Payment Plan* item action on the PeopleSoft Receivables: Item List Page.
3. Define payment plan and generate installments using the Payment Plan Page.

> **Note**
>
> Drafts, Direct Debits, Selecting source items across business units, Selecting source items with multiple currencies, Cancelling a plan, Discounts, and Payment Plans for VAT and India Business Units do not support Payment Plan.

Setting Up Conversations

This topic discusses various components used to set up conversations.

This section provides an overview of conversation setup and discusses how to establish conversation subjects.

Pages Used to Set Up Conversations

Page Name	Definition Name	Usage
Conversation Subject Topics	CONV_SUB_TOPIC_TBL	Define subtopics for conversation subjects. **Set Up Financials/Supply Chain**, and then **Common Definitions**, and then **Customers**, and then **Conversation Subject Topics** See *PeopleSoft CRM: Application Fundamentals*
Conversation Subjects Page	SUBJECT_TABLE	Define subjects for categorizing conversations.
Follow-Up Actions	FOLLOW_UP_TABLE	Define a follow-up action to assign to a conversation, such as calling the customer again.

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Page Name	Definition Name	Usage
Keyword	KEYWORD_TABLE	Define the keywords that you use for search criteria when you retrieve conversations.

Understanding Conversation Setup

Perform these tasks before entering conversations:

1. (Optional) Define subject topics on the Conversation Subject Topics page.
2. (Optional) Define subjects and assign subtopics on the Conversation Subjects page.
3. (Optional) Define follow-up actions for conversations.

   When you define a conversation query by selecting a follow-up action, you limit the items that you can view to the items that are tagged for the specified follow-up.

   Create as many follow-up actions as you need to categorize the actions that result from conversations with customers.

   If you use the Condition Monitor process (AR_CNDMON) in Receivables, you can create rules to generate actions on the customer action list and send an email notification to the action owners who are specified in the rules.
4. (Optional) Define keywords to search for conversations.

   When you enter a conversation, you can associate it with up to three keywords. Create as many keywords as you need to categorize all conversations with customers.
5. (Optional) Enter the file transfer protocol (FTP) site where you post file attachments for conversations in the **URL** field on the URL Maintenance page for the CUST_CONVER_ATT URL identifier.
6. For eBill Payment only, determine to whom you will be sending messages by subject within the organization.

   For each subject, assign a unique role, and for each role assign the appropriate users. Users need to have valid email addresses to receive messages.

PeopleTools: Fluid User Interface Developer's Guide, Working with Push Notification Framework

Related Topics

- Understanding Contact Information
  Customer service representatives (CSRs) can set up and maintain contact information for internal and external contacts. Using the contact functionality, they can maintain contact information, link a contact to one or more customers, and control access to self-service transactions. How you use the Contact Information pages might vary, depending on whether you choose to interface contact information or perform contact maintenance online. You can enter or update information from an interface you write to an existing system containing contact information.

Conversation Subjects Page

Use the Conversation Subjects page (SUBJECT_TABLE) to define subjects for categorizing conversations.

Navigation:

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Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Customers**, and then **Conversation Subjects**, and then **Conversation Subjects**

Field or Control	Description
Subject Topic	Select a topic that further defines the subject. Topics enable you to organize conversation subjects in greater detail. The subject of an entry determines the topics that appear. You create topics on the Conversation Subject Topics page (CONV_SUB_TOPIC_TBL).
Role Name	Select the role of the person who is authorized to use the subject and to respond to customer emails that use the subject. You can assign a role name to a single individual or an entire group of individuals based on organizational needs. When an email is sent to a role name, every user assigned to the role receives the message. You use this option only with the **Contact Us** option in eBill Payment.
Qualifier	Select the type of references with which this subject is associated. Options are *Buying Agreement, Contract, Document Number, Invoice Number, Item, Bill of Lading, Purchase Order Number, Payment ID, Quotation, RMA,* and *Sales Order*.
Action Code	Optional. If left blank, no action list will be created for any eBill conversation that selects the Subject-Subject Topic combination.
Action Owner	Optional and disabled by default. Enabled if Role Name and Action Code fields are entered.

Entering and Reviewing Conversations

This section provides an overview of conversation components, lists common elements, and discusses various steps involved to handle conversations.

Pages Used to Enter and Review Conversations

Page Name	Definition Name	Usage
Conversations Page	CONVER_DATA1_SS	Enter details for a conversation, including review information, reference amount, keywords, and the customer contact. Enter multiple conversation entries for a conversation.
References Page	CONVER_DATA2_SS	Link a conversation with a reference, such as an invoice, purchase order, or receivables item.

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Page Name	Definition Name	Usage
Item Activity Page	ITEM_DATA2	Review or update details for a receivables item. See References Page
Attachments Page	CONVER_DATA5_SS	Add, view, or delete conversation attachments, such as Microsoft Word™ documents, Microsoft Excel™ spreadsheets, and images.
Payment Plan Page	CONVER_DATA7_SS	Define a payment plan and generate installments.
Sending Notification Page	PT_WF_NOTIFY	Create an email notification with a link to the conversation.
Copy a Plan Page	COPY_PLAN	Copy existing payment plan information and apply it to a new plan.
Select Items for Plan Page	SEL_ITEM_PLAN	Select items to include in the payment plan.
Payment Plan Report Page	RUN_AR38000	View detailed payment plan information for a customer.

Understanding Conversation Components

PeopleSoft provides several components to access the conversation pages. Each component provides different search criteria to help you locate conversation entries. This table describes the components for each menu option:

Menu Option	Description
Update Conversations	Use to create new conversations and to update existing ones. This component enables you to search by customer, conversation date, status, and a reference linked to the conversation, such as an invoice, receivables item, or purchase order.
Associate Keywords	Use to review or update conversations. This component enables you to search by customer, conversation status, and the keyword that is assigned to the conversation.
Define Follow Up Actions	Use to review or update conversations. This component enables you to search by customer, conversation status, and a follow-up action that is assigned to the conversation.
Select Conversation to Review	Use to review or update conversations. This component enables you to search by customer, conversation date, and status.
Need Supervisor Review	Use to review or update conversations. This component enables you to search by customer, conversation date, status, the supervisor review status, and the user ID of the individual who should review the conversation.

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Common Elements Used in Conversations

Field or Control	Description
Status	Select the current status for the conversation. Values are: *Closed:* Select when you complete the dialog with the customer. This status is informational only. You can change a closed conversation. *New:* The system automatically assigns this when you create a new conversation, before anyone reviews or responds to it. *Open:* Select when you review or respond to a new conversation.
Date	View the date that you entered the conversation.

Conversations Page

Use the Conversations page (CONVER_DATA1_SS) to enter details for a conversation, including review information, reference amount, keywords, and the customer contact.

Enter multiple conversation entries for a conversation.

Navigation:

- **Customers**, and then **Conversations**, and then **Update Conversations**, and then **Conversations**
- **Accounts Receivable**, and then **Customer Interactions**, and then **Conversations**, and then **View/Update Conversations**, and then **Conversations**
- Numerous other navigation paths are available for this page.

This example illustrates the fields and controls on the Conversations page, with the Promise of Payment check box deselected. You can find definitions for the fields and controls later on this page.

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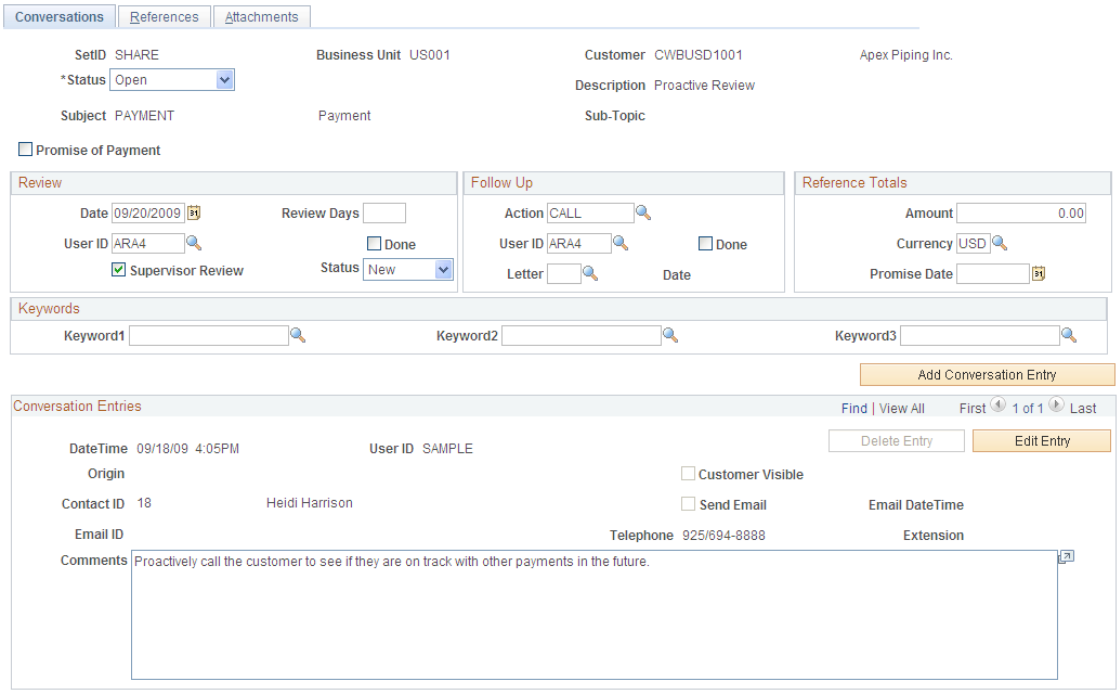
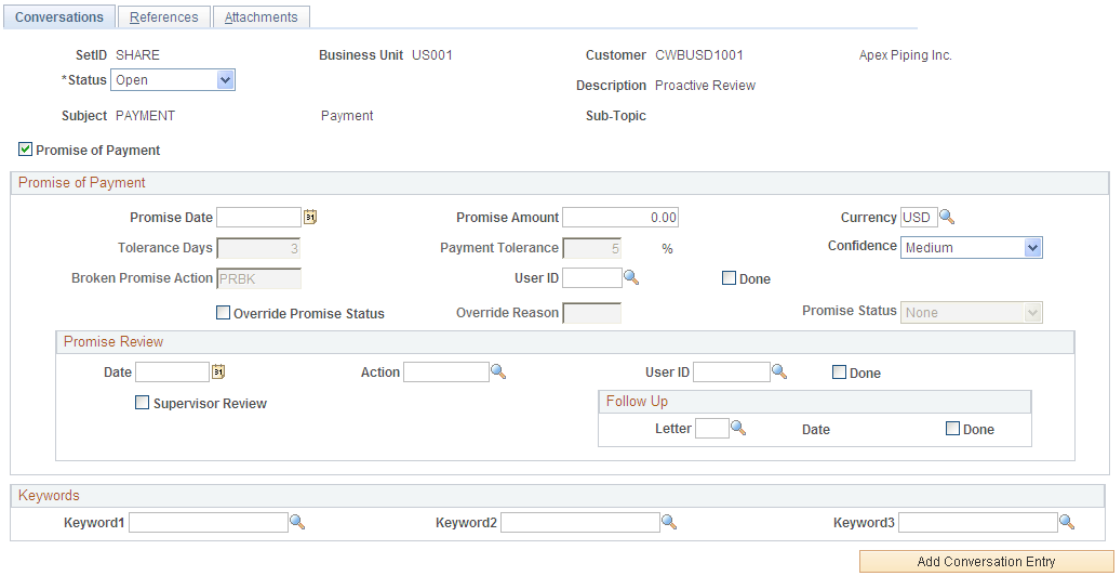


This example illustrates the fields and controls on the Conversations page, with the Promise of Payment check box selected (1 of 2). You can find definitions for the fields and controls later on this page.



This example illustrates the fields and controls on the Conversations page, with the Promise of Payment check box selected (2 of 2). You can find definitions for the fields and controls later on this page.

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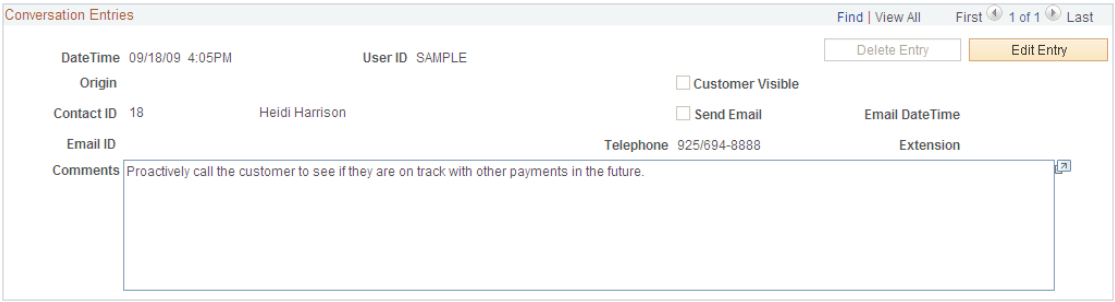

Field or Control	Description
Attachments Exist	Click to access the Attachments page, where you can view an attached file. This link is available only if the conversation has existing attachments.
Status	Displays the current status of the conversation. The conversations statuses are: • *New* This status displays when you create a new conversation. • *Open* • *Closed*
Description	Enter a description of the conversation to help identify a conversation when searching for conversations.
Subject and **Sub-Topic**	(Optional) Select a subject and subtopic from the available options that you set up on the Conversation Subject Topics page and the Conversation Subject page. This detail helps you identify the conversation when searching for conversations.
Promise of Payment	Select this check box to indicate that this conversation is a promise date conversation. The promise status will be set to *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. A promise conversation, once saved, cannot be converted back to a regular conversation. The selection of this check box determines the group boxes that display on the Conversations page. • If you do not select this check box, the Review, Follow Up and Reference Totals group boxes will be shown and the Promise of Payment group box will be hidden • If you do select this check box, the Promise of Payment group box will be shown and the Review, Follow Up and Reference Totals group boxes will be hidden

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Promise of Payment

Field or Control	Description
Promise Date	Enter the date that the customer promised the collections analyst to make the payment. This is a required field if you selected the **Promise of Payment** check box.
Promise Amount	Enter the amount that this customer has promise to pay on the selected **Promise Date.** This is a required field if you selected the **Promise of Payment** check box.
Currency	Displays the currency associated with the selected customer. You can override this currency.
Tolerance Days	Displays a default value, which is derived from the days that you entered on the Promise Date Options page for a Setid and customer or SetID and customer group. **(Set Up Financials/ Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options)** Tolerance days are used by the Condition Monitor to determine whether a promise has been kept, is still open, or has been broken. If you did not enter a value in this field on the Promise Date Options page, there will be no tolerance for promised payments that are late. The Condition Monitor will add the tolerance days to the promise date to determine if the promise has been kept or broken.
Payment Tolerance	Displays a default value, which is derived from the Payment Tolerance percentage that you entered on the Promise Date Options page for a Setid and customer or SetID and customer group. (Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Promise Date Options) Payment tolerance percentage is used when a customer sends a payment for an amount that is less than the promised amount. This percentage Payment tolerance determines if the payment that is received from the customer, which is less than the promised amount, satisfies the promise. If the payment is not satisfactory, further action will be taken.
Confidence	Select the degree of confidence that you have that this customer will make this payment from one of these values: • *High* • *Medium* • *Low*

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Field or Control	Description
Broken Promise Action	If the Condition Monitor determines that a promise has been broken, it triggers the broken promise action. If the action is assigned to a specific user, an action item will be created for the broken promise user id that appears on this page.
User ID	Displays the userid of the user assigned to the broken promise action. You can override this field value.
Done	Select this check box indicate when a broken promise action has been completed and removed from the action list for this user. This indicates that the promise has been broken and closes the promise.
Override Promise Status	The promise status field is updated only by component logic or the Condition Monitor. You can override the promise date by selecting this check box, which this action will be recorded in the conversation record when it is saved. The user could override the override and thereby erase the record of a manual update. This is a corner case and will be acceptable.
Override Reason	Select your reason for manually overriding the promise status.
Promise Status	Displays a default status of *Open* when you create a conversation with a promise date. Condition Monitor updates this promise status as either *Kept* or *Broken* depending on the actions of the user. You must select the **Override Promise Status** check box to access this field. Once the field is enabled, you can select: • *Open* • *Kept* • *Broken* • *Cancelled* If you select this value, the promise is cancelled and the data cannot be used as a metric.

Promise Review

Field or Control	Description
Date	Select a date to review this promise.
Action	Select a follow up action to perform based on a review of this promise.
User ID	Select the user id of the user that you want to assign to the selected review action.

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Field or Control	Description
Done	Select this check box when the action is completed. The user id assigned to the action selects this check box after completing the selected action. Once the user selects this check box, Condition Monitor will not create action items for the user id selected for the review.
Supervisor	Select this check box if the promise payment needs to be reviewed by a supervisor. If this check box is selected, this promise conversation will appear in the Supervisor Review Needed component.
Status	Displays a default value of *New* when you select the Supervisor Review check box. Select a status of either *Incomplete* or *Reviewed* depending on the actions of the supervisor.
Follow Up	Refer to Follow Up section in this topic.

Review

Field or Control	Description
User ID	View an ID, which is the user ID by default, when you enter either a number of days or a date. You can change the user ID of the reviewer if necessary.
Done	Select when the review is complete. When you select the Done check box in the Review region and there is an associated action list item for the conversation, the system automatically sets the action to complete. The action can be verified on the Action History page (Accounts Receivable, Customer Accounts, Customer Information, Account Overview, Customer Action, and click the Action History link). **Note:** The eBill Payment-generated online actions (ALRT, CALL, and FEBN) 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.
Supervisor Review	Select to create an action for the individual whose user ID you entered in the **User** field. If you have Receivables, the Condition Monitor process creates the action the next time that you run the process and sends the user notification.

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Field or Control	Description
Date and **Review Days**	Enter either a date in the **Date** field or the number of review days in the **Review Days** field to indicate the period in which a review should take place. If you enter a **Review Days** value, the **Date** field will show the current date plus the number of review days.
Status	Select a status for the review. Values are *New, Incomplete,* and *Reviewed.* This field is available only if you selected **Supervisor Review.**

Follow Up

Field or Control	Description
Action	Select the type of follow-up action for the customer, such as *CALL* or *VERIFY.* When you press **tab** to exit this field, the system populates the **User ID** field with the user ID, and the **Done** check box becomes available so that you can specify whether the task is complete. You define follow-up actions on the Follow-Up Action page. If you have Receivables, you can define rules for the Condition Monitor process to create an action on the customer action list for the follow-up action and to send a notification to the owner who is specified in the rule.
User ID	Enter the user ID of the person who creates the follow-up letter.
Done	This option is selected by the Follow Up Letter process (AR_FOLLOWUP) when all items that are associated with a correspondence are paid and the letter is printed.
Letter	If you are responsible for receivable activities, you can follow up a conversation by mail. Select *F* for the letter code. The system marks it as Done when it creates the letter. You create the letters by running the Follow Up Letters Extract process (AR_FOLLOWUP) and printing the Follow Up Letter report (ARX33004). **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. See PeopleSoft Receivables: Generating and Printing Follow-Up Letters.
Date	View the date that you created the follow-up letter.

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Reference Amount

Field or Control	Description
Amount	Enter the amount associated with the referenced items for this conversation. This is an open field because all items being referenced in the conversation can be different that all outstanding items. In addition, the currency can be changed and the field is used for forecasting. Therefore, it is up to the user and the business process to determine how to populate the amount and currency fields.
Currency	Enter the currency for the value in the **Amount** field. The system automatically populates this field with the customer's base currency. You can change this value if the promise amount currency and the base currency are different.
Promise Date	Enter the date by which you expect to receive payment. When a value is present in this field, the system no longer updates the **Amount** field if you change the referenced items.
Confidence	Select a confidence level for receiving the payment by the promise date. Values are *High*, *Medium*, and *Low*.

Keywords

Field or Control	Description
Keyword1, **Keyword2**, and **Keyword3**	Enter up to three keywords to categorize conversations for easier retrieval. You define keywords on the Keywords page.

Conversation Entries

Add conversation entries for each conversation that you have with a customer and for each issue that is related to a conversation.

Field or Control	Description
Origin	Displays the origin of the conversation entry. If the conversation entry is generated because a customer creates a Contact Us note in eBill Payment, the origin shows *eBill*. If the conversation entry is created in Receivables, the origin shows *Internal*. You must have eBill Payment installed to see this field.
Add Conversation Entry	Click to add a new row to the **Conversation Entries** scroll area.

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Field or Control	Description
Contact ID	Enter the customer contact information to record with whom you spoke. When you move out of the field, the system automatically populates the **Telephone** and **Extension** fields based on the information that you entered on the Contact Phone and Type page.
Send Email	Select to send a notification by email, upon saving the conversation entry, to the Email ID associated with the Contact ID. After sending the notification, the system deselects the Send Email check box. When you make updates to the same conversation entry in the future, you can opt to send an email notification at that time. You must have eBill Payment installed to see this field. You must select the Customer Visible check box and enter a Contact ID value for this field to be active.
Customer Visible	Select if you want self-service users (customers, brokers, and salespeople) to view the conversation on the Receivables self-service pages.
Comments	Enter the text that you want to record for the conversation.
	Click this icon to check the spelling of the comments entered.
Delete Entry	Click this button to delete a saved entry. The **Delete Entry** button is available only if the conversation entry was created through Receivables, the Visible check box is deselected, and the entry creator's user ID matches the user ID of the user deleting the entry. The button is inactive once you have assigned a Contact ID. In addition, you cannot delete or edit an entry that the customer created in eBill Payment.
Edit Entry	Click to edit existing comments.

References Page

Use the References page (CONVER_DATA2_SS) to link a conversation with a reference, such as an invoice, purchase order, or receivables item.

Navigation:

- **Customers**, and then **Conversations**, and then **Update Conversations**, and then **References**
- **Accounts Receivable**, and then **Customer Interactions**, and then **Conversations**, and then **View/Update Conversations**, and then **References**
- Numerous other navigation paths are available for this page.

This example illustrates the fields and controls on the Update Conversations - References page. You can find definitions for the fields and controls later on this page.

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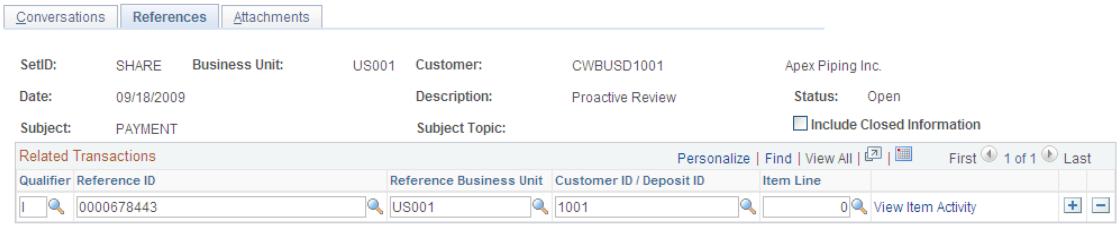

Field or Control	Description
Include Closed Information	Select to associate closed items in Receivables with the conversation.
Qualifier	Select the type of reference to link to the conversation. Depending on the selection, additional fields appear where you enter the reference information. Values are: *BA:* Enter a buying agreement ID. *BI:* Enter an invoice, business unit, and customer. *CT:* Enter a contract number, business unit, and customer. *D:* Enter a document number in the **Reference ID** field. *I:* Enter an item ID, business unit, and customer ID. Also enter an item line number if applicable. *L:* Enter a bill of lading in the **Reference ID** field. *P:* Enter a purchase order number in the **Reference ID** field. *PY:* Enter a payment ID in the **Reference ID** field and also prompt for the business unit and customer. *QU:* Enter a quote and prompt for an order number, business unit, and customer. *RM:* Enter an RMA number, business unit, and customer. *SO:* Enter a sales order number, business unit, and customer.
View Item Activity	Click to access the Item Maintenance component. Use the Item Activity page (ITEM_DATA2) to review or update details for a receivables item. This link is available only if you select *I* for the qualifier.

Note

If you link items to conversations on the Item List page or on the Item Maintenance component and you have selected an item or multiple items, the system automatically populates the reference information.

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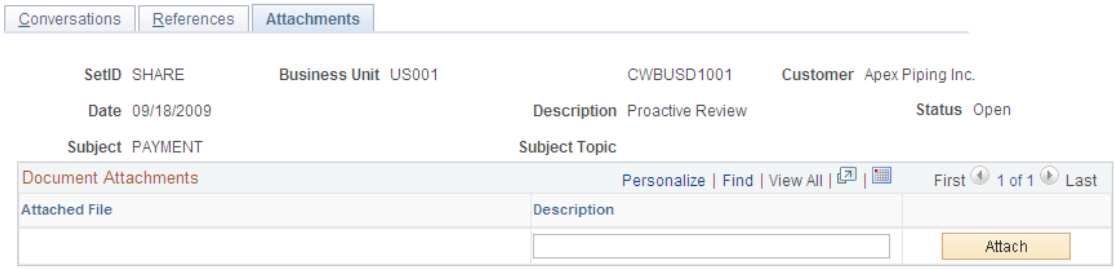
Attachments Page

Use the Attachments page (CONVER_DATA5_SS) to add, view, or delete conversation attachments, such as Microsoft Word™ documents, Microsoft Excel™ spreadsheets, and images.

Navigation:

- **Customers**, and then **Conversations**, and then **Update Conversations**, and then **Attachments**
- **Accounts Receivable**, and then **Customer Interactions**, and then **Conversations**, and then **View/Update Conversations**, and then **Attachments**
- Numerous other navigation paths are available for this page.

This example illustrates the fields and controls on the Update Conversations - Attachments page. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Attach	Click to attach a file to a conversation. After you select a file by using the **Browse** field, click **Upload.** The file name appears in the **Attached File** field. Enter a description for the file, if needed.

Field or Control	Description
Delete	Click to remove a file attachment from the conversation.
View	Click to open the attached file.

Payment Plan Page

Use the Payment Plan page (CONVER_DATA7_SS) to define a payment plan and generate installments.

