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# PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook

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**June 2004**

# PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook

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# Contents

<b>General Preface</b>	
<b>About This PeopleBook .....</b>	<b>vii</b>
PeopleSoft Application Prerequisites.....	vii
PeopleSoft Application Fundamentals.....	vii
Related Documentation.....	viii
Obtaining Documentation Updates.....	viii
Ordering Printed Documentation.....	viii
Typographical Conventions and Visual Cues.....	ix
Typographical Conventions.....	ix
Visual Cues.....	x
Country, Region, and Industry Identifiers.....	x
Currency Codes.....	xi
Comments and Suggestions.....	xi
Common Elements in These PeopleBooks .....	xi
 <b>Preface</b>	
<b>PeopleSoft Enterprise CRM Industry Application Fundamentals Preface.....</b>	<b>xiii</b>
PeopleSoft Enterprise CRM Application Fundamentals.....	xiii
PeopleSoft Enterprise CRM Automation and Configuration Tools.....	xiv
PeopleSoft Enterprise CRM Services Foundation.....	xiv
PeopleSoft Enterprise CRM Business Object Management.....	xv
PeopleSoft Enterprise Product and Item Management.....	xv
PeopleTools PeopleBooks.....	xvi
 <b>Chapter 1</b>	
<b>Getting Started with PeopleSoft Enterprise CRM 8.9 Industry Applications .....</b>	<b>1</b>
PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals Overview.....	1
PeopleSoft Enterprise CRM Applications Implementation.....	1
 <b>Chapter 2</b>	
<b>Configuring Application Security.....</b>	<b>3</b>
Understanding the Security Object Model.....	3
Defining and Maintaining Security.....	5

Understanding Security Definition and Maintenance.....	5
Pages Used to Define and Maintain Security.....	5
Maintaining the Security Matrix.....	6
Reviewing Access Trace Information.....	7
Setting Up Navigation Security.....	8
Defining Role Mapping.....	10
Defining Sales Process Verification Keys.....	10

## Chapter 3

<b>Working with Financial Accounts.....</b>	<b>13</b>
Understanding Financial Accounts.....	13
Views of Financial Accounts.....	13
Financial Account Types.....	14
Understanding Integration with Legacy Systems.....	14
Delivered XML Templates.....	15
Delivered Flat File Templates.....	15
Delivered Flat File Processes.....	15
Assumptions for XML Integration.....	15
Assumptions for File Integration.....	17
Setting Up Account Defaults.....	18
Pages Used to Set Up Account Defaults.....	18
Defining Account Defaults.....	18
Viewing Financial Account Information.....	19
Alternate Capacities.....	19
Pages Used to View Financial Account Information .....	20
Viewing Financial Accounts.....	20
Setting Up Alternate Capacities.....	23
Working with Relationships.....	25
Working with ATM Cards.....	25
Viewing Terms and Conditions.....	25
Viewing Fees.....	26
Working with Cases.....	26
Working with Applications.....	27
Modifying Financial Accounts.....	27
Page Used to Modify Financial Accounts.....	28
Maintaining Financial Accounts.....	28

**Chapter 4**

<b>Using Churn Management.....</b>	<b>29</b>
Understanding Churn Management.....	29
Understanding the Churn Management Process Flow.....	30
Maintaining Churn Management.....	30
Pages Used to Manage Churn .....	31
Defining Churn Scores.....	31
Defining Churn Rules.....	32
Setting up Policies.....	32
Defining Scripts.....	32
Viewing Churn Actions and History.....	32

**Chapter 5**

<b>Understanding Accounts Receivable and 360 - Degree View Integration.....</b>	<b>35</b>
Understanding Integration Between Accounts Receivable and the 360 - View.....	35
Financial Profile.....	37
Messages.....	37
Understanding Nodes.....	37

**Appendix A**

<b>ISO Country and Currency Codes.....</b>	<b>45</b>
ISO Country Codes.....	45
ISO Currency Codes.....	54

<b>Glossary of PeopleSoft Terms.....</b>	<b>65</b>
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<b>Index .....</b>	<b>81</b>
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# About This PeopleBook

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

This preface discusses:

- PeopleSoft application prerequisites.
- PeopleSoft application fundamentals.
- Related documentation.
- Typographical conventions and visual cues.
- Comments and suggestions.
- Common elements in PeopleBooks.

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**Note.** PeopleBooks document 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 either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line. Elements that are common to all PeopleSoft applications are defined in this preface.

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## PeopleSoft Application Prerequisites

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

You might also want to complete at least one PeopleSoft introductory training course.

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

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

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## PeopleSoft Application Fundamentals

Each application PeopleBook provides implementation and processing information for your PeopleSoft database. However, additional, essential information describing the setup and design of your system appears in a companion volume of documentation called the application fundamentals PeopleBook. Each PeopleSoft product line has its own version of this documentation.

The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft applications across a product line. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of this central PeopleBook. It is the starting point for fundamentals, such as setting up control tables and administering security.

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## Related Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

### Obtaining Documentation Updates

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

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

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#### See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>

### Ordering Printed Documentation

You can order printed, bound volumes of the complete PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM. PeopleSoft makes printed documentation available for each major release shortly after the software is shipped. Customers and partners can order printed PeopleSoft documentation by using any of these methods:

- Web
- Telephone
- Email

#### Web

From the Documentation section of the PeopleSoft Customer Connection website, access the PeopleBooks Press website under the Ordering PeopleBooks topic. The PeopleBooks Press website is a joint venture between PeopleSoft and MMA Partners, the book print vendor. Use a credit card, money order, cashier's check, or purchase order to place your order.

#### Telephone

Contact MMA Partners at 877 588 2525.