Navigation:

- **Customers**, and then **Conversations**, and then **Update Conversations**, and then **Payment Plan**
- **Accounts Receivable**, and then **Customer Interactions**, and then **Conversations**, and then **View/Update Conversations**, and then **Payment Plan**

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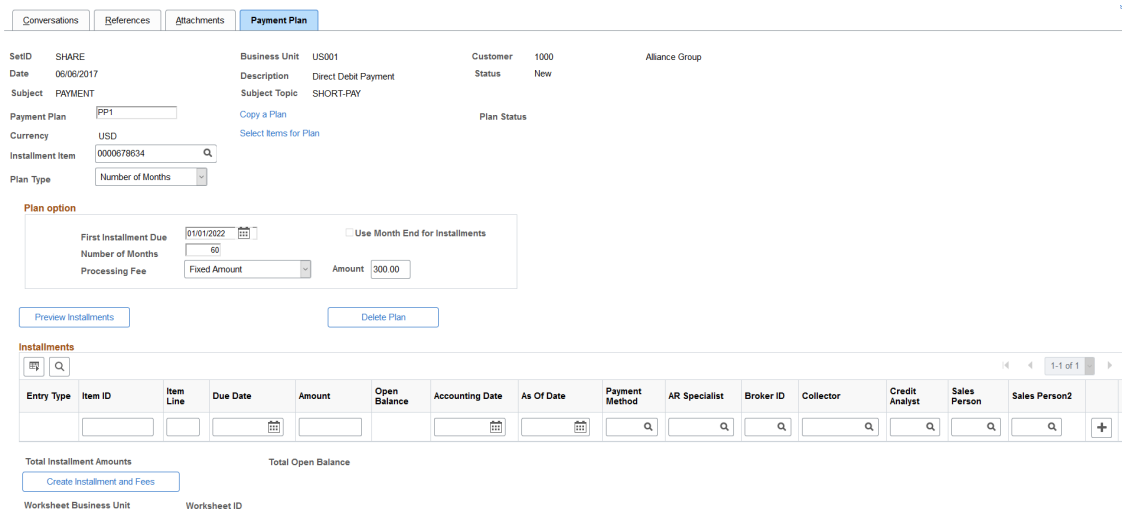
Payment Plan page



Field or Control	Description
Payment Plan	Enter an ID for the payment plan.
Copy a Plan	Click the link to access the Copy a Plan page and copy existing payment plan information to apply to a new plan.
Plan Status	Displays the plan status. Values include: • *Draft* - Initial status until installment plan is created. • *Active* - Installment plan created. • *Paid* - All installments have a zero balance.
Select Items for a Plan	Click the link to access the Select Items for Plan page and select individual items to include in the payment plan.
Installment Item	Enter an installment item ID for the plan.
Plan Type	Select a payment plan type. Values include: • *Custom* - Creates a custom payment plan based on flexible user-defined installment amounts or a percentage of the total amount due. If you chose this value, you must enter individual payment plan information for each installment row. In addition, the Plan Option group box and its corresponding fields do not display. • *Fixed Monthly Amounts* - Creates a payment plan based on a fixed monthly amount. You must specify a start date and the monthly payment amount for the plan. • *Number of Months* - Creates a payment plan based on a set number of months. You must specify a start date and the total number of months in the plan. The final installment contains any required rounding adjustments.

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Plan Option

Field or Control	Description
First Installment Date	Select a date for the first installment of the payment plan. **Note:** This field does not display when you select *Custom* payment plan type.
Use Month End for Installments	Select this option to create month end installments for the payment plan. **Note:** This field does not display when you select *Custom* payment plan type.
Number of Months	Enter the number of months to include in the payment plan. **Note:** This field does not display when you select *Custom* payment plan type.
Processing Fee	If you want to include a processing fee for the payment plan, select *Fixed Amount* or *Percentage of Plan Balance.* This field is optional. **Note:** This field does not display when you select *Custom* payment plan type.
Amount/Percent	Enter an amount or a percentage for the processing fee.
Preview Installments	Click this button to populate the Installments grid with monthly installment entries. The entries are created based on the plan type and other parameters you entered on this page. You can modify individual installment entries before you formally generate installment items (using the **Create Installment and Fees** button).
Delete Plan	Click this button to delete a payment plan.

Installments

Use the Installments group box to enter or review installment plan information, such as **Item ID, Due Date, Amount,** and **Payment Method.**

When you select *Custom* plan type, you must enter installment plan information. When you select *Fixed Monthly Amounts* or *Number of Months* plan types and click the **Preview Installments** button, the installment plan information is populated automatically. You can still modify individual installment entries before you create them.

Click the **Create Installment and Fees** button to generate the installment and fee items based on the information in the Installments group box.

> **Note**
>
> Once you commit to generating the installment and fee items, you cannot reverse the action. With the exception of the **Due Date** and **Plan Option** fields, data on the page becomes display only. You cannot edit, insert, or delete installment rows.

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Related Topics

- Creating Payment Plans
  PeopleSoft Receivables enables you to create payment plans for item balances. Using this feature you can define a payment plan and plan type, select items to include in the plan, and create installments.

Sending Notification Page

Use the Send Notification page (PT_WF_NOTIFY) to create an email notification with a link to the conversation.

Navigation:

Click the **Notify** button on the Conversations, References, and Attachments pages.

Field or Control	Description
To, **CC** (copy), and **BCC** (blind copy)	Enter the email addresses of the individuals to whom you want to send a URL for the conversation. The URL provides a link to the conversation.
Message	Enter text for the email message.

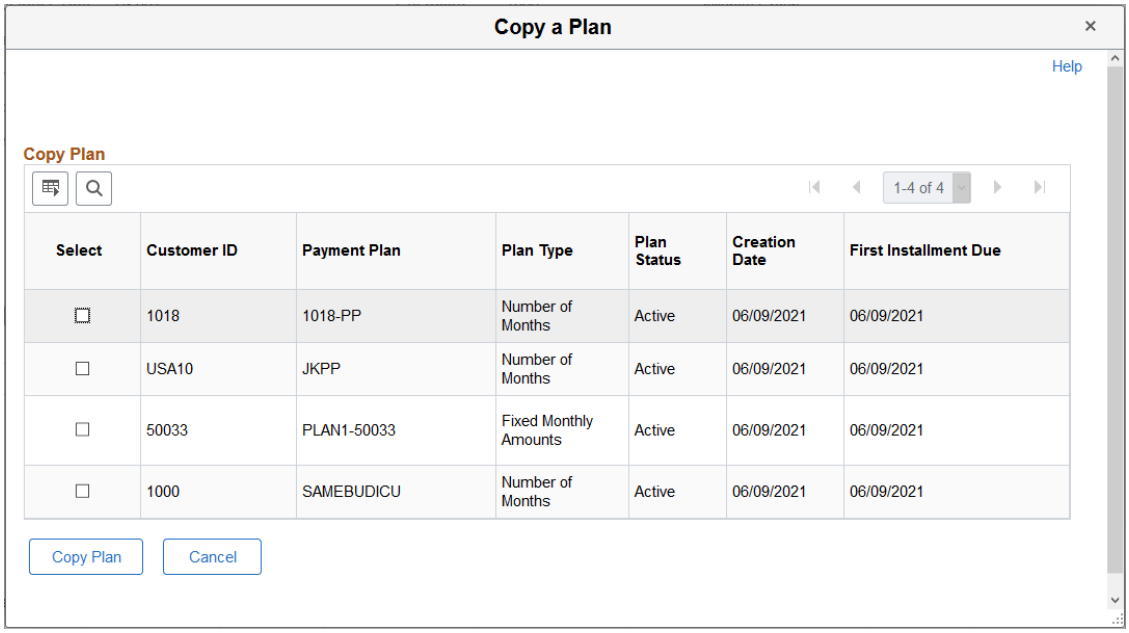
Copy a Plan Page

Use the Copy a Plan page (COPY_PLAN) to copy existing payment plan information and apply it to a new plan.

Navigation:

Click the **Copy a Plan** link on the Payment Plan page.

Copy a Plan page



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Use the **Select** check box to select an existing payment plan. Click the **Copy Plan** button to apply existing plan information to the new plan.

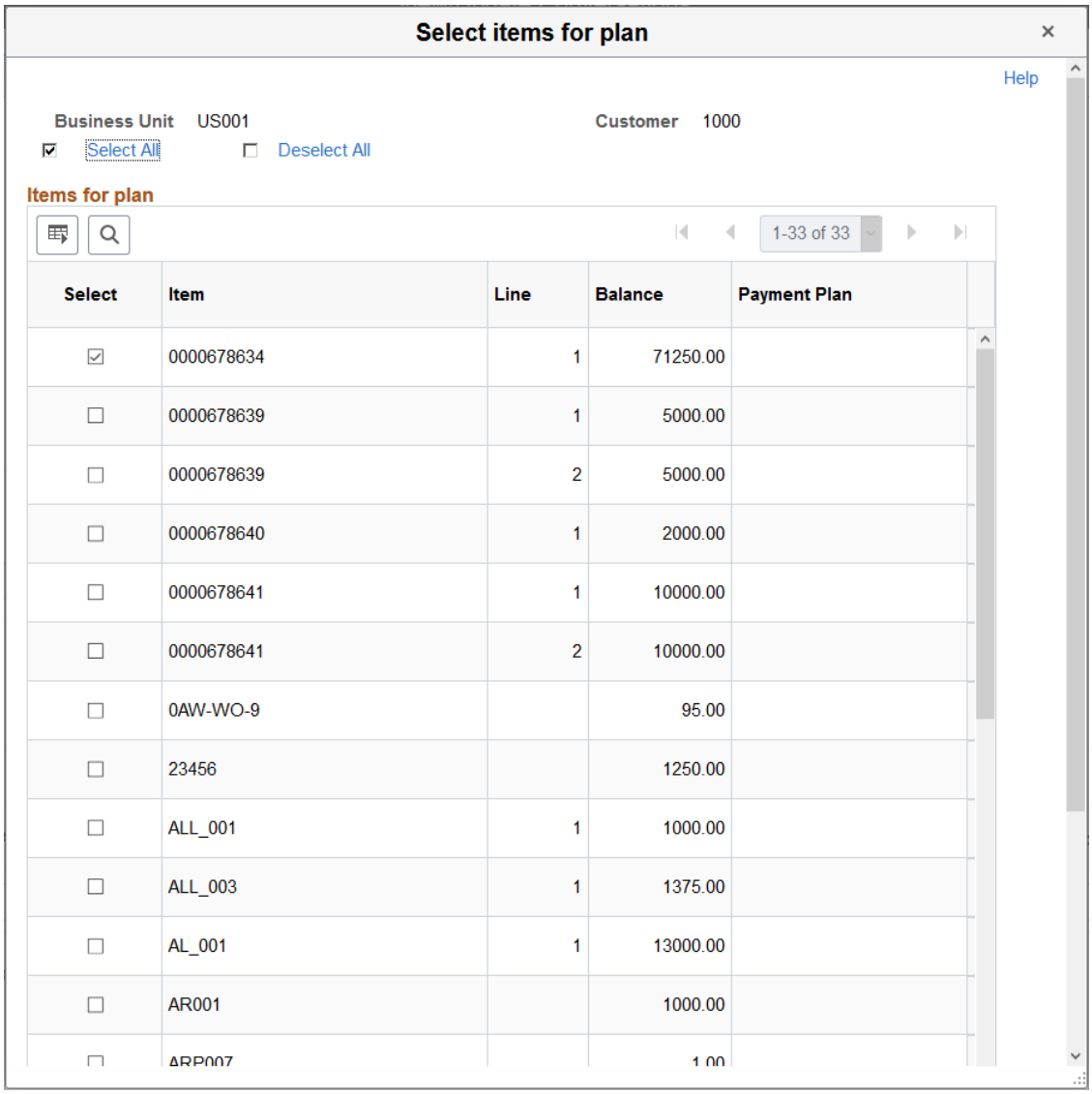
Select Items for Plan Page

Use the Select Items for Plan page (SEL_ITEM_PLAN) to select the items you want to include in the payment plan.

Navigation:

Click the **Select Items for Plan** link on the Payment Plan page.

Select Items for Plan page



This page displays available items from the selected business unit, along with **Item Line, Balance,** and **Payment Plan** information. Use the **Select** check box to select items from the list. Click **OK** to include the items in the payment plan.

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> **Note**
>
> Payment Plan source items are marked as conversation reference items for payment plan conversations. If you remove an item from a payment plan, that item is also removed from the conversation reference.

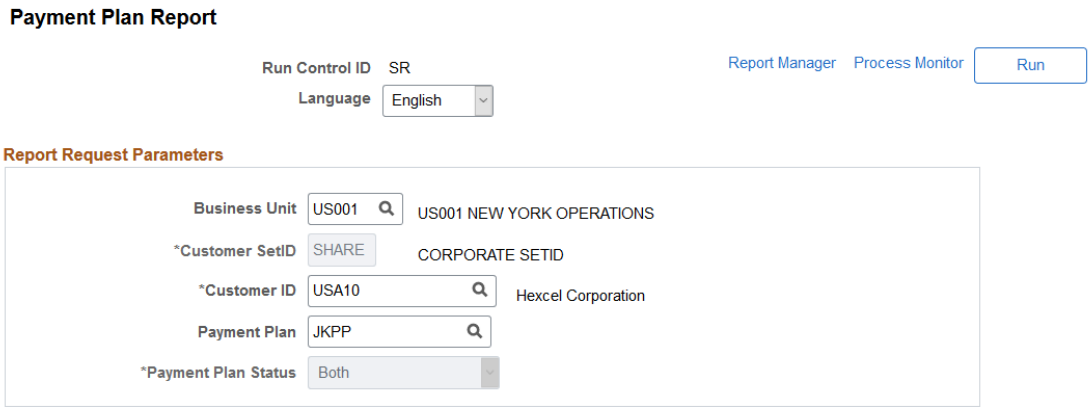
Payment Plan Report Page

Use the Payment Plan Report page (RUN_AR38000) to view detailed payment plan information for a customer. The report provides a detailed view of items included in a payment plan and installments.

Navigation:

Accounts Receivable, and then **Customer Interactions**, and then **Conversations**, and then **Payment Plan Report**, and then **Payment Plan Report**

Payment Plan Report page



Field or Control	Description
Payment Plan	Select a payment plan ID. If you leave this field blank, the report provides information for all payment plans for the customer.
Payment Plan Status	Select a payment plan status. Values are *Active, Both,* and *Paid.*

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9
Setting Up Products

Understanding the Product Definition

Defining products, as well as product kits and services, begins in PeopleSoft Inventory when you establish item attributes. When you enter the item definition, you can elect to have the system add the item as a product in PeopleSoft Order Management. When the item definition is saved, the product ID, description, and standard unit of measure are copied to the Product Definition table in PeopleSoft Order Management.

> **Note**
>
> If the product use is contracts-only, an inventory item is not associated with the product. The product kit product also is not associated with an inventory item. These products are created directly in the product definition component.

After products are created in PeopleSoft Inventory, use the pages in PeopleSoft Order Management to change or add product attributes.

You can share product information across multiple business units and access PeopleSoft Inventory data to determine the availability of stocked products. Product catalogs enable you to choose the products that best fit each customer's needs. You can also group products to facilitate pricing, sales analysis, and reporting. Products have the organization's product numbers or customer part numbers on sales orders.

PeopleSoft Order Management uses the product ID as a primary search key for the Product Master table. When you have defined a product ID, you can access a link in the drop-down menu on any page that will invoke a product search.

Prerequisites

Perform these product tasks before you create products and product kits:

- Establish automatic numbering.
- Establish product group tables.
- Define standard and custom notes.
- Set up the item in PeopleSoft Inventory. Contracts-only products do not require an Inventory item.
- Associate the item with a unit of measure and define its conversion rates. Contracts-only products do not require item attributes.

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Common Elements Used in Setting Up Products

Field or Control	Description
Product ID	The product ID defined on the Item Definition - General: Common page.

Setting Up Product Group Tables

To define the product group table, use the Product Group (PROD_GROUP_TBL) and alternate cost adjustment exceptions (PRGR_PRICE_EXCP) components. Use the PROD_GROUP_TBL_CI component interface to load data into the table for this component.

The section discusses how to set up product group tables and enter alternate cost adjustment information.

Pages Used to Set Up Product Group Tables

Page Name	Definition Name	Usage
Product Group Table Page	PROD_GROUP_TBL	Establish the Product Group table and define product group codes.
Alternate Cost Adjustment Exceptions Page	PGRP_PRICE_EXCP	Define alternate cost adjustment exceptions for this product group code.

Product Group Table Page

Use the Product Group Table page (PROD_GROUP_TBL) to establish the Product Group table and define product group codes.

Navigation:

Set Up Financials/Supply Chain, and then **Common Definitions**, and then **Products**, and then **Product Group Table**

To define the product group table, use the Product Group component. Use the PRODUCT_GROUP_TBL_CI component interface to load data into the table for this component.

You may also want to include products in product catalogs by groups instead of individually.

After establishing the product group table, link products with any number of product groups on the Product Group page.

> **Note**
>
> Only one contract product group can be associated with an individual product.

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Field or Control	Description
Global	Select if you want all products included in this product group. If you select this option, a product is included in this group even if you have not specified its inclusion on the Product Group page.
VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page. This option is available only for *VAT* product group types. 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 product defaults as applicable.
VAT Service Treatment Setup	Click to access the Services VAT Treatment Drivers Setup page. This option is available only for *VAT* product group types. The Services VAT Treatment Drivers Setup is a common page used to set up VAT services treatment for all PeopleSoft applications processing VAT transactions. If you are required to implement special handling for services, you can specify product service treatment defaults on this page as applicable.
Pricing Option	Select an option to determine whether the product or product group selling price can be adjusted using margin manipulation. This field appears only if the product group type is *Pricing*. *KVI* (known value item): Designated product groups for which the selling price cannot be reduced or increased. *NDP* (nondiscountable product): Designated product groups for which the selling price cannot be decreased, but can be increased. **Note:** If during interim adjustments, the price of a NDP item has increased, then it can be discounted in subsequent calculations until it reaches the original price. *Regular* or blank: The product group is neither NDP nor KVI.
Margin Base	Used to identify the basis to apply adjustments. Values are: *Cost:* Use this option to base the cost on the unit cost. *Alternate Cost:* Use this option if you base the cost on an additional charge. For example, you might increase the cost by 5 percent to include the cost of commission. This field appears only if the product group type is *Pricing*.
Alternate Cost Adjust % (alternate cost adjustment percent)	Add a value for the percentage to apply to the unit cost to derive an alternate cost. This field appears only if the product group type is *Pricing*,

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Field or Control	Description
Do Not Adj. For Alternate Cost (do not adjust for alternate cost)	Select if you do not want the product (or product group) to be adjusted by a different cost. This field appears only if the product group type is *Pricing*.

Related Topics

- PeopleSoft Order Management: Creating Margin Adjustments During Sales Order Entry

Alternate Cost Adjustment Exceptions Page

Use the Alternate Cost Adjustment Exceptions page (PGRP_PRICE_EXCP) to define alternate cost adjustment exceptions for this product group code.

Navigation:

Click the **Alternate Cost Adjustment Exceptions** link on the Product Group Table page.

> **Note**
>
> This page is available only if an adjustment cost factor is specified or the **Do Not Adjust** check box is selected.

Field or Control	Description
Business Unit Product	Select an exception for the product business unit for either the ship from Inventory business unit or the Order Management business unit. You might charge more for a ship from location that is further away or charge more for a PeopleSoft Order Management business unit that sells more of a product group.
Business Unit	Select from the available options based on the selection in the **Business Unit Product** field.
Adjustment Percent	Enter an amount for the adjustment. **Note:** If two conflicting override values exist, the higher of the two values is used. For example, you might have the PeopleSoft Order Management business unit adjustment factor as 20 percent and the Inventory business unit as 18 percent. The system would use the PeopleSoft Order Management business unit value in this example.

Related Topics

- PeopleSoft Order Management: Creating Margin Adjustments During Sales Order Entry

Establishing Product Definitions

To define products, use the Product Definition component (PROD_DEFN).

Use the PROD_DEFN_CI component interface to load data into the table for this component.

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This section provides an overview of the product definition process and also discusses other options and definitions involved.

Pages Used to Establish the Product Definition

Page Name	Definition Name	Usage
Product Definition - Definition Page	PROD_DEFN	Define the product.
Product Images Page	PROD_IMAGE	Set up the product image.
Product Definition - Options page	PROD_OPTIONS	Set up selling and sales tax criteria for a product. The margin information that you enter here is used by the system to notify the operator during order entry of any deviation from the upper and lower margin restrictions specified for this product. Margin violation may place the order line on hold.
Product Definition - Options 2 Page	PROD_OPTIONS2	Add PeopleSoft Project Costing links, defaults, cost element for nonstock products, and configuration information.
Product Definition - Competitor Page	PROD_COMPTTRS	Keep track of competitors' equivalent products by product number, as well as any alternate products competitors may have. You can use this information for sales analysis and reporting.
Contract Options Page	PROD_CONTRACTS	Establish product attributes for products used with PeopleSoft Contracts. This page only appears if PeopleSoft Contracts is installed.
Product Custom Info 1 Page	PROD_GEN_INFO1	Create character-length alphanumeric fields.
Product Custom Info 2 Page	PROD_GEN_INFO2	Create additional character-length alphanumeric fields.
Product Custom Info 3 Page	PROD_GEN_INFO3	Create additional character-length numeric fields.

Understanding the Product Definition Process

After you have performed the prerequisite product tasks and defined the items, you can begin defining products using the Product Definition component. The pages in this component are also available as inquiry pages.

To set up products:

1. Define the required attributes for the product ID at the SetID level using the Product Definition - Definition page.

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2. Optionally establish an image for the product on the Product Image page.
3. Establish margin and sales tax options on the Product Definition - Options page.
4. Establish project, export, drop-ship, cost element, and configuration options on the Product Definition - Options 2 page.
5. Establish competitor product information on the Product Definition - Competitor page.
6. Establish attributes for products used with PeopleSoft Contracts on the Contracts Options page.
7. Establish user-defined fields on the Product Custom Info 1, Product Custom Info 2, and Product Customer Info 3 pages.

Product Definition - Definition Page

Use the Product Definition - Definition page (PROD_DEFN) to define the product.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Define Product and Attributes**
- **Products**, and then **Review Product Information**, and then **Review Product Details**

If you did not establish a product ID when you set up the item ID, you can create it on the Product Definition - Definition page. You can also create multiple product IDs for one item ID for greater marketing and reporting flexibility.

Associating Products with Items

If the product is not a kit, and you defined the product ID during item definition using the Item Definition - General: Common page, the item ID associated with the product ID is supplied by default. You can override this default. Associate multiple product IDs with a single inventory item to enhance marketing and sales tracking capabilities.

This item information defined on Item Definition - General: Common page appears:

Field or Control	Description
Standard UOM (standard unit of measure)	The unit of measure that reflects the most common unit of measure for the item. **Note:** This field is not used for contracts-only products.
Inventory Item	A check indicates that the item is defined as being associated with an item that may not actually be stocked in inventory. **Note:** This field is not used for contracts-only products.
Description	This field is required; however, you can enter a different description than that of the item associated with the product.
Long Description	This field is optional; however, you can enter an extended product description.

Defining Product Kits

Define product kits by selecting the **Product Kit** check box. The **Item ID** field is unavailable for entry after you have selected the **Product Kit** check box. After identifying a product as a kit, establish its components on the Product Kit Summary page.

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When you select the **Product Kit** check box, these fields appear:

Field or Control	Description
Price Kit at Top Level	Indicates that the kit is priced at the top parent product ID level. When you select this option, you define the prices as you would for a regular product ID, using the Product Price page. Configured kits can be priced only at the top level.
Price Kit at Component Level	Indicates that the kit is priced at the component level. When you select this option, you define the price for each component of the kit using the Product Kit Component Pricing page.

Entering General Product Information

Field or Control	Description
Product Use	Select from these options: **Note:** If PeopleSoft Contracts is not installed, the field is hidden and populated with the value *General Use Excluding Contracts* by default. If PeopleSoft Order Management is not installed and PeopleSoft Contracts is installed, the field is visible and the value *Contracts Only* appears by default. **Note:** These rules apply to what type of component can be used with a product kit: General Use Including Contracts product kits can contain only General Use components, General Use Excluding Contracts product kits can contain only General Use or General Use Excluding Contracts components, and Contracts Only product kits can contain only General Use or Contracts Only components. *Contracts Only:* The product can be used only with contracts. No inventory item is related to this type of product. *General Use Excluding Contract:* The product will not be used with contracts. *General Use Including Contract:* The product can be used anywhere in the system that prompts for a product ID.
Catalog Number and **Model Number**	If a product appears in another supplier catalog, you can associate a product with either of these fields. They are informational only. The values in both fields print on the Product Master Report page report.
Status	The default for the product is *Active.*
Product Brand	Used to associate a product with a brand.
Product Category	Used to associate a product with a category.
Physical Nature	Select the default physical nature for the product. Options are *Intangible/Services* and *Physical Goods.*

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Field or Control	Description
Where Performed	Select the default location where a service is most often physically performed. Options are *Buyer's Location, Ship From Location, Ship To Location,* and *Supplier's Location.*
View Product Image	Use to add or view an image associated with the product.
VAT Default (value-added tax default)	Click to access the VAT Defaults Setup page. This page is a common page used to set up VAT defaulting for all PeopleSoft applications that process VAT transactions. On this page you can define product defaults as applicable.
VAT Service Treatment Setup (value-added tax service treatment setup)	Click to access the Services VAT Treatment Drivers Setup page. This is a common page used to set up VAT services treatment for all PeopleSoft applications that process VAT transactions. If you are required to implement special handling for services, you can specify product service treatment defaults on this page as applicable.

Related Topics

- PeopleSoft Order Management: Understanding How VAT is Used with Sales Orders

Product Images Page

Use the Product Image page (PROD_IMAGE) to set up the product image.

Navigation:

Click the **View Product Image** link on the Product Definition - Definition page.

After you have set up the product image, you can view it by clicking the **View Product Image** link on the Product Definition page. You can also view the product image during sales order entry.

Field or Control	Description
Default Image Name	Specify the file name for the image. You must include a slash (/) in front of the file name. Make sure that you have already defined an image directory, locally or on the web, on the Image Location page.
Alternative Image 1 and **Alternative Image 2**	Use to establish alternative images.

Product Definition - Options page

Use the Product Definition - Options page (PROD_OPTIONS) to set up selling and sales tax criteria for a product.

The margin information that you enter here is used by the system to notify the operator during order entry of any deviation from the upper and lower margin restrictions specified for this product. Margin violation may place the order line on hold.

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Navigation:

- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Options**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **Options**

Selling Options

Use either a percentage or a flat amount to establish the allowable margin range for a product entered on a sales order schedule after all discounts have been applied. Negative margins are acceptable. When creating buying agreements or order or quote lines, the system warns you if the net unit price is not within the margins, and depending on the business unit settings, places the order schedule on hold.

Field or Control	Description
Lower Margin % (lower margin percent) and **Upper Margin %** (upper margin percent)	If you want the system to calculate the difference between the unit cost and net unit price in percentages, enter values in these fields.
Lower Margin Amount and **Upper Margin Amount**	If you want the system to calculate the difference between the unit cost and net unit price using a flat amount, select the appropriate currency, and enter values in these fields.
Margin Base	Used to identify the basis to apply adjustments. Values are: *Cost:* Use this option to base the cost on the unit cost. *Alternate Cost:* Use this option as the basis for upper and lower limits for adjustments. For example, you might increase the cost by 5 percent to include the cost of commission.
Do Not Adj. For Alternate Cost (do not adjust for alternate cost)	Select if you do not want the product (or product group) to be adjusted by a different cost.
Alternate Cost Adjust % (alternate cost adjustment percent)	Add a value for the percentage to apply to the unit cost to derive an alternate cost.