#### Email

Send email to MMA Partners at [peoplesoftpress@mmapartner.com](mailto:peoplesoftpress@mmapartner.com).

#### See Also

PeopleSoft Customer Connection, <https://www.peoplesoft.com/corp/en/login.jsp>



## Typographical Conventions and Visual Cues

This section discusses:

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

### Typographical Conventions

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

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

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

## Visual Cues

PeopleBooks contain the following visual cues.

### Notes

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

---

**Note.** Example of a note.

---

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

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**Important!** Example of an important note.

---

### Warnings

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

---

**Warning!** Example of a warning.

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### Cross-References

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

## Country, Region, and Industry Identifiers

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

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

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

### Country Identifiers

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

See *About These PeopleBooks*, “ISO Country and Currency Codes,” ISO Country Codes.

## Region Identifiers

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

- Asia Pacific
- Europe
- Latin America
- North America

## Industry Identifiers

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

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

## Currency Codes

Monetary amounts are identified by the ISO currency code.

Appendix A, "ISO Country and Currency Codes" ISO Currency Codes.

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## Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager PeopleSoft, Inc. 4460 Hacienda Drive Pleasanton, CA 94588

Or send email comments to [doc@peoplesoft.com](mailto:doc@peoplesoft.com).

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

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## Common Elements in These PeopleBooks

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

you can view and change the information. Pages or panels and batch processes that use the information use the current row.

**Once, Always, and Don't Run**

Select Once to run the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to Don't Run.

Select Always to run the request every time the batch process runs.

Select Don't Run to ignore the request when the batch process runs.

**Report Manager**

Click to access the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).

**Process Monitor**

Click to access the Process List page, where you can view the status of submitted process requests.

**Run**

Click to access the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.

**Request ID**

An ID that represents a set of selection criteria for a report or process.

**User ID**

An ID that represents the person who generates a transaction.

**SetID**

An ID that represents a set of control table information, or TableSets. TableSets enable you to share control table information and processing options among business units. The goal is to minimize redundant data and system maintenance tasks. When you assign a setID to a record group in a business unit, you indicate that all of the tables in the record group are shared between that business unit and any other business unit that also assigns that setID to that record group. For example, you can define a group of common job codes that are shared between several business units. Each business unit that shares the job codes is assigned the same setID for that record group.

**Short Description**

Enter up to 15 characters of text.

# PeopleSoft Enterprise CRM Industry Application Fundamentals Preface

This preface discusses:

- PeopleSoft Enterprise CRM application fundamentals.
- PeopleSoft Enterprise CRM automation and configuration tools.
- PeopleSoft Enterprise CRM services foundation.
- PeopleSoft Enterprise CRM business object management.
- PeopleSoft CRM product and item management.
- PeopleTools PeopleBooks.

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**Note.** All information found in this PeopleBook is applicable to PeopleSoft Enterprise CRM for High Technology.

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## PeopleSoft Enterprise CRM Application Fundamentals

The *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook* contains essential information describing the setup and design of the PeopleSoft CRM system. This book contains important topics that apply to many or all PeopleSoft applications across the PeopleSoft CRM product line.

The *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook* contains these parts:

- CRM Multi-Product Foundation.

This part discusses the design and setup of the PeopleSoft CRM system, including security considerations.

- Workforce Management.

This part discusses PeopleSoft CRM workflow, the Active Analytics Framework (AAF), business projects, and scripts.

- Interactions and 360-Degree Views.

This part discusses how to manage interactions and set up and use the 360-degree view, a powerful tool that enables users to view and work with any transaction or interaction that is associated with a customer or worker.

- Self-Service for Customers.

This part discusses how to set up, administer, and use self-service applications for customers and workers.

- Relationship Management.

This part discusses how system users manage their contacts and tasks.

- Entitlement Management.

This part discusses setting up agreements and warranties.

- SmartViews.

This part discusses how to set up and use SmartViews to manage key customer segments and accounts in a central environment.

## See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*

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# PeopleSoft Enterprise CRM Automation and Configuration Tools

The *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook* discusses automation and configuration tools that are common to multiple CRM applications. This is an essential companion to your application *PeopleBook*.

There are four parts to the *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*:

- Correspondence management.

This part discusses the setup and application of manual notifications, automatic notifications and manual correspondence requests among CRM objects.

- Automation tools.

This part discusses PeopleSoft CRM workflow, the Active Analytics Framework (AAF), business projects, and scripts.

- Configuration tools.

This part discusses configurable search pages, configurable toolbars, attributes, display templates and industry-specific field labels and field values.

- Knowledge management.

This part discusses the setup of Natural Language Processing (NLP) and Verity search.

## See Also

*PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*

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# PeopleSoft Enterprise CRM Services Foundation

The *PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise Integrated FieldService, PeopleSoft Enterprise Order Capture, and the PeopleSoft call center applications (PeopleSoft Enterprise Support, PeopleSoft Enterprise HelpDesk, and PeopleSoft Enterprise HelpDesk for Human Resources).

There are three parts to the *PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook*:

- Solution management.

Solution management enables users to establish a set of predefined solutions that call center agents and field service technicians can use to resolve customer problems.

- Transaction Billing Processor Integration.

PeopleSoft Transaction Billing Processor enables PeopleSoft Enterprise Integrated FieldService, PeopleSoft Enterprise Support, and PeopleSoft Enterprise Order Capture to integrate with PeopleSoft Billing and PeopleSoft General Ledger through the use of the PeopleSoft Contracts architecture. The integration enables PeopleSoft CRM users to bill and book revenue for recurring, one-time, and on demand services.

- Environmental Systems Research Institute (ESRI) integration.

The integration with ESRI, a mapping software, enables users to view the location of reported cases and the location of field service activities through the Map Dashboard.