Sales Tax Options

Field or Control	Description
Tax Product Number, Transaction Type and **Transaction Sub Type**	**Tax Product Number** is passed to the third-party tax provider and is matched against a table of rates or exceptions to find the correct tax rate for the product and ship to destination. You can use the transaction type and **transaction sub type** to further qualify the tax product number. **Note:** If the field is not populated for a new product, the product ID is supplied by default to this field at save time.

Related Topics

- Understanding Returned Material Management
  This section discusses:

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- PeopleSoft Order Management: Calculating Commissions
- PeopleSoft Supply Chain Management Integration: Understanding PeopleSoft Tax Solutions

Product Definition - Options 2 Page

Use the Product Definition - Options 2 page (PROD_OPTIONS2) to add PeopleSoft Project Costing links, defaults, cost element for nonstock products, and configuration information.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Options2**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **Options2**

Project Cost Options

Field or Control	Description
Project ID and **Activity ID**	You can associate a project code and activity with the product.

Other Attributes

Field or Control	Description
Export License Required	Select if export shipments of this product require a license. No processing in PeopleSoft Order Management is currently associated with this option.
Direct Ship from Supplier	Select to indicate that this product is shipped directly from another supplier to the customer. This information is supplied by default to the order schedule when this product is referenced and can be overridden. **Note:** Product kits cannot have components that are drop shipped. They will not be picked up by PeopleSoft Purchasing. You cannot add a component to a kit if it is marked as drop shipped. You will receive an error message and must remove the component from the kit before you can save the Kit Setup component. If you update the product definition of a kit component, do not select the drop ship flag. The warning will not be issued and PeopleSoft Purchasing will not pick up the component for fulfillment.
Demand Planning Item	The field is used by PeopleSoft Demand Planning. When the field is selected, the product will be used in forecasting by PeopleSoft Demand Planning.

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Field or Control	Description
Cost Element	Defined for stocked items when you set them up in PeopleSoft Inventory on the Item Definition - General: Common page. For drop-ship products and other products not stocked in PeopleSoft Inventory, you must select one on this page. Cost elements are used to segregate portions of the product cost. For purchased products, the cost element defined most likely represents material. For nonstock products, it represents expenses. If the product is a non-tangible charge, such as consulting, the cost element may represent labor or expenses. **Note:** Cost elements are required for PeopleSoft Inventory accounting.

Configuration Options

These fields are available for entry only if you have selected the **Configured** option on the Product Definition - Definition page.

Field or Control	Description
Configuration Code Generation	Select to have the system dynamically create the configuration code for the configured kit. The configuration code on configured kits is informational during order entry. It is formatted and appears only during order entry. The code is based on a configuration code template that you specify on the page.

Product Definition - Competitor Page

Use the Product Definition - Competitor page (PROD_COMPTTRS) to keep track of competitors' equivalent products by product number, as well as any alternate products competitors may have.

You can use this information for sales analysis and reporting.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Competitors**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **Competitors**

Field or Control	Description
Competitor Code	Established on the Competitor Codes page. These fields are informational only and no processing is associated with these fields. You can also add the competitor product number and a description.

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Contract Options Page

Use the Contracts Options page (PROD_CONTRACTS) to establish product attributes for products used with PeopleSoft Contracts.

Navigation:

Products, and then **Identify Product Details**, and then **Definition**, and then **Contracts Options**

> **Note**
>
> This page appears only if PeopleSoft Contracts is installed.

The table lists the allowable price types for each revenue method:

Price Type	Revenue Recognition Method
Amount or Percent	Milestone, Percent Complete, Apportionment, Billing Manages Revenue
Rate	As Incurred
Recurring	Billing Manages Revenue

Field or Control	Description
Price Type	The price type that you select for a product determines the details that you can define for that product and the billing and revenue recognition methods with which you can associate the product. Select from these options: **Amount, Percentage, Rate,** or *Recurring*.
Recognition Method	Defines the criteria that must be met before revenue can be recognized. Select from these options: *Apportionment:* Recognize a fixed amount of revenue over a predefined period of time. *As Incurred:* Manage revenue on an as-needed basis manually or using scheduled processes. This is the only method used for rate-based contract lines. *Billing Manages Revenue:* Have PeopleSoft Billing, not PeopleSoft Contracts, manage the revenue for a contract line. Only fixed-amount and recurring contract lines can use this method. You must always use this method with recurring price types. *Milestone:* Recognize a fixed amount of revenue spread over time and triggered as each milestone is met. *Percent Complete:* Recognize revenue based on a manually entered percentage of completion.

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Field or Control	Description
Third Party Flag	Select to designate that this is a product or service provided by a third party. This check box is informational only—no processing logic is keyed from this selection.
Renewable	Select this check box to designate this product as renewable. Only products with a price type of Amount or Percentage can be selected as renewable. If the product is a kit, the **Renewable** flag must be deselected.
Renewal Action	Select the appropriate renewal action from the drop down list. The options are *Automatic* and *Manual.* A value is required if the **Renewable** flag is selected.
Percentage	Enter the percentage and select whether it is a percentage *(%)* of total contract amount or a percentage *(%)* of total contract lines. **Note:** The percentage can be any amount. The **Percentage** field and the **% of** field apply to products with a price type of percent.
Templates	You can select revenue and bill plan templates to automate the creation of revenue and billing plans. You can select a bill plan detail template ID to override the billing defaults for the contract billing business unit and contract header. You can select a renewal plan template to automate the creation of renewal plans.

Creating User-Defined Product Fields

PeopleSoft Order Management delivers a wide variety of options for defining the product attributes; however, the business may have additional requirements. You can use the Prod Custom Info (product custom information) pages to establish user-defined fields to be stored in the Product Master table.

Each of the Prod Custom Info pages contains fields of various sizes and types: from 1 to 30 characters long in alphanumeric, numeric with decimal places, or numeric without decimals formats. You use the PeopleTools Application Designer to modify the field labels on the page, and you must provide the appropriate code changes for PeopleSoft software to process these fields.

To establish user-defined product fields:

1. Determine the usage requirements, and select the appropriate field on one of the Product Custom Info pages.
2. Modify the field label using Application Designer in PeopleTools.
3. Make the necessary code changes.

Product Custom Info1 Page

Use the Product Custom Info 1 page (PROD_GEN_INFO1) to create character-length alphanumeric fields.

Navigation:

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- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Product Custom Info1**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **General Info1**

Field or Control	Description
Prod Char30 A (product character 30), Prod Char30 B (product character 30), Prod Char30 C (product character 30) and **Prod Char30 D (product character 30)**	A–D alphanumeric fields, up to 30 characters in length.
Prod Char 1 A (product character 1), Prod Char 1 B (product character 1), Prod Char 1 C (product character 1) and **Prod Char 1 D (product character 1)**	A–D alphanumeric fields, 1 character in length.

Product Custom Info2 Page

Use the Product Custom Info 2 page (PROD_GEN_INFO2) to create additional character-length alphanumeric fields.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Product Custom Info2**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **General Info2**

Field or Control	Description
Prod Char 10 A (product character 10), Prod Char 10 B (product character 10), Prod Char 10 C (product character 10) and **Prod Char 10 D (product character 10)**	A–D alphanumeric fields, up to 10 characters in length.
Prod Char 2 (product character 2)	Alphanumeric fields, up to 2 characters in length.
Prod Char 4 (product character 4)	Alphanumeric fields, up to 4 characters in length.
Prod Char 6 (product character 6)	Alphanumeric fields, up to 6 characters in length.
Prod Char 8 (product character 8)	Alphanumeric fields, up to 8 characters in length.

Product Custom Info3 Page

Use the Product Custom Info 3 page (PROD_GEN_INFO3) to create additional character-length numeric fields.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Definition**, and then **Product Custom Info3**
- **Products**, and then **Review Product Information**, and then **Definition**, and then **General Info3**

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Field or Control	Description
Prod N12.3 A (product number 12.3), Prod N12.3 B (product number 12.3), Prod N12.3 C (product number 12.3) and **Prod N12.3 D (product number 12.3)**	A–D numeric fields, up to 12 integers and 3 decimal places in length.
Prod Nbr 15 A (product number 15), Prod Nbr 15 B (product number 15), Prod Nbr 15 C (product number 15) and **Prod Nbr 15 D (product number 15)**	A–D numeric fields, up to 15 integers in length.

Establishing Additional Product Attributes

To define alternates, catalogs, groups, messages, notes, prices, specifications, and units of measure for products, use the Product Alternates, Product Catalogs, Product Groups, Product Messages, Product Notes, Product Price, Product Specifications, and Product Unit of Measure components.

Use the PROD_ALT_CI, PROD_GROUP_CI, PROD_MSG_CI, PROD_NOTE_CI, PROD_SPECS_CI, and PROD_UOM_CI component interfaces to load data into the tables for these components.

This section discusses how to establish additional product attributes.

> **Note**
>
> PeopleSoft Order Management delivers inquiry pages that enable you to view product information and to provide separate access to users who should have read-only access to product information. The inquiry pages are generally duplicates of their associated update pages, except that they are in a read-only format. Exceptions to this standard are located in the following table.

Pages Used to Establish Additional Product Attributes

Page Name	Definition Name	Usage
Product Attributes by UOM Page	PROD_UOM	Restrict the units of measure available for use in PeopleSoft Order Management, and define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.
Product Price Page	PROD_PRICE	Differentiate pricing among Inventory business units, effective-date prices for stocked and nonstock items, and price product kits at the top parent product ID level. See Establishing Product Prices

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Page Name	Definition Name	Usage
Alternates Page	PROD_ALT	Set up product alternates. See Establishing Product Alternates
Attachments Page	PROD_ATT	Enter the file names of multimedia attachments.
Messages Page	PROD_MSG	Choose messages or attach product holds to a product.
Notes Page	PROD_NOTE	Attach a standard or custom note to a product.
Product Group Page	PROD_GROUP	Link products with any number of product groups.
Product Catalogs Page	PRODCTLG_TBL	Create product catalogs. See Establishing Product Catalogs
Refresh Catalog Prompt Table Page	RUN_OMS2000	Initiate the Refresh Catalog Prompt Table process. Each time that you add or modify product catalog information, you should run the process to keep this temporary table up to date. See Running the Refresh Catalog Prompt Table Process
Product Aliases by Product Page	PROD_CUST_ALIAS2	View information about the comparable customer part numbers for the products established on the General Information - Product Aliases page.
Product Specifications Page	PROD_SPECS	Enter detailed product specifications.
Copy Product Specifications Page	PROD_SPECS_COPY	Copy product specifications from one product profile to another.

Product Attributes by UOM Page

Use the Product Attributes by UOM (product attributes by unit of measure) page (PROD_UOM) to restrict the units of measure available for use in PeopleSoft Order Management, and define minimum and maximum order quantities, valid order increments, and minimum selling prices.

You must also use this page to assign a unit of measure for product kit component pricing.

Navigation:

Products, and then **Identify Product Details**, and then **Attributes by UOM**

When you create an item in PeopleSoft Inventory, you associate it with valid units of measure for stocking, shipping, and ordering on the Units of Measure page. The ordering units of measure (UOMs) that you define there are used in PeopleSoft Inventory for material stock requests, and in PeopleSoft Order Management. These are the only UOMs that can be

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referenced on sales orders and quotes. But ordering UOMs may exist that you want to exclude from PeopleSoft Order Management.

You can restrict the units of measure available for use in PeopleSoft Order Management and define product attributes by unit of measure.

Field or Control	Description
Standard Unit of Measure	Defined for the item on the Item Definition - General: Common page. **Note:** This field is not used for contracts-only products.
Initialize UOM link (initialize unit of measure link)	View all the ordering units of measure established for the product.
UOM (unit of measure)	Select any valid designations from the list. For example, if you can enter material stock requests for widgets in eaches, cases, and pallets, but only sell them in eaches and cases, you would not want to select the *PL* (pallet) unit of measure. **Note:** If associated child records such as a list price are attached to the UOM, you cannot change the UOM and it will be unavailable for entry. To change the UOM in this case, you need to delete the UOM and enter a new one.
Default	Select one of the UOMs that appears whenever the product is referenced on quotes, sales orders, price sets, return material authorizations, and sales buying agreements.
Conversion Rate	View the conversion rate from the UOM table in PeopleSoft Inventory. This factor is used to convert the standard unit of measure into the UOM you are referencing. For example, if a case *(CS)* contains six eaches *(EA,)* and eaches is the standard unit of measure, the conversion rate for *CS* is 6. **Note:** This field is not used for contracts-only products.
Minimum Order Quantity and **Maximum Order Quantity**	The system checks the values in the fields during order and quotation entry. If these limits are violated, the system warns you, and depending on the business unit settings, places the order line on hold.
Increment	Use this field if a product can be sold only in specific increments. For example, if a product can be sold only in increments of three cases, the system checks the entered quantity on the order line to ensure that it is in multiples of 3. The Increment check applies only to the line, not the schedule.

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Field or Control	Description
Minimum Selling Price	The amount is checked during line entry to ensure that price adjustments do not take the unit price for a product in its selling unit of measure below the minimum established price. If price adjustments take a product below its minimum selling price, the system warns you and asks you whether you want to replace the unit price with the minimum selling price. If you do not choose the minimum selling price, the order line may be placed on hold depending on the business unit settings.
Currency	Select to set up minimum selling price thresholds for each unit of measure by currency code.
Pricing Option	Select an option to determine whether the product or product group selling price can be adjusted using margin manipulation. *KVI* (known value item): Designated products for which the selling price cannot be reduced or increased. *NDP* (nondiscountable product): Designated products for which the selling price cannot be decreased, but can be increased. **Note:** If during interim adjustments, the price of a NDP item has increased, then it may be discounted in subsequent calculations until it reaches the original price. *Regular:* Prevents the product setting from overriding or being applied to a product.
Pricing UOM (pricing unit of measure)	Select *Yes* if this UOM can be used as a pricing UOM. Select *No* if this UOM cannot be used as the pricing UOM. Select *Default* if this UOM is the default pricing UOM.

Establishing Product Prices

You manage list pricing a bit differently for stocked products and nonstock products. Pricing for both stocked and nonstock products is effective-dated, enabling you to track pricing history and establish new prices that will take effect at designated dates in the future. But pricing for stocked products, unlike nonstock and contract products, is based on Inventory business units (ship from warehouses) so that you can differentiate pricing for different warehouses. Different fields are available on the Product Price page for stocked and nonstock products.

> **Note**
>
> You can also establish price lists associated with business objects as part of the pricing system design.

The following diagram illustrates how the price is determined on an order line if you are using list prices and standard discounts:

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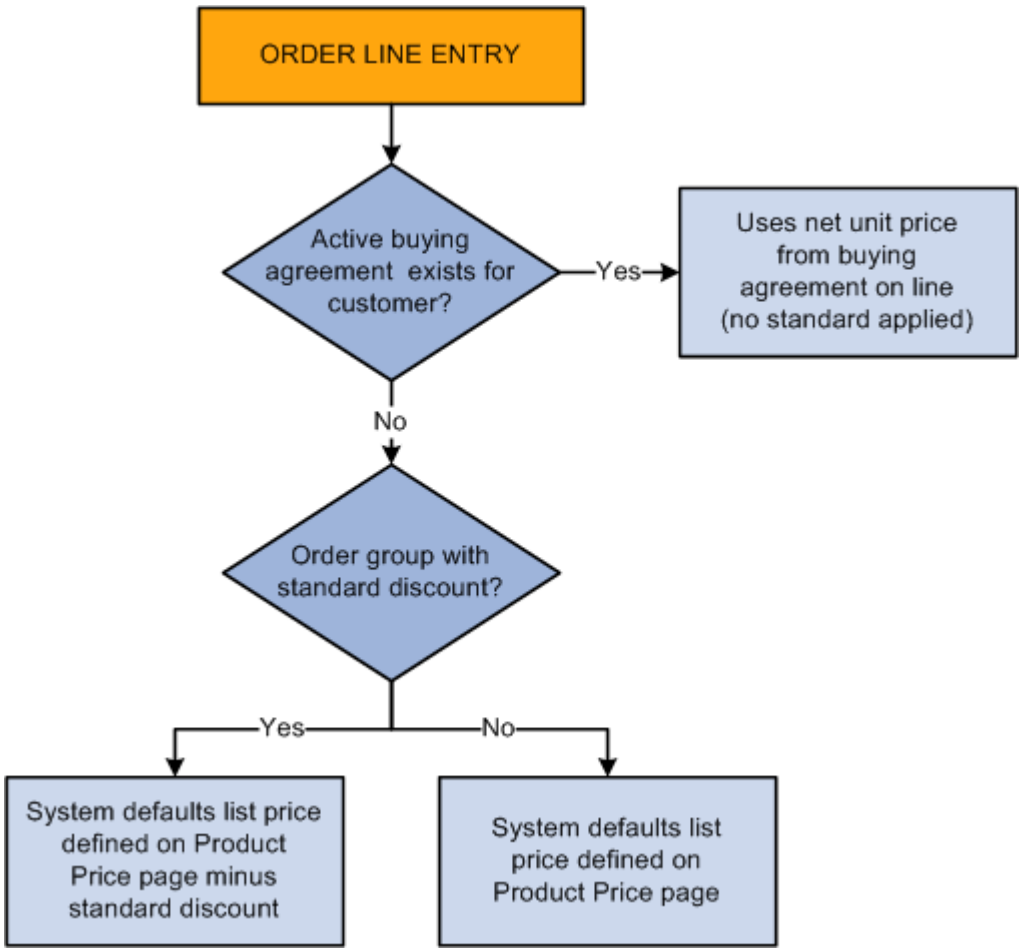
Flow chart — Pricing structure using list prices and standard discounts



To use more complicated pricing criteria, you can set up price rules and arbitration plans.

See PeopleSoft Enterprise Pricer: Price Determination

Based on the selection on the Product Definition - Definition page, product kits can be priced at two levels:

- Top parent product ID level.
- Component level.

You assign a list price to the kit at the top level using the Product Price page, but use the Product Kit Component Pricing page to associate prices with a kit's components.

Use the Assign List Price page (Products, Identify Product Details, Assign List Price) to price products.

Certain fields on this page appear and others are not visible depending on the type of product that you are pricing.

Product Types	Active Fields That Appear	Fields That Do not Appear
Stocked products	**Inventory Business Unit, List Price**	**Unit Cost**

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Product Types	Active Fields That Appear	Fields That Do not Appear
Nonstock products, contracts-only product.	**List Price, Unit Cost**	**Inventory Business Unit**
Product kits (priced at top level)	**List Price, Unit Cost**	**Inventory Business Unit**
Product kits (priced at component level)	**List Price and Unit Cost are visible, but unavailable for entry.**	**Inventory Business Unit**

Pricing Stocked Products

Field or Control	Description
Unit of Measure	For each unit of measure, you can set up different inventory business unit pricing.
Inventory Business Unit	For each unit, you can enter a different effective date and associated list price. **Note:** You must define list prices for each PeopleSoft Inventory business unit that stocks a product or you cannot take advantage of the pricing capabilities of PeopleSoft Order Management. If you do not define list prices, you need to manually enter the selling price on the sales order line or schedule.
Currency	Enter a currency for each PeopleSoft Inventory business unit. If the system doesn't find a base price in the transaction currency while you are entering a sales order, for example, the system attempts to find a price in the Order Management base unit currency.
MSRP (manufacturer's suggested retail price)	Optionally enter for the product. This field is not used by any processing or algorithms in PeopleSoft Order Management at this time.

Pricing Non-Stock Products

Field or Control	Description
Unit Cost	This field appears and the **Inventory Business Unit** field is hidden. Define the unit cost for nonstock products on this page. The unit cost is subtracted from the selling price to determine the product margin.

Pricing Product Kits Priced at the Top Level

Field or Control	Description
List Price or **Unit Cost**	Enter either field. This value is used as the starting price when price formulas are applied.

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Pricing Product Kits Priced at the Component Level

Product kit components are priced using the Product Kit Component Pricing page; therefore, the fields here are read-only.

Field or Control	Description
Kit	Click to access the Kit Component Prices page, where you can view price details for a product kit's components.

Establishing Product Alternates

Use the Alternates page (Products, Identify Product Details, Define Product Alternates) to identify alternative products.

You can identify alternative products that can replace the product ordered. You can substitute alternative products on order lines under these conditions:

- You have set up one or more alternatives for a product on the Alternates page.
- The sold to customer permits substitutions. You indicate this option on the General Information - Sold To Options page. This option entered by default on the sold to section of the Order Entry Form page of the sales order, and quote forms must be selected for the order in order to select product alternates.
- The order date is within the start and end dates for the alternate product.
- The alternate does not have an associated message with the action of *Reject.* If the product alternate has a message with an action of *Hold,* a hold indicator appears next to the alternate product number when the list of alternates appears. You can select the **Message** link from the drop-down menu during order entry to view any messages associated with the product alternates listed.
- The alternate is an active product.

When you choose an alternate on the order line, the system brings the product ID of the alternate into the **Product ID** field on the order line and then places the original product requested into a field on the order line called Original Product Ordered. This enables you to print both product IDs on order acknowledgments and other documents.

By selecting the **Allow Product Substitutions** option on the **Sold To** section of the Order Entry Form page during order entry, you can also enable substitutions to occur during the Inventory fulfillment picking process.

See PeopleSoft Managing Items: Fulfilling Orders with Substitute Items.

Field or Control	Description
Priority	Use to establish the order in which alternates are listed, starting with the one you want to appear first.

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Field or Control	Description
Interchangeable	If two products are completely interchangeable, set one up as the product alternate for the other and select the option. The system automatically adds the product alternate record for the reverse entry. For example, if you set product 10002 as an alternate for product 10001 and indicate that they are interchangeable, product 10001 automatically becomes an alternate for product 10002. **Note:** You can select only those products as alternates that have the same Product Use value as the product for which you are establishing alternates. So if you are setting up alternates for a contracts-only product, the prompt returns only contracts-only products, and so forth.

Attachments Page

Use the Attachments page (PROD_ATT) to enter the file names of multimedia attachments.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Define Product Attachments**
- **Order Management**, and then **Quotes and Orders**, and then **Review Product Information**, and then **Review Product Attachments**
- **Products**, and then **Review Product Information**, and then **Review Product Attachments**

When you assign an attachment, the **Attachment** link is activated on the orders or quotations referencing the product.

> **Note**
>
> Before using attachments, you need to set up an FTP server to handle the attachments.

See .PeopleSoft Order Management: PeopleSoft Order Management Business Processes

Field or Control	Description
Add	Click to browse for and add an attachment.
View	After you upload an attachment, click the **View** button to view it.
Attached File	After you upload an attachment, its name appears here.

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Field or Control	Description
Attachment Type	Enter the file type, and add a description of the item that you're attaching. **Note:** Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Messages Page

Use the Messages page (PROD_MSG) to choose messages or attach product holds to a product.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Link Message Code to a Product**
- **Order Management**, and then **Quotes and Orders**, and then **Review Product Information**, and then **Review Order Product Messages**
- **Products**, and then **Review Product Information**, and then **View Product Messages**

After assigning a message to a product, the message appears in the Message Board section of the order or quotation.

The hold codes are controlled by role security. If the user associated with the role does not have authority to modify the hold code associated with the message, the fields will be unavailable for entry. If the user associated with the role can add the hold code but not release the hold code, that user can release and delete messages with holds up until he or she leaves the Product_Msg component. You also cannot attach a message to the product if it has a hold code associated with it that you do not have security for. Similarly, you cannot delete an existing message that has a hold code unless you have the security for the hold code.

Field or Control	Description
Message	Select a valid code to attach a standard message to the product. The text of the message appears after you press the **Tab** key to move out of the field.
Action	If an action is associated with the message, it also appears. In the case of a HOLD action, the hold code appears as well.

Related Topics

- PeopleSoft Order Management: Viewing Order, Customer, and Product Information with the Message Board
- PeopleSoft Order Management: Messages Page
- PeopleSoft Order Management: Defining Hold Code Security by Role

Notes Page

Use the Notes page (PROD_NOTE) to attach a standard or custom note to a product.

Navigation:

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- **Products**, and then **Identify Product Details**, and then **Link Notes Code to Products**
- **Order Management**, and then **Quotes and Orders**, and then **Review Product Information**, and then **Review Order Product Notes**
- **Products**, and then **Review Product Information**, and then **Review Product Notes**

Notes print on some of the selected documents such as acknowledgments and quotations when you attach them to a product that is referenced on a sales order or quote. Two types of notes are present, standard and custom. The first is predefined and the second is used to address unique situations.

After you assign a note to a product, the note appears in the product section of the Messages and Notes area of the order or quotation.

Field or Control	Description
Use Predefined Standard Note	Select this option to attach a note already set up in the system on the Standard Notes page. Select a standard note code from the available options and the rest of the fields established for the standard note code appear. If this option is not selected, the note being created is a unique note. Select a note type and enter the note in the **Text** field.
Documents to Print the Note On	Choose the print locations for notes in the group box. Notes can print on these documents without additional configuration: *Invoice, Bill of Lading, Order Acknowledgement, Picking Plan,* and *Quotation.*

Related Topics

- PeopleSoft Order Management: Viewing Order, Customer, and Product Information with the Message Board

Product Group Page

Use the Product Group page (PROD_GROUP) to link products with any number of product groups.

Navigation:

Products, and then **Identify Product Details**, and then **Assign Product Group**

A single product can belong to one or more product groups within each group type. However, only one contract product group and only one tax group can be associated with an individual product.

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Field or Control	Description
Group Type	Select from these options: • *Acct* (accounting) • *Alt Source* (alternate source) • *BO/Reserve* (back order/reserve) • *Buy Agrmnt* (buying agreement) • *Claimback* • *Cntrct* (contract) • *Fcst* (forecast) • *Freight* • *Pricing* • *Prod Ctlgs* (product catalogs) • *Reporting* • *Tax* • *Trnspt* (transportation) • *VAT*
Primary Report and **Primary Pricing Group**	Use to indicate a single, primary-reporting product group when associating multiple groups with the *Reporting* and *Pricing* group types. In the case of reporting, statistics would be distorted if a product were to appear on the report under every reporting group that the product is linked to. In the case of pricing, the system uses the group that you designate as the primary pricing product group when you are using price maintenance to download pricing data to a Microsoft Excel spreadsheet, make changes to product prices, and upload the new prices to update PeopleSoft tables. You can update the price of a product as part of a single product group only, the one that appears in bold on the spreadsheet. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.

Related Topics

- Setting Up Product Group Tables
  To define the product group table, use the Product Group (PROD_GROUP_TBL) and alternate cost adjustment exceptions (PRGR_PRICE_EXCP) components. Use the PROD_GROUP_TBL_CI component interface to load data into the table for this component.

Establishing Product Catalogs

By attaching product catalogs to a sold to customer, you limit the products they can buy. You can create two types of catalogs:

- Inclusive catalogs that contain all the products you want made available to a customer.
- Exclusive catalogs that contain the products you want to withhold from the customer.

For example, a customer (customer ID 50001) purchases all your products *except* for repair parts and promotional products. You can create an exclusive catalog containing those items.

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When you attach it to customer 50001, the order entry clerks can access all products except for the products in this exclusive catalog when they are working on an order for the customer.

On the other hand, customer 60002 buys *only* repair parts from you. Create an inclusive catalog that contains repair parts and attach it to this customer. When clerks enter an order for customer 60002, the only products available to them are repair parts.