### See Also

*PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook*

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## PeopleSoft Enterprise CRM Business Object Management

The *PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook* discusses how to create and manage customer and worker business objects in PeopleSoft CRM.

The PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook has these parts:

- Business Object Management Basics.

This part provides an overview of the business object relationship model and discusses setting up role types, relationship types, and control values.

- Data Management for Organization Business Objects.

This part discusses how to set up and manage companies, sites, and partner companies.

- Data management for Individual Business Objects.

This part discusses how to set up and manage persons, including contacts and consumers, and workers.

- Business Object Management.

This part discusses how to define and use business object searches, quick create, and the customer identification framework to manage business objects.

- Customer and Worker Data Integrations.

This part discusses how to integrate customer and worker data with other systems. PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook.

### See Also

*PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook*

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## PeopleSoft Enterprise Product and Item Management

The *PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook* discusses how to set up products in PeopleSoft CRM, including installed products, product packages, and products that are service offerings such as service agreements and warranties.

## **See Also**

*PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook*

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## **PeopleTools PeopleBooks**

Cross-references to PeopleTools documentation refer to the PeopleTools 8.5 PeopleBooks.



# CHAPTER 1

## Getting Started with PeopleSoft Enterprise CRM 8.9 Industry Applications

This chapter provides an overview of PeopleSoft Enterprise Customer Relationship Management (PeopleSoft CRM) Industry applications and discusses:

- PeopleSoft CRM cross-product integrations.
- PeopleSoft CRM cross-product implementation.

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### PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals Overview

This book contains essential information describing the setup and design of PeopleSoft CRM and the use of features that are common to multiple applications within PeopleSoft CRM Industry applications.

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**Note.** This book documents the mechanics of setting up and using industry - specific PeopleSoft CRM functionality. The use of that functionality within business process, such as order capture or support, is discussed in the application PeopleBook.

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#### See Also

*PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook*

*PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook*

*PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*

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### PeopleSoft Enterprise CRM Applications Implementation

PeopleSoft Enterprise Setup Manager enables you to generate a list of setup tasks based on the features that you are implementing. Setup tasks include:

- A list of components that you must set up.

This list is the order in which you must setup the components and enter data into them.

- Links to the corresponding PeopleBook documentation.

## Other Sources of Information

In the planning phase of implementation, take advantage of all PeopleSoft sources of information, including the installation guides, data models, business process maps, and troubleshooting guidelines. A complete list of these resources appears in the preface of the *PeopleSoft Enterprise CRM Business Object Management PeopleBook*, with information about where to find the most current version of each.

## See Also

Preface

*PeopleSoft Enterprise PeopleTools PeopleBook: PeopleSoft Component Interfaces*

*PeopleSoft Enterprise Setup Manager for Customer Relationship Management 8.9*

## CHAPTER 2

# Configuring Application Security

This chapter provides an overview of the Security Object model and discusses how to define and maintain security.

### See Also

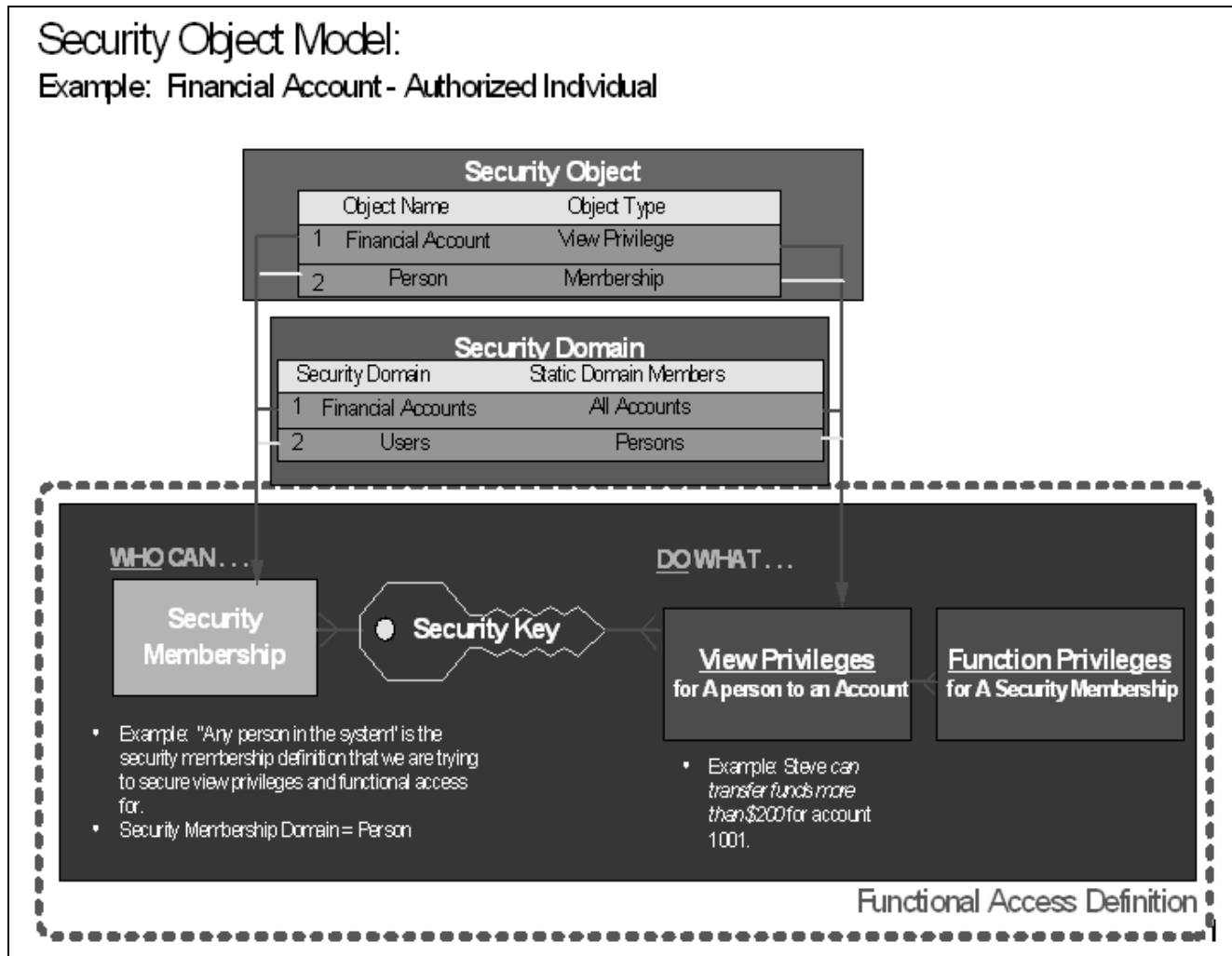
*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Setting Up PeopleSoft Customer Relationship Management Security and User Preferences”

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## Understanding the Security Object Model

In the financial services and insurance industries, every financial account and policy has a matrix of security rules. This security matrix contains information about an individual’s reach and limit for a particular account. The Security Object model contains the matrix of security rules. When creating or maintaining an account, security keys are created.

The following diagram shows the process flow of the Security Object model.



Security Object model

## Security Objects

Security objects are delivered with the system. Any changes to the security objects affect security keys and the security list table. For this reason, PeopleSoft recommends limiting the number of security objects created. Two security objects are delivered. The Financial Account security object is a view privilege type security object, and the Authorized Users (ACCOUNTHOLDER) is a membership type security object. Both objects are system data. Not all objects can be used as security objects.

## Security Membership Domain

The security domain for the aforementioned security objects is a static list. The view object domain of the Financial Account object consists of all available accounts. Although these security domains are delivered and designed as static lists, you can define your own dynamic domains.

## Security Keys

Security keys are created for each individual that takes part in the security model. One security key is generated for each individual. Security keys are created and maintained by either enterprise integration points, or by the online security matrix component.

## Defining and Maintaining Security

This section provides an overview of security definitions and maintenance, and discusses how to:

- Maintain the security matrix.
- Review access trace information.
- Set up navigation security.

### Understanding Security Definition and Maintenance

The administrator uses the security matrix to define and maintain permissions granted to system users. Each row in the matrix represents a specific transaction for a specific account.

The security matrix can be populated using the Security Matrix page or programmatically.

Use the Security Matrix page to add, delete, or update rows in the security matrix.

Enterprise integration points are used to create financial accounts and their security. The inbound EIP receives the security matrix data, and the subscription code creates the security keys.

Each time an agent accesses a customer account through the 360-Degree View page, the security trace provides an audit trail.

The administrator uses navigation security to show or hide individual component items in the Agent view. Permission lists and roles determine portal navigation. Navigation security layers control access to specific menu items.

### Pages Used to Define and Maintain Security

Page Name	Object Name	Navigation	Usage
Security Matrix	RSEC_SRTY_MAT_SRCH	Set Up CRM, Security, Financial Services, Security Matrix	Define permissions granted to system users.
Security Trace Access	RBF_SRTY_TRC_SRCH	Set Up CRM, Security, Financial Services, Access Trace, Security Trace Access	View an audit trail of all user account access.
Navigation Security	RBF_NAV_SECURITY	Set Up CRM, Security, Financial Services, Navigation Security	Grant or remove access to content on the portal pages. Hide certain pages for a particular PeopleTools role even though role users have access to the components.
Role Mapping	RBF_ROLE_MAPPING	Set Up CRM, Security, Financial Services, Role Mapping	Map roles.
Sales Process Verification Key	RBF_SALES_VKEY	Set Up CRM, Security, Financial Services, Sales Process Verification Key	Validates employee status.

# Maintaining the Security Matrix

Access the Security Matrix page.

Security Matrix

▼ Search

Use Saved Search

Account Number

=

🔍

Business Contact

=

🔍

Transaction

begins with

🔍

Conditional Amount

=

🔍

Search

Clear

Advanced Search

📄 Save Search Criteria

🗑 Delete Saved Search

🔗 Personalize Search

Search Results

Customize | Find | View 100 | 📄 First 1-25 of 11

Main Info

Audit Info

	Contact Name	Account Number	Transaction Code	Approved	Conditional Operator	Conditional Amount	Message Set Number	Message Number
1	Ed Stanton 🔍 📄	17319 🔍 📄	ALL 🔍 📄	☑				
2	Ed Stanton 🔍 📄	17331 🔍 📄	ALL 🔍 📄	☑				
3	Ed Stanton 🔍 📄	50223 🔍 📄	ALL 🔍 📄	☑				
4	Ed Stanton 🔍 📄	99151 🔍 📄	ALL 🔍 📄	☑				
5	Janet Ashford 🔍 📄	99861 🔍 📄	ALL 🔍 📄	☑				
6	Rachel Martin 🔍 📄	50001 🔍 📄	AFTS 🔍 📄	☑	Less Than	5,000.00	18146	
7	Rachel Martin 🔍 📄	50001 🔍 📄	APPL 🔍 📄	☑				
8	Rachel Martin 🔍 📄	50001 🔍 📄	CLM 🔍 📄	☑				
9	Rachel Martin 🔍 📄	50001 🔍 📄	CLOS 🔍 📄	☑				
10	Rachel Martin 🔍 📄	50001 🔍 📄	CMPL 🔍 📄	☑				
11	Rachel Martin 🔍 📄	50001 🔍 📄	INQ 🔍 📄	☑				

Security Matrix page

## Main Info Page

- Account Number

Select the applicable account number. You need one row for each allowable transaction on the account. You must have at least one row for each account; however, you may have multiple rows per account.
- Transaction Code

Specifies the type of financial transaction for which the security is built.
- Approved

Select to indicate that the transaction is allowed for this account.
- Conditional Operator

Select if the transaction is allowed with a condition and populate operator applicable for the condition.
- Conditional Amount

Select the amount for the condition.
- Message Catalog Set Number

Displays the message catalog entry that a user sees when denied to perform a transaction due to insufficient security.