> **Note**
>
> If you have a product set up on an exclusive and inclusive catalog that is linked to the same customer, the inclusive catalog is ignored.

Use the Product Catalogs page (PRODCTLG_TBL) to create product catalogs.

Navigation:

Products, and then **Identify Product Details**, and then **Create a Product Catalog**

Later, you can specify which catalogs you want made available to each customer on the General Information - Product Catalog page.

> **Note**
>
> You can include a product group in a catalog only if you have designated it as a *Product Catalog* group type on the Product Group page.

Product Specifications Page

Use the Product Specifications page (PROD_SPECS) to enter detailed product specifications.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Create Product Specifications**
- **Products**, and then **Review Product Information**, and then **Review Product Specifications**

Field or Control	Description
Sequence	Enter an order in which you want each product specification type to appear. You cannot duplicate sequence numbers on a web page. **Note:** The sequence of the product specifications cannot be changed; therefore, you may want to leave spaces between sequence numbers. For example, you could give four product specification types the numbers 10, 20, 30, and 40. Then, if you added three new product specification types between the types at sequence numbers 10 and 20, you could give those new types the sequence numbers 12, 15, and 17 without changing the original numbers. This facilitates priority list organization and updating.

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Field or Control	Description
Type	In the field, identify the product type of the component described on this page. This component can be any part of the whole product.
Use as	You can modify the appearance and functionality of the description by selecting an option: *Text:* The descriptive entry appears as plain text. *URL:* You can include an Internet or intranet link in the description. URLs must first be defined using the URL Maintenance Catalog page in PeopleTools Utilities. *HTML:* You can modify the appearance of the description using HTML tags.
Concatenate next line	Select the option to make the text that you enter in the **Description** field appear on the same line. This is especially useful when using URLs within regular text. **Note:** Product kit components and quantities appear in a note following the product specifications (if any are defined for the kit). Kit component information includes the individual product ID, the product description, the quantity per order, and quantity per kit.

Running the Refresh Catalog Prompt Table Process

To facilitate the PeopleSoft Order Management multiplatform capabilities, the system uses a temporary table to list products in product catalogs. The Refresh Catalog Prompt Table (OMS2000) process keeps this temporary table up to date.

> **Warning**
>
> Each time you modify or add products to a catalog and each time you add or remove a catalog from a customer, you must run the Refresh Catalog Prompt Table process or the changes will not appear in the related prompt tables.

The Product Catalog Refresh Process creates two tables:

- PRODCTLG_CSTLST contains all the catalogs to which a customer is assigned.
- PRODCTLG_PLST contains all the products included in the catalog.

The Product Catalog Refresh (OMS2000) process processes all product and customer catalogs that have a current effective date and active status. Historic and future catalogs are not added to the table unless you select the **Include Catalog History** check box on the run control page. The process rebuilds the tables each time it is run.

If you have a catalog that is:

- An *Exclusive* catalog, the process inserts all the products that are not defined in the catalog into the table.

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- An *Inclusive* catalog, only those products on the catalog are added to the table.

This process occurs when the Refresh Catalog Prompt Table process creates the PRODCTLG_CSTLST and PRODCTLG_PLST tables:

1. The system selects all the sold-to customers that are linked to any valid catalogs and inserts those customer IDs into the PRODCTLG_CSTLST along with some information from the catalog header table, PRODCTLG_TBL.
2. The system begins six product-related selection steps and inserts rows into the PRODCTLG_PLST table.
   a. The system selects all the products that are part of product groups specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*
   b. The system selects all the products that are specified in valid catalogs with an Inclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*
   c. The system selects all the products that are specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *E.*
   d. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step c and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*
   e. The system selects all the products that are part of product groups specified in valid catalogs with an Exclusive flag and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *E.*
   f. The system selects all the remaining products in the Product Definition table (PROD_ITEM) that were not specified for each catalog in step e and inserts those into the PRODCTLG_PLST table with the INCL_EXCL_TYPE flag set to *I.*

The rows added to the PRODCTLG_PLST table in steps c and e with the INCL_EXCL_TYPE flag set to *E* are used by the online prompt table, PRODCTLG_LST_VW, to eliminate product IDs that are specified in both an inclusive and exclusive product catalog for the same sold to customer. The prompt table is refreshed automatically by the database when the Refresh Catalog Prompt Table process finishes.

The number of rows initially deleted and the number of rows added in each step is reported in the SQR.log file found in the Structured Query Report (SQR) output directory.

To add historic and future catalogs to the PRODCTLG_CSTLST and PRODCTLG_PLST tables:

1. Use the Refresh Catalog Prompt Table process page (Products, Request Processes, Refresh Catalog Prompt Table).
2. Select the **Include Catalog History** check box.

Defining Product Kits

To define product kits and kit components, use the Product Kit and its components.

Use the PRODKIT_COMPS_PRC_CI component interface to load data into the table for this component.

This section provides an overview of product kits and discusses how to use them.

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Pages Used to Define Product Kits

Page Name	Definition Name	Usage
Product Definition - Definition Page	PROD_DEFN	Define the product. See Understanding Product Kits See AlsoCreating Product Kits Using the Product Definition
Product Attributes by UOM Page	PROD_UOM	Restrict the units of measure available for use in PeopleSoft Order Management and define minimum and maximum order quantities, valid order increments, and minimum selling prices. You must also use this page to assign a unit of measure for product kit component pricing.
Assigning Components to Product Kits	PRODKIT_SUMMARY	Define the components of a product kit.
Notes Page	PROD_NOTE	Add a note to a product kit.
Kit Component Text Popup Page	PRODCOMP_TEXT	Add a comment to each component-level product.
Documents to Print Exploded Kit Page	PRODKIT_EXPL_KIT	Select the documents on which to print component details for a product kit. To print the exploded kit components for any of the listed options, you must configure the system.
Applying Prices to Product Kits	PRODKIT_COMPS_PRC	Enter price and date information for each product kit component priced at the component level.
Kit Component Prices Page	KIT_COMP_PRICE	View price details for a product kit component that is priced at the component level.
Component Pricing process Page	RUN_OM_COMPRC	Update the system tables with product-kit component-price changes to effective dates.
Where Used Product Component inquiry Page	PRODKIT_WHEREUSED	Determine which product kits contain a specific component.

Understanding Product Kits

A product kit consists of a fixed set of components that are sold as a unit. A product kit is not a stocked inventory item; however, its components may be. The fixed set of components are not required to ship together unless specified in the kit definition.

The product kits referred to in this discussion are not *configured* product kits; product kit components are fixed, while configured product kits include a variable list of components that provide make-to-order functionality.

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Follow the same steps to define product kits as you follow to define products (as outlined in the previous sections), with these exceptions:

1. Define the required attributes for the parent product ID using the Product Definition component.

   See Establishing Product Definitions.

2. Apply pricing to either the parent or components of the product kit.

Creating Product Kits Using the Product Definition

Select the **Product Kit** option on the Product Definition - Definition page (Products, Identify Product Details, Definition) to identify the product ID as the parent product. Kit pricing option fields appear. You can elect to price the product kits by their components or by their top parent product ID level.

Related Topics

- Establishing Product Definitions
  To define products, use the Product Definition component (PROD_DEFN).

Assigning Components to Product Kits

Use the Product Kit Summary page (PRODKIT_SUMMARY) to define the components of a product kit.

Navigation:

- **Products**, and then **Identify Product Details**, and then **Kit Setup**
- **Products**, and then **Review Product Information**, and then **Review Product Kit Detail**
- **Order Management**, and then **Quotes and Orders**, and then **Review Product Information**, and then **Review Ord Product Kit Detail**

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

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Field or Control	Description
Product Kit Component Prices	Click to access the Product Kit Component Pricing page in correction mode. The link is available only if the kit is priced by component. **Note:** If the product kit to which you are assigning components has a product use value of Contracts Only, the Contract-Only Component flag appears to the left of the component column. When you select this flag, the prompt for the components field returns other contracts-only products that you can select as components. If the flag is deselected, the component prompt returns General Use Including Contracts products.

Components

Field or Control	Description
Component	You can enter both stocked and nonstock products in the field as long as the nonstock product is not a product kit. That is, you cannot attach a product kit as a component of another product kit.
Per	Identifies whether the number of units selected in the **Quantity** field is by *ASY* (assembly) or by *ORD* (order). *ASY* is the default. If 10 product kits were ordered, for example, a quantity of 2 assembled components would require 20 components whereas 2 ordered components would require 2 components.
Min Qty Per and **Max Qty Per**	Define the minimum and maximum quantity that the component can have. This enables you, during online order entry when this kit is being ordered, to change the actual quantity of the component being ordered on the kit. The minimum and maximum values represent the range in which the customer service representative (CSR) can increment or decrement the quantity.
Unit	Select a unit of measure for the product component. If only one valid unit of measure exists for the component, that value appears and the field is unavailable for entry. You must previously have defined the units of measure on the Product Attributes by UOM page.
Effective Date	The date the component is considered part of the product kit.
Obsolete Date	The last day that the component will be included in the product kit. The default obsolete date is *December 31, 2099*. The system uses the scheduled shipment date to determine what components are valid in the product kit.

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> **Note**
>
> After you have established the components of a kit, you cannot change anything in the kit structure except the obsolete date, OK to ship without value, and VAT %. If you want to change component attributes, you must indicate that the component is obsolete and add a new row for the component with its current attributes. Similarly, you cannot delete a component from the kit structure; you must indicate that it is obsolete.

Component Options

Field or Control	Description
OK to Ship Without	Select if the product kit can ship without this component. This sets the optional or required flags in the PeopleSoft Inventory tables. **Note:** Every product kit must have at least one component that is required to ship.
VAT % (value-added tax percent)	If you have enabled VAT, you can enter the percent of the total kit value that each component represents. The total for all kit components must be 100 percent. You will not be able to save the page unless the VAT % totals *0* or *100*.
Contract Price Percent	The price of the components should total 100 percent. Product kits added to a contract are always priced at the top level. That price is allocated down to the products associated with the kit using the contract price percentage. **Note:** This field is used only by PeopleSoft Contracts.

Product Use

The Product Use tab appears only if PeopleSoft Contracts is installed.

This table lists the valid configurations for components and product kits based on the **Product Use** option.

Component	Product Kit with Product Use = General Use Including Contract	Product Kit with Product Use = General Use Excluding Contracts	Product Kit with Product Use = Contracts Only
Product Use = General Use Including Contract	Allowed	Allowed	Allowed
Product Use = General Use Excluding Contracts	Not Allowed	Allowed	Not Allowed
Product Use = Contracts Only	Not Allowed	Not Allowed	Allowed

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Field or Control	Description
Product Use	View from the selection on the Product Definition page.

Related Topics

- PeopleSoft Order Management: Invoice Product Kits in a VAT Environment

Applying Prices to Product Kits

Depending on whether you are pricing the product kit at the top or component level, do one of the following tasks:

- If you selected the **Price Kit at Top Level** option on the Product Definition - Definition page, define price information for the entire kit using the Product Price page.
- If you selected the **Price Kit at Component Level** option, enter price information for each component included in the kit using the Product Kit Component Pricing page.

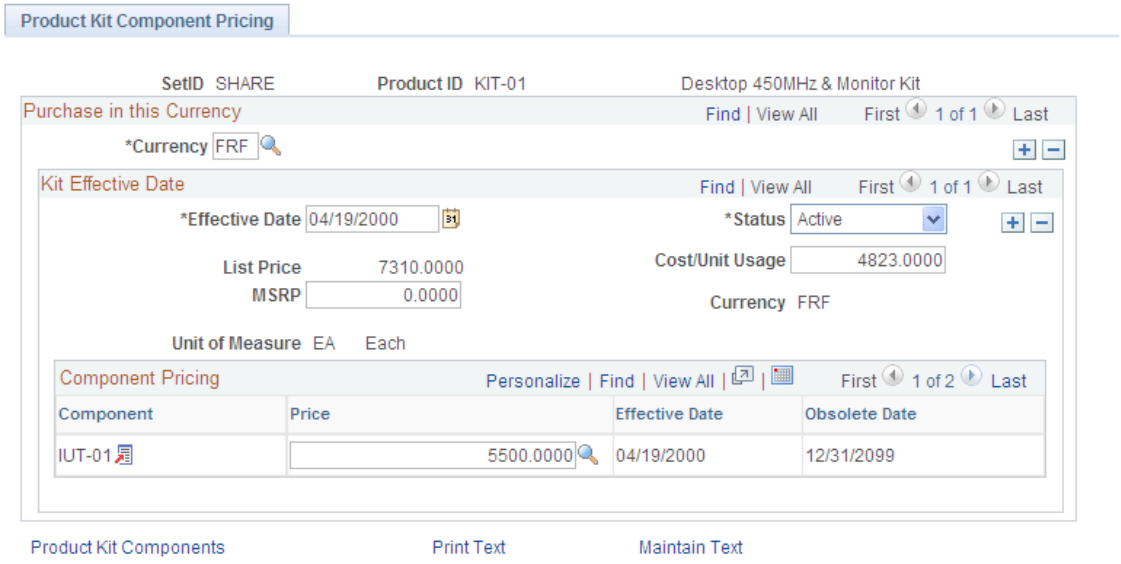
  You must first select the **Price Kit At Component Level** option on the Product Definition - Definition page and associate component product IDs with the parent product ID using the Product Kit Summary page.

Use the Product Kit Component Pricing page (PRODKIT_COMPS_PRC) to enter price and date information for each product kit component priced at the component level.

Navigation:

Products, and then **Identify Product Details**, and then **Price Kit Component Pricing**

This example illustrates the fields and controls on the Product Kit Component Pricing page. You can find definitions for the fields and controls later on this page.



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Applying Pricing Attributes to the Entire Kit

Field or Control	Description
List Price	View the current total of the values entered in the **Product Kit Component Price** column. **Note:** Values outside of the effective date range are not included in the total.

Applying Pricing Attributes to Each Component

Pricing information for the components that make up the product kit appear in a grid:

Field or Control	Description
Component	The component ID defined for the product kit on the Product Kit Summary page.
Product Kit Component Price	You can manually enter a price for this component ID, or click the button to the right of the field to access the Lookup Product Kit Component Price page where you can select a previously defined price for the component by PeopleSoft Inventory business unit. The current prices in this column equal the total value in the **List Price** field. **Note:** You must run the Update Kit Component Pricing process to update kit prices with any changes made to effective dates for the components.
Effective Date and **Obsolete Date**	These fields appear for the component from the Product Kit Summary page; you cannot change them on this page.

Working with Product Load EIPs

To work with product EIPs, use the Product Messages component.

This section provides an overview of product load EIPs and discusses how to view product summary errors and run the product load process.

Pages Used to Correct Product Load EIPs

Page Name	Definition Name	Usage
Summary Errors Page	OM_EIP_PRODUCTS	Navigate to the individual error pages.
Error Detail	OM_EIP_PROD_ERR	View the nature of the product error violations.
Product Definition Errors - Product Errors	PROD_ITEM_MD	View and correct product definition errors.
Product Currency Errors - Product Item Currency	PRODITEMCURR_MD	View and correct product currency errors.

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Page Name	Definition Name	Usage
Product Competitor Errors - Product Competition	PRODCOMPTTRS_MD	View and correct product competitor errors.
Product Specification Type Errors - Product Specification Type	PRODSPECSTYP_MD	View and correct product specification type errors.
Product Specification Errors - Specification Error	PROD_SPECS_MD	View and correct product specification errors.
Product Group Errors - Product Group	PROD_PGRPLNK_MD	View and correct product group errors.
Product Kit Errors - Product Kit	PRODKITCOMPS_MD	View and correct product kit errors.
Kit Component Price Errors - Kit Comp Price	KIT_COMPSPRC_MD	View and correct product kit component price errors.
Product UOM Errors - Product UOM (product unit of measure errors - product unit of measure)	PROD_UOM_MD	View and correct product UOM errors.
Product UOM by Currency Errors - UOM by Currency (product unit of error by currency errors - unit of measure by currency)	PROD_UOMCURR_MD	View and correct product UOM currency errors.
Product Price by BU Errors - Price by BU	PROD_PRICEBU_MD	View and correct product price by business unit errors.
Product Price Errors - Product Price	PROD_PRICE_MD	View and correct product price errors.
Product Load Page	RUN_OM_LOAD_PROD	Load rows from staging tables to production tables after correcting the errors.

Understanding Product Load EIPs

PeopleSoft software is delivered with many enterprise integration points (EIPs) to send and receive product and product group data with a third-party system or another PeopleSoft application, such as CRM. These EIPs are service operations within PeopleSoft Integration Broker.

Oracle delivers the service operations in PeopleSoft Integration Broker with a default status of *Inactive.* You must activate each service operation before attempting to send or receive data from a third-party source or another PeopleSoft system, such as CRM.

If both PeopleSoft CRM and SCM are installed, Oracle recommends that you:

- Synchronize the product table by performing a Full Batch Publish to the subscribing system.

> **Note**
>
> If you are the master system of record, we do not recommend that you perform a full subscribe on the master files while they are in production.

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- Provide updates to the subscribing system with the incremental messages.
- Maintain products on PeopleSoft SCM and publish them to CRM.
- Before publishing the Product full sync message, enter matching values in the product brand table PROD_BRAND_TBL. If you do not enter the values in the product brand table, errors may occur in either the CRM or SCM databases.
- Place effective-dated messages in a separate effective-dated message channel.

Use the information in the following table and refer to the setup instruction in the *PeopleSoft Supply Chain Management Integrations Documentation,* "Implementing Integrations" topic, Setting Up Service Operations section.

Service Operation	Direction and Type	Handlers	Chunking Available?	Integrates With
PRODUCT_FULLSYNC	Inbound/ Outbound Asynchronous	ProductFullSync	No	CRM, Third-party
PRODUCT_SYNC	Inbound/ Outbound Asynchronous	ProductSync ProductSyncEff	No	CRM, Third-party
PRODUCT_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_GROUP_FULLSYNC	Inbound/ Outbound Asynchronous	ProductSync ProductSyncEff	No	CRM, Third-party
PRODUCT_GROUP_FULLSYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_GROUP_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party
PRODUCT_SYNC_EFF	Outbound Asynchronous	NA	No	CRM, Third-party

If errors occur while you are subscribing to product data coming in from another system, the faulty data remains in staging tables and you can correct it online from the Summary Errors page. Correct errors for these types of data:

- Product Definition (PROD_DEFN).
- Product Groups (PROD_GROUP).
- Product Kit (PRODKIT).
- Product Kit Component Price (PRODKIT_COMPS_PRC).
- Product Attributes by UOM (PROD_UOM).
- Product Price (PROD_PRICE).
- Product Specifications (PROD_SPECS).

For each type of product error, two types of error pages are available.

- The first error page type lists all the data errors that you need to correct; the fields in error are the only ones available for data entry.
- The second error page type lists specific data errors and explains the nature of any violations in depth.

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Many errors can occur when the business unit is incorrect. This is because many of the edits depend on SetID. When the business unit is not valid, the system cannot derive a SetID. Even though the data (other than business unit) appears correct, an error may occur because of an invalid business unit. Correcting the business unit often resolves other edit errors.

All edits are case-sensitive. Some fields are listed on the error pages as uppercase, even though the data in the database is lowercase. In this case, the data must be saved, and as long as the uppercase value is valid, the error should be resolved.

Perform these steps to correct product errors.

1. Use the Summary Errors page to view all the product-related errors for a particular EIP Control ID.

   Navigate to individual pages to correct the errors. As errors are corrected, you no longer can view them from the Product Summary Errors page.

2. After correcting the errors, use the Product Load page to load the product data into production tables.

> **Note**
>
> The errors must be corrected before they can be loaded into the production tables.

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

Related Topics

- PeopleSoft Supply Chain Management Integration: Setting Up Service Operations

Summary Errors Page

Use the Summary Errors page (OM_EIP_PRODUCTS) to navigate to the individual error pages.

Navigation:

Products, and then **Identify Product Details**, and then **Product Load Error Summary**, and then **Product Summary Errors**

Field or Control	Description
Product Error Detail	Click to move to the error page for each error.
Data Maintenance	Click to move to the Data Definition Maintenance page to view the status of the transaction. When errors are corrected, the status changes from *Error* to *Reprocess* and they no longer appear on the Product Summary Errors page.

Product Load Page

Use the Product Load page (RUN_OM_LOAD_PROD) to load rows from staging tables to production tables after correcting the errors.

Navigation:

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Products, and then **Process**, and then **Request Processes**, and then **Validate Product Load**

This process validates data in the product staging table and then:

1. Supplies generic default information.
2. Loads validate product records into production tables.

> **Note**
>
> When you are using both PeopleSoft CRM and SCM, you do not have to send all product group types over during a product load. For CRM users, you can selectively prevent product group sync/fullsync messages for specific product groups such as claimbacks, reservations/backorder, and sourcing product groups. Additional steps would need to be established to prevent this.

Field or Control	Description
Transaction Type	Select the *PRODUCTMST* (product master) option.
Run	Click to run the OM Load Product (product load from stage) process (OM_LOAD_PROD) to load the row from a staging table to a production table to publish product information.

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10
Updating List Prices

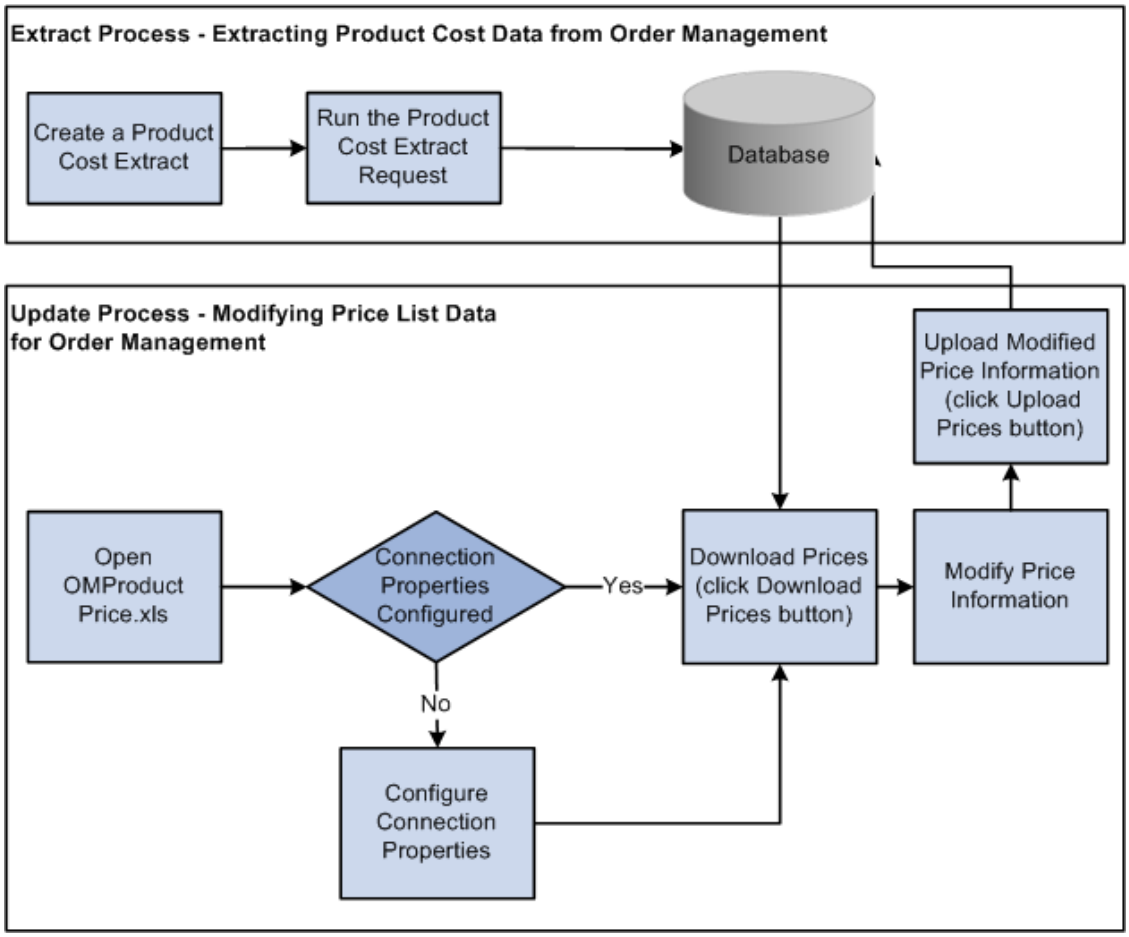
Understanding Mass Price Maintenance

Perform these steps to update product prices using mass price maintenance.

> **Note**
>
> Product price maintenance requires a windows client running Microsoft Excel.

The following diagram illustrates the process for performing mass product price updates:

Process Flow — Product price mass maintenance process



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1. On the Product Price Extract page, create a request for data by specifying the exact search criteria and then submit the job for processing.

   The application extracts the selected data and stores it in an extract record.

2. Launch the Order Management Product Price Microsoft Excel file (OMProductPrice.XLS).

   > **Note**
   >
   > The Excel spreadsheet OMProductPrice.XLS must be able to run macros in order to function properly. If the macro security in Microsoft Excel is set to High, the spreadsheet will not operate properly. Verify that the security setting is at Medium or below by selecting Tools, Macro, Security and selecting Medium or Low as the Macro security setting for the machine.

3. If this is your first time working with the OMProductPrice.XLS file, you will need to set the connection properties by clicking the **Connection Properties** button.

4. Request the extracted data by selecting the **Download Prices** button and supplying logon data.

   Microsoft Excel loads and formats the received data.

5. Modify the list prices as necessary using the Price Maintenance dialog box or by directly modifying the spreadsheet.

   Modify the data as follows:

   - Adjust the price for all items in the spreadsheet by amount or percent. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed. You can also specify the rounding decimals for the newly created prices.
   - Adjust the start and end dates for the product price. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed.
   - Set the Protect flag for all items in the spreadsheet. When choosing which rows to modify, you can specify criteria such as current dated rows, future dated rows, or all rows. In addition, you can apply the changes to visible, hidden, or all rows, as needed.

6. Upload the changes made to the product prices to PeopleSoft by clicking the **Upload Prices** button and providing logon data.

   Confirmation of the update is sent back to Microsoft Excel. For each row that successfully applies, the status column turns green and reads Uploaded. If the a row in the spreadsheet does not post properly, the column turns red and reads Failed.

7. Modify any rows that failed to post and resubmit the rows. To do so, click the **Upload Prices** button again.

   > **Note**
   >
   > Keep in mind that you can alter prices on the Product Price page between the export and import of pricing data. Those changes will be overridden when new pricing information is imported from Microsoft Excel.

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Common Elements Used to Update List Prices

Field or Control	Description
Apply To	Apply changes to the **Visible** data on the spreadsheet (if you entered filtering criteria), to the **Hidden** rows (the complementary records that are hidden if you applied a filter criteria), or to **All** records in the spreadsheet. **Note:** You can view only 30–50 rows of the spreadsheet at one time. *Visible* refers to rows listed on the spreadsheet and not rows that are visible on the current screen. If you download 1,000 list prices and apply a filter that selects 300 of those 1,000 records, then 300 records will be visible.