## Audit Info Page

Access the Security Matrix page: Audit Info tab (audit information).

**Security Matrix**

▼ Search

Use Saved Search

Account Number =

Business Contact =

Transaction begins with

Conditional Amount =

[Advanced Search](#) [Save Search Criteria](#) [Delete Saved Search](#) [Personalize Search](#)

---

**Search Results** [Customize](#) | [Find](#) | [View 100](#) | First  Last

**Main Info** **Audit Info**

	Contact Name	Account Number	Transaction Code	Approved	Added By	Datetime Added	Last Maintained By	Last Modified		
1	Ed Stanton	17319	ALL	<input checked="" type="checkbox"/>						
2	Ed Stanton	17331	ALL	<input checked="" type="checkbox"/>						
3	Ed Stanton	50223	ALL	<input checked="" type="checkbox"/>						
4	Ed Stanton	99151	ALL	<input checked="" type="checkbox"/>						
5	Janet Ashford	99861	ALL	<input checked="" type="checkbox"/>						
6	Rachel Martin	50001	AFTS	<input checked="" type="checkbox"/>	WMSAMPLE	02/10/2004 9:50PM	WMSAMPLE	02/10/2004 9:50PM		
7	Rachel Martin	50001	APPL	<input checked="" type="checkbox"/>	WMSAMPLE	02/10/2004 9:50PM	WMSAMPLE	02/10/2004 9:50PM		
8	Rachel Martin	50001	CLM	<input checked="" type="checkbox"/>	WMSAMPLE	02/10/2004 9:50PM	WMSAMPLE	02/10/2004 9:50PM		
9	Rachel Martin	50001	CLOS	<input checked="" type="checkbox"/>	WMSAMPLE	02/10/2004 9:50PM	WMSAMPLE	02/10/2004 9:50PM		
10	Rachel Martin	50001	CMPL	<input checked="" type="checkbox"/>	WMSAMPLE	02/10/2004 9:50PM	WMSAMPLE	02/10/2004 9:50PM		

Security Matrix page: Audit Info tab

The system displays an audit trail of all additions and modifications to the security matrix.

## Reviewing Access Trace Information

Access the Security Trace Access page.

**Security Trace Access**

▼ Search

Use Saved Search

Agent Login ID =

Business Contact =

Start Date/Time =

End Date/Time =

[Basic Search](#)

File Name with Absolute Path or Relative Path:

**Search Results**

[Customize](#) | [Find](#) | [View 100](#) |  First  Last

Select	Agent Login ID	Business Contact Name	Start Date/Time	End Date/Time
<input checked="" type="checkbox"/>	FSIAGENT	Kevin Jordan	09/04/2001 11:53:44AM	
<input checked="" type="checkbox"/>	FSIAGENT	Kevin Jordan	09/05/2001 5:10:54PM	09/05/2001 5:10:54PM
<input checked="" type="checkbox"/>	FSIAGENT	Kevin Jordan	09/05/2001 5:11:22PM	09/05/2001 5:11:22PM
<input checked="" type="checkbox"/>	FSIAGENT	Kevin Jordan	09/04/2001 11:55:21AM	
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/13/2001 10:28:05AM	11/13/2001 10:35:51AM
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/13/2001 10:35:57AM	11/13/2001 10:38:53AM
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/13/2001 10:39:43AM	11/13/2001 11:19:41AM
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/13/2001 11:19:46AM	
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/19/2001 3:38:57PM	
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/19/2001 5:06:23PM	
<input checked="" type="checkbox"/>	FSIADMIN	Kevin Jordan	11/26/2001 8:14:08AM	

Security Trace Access page

**Start Date/Time**

Displays when the agent accessed the customer accounts through 360-Degree View page.

**End Date/Time**

Displays when the agent released the 360-Degree View page. Using the Back on the browser toolbar does not release the 360-Degree View page. The agent can still access the page by clicking Agent View or the forward button. If the agent signs out of the PeopleSoft application by clicking the Sign Out link or closing the browser, the closing timestamp not recorded. To release the 360-Degree View page and record the closing timestamp, click the Finish and Return to Search link on the 360-Degree View page.

## Setting Up Navigation Security

Access the Navigation Security page.






## Navigation Security

**Role Name** FSI Agent

**Portal Name** EMPLOYEE

**Portal Label** Customers CRM

**Content Reference List** [Customize](#) | [Find](#) | [View All](#) |  First  1-25 of 31  Last

Portal Label	Hide Folder
Class Inspector	<input checked="" type="checkbox"/>
Business Object	<input checked="" type="checkbox"/>
Relationship Viewer	<input checked="" type="checkbox"/>
Geocode Error Log	<input checked="" type="checkbox"/>
Component Interface FIN	<input checked="" type="checkbox"/>
Component Interface GBL	<input checked="" type="checkbox"/>
Generate Call Report	<input checked="" type="checkbox"/>
Flatten Customer Hierarchy	<input checked="" type="checkbox"/>
Customer Group Link	<input checked="" type="checkbox"/>
Corporate Hierarchy	<input checked="" type="checkbox"/>
Notes List	<input checked="" type="checkbox"/>
Search Alternate Capacity	<input checked="" type="checkbox"/>
Add Alternate Capacity	<input checked="" type="checkbox"/>