Running the Product Price Extract Process

This section provides an overview of product prices and discusses how to run the product price extract process.

> **Note**
>
> The process must be run before product list prices can be updated using the list price maintenance functionality.

Page Used to Run the Product Price Extract Process

Page Name	Definition Name	Usage
Product Price Extract Page	OM_PPRC_RCNTL_PNL	Establish the selection criteria and the effective dates for exporting price data, and the currency and unit of measure conversions. These values are needed to support product prices in multiple currencies and orderable units of measure when using price maintenance.

Understanding Product Prices

Depending on the cost method used for the item cost of the product, the costs are retrieved from separate tables. This table outlines where item costs are stored. If the item is noncosted, then any product ID associated with that item is not downloaded.

Cost Method	Table Where Data is Stored
Actual	CM_ACTUAL_COST

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Cost Method	Table Where Data is Stored
Periodic	CM_PERDAVG_COST
Perpetual	CM_PERPAVG_COST
Standard	CM_PRODCOST
Retroactive Perpetual Average	CM_PERRAVG_COST

The Product Price Extract stores the product list price and cost information in the OM_PROD_COST table. The extract performs a unit of measure and a currency conversion. Cost data is stored in a standard unit of measure for that item. The products can have ordering units of measure that are different than the stocking units of measure. Cost data is adjusted according to the unit of measure conversion rate. You can determine the unit of measure/conversion rate of an item that can be ordered by querying view INV_ORDR_UOM_VW, or you can view the item Unit of Measure page. In addition, products can be ordered in multiple currencies different than that of the item's cost, which is stored in the base currency of the PeopleSoft Inventory Business Unit. To have cost data that is meaningful, it is converted to the product list price currency. The product list price currency is stored in the PROD_PRICE table, or you can view it on the Product Price page.

For a product ID and its associated costs to be downloaded, these relationships must be present:

1. The product ID must have a product list price specified, and the price must fall within the Product Price As of Date supplied on the Product Price Extract page.
2. If the product ID is associated with an item, then that item must have a cost specified and the cost must fall within the Product Cost Effective Date supplied on the Product Price Extract page.

> **Note**
>
> Noncosted products are downloaded with a zero cost.

3. If the product ID is not associated with an item, then the product ID must have a product price with both a list price and unit cost specified, and it must fall within the Product Price As of Date supplied in the Product Price Extract page.

Example: Effective-Dated Price Records

Product 10001 has five active price records with these effective dates:

1. 1/01/2001
2. 1/01/2002
3. 7/01/2002
4. 1/01/2004
5. 7/01/2004

The current date is used as the default. The system exports the price with the maximum effective date that is less than or equal to the Product Price As Of Date. In this case, it would be price number 3 (7/01/2002). If you want to export price number 4 (1/01/2004), you must change the Product Price As Of Date to any value between 1/012004 and 6/30/2004.

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> **Note**
>
> You will never be able to export prices in the first and second scenario because the selected date must be greater than or equal to the current date.

Product Price Extract Page

Use the Product Price Extract page (OM_PPRC_RCNTL_PNL) to establish the selection criteria and the effective dates for exporting price data, and the currency and unit of measure conversions.

These values are needed to support product prices in multiple currencies and orderable units of measure when using price maintenance.

Navigation:

Products, and then **Request Processes**, and then **Product Price Extract**

Field or Control	Description
All Inventory BUs (all Inventory business units)	Choose to update the prices for products in all warehouses. The system downloads price information for non-inventory products, such as services and product kits, in addition to those products stocked in warehouses.
Select Inventory BU (select Inventory business unit)	If you choose to run the process for individual business units, enter or click the **Search** button to select them.
Select Pricing Product Group	Use to further restrict the data downloaded by specifying a product group after selecting the option. The only groups available are those designated as *Pricing* product groups. Select **All Products** to include products assigned to product groups as well as those that are not. **Note:** Products may belong to multiple pricing product groups. You can only update the price of the product as part of a single product group, that is, the one that appears in bold on the spreadsheet. The system uses the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, then the system uses the first one it encounters.

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Field or Control	Description
Product Cost Effective Date	Select the date to use as the effective date for the new updated prices. The comparison of product cost to product price is a critical consideration when you update price information. If you are updating prices that will take effect at a future date, they should be compared to commensurate cost information. Consider the following example. The current date is 8/08/03. You want to download the current list prices as the basis for the calculation of new prices that will become effective on 1/01/04. To determine what those prices will be, you want to compare them to the product cost as of 1/01/03. You will enter a Product Cost Effective Date of 1/01/03. The system downloads current price information along with the product cost in effect on 1/01/03. **Note:** The system uploads rows with changes in the price, cost (non-inventory products only), MSRP (Manufacturers Suggested Retail Price), and effective date. Because the minimum New Eff. Date (new effective date) allowed on the price maintenance spreadsheet is the current date plus one day, selecting the current date as the Product Cost Effective date requires a new effective date for any rows in the spreadsheet that you want uploaded.
Product Price As Of Date	The current date is the default. You must select a date that is greater than or equal to the current date. Only prices with a status of *Active* may be exported. You can maintain several sets of list prices in the system keyed by effective date. **Note:** List prices will not be downloaded if an item cost and its associated product price record do not exist. In the case of a nonstock item, only a product price record must exist. The most common reasons for a nonexistent record are incorrect selection criteria or the record was not established in the database.
Rate Type	Established on the Market Rates Type page.
Currency Effective Date	The current date is the default. This date will determine what currency values to use when converting cost prices from their default value to the currency of the product list prices.
Run	Click the **Run** button after establishing selection criteria. After the cost extract has run successfully, product price information can be updated using the list price maintenance spreadsheet in Microsoft Excel.

Updating Product Prices

This section discuss how to update product prices and work with related tasks.

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Updating List Price and Cost Information in Microsoft Excel

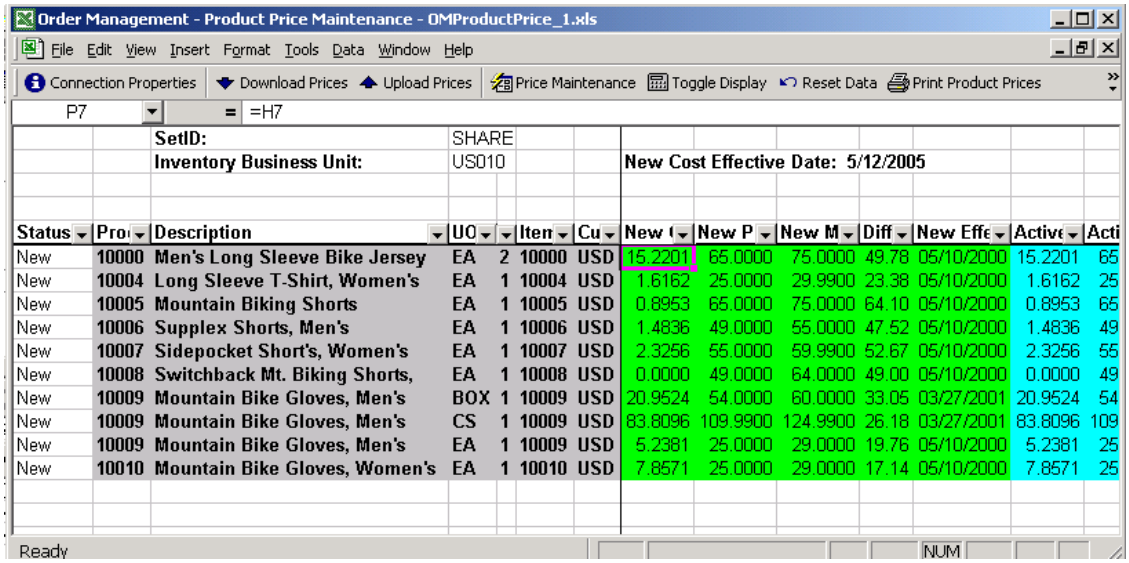
The **Calculator** button acts directly on the data in the spreadsheet. The other buttons open dialog boxes wherein you make additional selections.

You are limited to one list price maintenance spreadsheet on your hard drive. If you have an existing spreadsheet from a previous maintenance session, then the system will prompt you to override it with the current download or not.

You can access the price maintenance spreadsheet you are working on by opening it directly in Microsoft Excel. Downloaded information appears in Microsoft Excel in three sections on the spreadsheet delineated by different column colors:

- Key fields that identify the product appear in gray columns.
- Fields that can be edited, such as New Cost, New Price, New MSRP, and New Eff. Date (new effective date), appear in light green columns. All other cells on the spreadsheet are locked.
- Current price and cost information appears in beige columns.

This example illustrates the fields and controls on the Product Price Maintenance spreadsheet. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Download Prices	Click the **Download Prices** button to view product information in the spreadsheet.
Toggle Display	Click the **Calculator** button to toggle between the two views using the Price Maintenance toolbar. Differences are not uploaded, but the view affects the mass maintenance changes that are available when changes are based on the differences in values.

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Key Field Columns

Field or Control	Description
Prod ID (product ID) and **Prd Grp** (product group)	A product may be included in more than one product group. If this is the case, and you have downloaded data that encompasses more than one group, the product will appear multiple times on the spreadsheet. The only data changes that are uploaded are those made in rows where the key fields appear in bold. The system emphasizes the group you designate as the primary pricing product group on the Product Group page. If you do not designate a primary group among multiple groups, the system uses the first one it encounters.
Inv BU (inventory business unit)	If the product is not stocked in a warehouse (a service or product kit, for example), the value in the column will be *Non Inv* (non-inventory) and the **Item ID** field will be blank.

Editable Columns

These editable columns are affected by pricing, costing, and effective date changes. The data in these columns is uploaded to update PeopleSoft tables. You can edit each cell individually or apply Mass Maintenance.

Field or Control	Description
New Cost	The spreadsheet displays only information for inventory products that are actual, periodic, perpetual, standard-costed, retroactive perpetual average, and non-inventory products. This column does not contain a value for other products. The system retrieves product costs for standard-costed stocked products from PeopleSoft Inventory, and the cost cannot be changed here. Unit costs for non-stocked products are established on the Product Price page in PeopleSoft Order Management, where you can update the cost. The data that appears preceding any changes reflects the costs as of the Product Cost Effective Date selected on the Product Price Maintenance page. **Note:** Stocked products that are not costed in PeopleSoft Inventory are not downloaded.
New Price	Matches the **Active Price** values until you make changes. These prices are active for the Product Price As Of Date selected in Product Price Maintenance changes.

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Field or Control	Description
New Eff. Date (new effective date)	Matches the Product Cost Effective Date selected on the Product Price Maintenance page until you make changes. To prevent inconsistent pricing for the current date, the minimum new effective date value allowed for uploaded rows is the current date plus one day. **Note:** If you selected the current date as the Product Cost Effective date on the Product Price Maintenance page, then change the value of **New Eff. Date** here for any rows you want uploaded.
New Diff. (new difference) and **Diff. abs.** (difference percent)	View the difference between the New Cost and the New Price as an absolute amount (New Diff. = New Price-New Cost) or as a percentage (New Diff. = (price – cost) / cost * 100).

Current Price and Cost Information Columns

The Active Cost, Active Price, Diff % (difference percent), MSRP (Manufacturer's Suggested Retail Price) and **Eff. Date** (effective date) reflect the status of the data at download. They are available for comparison, but you cannot change the values in these columns. The toggle between the two differences affects both the **New Diff.** column and the **Diff %** column.

Filtering Data

The spreadsheet provides auto filtering for all columns, which enables you to select criteria in one or more columns that limits the product rows that will appear to a subset of those downloaded. After selecting a subset of the data, you can apply changes just to that subset. This capability enables you to apply different adjustments to separate subsets of the downloaded data.

Click the arrow in the heading row for a column and select a value from the drop-down list to filter the parameters. When filtering criteria are in effect, the color of the arrow changes from black to blue.

In addition to the values in the column, you can apply five additional options to each column:

- *(All):* After applying filters, this value resets the column to display all the data from the download.
- *Top 10:* This standard Microsoft Excel filtering option is not used in price maintenance.
- *Custom:* Set a particular range for column values.
- *Blanks:* Displays only those rows without a value.
- *Non-Blanks:* Displays only those rows with a value.

Using Mass Maintenance

Use the Price Maintenance dialog box to apply changes to multiple price lists prices or product price list prices in the editable columns:

This example illustrates the fields and controls on the Price Maintenance dialog box. You can find definitions for the fields and controls later on this page.

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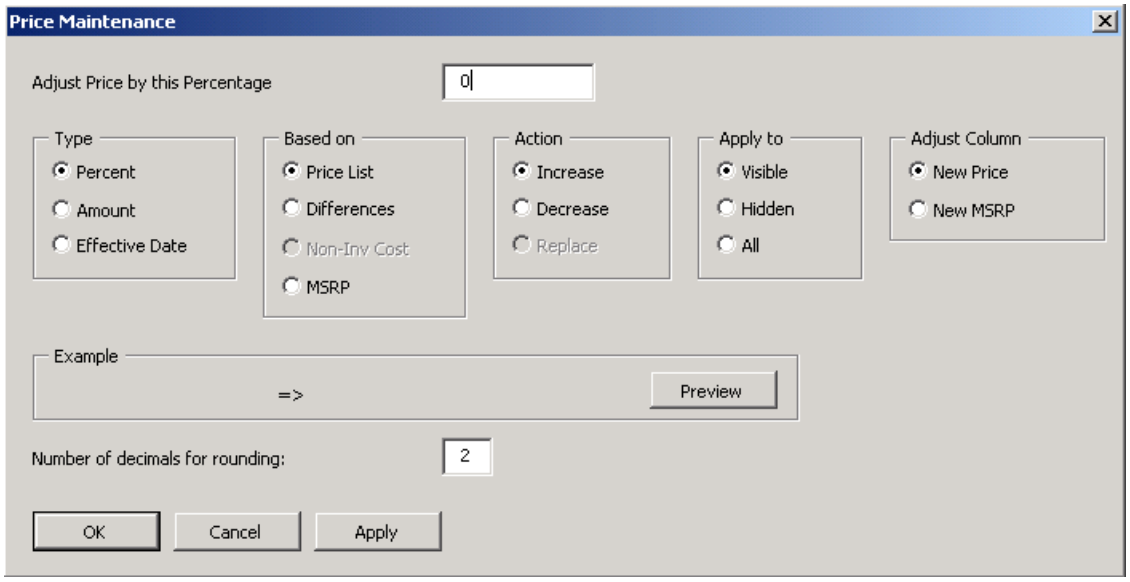

Field or Control	Description
Price Maintenance	Click the **Mass Maintenance** button to access the Mass Maintenance dialog box.
Type	The selection options and the label of the first field change depending on the type of change you are making. Options are unavailable when the selection criteria do not apply. You can make a **Percent** change, an **Amount** change, or a change to the **Eff. Date.**
Based On	You can base a change on the: **List Price** (New Price column), **Differences** between the cost and list price (New Diff. column), **Non-Inv Cost** (New Cost column for non-inventory products only), and **MSRP** (New MSRP column). **Note:** The display mode for differences on the spreadsheet affects the selection criteria for changes. If differences appear as percentages, the Type must be *Percent*. If differences appear as absolute amounts, the Type must be **Amount.**
Preview	Click the **Preview** button to view an example of the current change before you apply it to the data. Keep in mind that prices are not limited to positive values.

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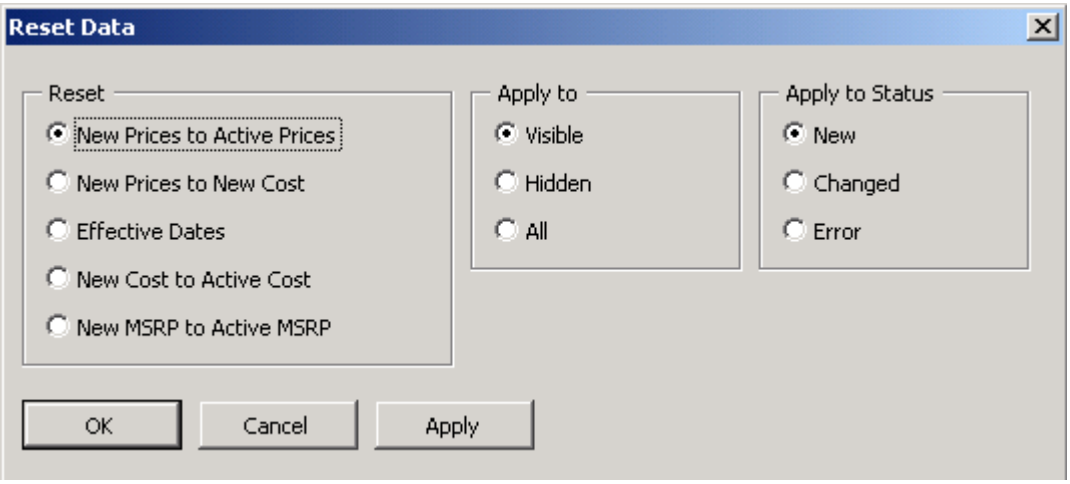
Field or Control	Description
Number of decimals for rounding	When a pricing change is applied, you can alter the number of decimals that the system uses to round to the new price or cost by changing the value in this field. Values are *0* to *4*. You can round to a different number of decimals without changing any other data by keeping the default of *0* in the first field in the dialog box and altering the **Number of decimals for rounding** field. **Note:** The default value that appears in the **Number of decimals for rounding** field is determined by the settings on the computer. To change the default, select **Control Page**, and then **Regional Settings**, and then **Currency.**

Resetting List Price Data

Use the Reset Data dialog box to reset the data to the original data from the download:

This example illustrates the fields and controls on the Reset Data dialog box. You can find definitions for the fields and controls later on this page.



Field or Control	Description
Reset Data	Click the **Reset Data** button on the Price Maintenance toolbar to reset the columns to the original settings from the download. You can apply resets selectively using the filtering function.
New Prices to Active Prices	Resets values in the New Price column to those that were downloaded. These are the same values as those in the Active Price column.
New Prices to New Cost	Resets values in the New price column to match the values in the New Cost column.

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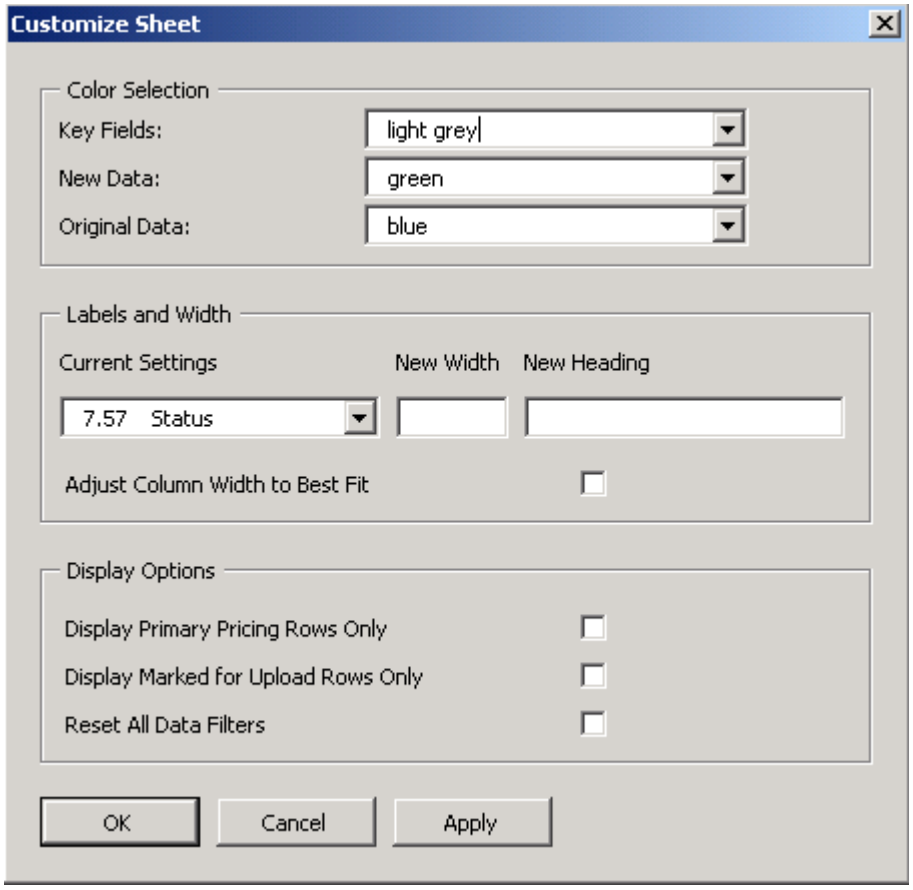
Field or Control	Description
Effective Dates	Resets values in New Eff. Date column to those that were downloaded.
New Cost to Orig. Value (reset new cost to original value)	Resets the values in the New Cost column for non-inventory products to those that were downloaded. These values might not match those in the Active cost column if the Product Price As Of Date is different from the Product Cost Effective Date.
New MSRP to Active MSRP	Resets values in the New MSRP column to those that were downloaded. These values are the same as those in the Active MSRP column.

Customizing Display Options

Use the Customize Sheet dialog box:

This example illustrates the fields and controls on the Customize Sheet dialog box. You can find definitions for the fields and controls later on this page.



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Field or Control	Description
Customize Display	Click the **Customize Sheet** button.
Current Settings	Select each column from the drop-down list box, and enter a **New Heading** and or a **New Width** if you prefer different headings or column widths.
Adjust Column Width to Best Fit	Select this option to set column widths to display the values entered and override any manually entered column widths.
Display primary pricing rows only	Select this option to view only the bold rows on the spreadsheet. To view all rows, deselect this option.
Display marked for upload rows only	Select this option to view only changed rows. To view all rows, deselect this option.
Reset all Data Filters	Select this option to display all the downloaded data if you previously restricted the display of spreadsheet rows by using the filtering option on one or more columns.
Hide Cost Columns	Select this option to hide Cost Columns.
Hide Alternate Cost Columns	Select this option to hide Alternate Cost Columns.
Redisplay this page when finished	Select this option if you change the heading or width of columns.
Apply	Click the **Apply** button to apply changes to each column one at a time.

Printing List Price Changes

Use this page to print the spreadsheet. The system includes auto-filter settings and prints only changed rows.

Field or Control	Description
Print Price List	Click the **Print** button to print the spreadsheet data.

Displaying List Price Data in Chart Format

Click the **View Charts** button to create graphical charts of the list prices. You can compare Cost Differences, Prices and both Prices and Cost Differences.

To change the display properties of the chart, use the standard Microsoft Excel menu Format options.

Field or Control	Description
View Charts	Click the **View Charts** button to create charts based on prices, differences, or both.

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Uploading Product Pricing Data from Microsoft Excel

The system uploads only rows with changes (where the key fields appear in bold) in the New Price, New Cost (non-inventory products only), New MSRP, and New Eff. Date columns.

If you changed the new effective date, the system inserts a new row in the product price table. This action is comparable to entering a new row in the product price table for the price by inventory business unit with a new effective date. When the effective date of the spreadsheet row is unchanged, but you have altered the price, the current row in the product price table is updated.

> **Note**
>
> Keep in mind that at download the **New Eff. Date** column is populated with the Product Cost Effective Date you selected on the Product Price Maintenance page. Because the minimum new effective date allowed for upload is the current date plus one day, selecting the current date as the Product Cost Effective Date requires that you change the new effective date for all rows you want to upload.

Uploading Modified Product Price Data

Click the **Upload Prices** button on the price maintenance toolbar.

Field or Control	Description
Upload Prices	The prices are uploaded into the PeopleSoft system. If the row is applied successfully, the status in the row Status column changes to Uploaded. If the row is not applied successfully, the status in the Status column changes to Failed. Correct the errors for the row and click the **Upload Prices** button.

Setting Up Price Maintenance

This section discusses:

- PeopleSoft Order Management workstation setup requirements.
- How to configure connection properties.
- List Price Maintenance user security requirements.

Workstation Setup Requirements

You must install several supporting applications to enable Microsoft Excel and the PeopleSoft system to communicate with one another. Additionally, these minimum system requirements must be met for the download and upload of data between Excel and the PeopleSoft system to function properly:

- IBM Compatible PC running Windows Operating System.
- Microsoft Office 2000 - Excel.
- Microsoft XML Parser (MSXML.dll) Version 3.0 SP2 or greater.

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- Visual Basic 6.0 SP5: Run-Time Redistribution Pack.
- Microsoft Office 9.0 Object Library or greater.

The system administrator should confirm these settings.

PeopleSoft Connection Configuration

Before downloading any data from a PeopleSoft database, you must enter connection information for the PeopleSoft system with which they want to communicate. If this spreadsheet is used on only one system, then you only need to complete this configuration step once. The information provided is saved to the spreadsheet for further connection attempts. It is suggested that the system administrator fill in this information on a master copy of the OMProductPrice.xls file and distribute the modified spreadsheet to all users.

Field or Control	Description
Connection Properties	Click the **Connection Properties** button to set up the OMProductPrice.xls file to communicate with PeopleSoft Order Management.
Web Server Machine Name	Enter the name of the PeopleSoft web server.
Protocol	Enter the web server protocol, either http or https.
HTTP Port	Enter the port the web server is using.
Portal	Enter the name of the portal to be used.
Site Name	Enter the site name that was defined when PeopleSoft Pure Internet Architecture was set up.
Node Name	Enter the node name of the PeopleSoft system.
Language Code	Enter the PeopleSoft Language Code to specify the data download language.
Chunking Factor	If data is uploaded and processed by a component interface, enter the number of transactions sent at a time to be processed by the component interface.

Security Requirements

The modified product price data is downloaded and uploaded using the OM_SOAPTOCIXML link (Security, Permission & Roles, Permission Lists, WEBLIB_OM:SOAPTOCI.FieldFormula.iScript_Connect). You must have permission for this web library if you plan to use the OMProductPrice.xls file to perform mass product price maintenance for Order Management.

See *Documentation: Security Administration, "Setting Up Permission Lists."*

Processing Pricing Mass Maintenance

Pricing mass maintenance allows you to set new prices using the Alternate Cost Unit. Running the extract processes makes relevant data to be loaded into the Price List and Product Price Maintenance staging tables and modified through the related pages appropriately.

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Pages Used to Process Pricing Mass Maintenance

Page Name	Definition Name	Usage
Price List Extract Page	OM_MCP_LRUN_CNTRL	Establish the selection criteria to load price list data for mass maintenance.
Price List Mass Maintenance Page	OM_MCPP_LRD_PRC	Establish criteria to set new price list values against the values loaded.
Product Price Extract Page	OM_MCP_PRUN_CNTRL	Establish the selection criteria to load product price data for mass maintenance.
Product Price Maintenance Page	OM_MCPP_PRD_PRC	Establish criteria to set new product price values against the available values loaded.

Price List Extract Page

This section provides an overview of price lists and discusses how to run the price list extract process.

> **Note**
>
> You must run this process before price lists can be maintained using the price list mass maintenance functionality.

Price List Mass Maintenance Page

Use the Price List Mass Maintenance page (OM_MCPP_LRD_PRC) to establish criteria to set new price list values against the values loaded.

Navigation:

Pricing Configuration, and then **Pricing Mass Maintenance**, and then **Price List Mass Maintenance**

This example illustrates the fields and controls on the Price List Mass Maintenance page. You can find definitions for the fields and controls later on this page.

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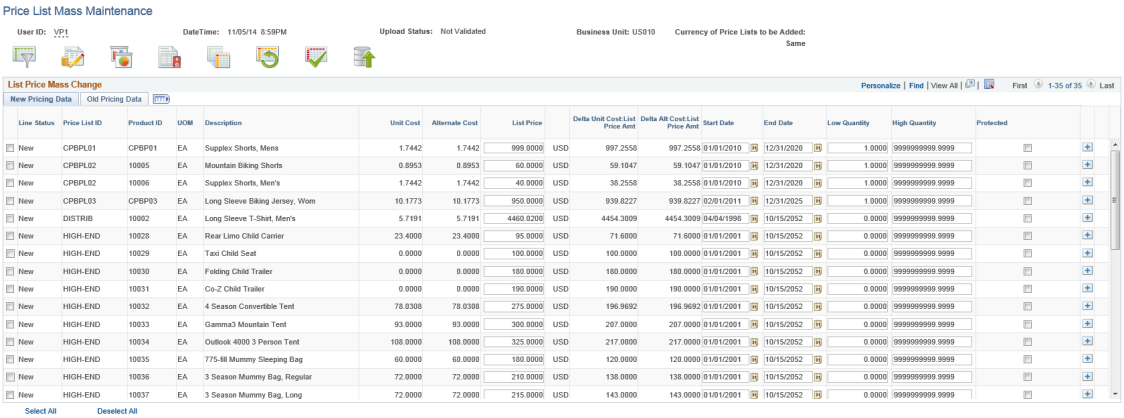

Field or Control	Description
Mass Change	Select appropriate filter criteria on the modal window. The available options are: • Mass Change Field • Base Adjustment • Adjust By • Change Action • Apply Changes To • Apply to Dates • Amount Adjustment • Round By • Insert New Rows
View Charts	Select or enter appropriate filter criteria on the modal window and click the Draw button to display the appropriate chart. The available filter criteria are: • Chart Selection • Chart Type • Displayed Comparisons • Currency Code • Find Product ID
Toggle Cost Display	Click to display list prices as amounts or percentages in appropriate columns.
Display Data	Click to display the price delta in a column.
Reset Data	Click to select appropriate filter criteria on the modal window. The available options are: • Reset Option • Apply Changes To • Apply to Status
Validate Data	Click to validate modified data on page.
Upload Data	Click to display the upload data modal window.

Product Price Extract Page

This section provides an overview of product prices and discusses how to run the product price list extract process.

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> **Note**
>
> You must run this process before price lists can be maintained using the product price maintenance functionality.

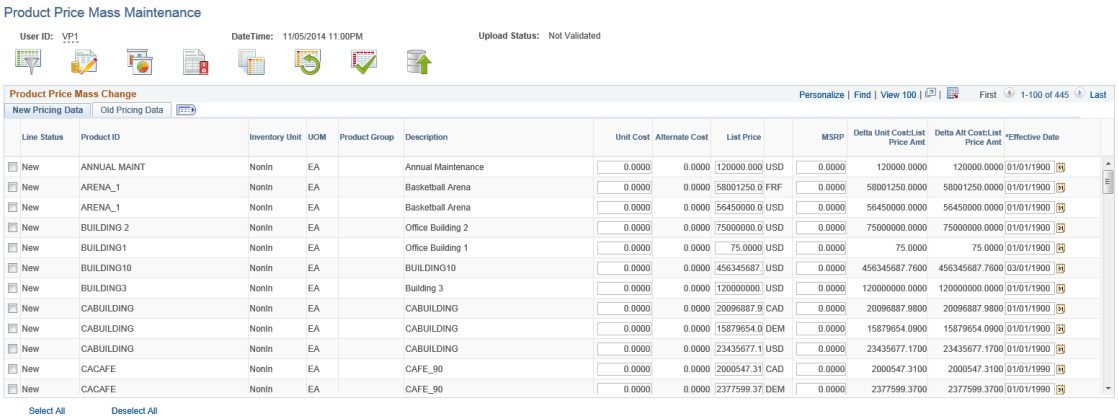
Product Price Maintenance Page

Use the Product Price Mass Maintenance page (OM_MCPP_PRD_PRC) to establish criteria to set new price list values against the values loaded.

Navigation:

Pricing Configuration, and then **Pricing Mass Maintenance**, and then **Product Price Mass Maintenance**

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



Line Status	Product ID	Inventory Unit	UOM	Product Group	Description	Unit Cost	Alternate Cost	List Price		MSRP	Delta Unit Cost:List Price Amt	Delta Alt Cost:List Price Amt	*Effective Date
New	ANNUAL MAINT	NonIn	EA		Annual Maintenance	0.0000	0.0000	120000.000	USD	0.0000	120000.0000	120000.0000	01/01/1900
New	ARENA_1	NonIn	EA		Basketball Arena	0.0000	0.0000	58001250.0	FRF	0.0000	58001250.0000	58001250.0000	01/01/1900
New	ARENA_1	NonIn	EA		Basketball Arena	0.0000	0.0000	56450000.0	USD	0.0000	56450000.0000	56450000.0000	01/01/1900
New	BUILDING 2	NonIn	EA		Office Building 2	0.0000	0.0000	75000000.0	USD	0.0000	75000000.0000	75000000.0000	01/01/1900
New	BUILDING1	NonIn	EA		Office Building 1	0.0000	0.0000	75.0000	USD	0.0000	75.0000	75.0000	01/01/1900
New	BUILDING10	NonIn	EA		BUILDING10	0.0000	0.0000	456345687	USD	0.0000	456345687.7600	456345687.7600	03/01/1900
New	BUILDING3	NonIn	EA		Building 3	0.0000	0.0000	120000000	USD	0.0000	120000000.0000	120000000.0000	01/01/1900
New	CABUILDING	NonIn	EA		CABUILDING	0.0000	0.0000	20096887.9	CAD	0.0000	20096887.9800	20096887.9800	01/01/1900
New	CABUILDING	NonIn	EA		CABUILDING	0.0000	0.0000	15879654.0	DEM	0.0000	15879654.0900	15879654.0900	01/01/1900
New	CABUILDING	NonIn	EA		CABUILDING	0.0000	0.0000	23435677.1	USD	0.0000	23435677.1700	23435677.1700	01/01/1900
New	CACAFE	NonIn	EA		CAFE_90	0.0000	0.0000	2000547.31	CAD	0.0000	2000547.3100	2000547.3100	01/01/1990
New	CACAFE	NonIn	EA		CAFE_90	0.0000	0.0000	2377599.37	DEM	0.0000	2377599.3700	2377599.3700	01/01/1990

Field or Control	Description
Mass Change	Select appropriate filter criteria on the modal window. The available options are: • Mass Change Field • Base Adjustment • Adjust By • Change Action • Apply Changes To • Apply to Dates • Amount Adjustment • Round By

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Field or Control	Description
View Charts	Select or enter appropriate filter criteria on the modal window and click the Draw button to display the appropriate chart. The available filter criteria are: • Chart Selection • Chart Type • Displayed Comparisons • Currency Code • Find Product ID
Toggle Cost Display	Click to display list prices as amounts or percentages in appropriate columns.
Display Data	Click to display the price delta in a column.
Reset Data	Click to select appropriate filter criteria on the modal window. The available options are: • Reset Option • Apply Changes To • Apply to Status
Validate Data	Click to validate modified data on page.
Upload Data	Click to display the upload data modal window.

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11

Managing Returned Material

Understanding Returned Material Management

This section discusses:

- Returns in PeopleSoft Order Management.
- RMA process flow.
- Business unit setup for RMA processing.
- Business unit defaults for returned material.
- RMA defaults.
- Order groups with RMAs.
- RMA line pricing.

Managing Returned Material for Sales Order

Returns in PeopleSoft Order Management

Using the RMA Form (returned material authorization) component, you can manage returns for sales orders and material stock requests. To process returns for sales orders, use the RMA Form component in the Customer Returns menu. For material stock requests, use the RMA Form component in the Inventory menu. Before you begin setting up return processing options for sales orders, revisit the business unit structure. This section provides examples of business unit setup for RMA (returned material authorization) processing and an RMA process flow diagram to help you decide on a business unit structure to process returns for the company.

You can create replacement sales orders or issue credit requests automatically, either immediately or when you receive the returned goods. Replacement sales orders are created in a Pending status. You can set up charges for which the customer must pay as either a flat amount for restocking fees or as a percentage of the value of the goods returned; do so on the Restock Fees page. On the Return Type Codes page, set up the processing options for the different types of returns. For example, for an RMA replacement order, you can have the replacement order sent out before the customer returns the item. You can also use Order Groups to supply default order information for replacement sales orders. You can view information for the replacement sales orders on the Replace Sales Orders page.

After you set up RMA processing options, enter returned material information on the RMA Form (returned material authorization form) pages. Three primary pages are RMA Form (PeopleSoft Order Management component), RMA Line, and Revenue Distribution Accounts.

> **Note**
>
> Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

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To populate the RMA Form page, select shipped lines on the Customer Shipment History page. If the product is ship serial, serial numbered or lot controlled, you can select the specific serial number or lot returned from the Serial/Lot Selection page (Serial ID) or the Serial/Lot Selection page (Lot ID). From Review RMA Information, you can view shipment history by header, line, and schedule.

In addition to being able to select from shipment history, the user can choose to select the data directly from the invoice to populate the RMA line.

If the original shipment or invoice was paid by credit card, the credit card information will be displayed in the RMA line by default. The CSR can edit this information. The credit card information is then passed to Billing if a credit memo needs to be created.

Set up attachments and notes with RMAs to further help you communicate information about the returns. This topic reviews associating attachments and standard or custom notes on the RMA Header Notes/Attachments (returned material authorization header notes and attachments) page. You can also use attachments and notes with RMA line information.

PeopleSoft delivers three standard reports to help manage RMA activity. Use the Print RMA page to generate RMA acknowledgments to send to customers. You can view RMAs and overdue RMAs after setting up the RMA Register page and Overdue RMAs page, respectively.

If Customer Shipment History is used to create the RMA Line, the RMA Adjustment process will retrieve applicable VAT or US tax information from the original sales order or invoice.

> **Note**
>
> The tax information will not be visible on the RMA form. If the RMA is for a VAT customer, the VAT information will be passed to Billing for credit processing. Similarly for US customer, the US tax information will be passed to Billing for credit processing.

RMAs that have been fully received and/or fully canceled for the selected OM business unit will be automatically closed by RMA Close process (OM_CLOSE).

RMA Process Flow

The following diagram illustrates the process flow for returned materials.

RMA process flow

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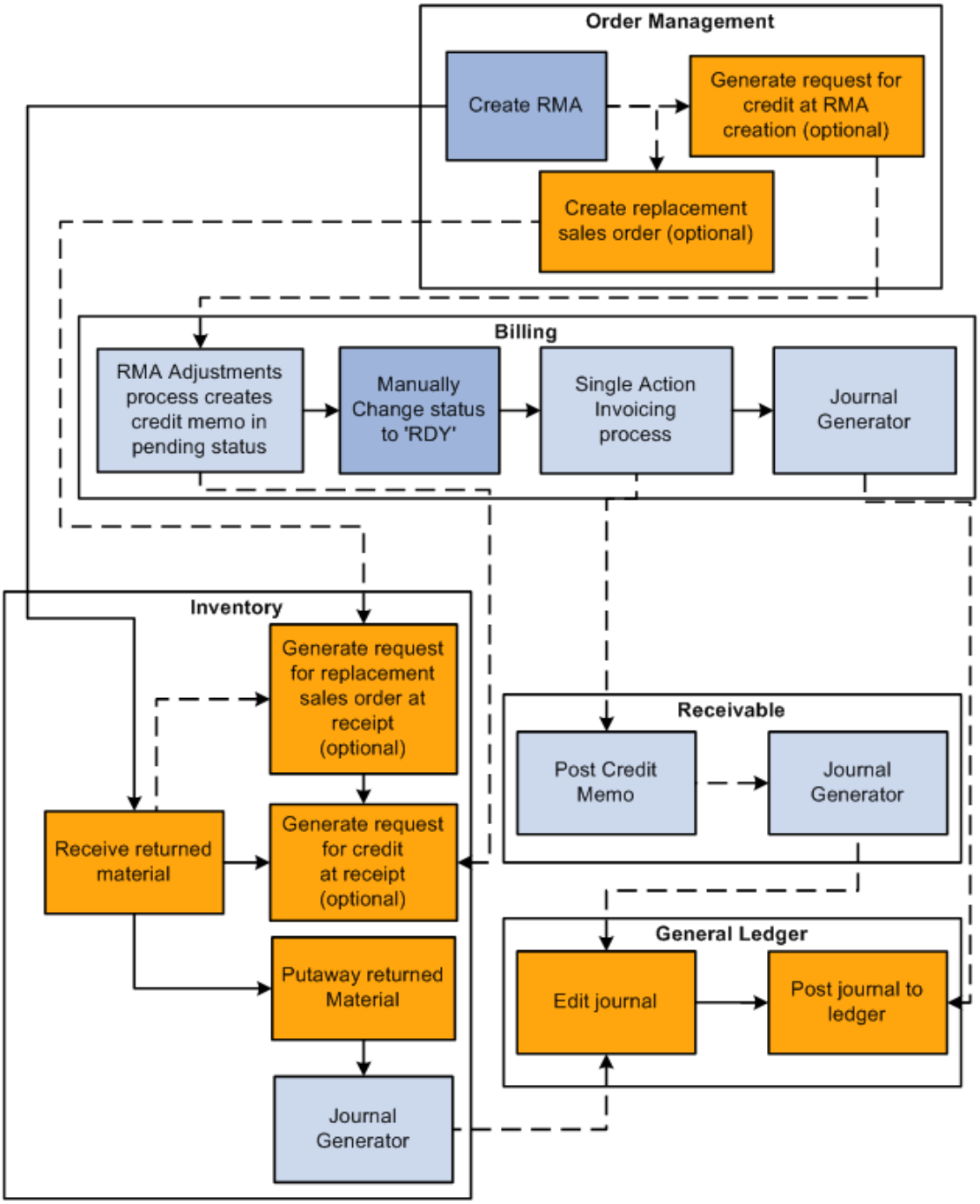

Note

You run Journal Generator from either PeopleSoft Billing or Receivables, not both.

You must have PeopleSoft Order Management installed to request credit upon returned material receipt in PeopleSoft Inventory.

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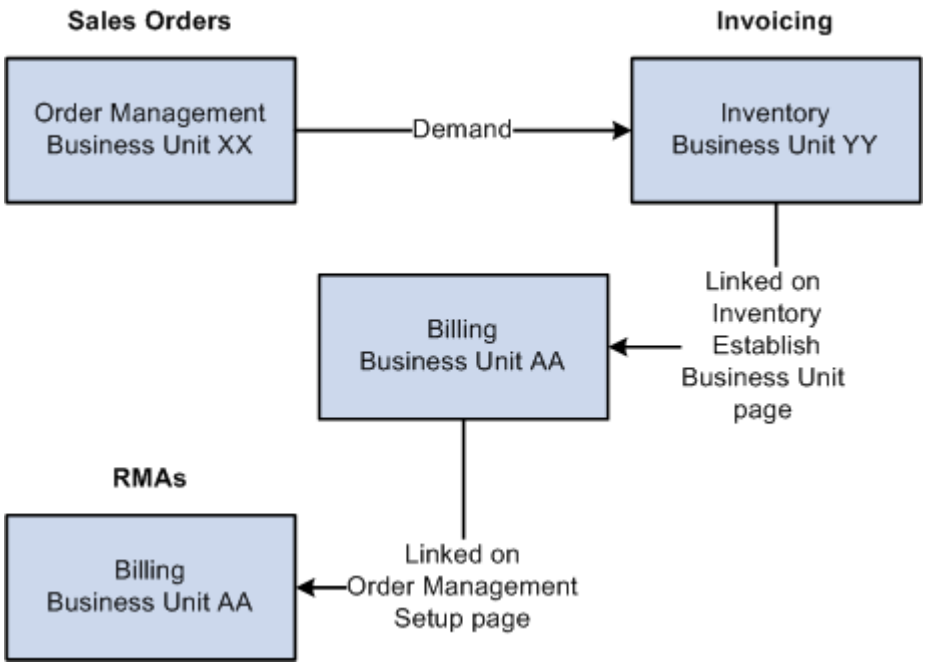
Business Unit Setup for RMA Processing

If you have a separate facility for processing returns, it may make sense to set up the facility as a separate PeopleSoft Order Management Business Unit for the entry of RMAs that is distinct from the business unit for entering sales orders.

You must make the correct PeopleSoft Billing Business Unit links to record sales order activity and returns in the same PeopleSoft Billing Business Unit because you can bill by PeopleSoft Inventory Business Unit instead of PeopleSoft Order Management Business Unit. Link the PeopleSoft Inventory Business Unit and the PeopleSoft Order Management RMA Business Unit to the same PeopleSoft Billing Business Unit.

Process Flow — Billing RMA activity by Order Management Business Unit



Example 1

You create sales orders in PeopleSoft Order Management Business Unit *XX* but have chosen to bill sales activity by Inventory business unit *YY.* To do this, you associated Inventory business unit *YY* with Billing business unit *AA* on the Inventory Definition - Business Unit Definition page. It is not necessary to link Order Management business unit *XX* to Billing business unit *AA.* If you do link *XX* to *AA,* the system still uses the Inventory business unit billing defaults that you record on the Inventory Definition - Business Unit Options: Revenue and Billing Defaults page.

You have a separate location (Order Management business unit *ZZ*) where you enter RMAs, sell spare parts, and perform other service-related activities. You must link business unit *ZZ* with Billing business unit *AA.*

Keep in mind that the RMA adjustments process in PeopleSoft Billing uses the restock product ID, bill type ID, and bill source ID that you record on the Accounting and Billing page. Therefore, you must link the Order Management business unit where you are entering RMAs to a Billing business unit on the Order Management Definition - Order Management Setup page. If you are billing by Inventory business unit and select the Inventory business unit in the

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RMA Adjustments Billing Source field on the Accounting and Billing page, you'll use the restock ID for the Inventory business unit. Similarly, if you are billing by Order Management business unit and you select the Order Management business unit in the **RMA Adjustments Billing Source** field on the Accounting and Billing page, you'll use the restock ID for the Order Management business unit.

> **Note**
>
> If the **RMA Adjustments Billing Source** field is set to *No RMAs,* you can not enter RMAs in the Order Management Business Unit.

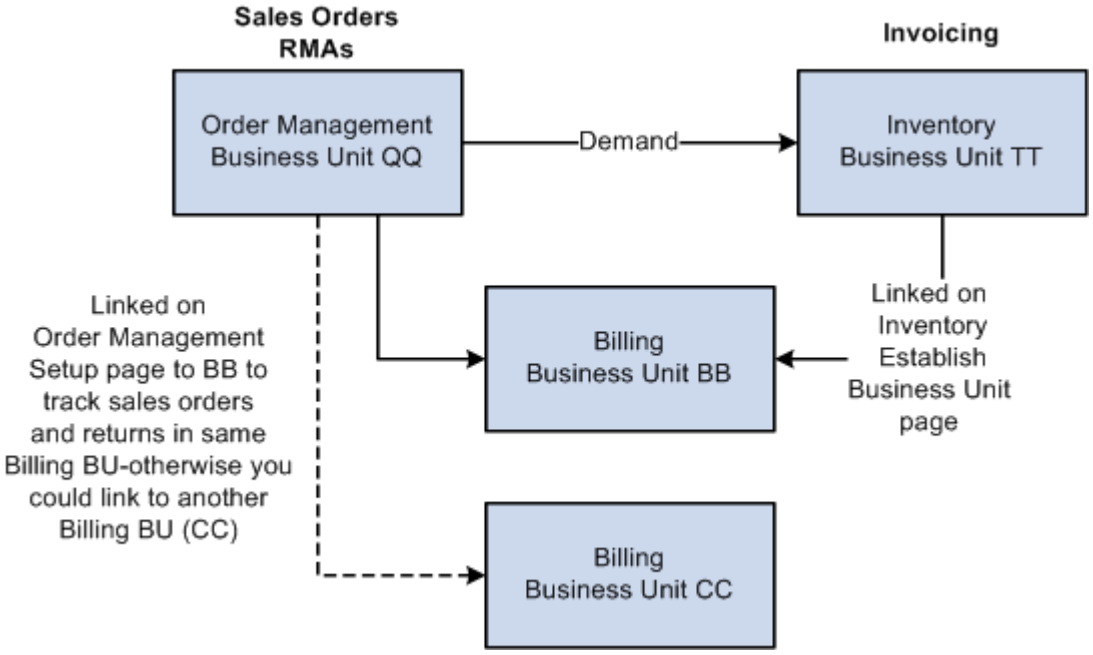
This diagram illustrates how Order Management business units are linked to RMAs:

Example 2

You enter sales orders and RMAs in the same Order Management business unit *QQ,* but you bill sales activity by Inventory business unit *TT.* You linked Inventory business unit *TT* to Billing business unit *BB.* You must also link Order Management business unit *QQ* to a Billing business unit; use *BB* to track sales orders and return transactions in the same Billing business unit.

The following diagram illustrates the linkage between RMAs and Billing business units.

Process Flow — Billing RMA activity by Inventory Business Unit



Related Topics

- PeopleSoft Order Management: Understanding the Order Management Business Unit Definition

Business Unit Defaults for Returned Material

This section discusses defining business unit defaults for returned material.

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You can establish processing criteria for returned material at the business unit level. This information is used by default on all the RMAs that are issued for the selected business unit. Define this information on the Shipping and Returns page in the Order Management Definition component.

Select a return type code and order group that apply to the majority of returned material for the Order Management business unit.

Identify a Return To IBU (Return to Inventory business unit) if you use a central area for receiving and inspecting returned material.

The **Ship History for RMAs (Months)** field value determines the default date range for the customer shipment history that is available for populating RMA lines.

Related Topics

- PeopleSoft Inventory: Staging Interunit Transfer and RMA Receipts

RMA Defaults

This table lists the default logic for RMA distribution codes:

What	Defaults From
Manual RMA Line	RMA line distribution set Return to Inventory business unit RMA business unit
RMA Line from Shipping History	RMA line distribution set Sales order schedule
Credit Memo Restocking Fee	RMA line distribution set (using restock product ID) Business unit that corresponds to the RMA business unit Billing Adjustment Source

This table lists the default logic for return to Inventory business units:

What	Defaults From
Header	Order Management RMA business unit Sold to customer distribution network code
Manual RMA Line	RMA header Order Management RMA business unit Sold to customer distribution network code
RMA Line from Shipping History	RMA header Order Management RMA business unit Schedule Ship from Inventory business unit

Order Groups With RMAs

This section discusses how to use order groups with RMAs.

Order groups link order terms that appear on sales orders and quotes by default when you select an order group code. You can define order groups that apply exclusively to the replacement sales orders that are created for returned material. One possible RMA-specific

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order group would define *no charge* terms for replacement orders. Use the Order Groups page to define an order group for RMAs.

To define a no-charge order group for RMAs, select the code that you set up as a no-charge terms code for the payment terms. For example, you may set up *NOCHG* payment terms in PeopleSoft Receivables on the Defining Payment Terms PeopleSoft Receivables page. In addition, you may enter a standard discount of 100 percent, which is applied to all lines on the replacement sales order. This will render all lines on the sales order chargeable at zero.

Use the Order Group Terms page to include shipping criteria that applies to replacement orders.

The ship via, carrier ID, and freight terms code appear by default on the replacement sales order.

You can choose a carrier in the **Carrier ID** field that has a shorter transit lead time than normal shipments. You can also waive freight charges that customers pay for regular orders for replacement orders by selecting a different freight terms code for this order group or place a higher priority on replacement orders by selecting an appropriate priority code.

Related Topics

- PeopleSoft Order Management: Order Groups Page

RMA Line Pricing

When you create an RMA line manually, enter the product ID and the quantity to be returned. When the page is refreshed, the unit of measure defaults from the product definition, and the return-to Inventory Business Unit defaults to the return-to Inventory Business Unit defined on the Order Management Business Unit. The system defaults the list price for a non-kit product or for the component of a product kit from the list price defined for the return-to Inventory Business Unit. For a product kit, the list price defaults from the list price defined for the top-level product list price defined for the return-to Inventory Business Unit.

When you create an RMA line automatically from shipping history, the system defaults the product, the unit of measure and the net unit price from the selected schedule or from the invoice if the shipment has been billed. The RMA line will automatically be set to Price Protected, but it can be changed if you want to manually enter a price or recalculate the price. When selecting from shipping history for lines that were originally shipped as product kits, you must choose the individual product kit components. The price for each component defaults to zero. You can manually override any price that is defaulted.

When you create an RMA line without using shipment history or if you choose to override the price returned from Shipping History, you can either enter the net price manually or allow the system to calculate the price for you. The RMA uses Enterprise Pricer arbitration plans and rules to determine the RMA credit price if the RMA line is not created from shipment history. RMA price adjustment audit records are created to capture the derivation of an RMA price. The CSR can review these price adjustment audit records. If tiered pricing is used, the RMA line's price will be set to the weighted average of the pricing schedules for the line. Any order level adjustments will be prorated to the RMA lines being priced.

When an RMA line matches a Product Add price rule, a separate page will display the products to add. The user can optionally select to add them to the RMA.

Establishing Return Type Codes and Restocking Fees

To define return type codes and restocking fees, use the Return Type Codes and Restock Fees components.

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This section discusses how to define return type codes and restocking fees.

Pages Used to Define Return Type Codes and Restocking Fees

Page Name	Definition Name	Usage
Return Type Codes Page	RMA_RETURN_TYPE	Define the actions that returned goods initiate.
Restock Fees Page	RMA_RSTK_SET	Define restocking fees.

Return Type Codes Page

Use the Return Type Codes page (RMA_RETURN_TYPE) to define the actions that returned goods initiate.

Navigation:

Set Up Financials/Supply Chain, and then **Product Related**, and then **Order Management Foundation**, and then **Define Return Type Codes OM**

Material returns necessitate a variety of follow-up actions depending on the reason for the return and the condition of the returned goods. You may want to immediately replace the order if the product is damaged in shipment or credit the customer for goods that were sent in error.

Field or Control	Description
Sales Order Action	You can have RMAs automatically initiate creation of a replacement sales order for goods that are returned. To determine if the RMAs referencing the return type will initiate the replacement sales order process, select a sales order action: **Note:** Replacement sales orders are created in a Pending status. *Replace Prior to Receipt:* A replacement sales order is automatically created upon completion of the RMA if the RMA line is saved with a status of *Open*. The order is created for the same product, unit of measure (UOM), and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable. *Replace After Receipt:* A replacement sales order is automatically created upon receipt of the returned goods. The order is created for the same product, UOM, and quantity that the customer returns. The order lines or schedules are priced according to current list prices less a standard discount determined by the order group, if applicable. *Unknown:* When you enter the RMA, you have not decided the sales order action. You can change the action later. *No Action:* The returned goods are not replaced. No replacement sales order is created.