Navigation Security page (1 of 2)

Add Partnership	<input checked="" type="checkbox"/>
Search Partnership	<input checked="" type="checkbox"/>
Geocode Address	<input checked="" type="checkbox"/>
Add Client	<input checked="" type="checkbox"/>
Search Clients	<input checked="" type="checkbox"/>
Call Report	<input checked="" type="checkbox"/>
Add Company	<input checked="" type="checkbox"/>
Search Company	<input checked="" type="checkbox"/>
Add Person	<input checked="" type="checkbox"/>
WM Contact	<input checked="" type="checkbox"/>
Search Person	<input checked="" type="checkbox"/>
Add Site	<input checked="" type="checkbox"/>

☒ [Select All](#)   ☐ [Clear All](#)

Navigation Security page (2 of 2)

- Role Name**                      PeopleTools role for which navigation security is applied.
- Portal Name**                      Portal name in which the left navigation menu item is secured.
- Portal Label**                      Label name of the left navigation menu for which security is applied.

## Defining Role Mapping

Access the Role Mapping page.

### Role Mapping

**System Role Name** Account Administrator

**User-Defined Roles**
[Customize](#) | [Find](#) | [View All](#) | 
First 1 of 1 Last

User-Defined Role Name	Date/Time Added	Added By
<input type="text"/>		

Save
 Return to Search
 Next in List
 Previous in List

Role Mapping page

- System Role Name**                      Lists the system-defined roles delivered.
- User - Defined Role Name**                      Lists the customer's roles that will be mapped to the system-defined roles.

## Defining Sales Process Verification Keys

Access the Sales Process Verification Key page.

**Sales Process Verification Key**

**Sales Process Verification Key**

**Customer** MMA Property Management Group

**\*Verification Key**

▼ **Audit History**

<b>Created</b>	<b>By</b>
<b>Modified</b>	<b>By</b>

\* Required Field

Sales Process Verification Key page

### Verification Key

Used in the sales process to verify employment of employees and existence of company contract.

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Setting Up PeopleSoft Customer Relationship Management Security and User Preferences”



## CHAPTER 3

# Working with Financial Accounts

This chapter provides overviews of financial accounts, integration with legacy systems, and discusses how to:

- Set up account defaults.
- View financial account information.
- Modify financial accounts.

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## Understanding Financial Accounts

A *financial account* or *contract* represents a holding by a customer of a product or service provided by a industries, including insurance, wealth management, and financial services. The financial account function presents information from various legacy systems in a consistent interface. The financial account maps to the product, inheriting the terms and conditions from the product purchased by the customer.

The Financial Account record and its sub-records are created by the legacy administration systems. The Product Sales functionality queues up a transaction to the legacy system, which starts the process of creating a new account header record and its sub-records, but the actual creation of these records must be done by the legacy system.

A financial account is held by a business contact. The business contact may be a person, company, partnership or an alternate capacity—a business contact that is not in itself a legal entity. A legal entity is defined as an entity with legal responsibility. A person has a social security number and is legally responsible for taxes owed on the interest earned by the account. For example, a company has a taxpayer identification number, while a bridge club may have a financial account, such as a checking account, as well.

Each financial account record represents one financial services account. If a business contact has two checking accounts, there is one financial account instance in the financial services database for each.

A financial account is associated with the terms and conditions related to the product. Additional terms and conditions can be applicable to specific accounts.

## Views of Financial Accounts

PeopleSoft delivers customer, agent, account manager, and application administrator permission groups for PeopleSoft Enterprise Banking Transactions, PeopleSoft Enterprise Bill Presentment and Account Management, PeopleSoft Enterprise Policy and Claims Presentment, and PeopleSoft Enterprise Client Management.

### Customer

The self-service customer navigates to account detail records by way of the My Accounts pagelet.

My Accounts contains a listing of accounts for which the customer is the owner, authorized user, or beneficiary, or, in other words, has security matrix entry in his or her name. The account detail is read-only for the customer. No information can be changed on this page.

### **Agent**

The financial services agent does not have permission to search listing of account records held by customers. Agent access is strictly controlled. An agent can view the details of an account held by a customer who is explicitly identified. Agents can view an account only when they identify the customer and navigate to the customer's 360-Degree View. Every entry of the agent to a particular customer's 360-Degree View is traced by access trace mechanism.

### **Account Manager**

The financial services account manager has more authority to search for an existing account record.

There is a search page available to find an existing account record. The account detail is read-only for the account manager. . In addition, account managers can also see the accounts by navigating through the 360-Degree View as the agent does.

### **Administrator**

The financial services application administrator has more authority to search for an existing account record.

There is a search dialog available to find an existing account record. The account detail is read-only for the application administrator. . In addition, the administrator can also see the accounts by navigating through the 360-Degree View as the agent does.

## **Financial Account Types**

Financial account information is provided for a number of contract types that correspond to product types.

As PeopleSoft CRM applications are delivered, the following financial accounts are available:

- Checking account.
- Savings account.
- Credit account.
- Insurance policy.
- Investment account.

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## **Understanding Integration with Legacy Systems**

This section discusses integration requirements.

Two components must be configured for the integration piece to function correctly:

1. Integration Broker setup.
2. Process Scheduler setup.

A legacy system can post the appropriate XML file to the uniform resource locator of the application messaging gateway. The PeopleSoft system then asynchronously subscribes to this data and loads it into the production tables. A legacy system can also choose to use a flat file to represent its data. An application engine process converts the flat file into an XML document that is in turn published to the application messaging gateway. The process run to perform this function automates the conversion of a flat file to an XML document and also the publishing process. For XML post, inbound data is validated during subscription. For flat files, data validation occurs during the publishing phase and again during the subscription phase.