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Field or Control	Description
Order Group	Select an order group to associate with the replacement sales order if you choose to have one created. The standard discount that is associated with the order group, if one exists, is used as the price of the replacement goods. If you select *Unknown* or *No Action,* this field is unavailable. You can use order groups to create a no-charge replacement order. **Note:** To price the replacement order, priced, click the **Calculate Price** button from the order header, line, or schedule or save the order.
Credit Action	RMAs can also initiate the creation of a credit memo for the customer who is returning merchandise. Select an action for this return type. All RMAs that reference this return type will handle returned material credits in the manner that you indicate here: *Issue Credit Now:* The system generates a credit memo upon completion of the RMA, if the RMA line is saved with a status of *Open.* *Issue Credit Upon Receipt:* The system generates a credit memo upon receipt of the returned goods. *Unknown:* When you enter the RMA, you have not decided whether to request credit. You can change the credit action later. *No Action:* The customer is not credited at any time for the returned goods.
Ship Via, Carrier ID, and **Freight Terms Code**	The values that you select are the defaults that an RMA uses when it references the return type code.

Related Topics

- Order Groups With RMAs
  This section discusses how to use order groups with RMAs.
- Product Attributes by UOM Page
  Use the Product Attributes by UOM (product attributes by unit of measure) page (PROD_UOM) to restrict the units of measure available for use in PeopleSoft Order Management, and define minimum and maximum order quantities, valid order increments, and minimum selling prices.

Restock Fees Page

Use the Restock Fees page (RMA_RSTK_SET) to define restocking fees.

Navigation:

Set Up Financials/Supply Chain, and then **Product Related**, and then **Order Management Foundation**, and then **Restock Fees by Reason**, and then **Restock Fees**

In addition to issuing a credit memo or replacing returned goods, you may want to charge customers for return restocking fees. The restocking fees are either a flat amount per return or a percentage of the returned material selling price. These fees are associated with a reason

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code in a one-to-one relationship. You can determine which customers are normally charged restocking fees on the General Information - Sold To Options page.

Field or Control	Description
Reason Code	You must already define reason codes with a *Returned Material Authorization* type on the Reason Code page.
Start Date	Enter the date on which the restock fees first become effective. You can apply multiple fees per reason code for a given period.
Percent/Amount Type	You can charge a flat amount for a returned quantity or base restocking fees on a percent of the returned material's value. Enter the appropriate value in the field to the right of the Percent option.
Currency Code	If you select Amount, you can select a currency code.
Total Flag	Select to have the flat amount or percentage of the restocking fee applied against the total order, not the fee applied to each RMA line individually. You can apply only one total order restocking fee per RMA. Restocking fees are passed to PeopleSoft Billing, where the system adjusts the credit memo by the amount of the restocking charges.

Note

You must associate an Order Management business unit with a PeopleSoft Billing Business Unit (on the Order Management Definition - Order Management Setup page) and define a restocking product ID (on the Accounting and Billing page) for PeopleSoft Billing to process restocking fees. If you are returning to an Inventory business unit and have the business unit definition set up, the system uses the defaults from the Inventory business unit.

Related Topics

- Return Type Codes Page
  Use the Return Type Codes page (RMA_RETURN_TYPE) to define the actions that returned goods initiate.

Managing Returned Material for Sales Orders

PeopleSoft Order Management provides a quick entry format to process RMAs for sales orders.

Note

Use the RMA pages in the Inventory menu to process returns for material stock requests in PeopleSoft Inventory.

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This section discusses how to work with and process RMA sales orders.

Pages Used to Process RMAs for Sales Orders

Page Name	Definition Name	Usage
RMA Form Page	RMA_FORM2	Capture return information from a customer and assign an RMA ID to the order.
Close RMA Page	RUN_OM_CLOSE_RMA	RMAs that have been fully received and/or fully canceled for the selected OM business unit can be automatically closed.
Customer Shipment History Page	RMA_CUST_SHIP_HIST	Review shipment and invoice history, and select order lines to populate the RMA lines.
Selecting Serial Numbers to Return	RMA_SHPHS_SERIALOM	Select the serial number that is returned.
Serial/Lot Selection Page	RMA_SHPHS_LOTOM	Select the lot and serial IDs that are returned.
PeopleSoft Receivables: Conversations Page	CONVER_DATA1_SS	Add or view conversations for the customer.
RMA Line Page	RMA_LINE	Enter or change RMA line details. See RMA Form Page
RMA Header Projects (returned material authorization header projects) Page	RMA_HDR_PROJ	View or enter information for PeopleSoft Project Costing at the header level.
Configuration Code Entry Page	RMA_LINE_CONFIG	Display the configuration code for a product.
RMA Serial/Lot IDs Page	RMA_SERIAL_LOT	View, delete, or change serial and lot IDs for a line.
RMA Line Projects (returned material authorization line projects) Page	RMA_LINE_PROJ	Enter information for PeopleSoft Project Costing at the line level.
Replace Sales Orders Page	RMA_LINE4	View the replacement sales orders that are generated from the RMA when the RMA is either entered or received.
Revenue Distribution Accounts Page	RMA_LINE3	Select revenue accounts for the RMA.
Price Detail Page	RMA_LN_PRCAUDIT	Displays the pricing details for an RMA line.
Price Adjustment Detail Page	RMA_LN_PRCDTL_SEC	Displays the conditions that cause the price rule to be applied.
Refund Payment Groups Page	RMA_PAY_GROUP	Displays the refund payment groups for the RMA or the RMA line.
Promotion Details Page	RMA_LINE_PROMO	Review and update promotion details for the RMA line.

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Page Name	Definition Name	Usage
OM Shipment History (Header) Page	ORD_SHIP_HDR_VW	View shipment history at the header level. RMA Form Page
OM Shipment History (Line) Page	ORD_SHIP_LINE_VW	View shipment history at the line level. RMA Form Page
Shipments by Schedule Page	ORD_SHIP_SCHED_VW	View shipment history at the schedule level. RMA Form Page
Return Material Authorization Page	RUN_OMS3000	Specify parameters for the Return Material Authorization report. You have the option to include canceled order lines in the report run.
RMA Register Page	RUN_OMS7100	Specify parameters for the RMA Register report.
Overdue RMAs Page	RUN_OMS7110	Specify parameters for the Overdue RMAs report.

RMA Form Page

Use the RMA Form page (RMA_FORM2) to capture return information from a customer and assign an RMA ID to the order.

Navigation:

Customer Returns, and then **Create and Update RMA**, and then **RMA Form**

> **Note**
>
> All navigation links will be available for input even if the RMA form is in display-only or inquiry mode.

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

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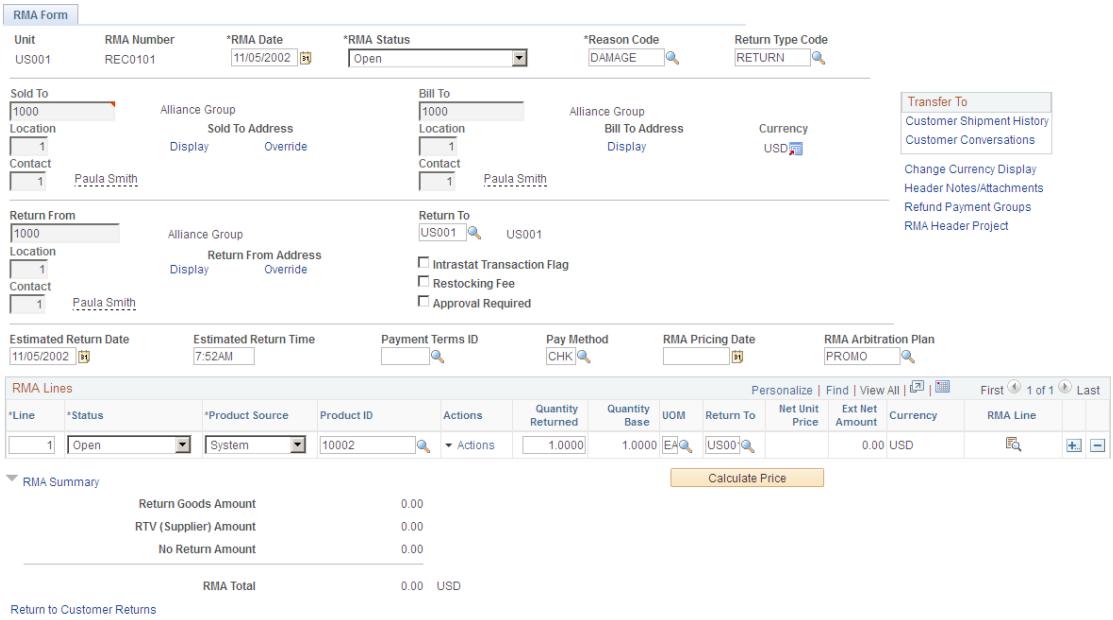

Note

You can assign an RMA number in Add mode. For example, you can assign an RMA Number that uses the same number as the original sales order. Alternatively, you can have the system automatically assign a number.

Field or Control	Description
RMA Date	View the current date, but you can change this value.

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Field or Control	Description
RMA Status	Select a value: *Pending:* RMA is not complete. The system cannot receive goods that are referenced on RMAs with a status of *Pending* or create replacement sales orders and credit memos until the status is changed to *Open.* This is the default value. *Open:* RMA is complete and ready for processing. This means that the system can receive returned goods, create replacement sales orders, and request credits. Status remains *Open* until the last line of the RMA is received. *Canceled:* RMA is no longer valid. No receipts are expected for it, no credit memo is issued, and no replacement orders are generated. You cannot change the RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you cannot change an RMA line status to *Canceled* if there are any receipts against the line. *Closed:* All RMA lines are received. **Note:** You can change the status to *Closed:* for non-inventory items.
Reason Code and **Return Type Code**	Enter values that are the defaults for all the RMA lines. You can change them as needed. **Note:** Reason codes with a reason type of *RMA Cancel* must exist in the system.
Sold To	Enter a customer ID.
Contact	Enter the primary contact who is associated with the sold to customer defaults.
Display	Click to view the customer sold to, bill to, or return from address.
Override	Click to override the address for the sold to or return from customer. **Note:** If you click Override, the next time you click Display you will access the new address for the override.
Location, Sold To, Bill To, Return From, and **Currency**	You can define any number of location addresses for customers. The location that you identified as primary for each customer role appears by default, but you can select another location from the available options. The currency code that is associated with the sold to customer is the default currency value.
Intrastat Transaction Flag	Select if the items that are returned are eligible for intrastat reporting. The system passes this flag to PeopleSoft Billing for products that are returned for credit only as well as for credit and replacement.

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Field or Control	Description
Bill To, Contact, Return From, Pay Method, and **Return To**	The Bill To ID, Contact, and Return From ID (the Priority 1 Ship To customer ID) fields appear by default from the sold to customer, but you can change them as needed. If you specified a distribution network code on the General Information - Ship To Options page for the Return From customer, the priority 1 ship from business unit defaults to the **Return To** field. Select the payment method. If you have not set up a distribution network code for the customer, the PeopleSoft Inventory Business Unit (if one exists) that you define on the Shipping and Returns page defaults to the **Return To** field on the RMA Form page. You can select a different PeopleSoft Inventory Business Unit.
Estimated Return Date and **Estimated Return Time**	(Optional) Enter a date and time. If the Return To business unit requires closure calendar validation and processing for receiving activities as defined on the Closure Calendar page, the Estimated Return Date is validated against the calendar. If the system encounters an exception date, you will receive a warning message. You can either click No to accept the exception date or click Yes to reschedule. If you click Yes, the system returns the first future valid date for receiving operations.
Payment Terms ID	Specifies the Payment Terms ID. The Payment Term defaults from the OM/RMA business unit.
Pay Method (payment method)	Specifies the payment method for the RMA line.
RMA Pricing Date	Enter a date. This date will be used as the effective date instead of the RMA Date when the pricer is called. The default value is null, and if no value is entered, the RMA Date will be used as the effective date when the pricer is called.
RMA Arbitration Plan	Specifies the arbitration plan used during RMA pricing calculation.
Restocking Fee	Selected by default if you indicated on the General Information - Sold To Options page that the sold to customer is normally charged restocking fees. You can deselect this check box.
Approval Required	You can create a workflow that uses this option in conjunction with the Virtual Approver in PeopleSoft Workflow to route the RMA to the appropriate person for approval. Select this check box to keep the status of the RMA at *Pending*.
Header Notes/Attachments	Click the **Header Notes/Attachments** link to access the RMA Header Notes/Attachments page.

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Field or Control	Description
Refund Payment Groups	Click the **Refund Payment Groups** link to access the Refund Payment Groups page where you can edit the credit card information and refund method.
RMA Header Project	Click the **RMA Header Project** link to access the RMA Header Projects page.
Change Currency Display	Click to toggle between the base currency and the transaction currency.
Customer Shipment History	Click the **Customer Shipment History** link to transfer to the Customer Shipment History page.
Customer Conversations	Click the **Customer Conversations** link to transfer to the Conversations page.
Calculate Price	Click the **Calculate Price** button to trigger the price calculation manually.
View Product Add	Click the **View Product Add** link to open the Product Add page. This link is available only if there are Product Adds. However, if the pricing calculation results in Product Adds, the Product Add page will be automatically displayed after the price calculation.

RMA Lines

Field or Control	Description
Line	View the starting sequence number for RMA line numbering that you establish in the line numbering parameters on the Order Management Definition - Order Management Setup page and increments by those parameters.
Product Source	View a default value from the General Information - Sold To Options page and indicates if you are choosing to enter RMA line information by customer part number or system number (product ID).
Product ID	Enter a product ID or use the default from the shipping history line that you selected.
Related Links	Click the button to view Search for products or View Projects information.
Quantity Returned	View an amount from the Customer Shipment History page. If you enter RMA lines manually, you must enter the quantity returned, and it is not validated against customer shipment history.
Quantity Base	View the quantity in the standard UOM for the returned item. For example, suppose that the standard UOM is *EA* and the customer returns one box that contains 12 items. If the UOM returned is *BOX*, and the quantity is *1*, the quantity base is *12*.

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Field or Control	Description
UOM and **Net Unit Price**	View the product default UOM (established on the Product Attributes by UOM page) when you enter the product ID. The product list price appears in the **Net Unit Price** field. If you are populating lines automatically from shipping history, the system takes the UOM and net unit price from the shipment history or invoice history line. You can change the net unit price for the product ID that is returned from the shipment history line. If the quantity that is returned from the customer is in a different UOM than the one for the original order, it is validated against inventory UOMs instead of sales UOMs, but the system cannot automatically create a replacement sales order in the returned UOM. For example, suppose that a customer returns a product in eaches that is sold only in cases but is stocked in eaches and cases. The return is validated against the inventory UOMs that include eaches. The system cannot automatically create a replacement sales order for the return in eaches because it is not a valid sales UOM. Thus the RMA is saved, but you must manually enter a replacement sales order for the return using a valid sales UOM.
Return To	View the PeopleSoft Inventory Business Unit that you defined at the business unit level on the Shipping and Returns page. You can change this value for each line. If you have not defined a business unit level Inventory business unit, the Return To IBU defaults to the ship from on the original order when you populate the line from shipment history. If you populate RMA lines manually and have not defined a Return To IBU, the Inventory business unit that you selected at the header defaults. **Note:** You can return product to an inventory location that does not carry stock, for example you may want the product returned to a repair center instead of the warehouse. If this is a case, you will receive a warning message and a red error box next to each line which has a invalid item/return to business unit combination. You must either change the product ID or the return to business unit to a valid combination. If you leave the invalid combination, this causes problems in receiving. When entering RMAs from the Inventory menu, you cannot enter an invalid combination. If you do so, you will not able to save the RMA.
Ext Net Amount (extended net amount)	Displays the extended net price for the RMA line.
Currency	Displays the currency for extended net amount.
RMA Line	Click to access a specific RMA line.

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Related Topics

- Return Type Codes Page
  Use the Return Type Codes page (RMA_RETURN_TYPE) to define the actions that returned goods initiate.
- PeopleSoft Global Options and Reports: Understanding Intrastat Reporting

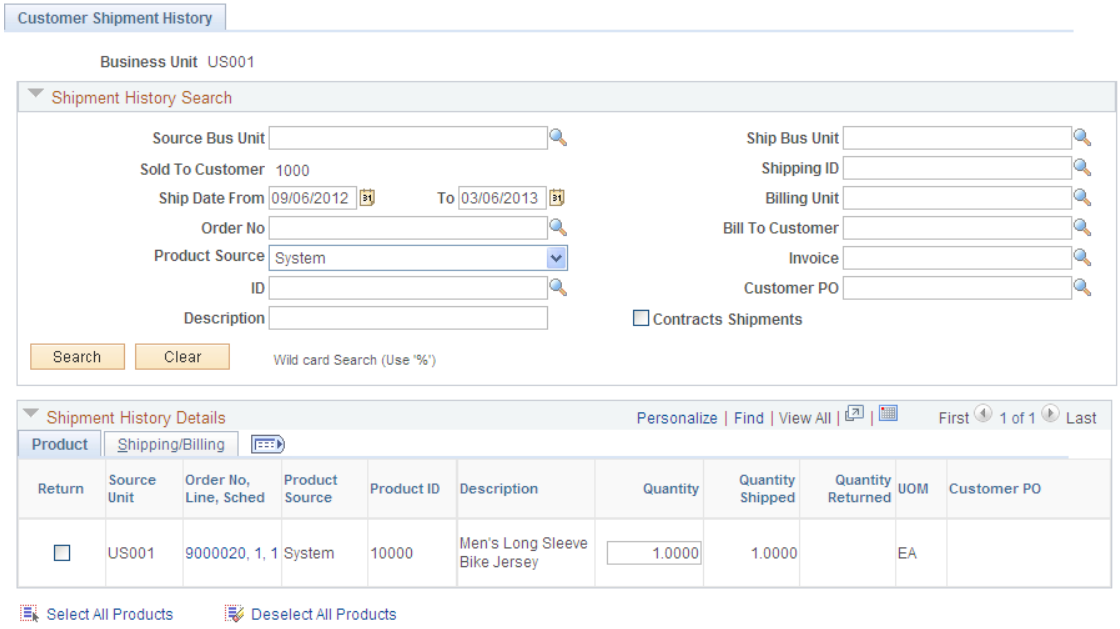
Customer Shipment History Page

Use the Customer Shipment History page (RMA_CUST_SHIP_HIST) to review shipment and invoice history, and select order lines to populate the RMA lines.

Navigation:

- **Customer Returns**, and then **Review RMA Information**, and then **Customer Shipment History**
- Click the **Customer Shipment History** link on the RMA Form page.

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



An easy way to populate RMA lines is to review customer shipment and invoice history and select the order lines that reflect the returned merchandise.

If Customer Shipment History is used to populate the RMA lines, the system will retrieve the net price from the originating schedules or invoices.

> **Note**
>
> You can view the Customer Shipment History page from Review RMA Information; however, you must access the page from the RMA Form page to automatically populate RMA lines.

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> **Note**
>
> Use the inquiries in the Control Inventory menu to view internal and external issues.

Field or Control	Description
Source Bus Unit	Enter the Source Business Unit.
Ship Bus Unit	Enter the Ship Business Unit.
Product Source	Select the Product Source. The available options are: *Customer, System, UPC* and *Universal.*
ID	Select the Product ID.
Source Unit, Order No., Line, Sched (order number, line, schedule), **Product Source, Product ID, Description, Quantity Shipped, Quantity Returned, UOM** and **Customer PO** (customer purchase order)	The order number, customer PO (purchase order) number, product ID, quantity shipped, quantity returned and UOM from the lines that you select are copied to the RMA lines, and you are returned to the RMA Form page. You can select lines to copy only if you accessed the page from the link on the RMA Form page. **Note:** Even though the unit price does not appear on the Customer Shipment History page, it is available for the system to copy to the RMA line.
Ship Unit, Shipping ID, Ship Date, Billing Unit, Invoice, Line and **Billing Status**	These fields from the lines that you select are copied to the RMA lines, and you are returned to the RMA Form page. You can select lines to copy only if you accessed the page from the link on the RMA Form page.
Select All Products and **Deselect All Products**	Click to select or deselect all of the lines on this page. This link is available only if you access the page from the RMA Form page.
Return to RMA	Click to return to the RMA Form page. This link is available only if you access the page from the RMA Form page.

Selecting Serial Numbers to Return

Use the Serial/Lot Selection page (RMA_SHPHS_SERIALOM) to select the serial number that is returned.

Navigation:

Click the Serial Number Selection button next to the order number on the Customer Shipment History page.

Field or Control	Description
Quantity Shipped	View the original amount that was shipped.
Select/Deselect All IDs	Click to select or deselect all of the serial IDs. You can also select them individually.

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Serial/Lot Selection Page

Use the Serial/Lot Selection page (RMA_SHPHS_LOTOM) to select the lot and serial IDs that are returned.

Navigation:

Click the **Serial/Lot Selection** link on the Customer Shipment History page.

Field or Control	Description
Quantity Shipped	View the original amount that was shipped. If the item was a configured item, the configuration code also appears.
Select/Deselect All IDs	Click to select or deselect all of the serial IDs. You can also select them individually in the **Serial/Lot** group box.

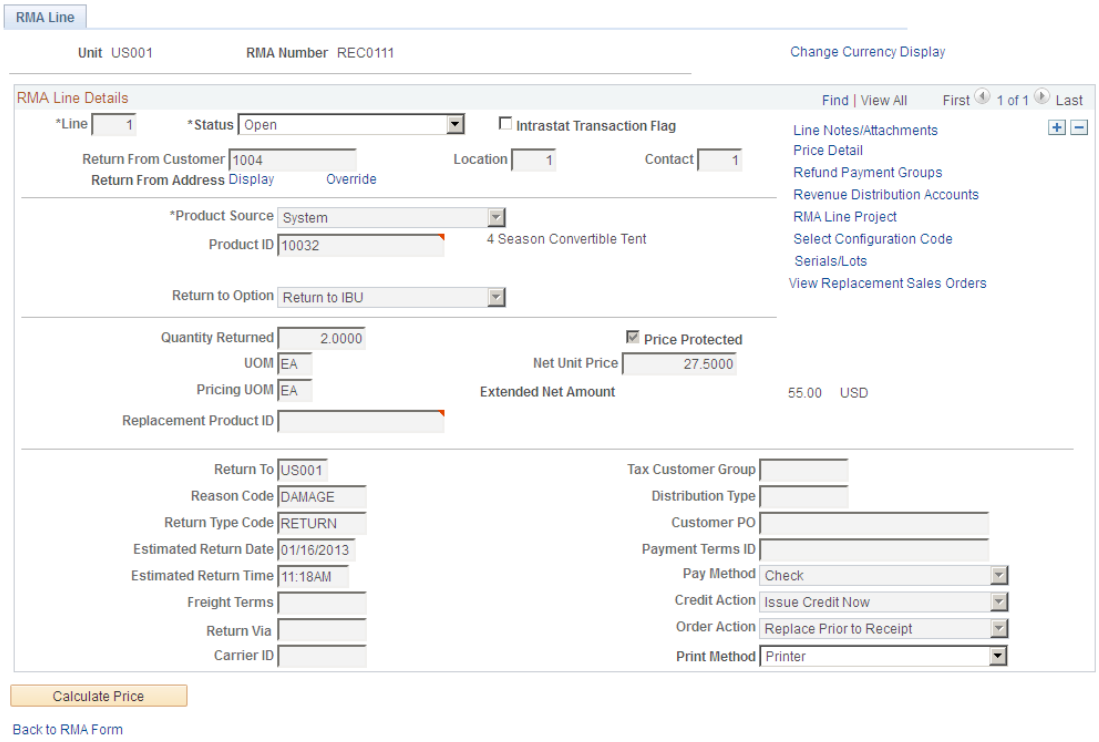
Entering or Changing RMA Line Details

Use the RMA Line page (RMA_LINE) to enter or change RMA line details.

Navigation:

Click the **RMA Line** link on the RMA Form page.

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



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The system populates many field values on this page from the RMA Form page. All of the fields are available for editing except **Unit, RMA Number,** and **Currency.**

Field or Control	Description
Change Currency Display	Click to toggle between the base currency and the transaction currency.
Location and **Return From Customer**	View the default location that is associated with the return from customer (from the RMA Form page). You can select an alternate location if required.
Product ID	Enter a product ID or use default from the shipping history line that you selected.
Replacement Product ID	Allows a different product ID to be ordered in case the returned product is inactive or not desired as a replacement. Only if the Order Action field option is *Replace Prior to Receipt* or *Replace After Receipt* would the Replacement Product ID be visible.
Return to Option	Select an option to specify whether the product should be returned to the warehouse, to the supplier, or return is not required. The available options are *Return IBU:* Return the product to the inventory business unit. This is the default value. *Return Vdr:* Return the product to the supplier directly. If this option is selected you must also enter a Supplier ID and Supplier Location and the address of the supplier will be printed on the RMA report. *No Return:* No need to return the product. This option is automatically selected if the product entered on the RMA line is not an inventory item.
Kit Product ID	Displays the parent/kit product ID if the product returned is from a kit.
Price Protected	Select this option to determine whether the price of the RMA line should be protected, either manually or automatically by the system. Selecting this option will cause the pricer to bypass the calculation of the RMA line. If this option is selected, the pricing input fields, such as price and pricing UOM, will be grayed out and not available for editing.
Pricing UOM	Displays the default value from the sales order and allows the pricer to use an UOM other than the Return UOM.
Extended Net Amount	Displays the extended net amount for the RMA line.
Pay Method (payment method)	Specifies the payment method for the RMA line.
Carrier ID	View default from the Return Type Codes page.
Tax Customer Group	View default from the General Information - Customer Group Info page.

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Field or Control	Description
Return Via, Freight Terms, Order Action, and **Credit Action**	View the return type code that is associated with the RMA Line. You can modify these values.
Distribution Type	View the business unit distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.
PO Number (purchase order number)	View and modify the PO number that is associated with the shipment that is referenced on the line.
Payment Terms ID	Specifies the Payment Terms ID. Payment Terms at the line level default from the header
Print Method	Select a print method. Values are: *Printer:* Print a hard copy of the RMA form. *Fax:* Fax the form to the customer.x *File:* Send the form to a file. **Note:** PeopleSoft does not deliver the facility for printing, faxing, or creating a file for RMA acknowledgments. You must configure the system to do that. **Note:** You can also drill back from the replacement sales order to determine the RMA line that is associated with the order and to view all receipts for the RMA.
Calculate Price	Click the **Calculate Price** button to trigger the price calculation manually.
View Product Add	Click the View Product Add link to open the Product Add page. This link is available only if there are Product Adds. However, if the pricing calculation results in Product Adds, the Product Add page will be automatically displayed after the price calculation.
Line Notes/Attachments	Click the Line **Notes/Attachments** link to access the RMA Line Notes/Attachments page.
Price Detail	Click the Line **Price Detail** link to access the RMA Price Detail page.
Refund Payment Groups	Click the **Refund Payment Groups** link to access the Refund Payment Groups page where you can edit the credit card information and refund method. The Refund Payment Groups page is used to display the refund payment groups in the RMA. The page also displays the RMA lines belonging to the group and the total amounts for the group. If payment method is credit card, the credit card section of the page will be available to the user for editing.

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Field or Control	Description
Shipping Details	The **Shipping Details** link is displayed if the RMA line is created from Customer Shipment History. Click on the link to open the existing Shipments by Schedule page that display the schedule details. Links are present in Shipments by Schedule page to allow the user to drill to the original sales order for the schedule and to display the invoice details.
Invoice Details	The **Invoice Details** link is displayed if the RMA line is created from Customer Shipment History, and it has been billed. Click on the link to open invoice inquiry page to review the invoice details.
Serials/Lots	Click the **Serials/Lots** link to access the RMA Serial/Lot IDs page.
Select Configuration Code	Click the **Select Configuration Code** link to access the Configuration Code Entry page.
RMA Line Project	Click the **RMA Line Project** link to access the RMA Line Projects page.
View Replacement Sales Orders	Click the **View Replacement Sales Orders** link to access the Replace Sales Orders page.
Revenue Distribution Accounts	Click the **Revenue Distributions Accounts** link to access the Revenue Distribution Accounts page.

RMA Serial/Lot IDs Page

Use the RMA Serial/Lot IDs (returned material authorization serial and lot IDs) page (RMA_SERIAL_LOT) to view, delete, or change serial and lot IDs for a line.

Navigation:

Click the **Serials/Lots** link on the RMA Line page.

Field or Control	Description
Unit, RMA Number, RMA Line, Product ID, Quantity Returned and **UOM**	View values from entries at the RMA line level.
Serial ID and **Lot ID**	View, delete, or change these fields manually.
Expiration Date	For lot-controlled items, the lot expiration date is assigned at the source business unit for the originally shipped lot. This field is read-only.
Quantity	View the quantity for the ship serial-, serial- or lot-controlled item.

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> **Note**
>
> You can add multiple serial IDs manually by inserting new rows in the **Serial/Lot** group box. The serial ID, lot ID, and quantity shipped will appear for the ship serial-, serial-, or lot-controlled items that are returned.

Revenue Distribution Accounts Page

Use the Revenue Distribution Accounts page (RMA_LINE3) to select revenue accounts for the RMA.

Navigation:

Click the **Revenue Distribution Accounts** link on the RMA Line page.

Field or Control	Description
Revenue Code	Select a code. You can have multiple revenue codes.
Percentage	Must total 100 percent.

Promotion Details Page

Use the Promotion Details page (RMA_LINE_PROMO) to review and update promotion details for the RMA line.

Navigation:

Click the **Promotion Details** link on the RMA Line page.

If the RMA was populated from Customer Shipment History, the promotion details will default from the original order. Otherwise you can update the options for the promotion.

Field or Control	Description
Promo Detail	Click the icon to access the Promotion Inquiry page.
Refresh Promotion Details	Click this button after making any changes to the promotion.

Refund Payment Groups Page

Use the Refund Payment Groups page (RMA_PAY_GROUP) to displays the refund payment groups for the RMA or the RMA line.

Navigation:

Click the **Refund Payment Groups** link on the RMA Form page.

Click the **Refund Payment Groups** link on the RMA Line page.

RMA captures credit card information and passes to Billing for refund. To support multiple credit cards from multiple orders or invoices, grouping of RMA lines based on originating order or invoice will be used as a unit to specify the refund payment method and credit card

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information. This will also allow refunding to the same credit card that customer used to pay for the goods.

Field or Control	Description
Payment Method	Select the payment method from the drop down list. The available options are: *Cash, Check, Credit Crd, DD, Draft, EFT,* and *Giro-EFT*
Payment Terms ID	Specify the Payment Terms ID. Payment Terms default from the line level to form unique payment groups based on the payment method, payment terms or credit card data if present.
Product Source, Product ID, Quantity Returned, Quantity Base, UOM, and **Currency**	Displays the Product Source, Product ID, Quantity Returned, Quantity Base, UOM (unit of measure) and Currency.
Clear Credit Card Info	Click this button to clear all the credit card information.
Select Primary Card	Click this button to select the primary card for the customer and use it for credit.
Select Credit Card	Click this link to open the Credit Card Selection page to allow the user to select an existing credit card.
Copy from Bill To	Click this button to copy the bill-to address of the RMA.
Copy from Return From	Click this button to copy the return from address of the RMA.
Select Bill To Address	Click this link to select a Bill To address for the customer.

Overriding RMA Address Information

This section lists common elements and lists the pages used to override RMA address information.

Pages Used to Override RMA Address Information

Page Name	Definition Name	Usage
RMA Header Return-From Address (returned material authorization header return from address) Page	RMA_ADDRSHP_HDR	Override the RMA return from address information at the RMA header level. See RMA Form Page
RMA Sold-To Address (returned material authorization sold to address) Page	RMA_ADDRSLD	Change the RMA sold to address information. See RMA Form Page
RMA Customer Address (returned material authorization customer address) Page	RMA_CUST_ADDR	View the address for the customer on the RMA. See RMA Form Page
Customer Address Page	CUST_ADDRESS	View the address for the customer who returned the products.

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Page Name	Definition Name	Usage
RMA Line Return - From Address (returned material authorization line return from address) Page	RMA_ADDRSHP_LN	Change the RMA return from address at the line level.

Common Elements Used in This Section

Field or Control	Description
Delete Address Override	If needed, you can subsequently reset the address, replacing the new address with the original from address by clicking the link to restore the original address.

Associating Notes and Attachments With Returned Material Headers and Lines

This section discusses how to associate note and attachments with RMA headers.

Pages Used to Associate Notes and Attachments With RMAs

Page Name	Definition Name	Usage
RMA Header Notes/Attachments Page	RMA_HDR_NOTE	Associate notes and attachments with RMAs at the header level.
RMA Line Notes/Attachments (returned material authorization header notes and attachments) Page	RMA_LINE_NOTE	Associate notes and attachments with RMAs at the line level.

RMA Header Notes/Attachments Page

Use the RMA Header Notes/Attachments (returned material authorization header notes and attachments) page (RMA_HDR_NOTE) to associate notes and attachments with RMAs at the header level.

Navigation:

Click the **Header Notes/Attachments** link on RMA Form page.

Header Attachments

Field or Control	Description
Add	Click the **Add** button to browse for and add an attachment.
View	After you upload an attachment, click the **View** button to view it.

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Field or Control	Description
Attached File	After you upload an attachment, its name appears here.
Attachment Type	Enter the file type, and add a **Description** of the item that you're attaching. **Note:** Attachment type is not a file extension, but a categorization of the attachment defined through system configuration.

Header Notes

Field or Control	Description
Use Predefined Standard Note	Enable this option to attach a note already set up in the system on the Standard Notes page. Select a **Standard Note Code** from the available options and the rest of the fields established for the standard note code appear. If this option is not checked, the note that is created is a unique note. Select a **Note Type** and enter the note in the **Text** field.
Documents to Print the Note On	For a custom note, you can select the **Return Material Authorization.**

Managing Returned Material for Material Stock Requests

This section discusses ways to manage returned material for material stock requests.

Use the PeopleSoft Inventory RMA Form component to enter RMA transactions for material stock requests, that is, demand from sources other than PeopleSoft Order Management.

In PeopleSoft Inventory, you can access internal and external shipment information from both the RMA Form page and the navigation. When you access the Internal Shipment History and External Shipment History pages from the RMA Form page, you can select Inventory shipment history lines to populate the RMA form.

Pages Used for Managing Returned Material for Material Stock Requests

Page Name	Definition Name	Usage
RMA Form Page	RMA_FORM_INV	Enter RMA transactions for material stock requests and orders with demand sources other than PeopleSoft Order Management.
RMA Line link on the RMA Form Page	RMA_LINE_INV	Change or enter detail for an RMA line that you entered on the RMA Form page.
RMA Return-From Location (returned material authorization return from location) Page	RMA_RET_FROM_LOC	View the address for the location from which the material is returned.

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Page Name	Definition Name	Usage
ChartField Overrides Page	RMA_HDR_CF	Update ChartFields for the RMA header.
ChartField Overrides Page	RMA_LINE_CF	Update ChartFields for the RMA line.
Internal Shipment History Page	RMA_MSR_SHIP_HIST	View material stock requests for an internal issue.
Serial/Lot Selection (Internal Requests) Page	RMA_SHPHS_SERIAL	Specify which serial IDs are returned (internal requests).
Serial/Lot Selection (Internal Requests) Page	RMA_SHPHS_LOT	Specify which serial or lot IDs are returned (internal requests). See Specifying Which Serial IDs or Lot IDs Are Returned (External Requests)
External Shipment History Page	CUST_SHIP_HIST_INV	View external material stock requests.
Serial/Lot Selection (External Requests) Page	RMA_SHPHS_SERIALEX	Specify which serial and lot IDs are returned (external requests).
Serial/Lot Selection (External Requests) Page	RMA_SHPHS_LOTEX	Specify which serial IDs or lot IDs are returned (external requests). See Specifying Which Serial IDs or Lot IDs Are Returned (External Requests)
Return Material Authorization Page	RUN_INS3000	Specify parameters for the Return Material Authorization Form. You have the option to include canceled order lines in the report run.

RMA Form Page

Use the RMA Form page (RMA_FORM_INV) to enter RMA transactions for material stock requests and orders with demand sources other than PeopleSoft Order Management.

Navigation:

Inventory, and then **Manage Returned Material**, and then **Create Inventory RMA**, and then **RMA Form**

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

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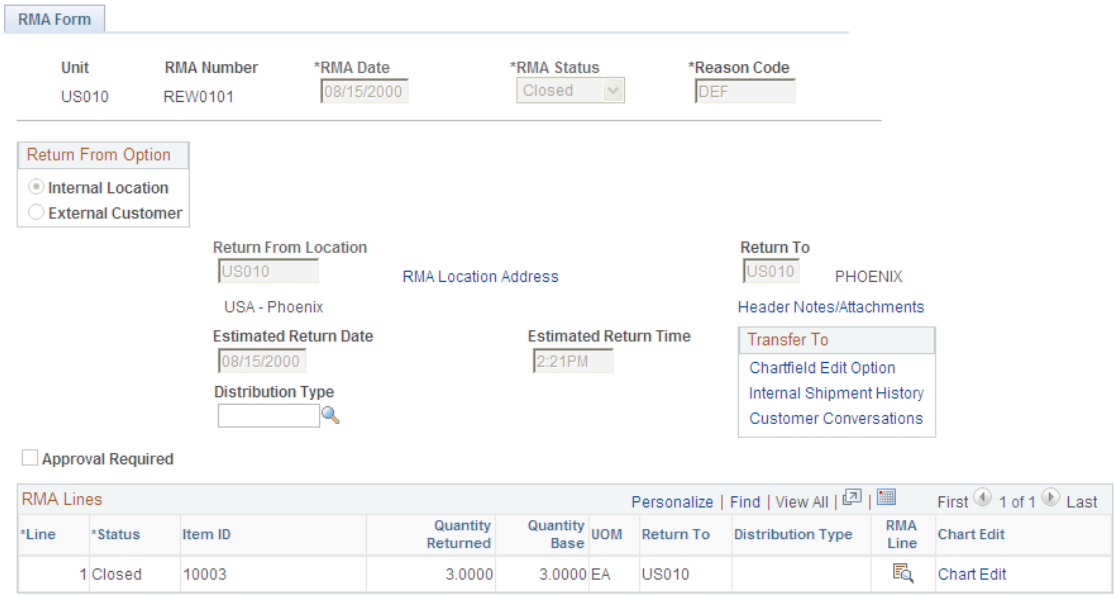

Field or Control	Description
RMA Date	View the current date by default.
RMA Status	Select a value: *Pending:* RMA form is not complete. The system cannot receive items referenced on the RMA that have a status of *Pending* until the status is changed to *Open.* *Open:* RMA form is complete, ready for processing, and can receive returned items. The RMA status remains *Open* until the last line item of the RMA is received. This is the default value. *Canceled:* RMA is no longer valid and no receipts are expected for it. You cannot change RMA status in the header to *Canceled* if there are receipts against any of the RMA lines, and you cannot change RMA line status to *Canceled* if there are any receipts against the line. Change the RMA status to *Canceled* to access the RMA Cancel page and enter the date and the reason for the cancellations. *Closed:* All RMA lines are received. RMA lines are automatically set to *Closed* when the received quantity on the line is greater than or equal to the returned quantity.
Reason Code	Reason codes with an *RMA Cancel* type must exist on the Reason Codes page.

Return From Options

Option	Available Fields
Internal Location	Select a return from location for internal issues from PeopleSoft Inventory. Values include all locations.

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Option	Available Fields
	Click the **RMA Location Address** link to access the RMA Return-From Location page, where you can view the internal location address from which the stock is returned.
External Customer	Select the return from customer and modify the return from location as necessary for external issues from PeopleSoft Inventory. If the installation does not include PeopleSoft Order Management, Billing, or Accounts Receivable, the system doesn't validate the entry. For external customers, you can view or change the return from address. Click the **Display** link to access the RMA Customer Address page and can view the current return from address. Click the **Override** link to access the RMA Header Return-From Address page and modify the address information.

Field or Control	Description
Return To	The PeopleSoft Inventory Business Unit to which the material is returned.
Estimated Return Date and **Estimated Return Time**	View the current date and time. These are estimates only, and the planning system might use them as a potential source of supply. If the Return To business unit requires closure calendar validation for receiving activities (defined on the Closure Calendar page), the system validates the order's estimated return date and time against the calendar. If the estimated return date and time are not valid for receiving activities at the destination business unit, a warning message appears when you save the change. You can ignore the warning or reschedule the return date. If you reschedule, the system calculates and returns the next valid date for receiving operations at the destination business unit.
Distribution Type	View the business unit's distribution options. Distribution types define different departments or cost centers. While the transaction determines the debit and credit accounts for most transactions, distribution types are used when the account distribution depends on which department or cost center issued the product.
Approval Required	If selected (the default), you can save the RMA only as *Pending*.

You can use the links on this page to associate additional information with the RMA. You must save the RMA Form page before transferring to ChartFields overrides and internal or external shipment history.

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RMA Lines

Enter basic information for the RMA line. This information appears as default information on the RMA Line page, where you can modify it.

Field or Control	Description
Line	The default is *1* for the first return line. This value increments by one for each additional line.
Item ID	Enter the ID for the item that you are returning. Only items with a status of *Active, Hold, Discontinue,* or *Inactive* are values, and only these items appear in the prompt table.
Quantity Returned and **UOM**	Enter the quantity and UOM for the returned item. The UOM must be a valid stocking UOM for the item.
Quantity Base	The quantity returned, in the item's base UOM.
Return To	The Return To business unit that you defined at the header level becomes the default for all lines. You can change this value on a line-by-line basis.
Distribution Type	The distribution type that you selected at the header level becomes the default distribution type on all lines. You can change this value on a line-by-line basis.

Related Topics

- PeopleSoft Managing Items: Managing Inventory by Item Status
- Application Fundamentals: Understanding PeopleSoft ChartFields

RMA Line link on the RMA Form Page

Use the RMA Line page (RMA_LINE_INV) to change or enter detail for an RMA line that you entered on the RMA Form page.

Navigation:

Click the **RMA Line** link on the RMA Form page.

All of the fields on this page derive their default values from the RMA Form page and are available for editing except **Unit** and **RMA Number.**

Field or Control	Description
PO Number	The default is the PO number that is associated with the shipment that is referenced on the line.
Carrier ID	The system retrieves the default value from the Return Type Codes page.

See Return Type Codes Page.

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Internal Shipment History Page

Use the Internal Shipment History page (RMA_MSR_SHIP_HIST) to view material stock requests for an internal issue.

Navigation:

Inventory, and then **Manage Returned Material**, and then **Internal Cust Shipment History**, and then **Internal Shipment History**

Field or Control	Description
Ship History for MSRs (months)	The system retrieves this value from the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the range that you specified appear.
Catalog Search Button	Click the **Catalog Search** button to select specific shipments or to change the date range of the orders.
Select All	Click to select all of the lines on this page.
Select	Click to select shipment history lines.
Return	Click to copy the Item ID, Qty Shipped, UOM, and Distribution Type field values from the selected lines to the RMA lines. **Note:** Although ChartFields and Projects do not appear on this page, they are copied to the RMA line.
	Click the **Serial/Lot Selection** button next to the shipment history line if the item is ship serial-, serial-, or lot-controlled. This opens the Serial/Lot Selection page (Internal Material Stock Requests - Serial ID) or the Serial/Lot Selection page (Internal Material Stock Requests - Lot ID) page, where you can select shipping serial-, serial-, or lot-controlled lines.

Specifying Which Serial IDs Are Returned (Internal Requests)

Serial/Lot Selection (Internal Requests) Page

Use the Serial/Lot Selection page (RMA_SHPHS_SERIAL) to specify which serial IDs are returned (internal requests).

Navigation:

Click the **Serial/Lot Selection** link on the Internal Shipment History page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped. Select the serial ID that is returned. Click the **Select/Deselect All IDs** link to select or deselect all of the serial or lot rows.

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

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Field or Control	Description
Serial ID and **Lot ID**	Select the serial or lot ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows.
Expiration Date	View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

External Shipment History Page

Use the External Shipment History page (CUST_SHIP_HIST_INV) to view external material stock requests.

Navigation:

Inventory, and then **Manage Returned Material**, and then **External Cust Shipment History**, and then **External Shipment History**

Field or Control	Description
Ship History for RMAs (months)	View the time period for the shipment history for RMAs that you establish on the Inventory Definition - Business Unit Options: RMA Defaults page. All shipments within the specified range specified appear.
	Click the **Serial/Lot Selection** button next to the shipment history line if the item is ship serial-, serial-, or lot controlled. This opens the Serial/Lot Selection page (External Material Stock Requests - Serial ID), where you specify serial IDs for the returned items, or the Serial/Lot Selection page (External Material Stock Requests - Lot ID), where you specify lot IDs for the returned items.
Select	Click to select shipment history lines.
Return to Search	Click to copy the Product ID, UOM, Qty Shipped, Unit Price, ChartField, and Project field values from the selected lines to the RMA lines. **Note:** Although Unit Price, ChartFields, and Projects do not appear on this page, they are available for the system to copy to the RMA line.

Serial/Lot Selection (External Requests) Page

Use the Serial/Lot Selection page (RMA_SHPHS_SERIALEX) to specify which serial and lot IDs are returned (external requests).

Navigation:

Click the **Serial/Lot Selection** link on the External Shipment History page.

In the scroll area, the serial IDs that are associated with the demand line appear together with the quantity shipped.

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Field or Control	Description
Serial ID	Select the serial ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows that appear on this page.

Specifying Which Serial IDs or Lot IDs Are Returned (External Requests)

Use the Serial/Lot Selection page (RMA_SHPHS_LOTEX) to specify which serial IDs or lot IDs are returned (external requests).

Use the Serial/Lot Selection page (RMA_SHPHS_LOT) to specify which serial or lot IDs are returned (internal requests).

Navigation:

Click the **Serial/Lot Selection** link on the Internal Shipment History page.

Navigation:

Click the **Serial/Lot Selection** link on the External Shipment History page.

In the scroll area, the serial or lot IDs that are associated with the demand line appear together with the quantity shipped.

Field or Control	Description
Serial ID and **Lot ID**	Select the serial or lot ID that is returned.
Select/Deselect All IDs	Click to select or deselect all of the serial or lot rows.
Expiration Date	View, for lot-controlled items, the lot expiration date that was calculated at the source business unit upon shipment of the lot, if applicable.

Managing Returned Material From Third-Party Systems

The RMA Load EIP is an inbound asynchronous service operation that receives RMA receipts from a third-party system to create RMAs in PeopleSoft Inventory. Once the PeopleSoft system receives the transaction, the RMA Load process validates the data and inserts it into either the RMA table or, if errors are found, into the transaction error table. You can correct errors and resubmit the transaction using the RMA Load EIP Maintenance pages in the Maintain Data Definitions component.

Related Topics

- PeopleSoft Inventory: Staging RMA Receipts Using an Electronic Data Collection System
- PeopleSoft Supply Chain Management Integration: PeopleSoft SCM Inbound EIPs

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PeopleSoft Working With Order to Cash Common Information Reports

PeopleSoft Working With Order to Cash Common Information Reports: A to Z

This section lists the reports in this Documentation.

- Customer reports.
- Product reports.
- Product nVision reports.
- Return material authorization (RMA) reports.
- Cash drawer reports.

> **Note**
>
> nVision reports are run only from the PeopleTools window client.

For samples of these reports, see the Report Samples that are published with this online documentation.

Customer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
AR31001 TableSet Customers	Lists all customers by business unit for the SetID.	**Customers**, and then **Reports**, and then **Customers by SetID**, and then **TableSet Customers** **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Reports**, and then **Customers by SetID**, and then **TableSet Customers**	RUN_AR31001

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Report ID and Report Name	Description	Navigation	Run Control Page
AR31002 Business Unit Customers	Lists all customers for the business unit.	**Accounts Receivable**, and then **Customer Accounts**, and then **Customer Reports**, and then **Customers by Unit**, and then **Business Unit Customers** **Customers**, and then **Reports**, and then **Customers by Unit**, and then **Business Unit Customers**	RUN_AR31002
AR31003 TableSet Contacts	Lists customer contacts by SetID, including their title, phone, and fax numbers.	**Customers**, and then **Reports**, and then **Contacts by SetID**, and then **TableSet Contacts** **Accounts Receivable**, and then **Customer Accounts**, and then **Customer Reports**, and then **Contacts by TableSet**, and then **TableSet Contacts**	RUN_AR31003
AR31004 Business Unit Contacts	Lists customer contacts by business unit, including their title, phone, and fax numbers.	**Accounts Receivable**, and then **Customer Accounts**, and then **Customer Reports**, and then **Contacts by Unit**, and then **Business Unit Contacts** **Customers**, and then **Reports**, and then **Contacts by Unit**, and then **Business Unit Contacts**	RUN_AR31004
OMX3210 (XML format) Sold-To Customer Master	Lists the address and the processing options for Sold To Customers for the selected SetID. (BI Publisher)	**Customers**, and then **Reports**, and then **Sold To Customer Master**, and then **Sold-To Customer Master**	RUN_OMC3210
OMX3240 (XML format) Sold To Customer Relationships	Lists each sold to customer, its status, and all associated ship to and bill to customers in order of priority for the selected SetID. (BI Publisher)	**Customers**, and then **Reports**, and then **Sold To Cust Relationships**, and then **Sold-To Cust Relationships**	RUN_OMC3240

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Report ID and Report Name	Description	Navigation	Run Control Page
OMX3220 (XML format) Ship-To Customer Master	Lists the address and the processing options for Ship To Customers for the selected SetID. (BI Publisher)	**Customers**, and then **Reports**, and then **Ship To Customer Master**, and then **Ship-To Customer Master**	RUN_OMC3220
OMX3260 (XML format) Ship To Customer Relationships	Lists each ship to customer, its status, and all associated customer relationships in order of priority for the selected SetID. (BI Publisher)	**Customers**, and then **Reports**, and then **Ship To Cust Relationships**, and then **Ship-To Cust Relationships**	RUN_OMC3260
OMX3230 (XML format) Ship Date Exceptions	Lists both block and standing ship date exceptions by ship to customer for the selected SetID. (BI Publisher)	**Customers**, and then **Reports**, and then **Ship Date Exceptions**	RUN_OMC3230

Product Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMX4100 (XML format) Product Master	Lists all products by SetID. Identifies the item ID, status, and whether the product is a product kit, among other details. (BI Publisher)	**Products**, and then **Reports**, and then **Product Master**	RUN_OMC4100
OMX4200 (XML format) Product Price List	View list prices for products, unit of measure, and ship from warehouses. (BI Publisher)	**Products**, and then **Reports**, and then **Product Price List**	RUN_OMC4200
OMX4300 (XML format) Product Catalogs	View which products and or product groups belong to a product catalog. (BI Publisher)	**Products**, and then **Reports**, and then **Product Catalogs**	RUN_OMC4300
CRCARDHST Credit Card History Report	This report lists credit card transmissions that have been performed from the PeopleSoft Order Management, Billing and Receivables modules. Search parameters allow you to search by business unit and transmission date range.	**Set Up Financials/ Supply Chain**, and then **Common Definitions**, and then **Credit Cards**, and then **Credit Card History Report**	RUN_CRCARD_HST

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Product nVision Reports

Report ID and Report Name	Description	Navigation	Run Control Page
OMBOOKP Product Booked by Product ID	Product bookings by business unit	Run from the PeopleTools window client.	OM_BOOKP.XLS
OMSALEP Product Sales by Product ID	Product sales by business unit	Run from the PeopleTools window client.	OM_SALEP.XLS
OMBOOKC Product Booked by Sold To Customer	Customer bookings by business unit.	Run from the PeopleTools window client.	OM_BOOKC.XLS
OMSALEC Product Sales by Sold To Customer	Customer sales by business unit	Run from the PeopleTools window client.	OM_SALEC.XLS
OMPRC Product Prices	Product Prices	Run from the PeopleTools window client.	OM_PRC.XLS

RMA Reports

Report ID and Report Name	Description	Navigation	Run Control Page
INS3000 Return Material Authorization	Lists RMA transactions for internal and external locations. Use this report to provide staff at the internal or external locations with an acknowledgment of a return request and direction on where to send the returned materials. You can also generate this report to aid receiving clerks in matching returned material at the receiving docks with an RMA in the PeopleSoft system. For each RMA, this report includes header and line information.	**Inventory**, and then **Manage Returned Material**, and then **RMA Report**, and then **Returned Material Authorization**	RUN_INS3000
OMS3000 Print RMA	Lists the details of an authorized return for a customer. **Note:** Notes are printed on the RMA report without configuration.	**Customer Returns**, and then **Reports**, and then **Create Order RMA**, and then **Print RMA**	RUN_OMS3000

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Report ID and Report Name	Description	Navigation	Run Control Page
OMS7100 RMA Register	Lists RMAs by business unit.	**Customer Returns**, and then **Reports**, and then **RMA Register**, and then **RMA Register**	RUN_OMS7100
OMS7110 Overdue RMAs	Lists RMA line for products that are not returned by the estimated return date on the RMA Line page.	**Customer Returns**, and then **Reports**, and then **Overdue RMAs**, and then **Overdue RMAs**	RUN_OMS7110

Cash Drawer Reports

Report ID and Report Name	Description	Navigation	Run Control Page
CDRDEPST Print Bank Deposit Slip	Print a bank deposit slip from the reconciliation. This slip lists cash to deposit, as well as a list of the checks (check number and amount) to deposit.	**Accounts Receivable**, and then **Payments**, and then **Cash Drawer**, and then **Print Bank Slip Deposit**	RUN_CDR_PRNTDEP

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