The goal is to provide an integration framework to subscribe to inbound data from any legacy system. The two delivered methods of integration (XML and flat file) still go through the same enterprise integration point (EIP), which is the application messaging gateway.

## Delivered XML Templates

PeopleSoft CRM delivers XML templates to perform the following:

- Add and update financial accounts.
- Set relationships.
- Set security matrix data.
- Set addresses for financial accounts.
- Set financial account fees.

---

**Note.** The file contains all of the necessary data definition tags. This section need not be modified. The message data should be changed appropriately according to what data is being loaded. Additional transactions should be added as needed.

---

## Delivered Flat File Templates

PeopleSoft CRM delivers flat file templates to perform the following:

- Add and update financial accounts. (RBF\_FIN\_ACCT\_FULL\_SYNC)

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**Note.** This is a sample and the file should be modified accordingly.

---

- Set relationships for the financial account. (RBF\_FINACCT\_RELATIONSHIPS)
- Set security matrix data. (RBF\_FINACCT\_SECURITY and RBF\_FINACCT\_SECURITY\_BYROLE)
- Set addresses for financial accounts. (RBF\_FINACCT\_ADDRESS)
- Set account fees. (RBF\_FINACCT\_FEES)

## Delivered Flat File Processes

PeopleSoft CRM delivers the flat file process—RBF\_FIN\_ITG—which runs to load a flat file depending on the configuration.

## Assumptions for XML Integration

Review the following assumptions for XML integration:

- All messages must be active in Application Designer.

- The transactions must be set up in Integration Broker through PeopleSoft Internet Architecture, and they must be active.
- Financial account messages require the following fields in the header:
  - CUST\_ACCT\_NBR
  - SYSTEM\_SOURCE\_CD
  - PROD\_SETID
  - PRODUCT\_ID
  - BO\_ID\_OWNER
  - OWNER\_BO\_TYPE
  - FIN\_ACCOUNT\_STATUS

---

**Note.** PROD\_SETID, PRODUCT\_ID, AND OWNER\_BO\_TYPE must be either valid prompt values or valid translate values that exist in the PeopleSoft system. Therefore, any legacy system would need to synchronize the list of possible values for these fields with the PeopleSoft system.

---

- Legacy has to set the AUDIT\_ACTN in the PSCAMA record in the XML file.  
The value of A is Add (INSERT), C is Change (UPDATE), and D is Delete.
- The message should contain the required fields of the parent and the child.
- Cannot insert a child RBF\_CHECK\_ACCT) without a parent (that is, RBF\_FIN\_ACCOUNT).
- If the account has a status of CLOSED, then the security message has to be sent by the legacy to delete the entries in the security matrix.

Financial account address message: CUST\_ACCT\_NBR and SYSTEM\_SOURCE\_CD has to be associated with the message.

Relationships message:

- REL\_TYPE\_ID, ROLE\_TYPE\_ID are assumed to exist both in legacy and PeopleSoft CRM.
- Legacy sends the ID values for relationship type to set the relationships.
- In the relationship message, the first placeholder is the financial account information and the second placeholder is the business object with which the relationship is targeted.
- OWNER\_BO\_TYPE should be sent by legacy, which is one of the following:
  - ACC — Financial Account
  - PER — Person
  - COM — Company
  - ALT — Alternate Capacity
  - PAR — Partnership
- When relationships end, a message has to be sent from legacy with an end date of the relationship.

Security message:

- Legacy sends the XML file with the following fields:
  - FIRST\_NAME
  - MIDDLE\_NAME



- LAST\_NAME
- TIN
- TIN\_TYPE
- COUNTRY\_NM\_FORMAT
- SYSTEM\_SOURCE\_CD
- CUST\_ACCT\_NBR
- SRTY\_FUNCTION\_CD
- APPROVAL\_FLG (Y/N)
- SRTY\_OPERATOR\_CD
- SRTY\_AMOUNT
- SRTY\_ROLE\_CD

BO\_IDs are determined from the PeopleSoft side and the security matrix is populated accordingly. If business object does not exist, the PeopleSoft CRM system creates a business object and sets up the security matrix accordingly.

- To populate the security matrix by role, legacy sends the following information in the XML file.

Legacy has to know the SRTY\_ROLE\_CD, which exists in PeopleSoft CRM:

- FIRST\_NAME
- MIDDLE\_NAME
- LAST\_NAME
- TIN
- TIN\_TYPE
- COUNTRY\_NM\_FORMAT
- SYSTEM\_SOURCE\_CD
- CUST\_ACCT\_NBR
- SRTY\_ROLE\_CD

## Assumptions for File Integration

This process employs a mapping of fields in the flat file. Column headings are specified on the first line of the flat file. These column headings are mapped to actual PeopleSoft field names on the setup page. This mapping is saved and used when loading a flat file. In this way, order of the fields is irrelevant. Headings are used to determine which values correspond to which fields.

To set up the file upload:

- Map the flat file in the Setup component.
- Provide the file map name.
- Specify the delimiter.
- Ensure that all records to be included in the flat file are mapped here in the setup page.

Select the record name (that is, RBF\_FIN\_ACCOUNT) from the prompt. Click the default fields button to automatically populate the grid with the fields of that record. Select the fields that you want to include as headings in your flat file. The flat file field name specified here must match the corresponding column heading that you will use in your flat file.

- Add as many records and fields as is necessary.
- Save the mapping.

To set up the flat file:

- Ensure that the file being used matches the previously created file mapping.
- Ensure that column headings of the file match the flat file field names specified in the mapping.

To run the file upload process:

- Select the File Upload component.
- Add a run control ID.
- Enter the file name (direct or absolute path of the file—for example, c:\pt842\appserv\prcs\dbname\files\filename.txt).

The file must reside on the same box as the process scheduler.

- Select the file map name from the prompt.

This map should be the mapping of the file that you will be using.

- Select Run and select the process RBF\_FIN\_ITG, and then click OK.
- Validate in the process monitor that the process has a status of success.

The log file generated by this process is dumped into the root directory of the process scheduler (ps\_home\appserv\prcs\dbname\files).

## Setting Up Account Defaults

This section discusses how to set up account defaults.

### Pages Used to Set Up Account Defaults

Page Name	Object Name	Navigation	Usage
Defaults for Account	RBF_ACCT_DEFAULTS	Set Up CRM, Product Related, Financial Services, Defaults for Account	Set up default values for a financial account. Indicate whether Integration Broker is used.

### Defining Account Defaults

Access the Defaults for Accounts page.

**Defaults for Accounts**

**Integration Broker**

Integration Broker

▼ **Audit History**

Created	By
Modified	By

Save

Defaults for Accounts page

**Integration Broker** Indicates whether Integration Broker is implemented for this account.

## Viewing Financial Account Information

This section discusses how to view financial account information.

### Alternate Capacities

An *alternate capacity* is any type of nonlegal entity, such as a scout troop or a company baseball team.

An alternate capacity does business with a financial institution and may or may not have been sold a product by the financial institution. Alternate capacities are business objects with a business object type of *Organization* and a role type of *Alternate Capacity* (role type ID is 31). A record for each alternate capacity that you do business with is created in the Alternate Capacity table (RBF\_ALT\_CAP). Because alternate capacities participate in business transactions, a record for the alternate capacity is also created in the Business Contact table (BC), which enables records to be defined for the alternate capacity.

## Pages Used to View Financial Account Information

Page Name	Object Name	Navigation	Usage
Financial Account	RBF_FIN_ACCOUNT	Customer Accounts, Review Financial Accounts, Financial Account	Details are available on general account information, account relationships, ATM cards, terms and conditions, fees, and address history. The user can view transactions and bill payment history.
Alternate Capacity	RBF_ALTCAP_MAIN_2	Customer Account, Alternate Capacity, Alternate Capacity	Define and set up alternate capacity business objects.
Financial Account - Relationships	RBF_ACCT_RELATIONS	Customer Accounts, Review Financial Account, Financial Account, Relationships	Use this page to view all relationships that are associated with the account.
ATM Cards	RBF_ACCT_ATM_CARDS	Customer Accounts, Review Financial Account, Financial Account, ATM Cards	Use this page to view all ATM cards that are associated with the account.
Terms and Conditions	RBF_ACCT_ATTR	Customer Accounts, Review Financial Account, Financial Account, Terms and Conditions	Use this page to view the terms and conditions that are associated with the account.
Financial Account - Fees	RBF_FINACCT_FEES	Customer Accounts, Review Financial Account, Financial Account, Fees	Use this page to view all account fees that are associated with the account.
Financial Account - Address History	RBF_ACTADR_HIST	Customer Accounts, Review Financial Account, Financial Account, Address History	Use this page to view the address history that is associated with the account.
Cases	RBF_FIN_CASE_VW_PG	Customer Accounts, Review Financial Accounts, Financial Account, Cases	Tracks cases associated to the account.
Applications	RBF_FIN_RO_HISTORY	Customer Accounts, Review Financial Accounts, Financial Account, Applications	Tracks history of customer applications for products and services.

## Viewing Financial Accounts

Access the Financial Account page.

Financial Account	
<a href="#">Save</a>   <a href="#">360 360-Degree View</a>   <a href="#">Return to Search</a>   <a href="#">Previous in List</a>   <a href="#">Next in List</a>   <a href="#">Personalize</a>	
<b>Customer</b> Tom Snow <b>Balance</b> 10,991.00 <b>Customer Value</b> Platinum☆☆☆☆	<b>Financial Account</b> 80027 <b>Currency</b> USD
<a href="#">Financial Account</a>   <a href="#">Relationships</a>   <a href="#">ATM Cards</a>   <a href="#">Terms and Conditions</a>   <a href="#">Fees</a>   <a href="#">Address History</a>	
<b>Account Information</b>	
<b>System Source Code</b> BSCS <b>Named Insured</b> Tom Snow <b>Partner Name</b> <b>Description</b> Passbook Savings <b>Begin Date</b> 09/21/2000 <b>Account Type</b> Savings <b>Registration Type</b> Individual <b>Registration Name</b> Tom Snow Savings <b>New Nickname</b> Personal <b>Last Refresh</b> 12/05/2001 2:00PM <b>YTD Revenue</b> <b>Last Year's Revenue</b> <b>Address</b> 130 Miracle Mile, Miami, FL, 33134, USA <b>* Asset Type 1</b> <input type="text" value="Asset"/> <b>* Asset Type 2</b> <input type="text" value="Cash"/> <b>Asset Type 3</b> <input type="text" value="Bank deposit"/>	<b>Billing Account</b> <b>Status</b> Open <b>Partner Contact</b> <b>End Date</b> <b>Last Statement Date</b> 09/30/2001 <b>TIN Type</b> Social Security Number <b>Tax ID</b> 234-56-7890 <b>Currency Code</b> USD <b>Bill Pay Enabled</b> Yes <b>Revenue Basis</b> <b>Where Held</b>

Financial Account page

**Note.** The view of the Financial Account page varies with the Account Type. For example, if the account is an Investment account, only the Investment Account group box is displayed on the Financial Account page. The user will not see a group box for Insurance accounts, Credit accounts, and so on.

## Account Information

<b>System Source Code</b>	Legacy data. One translate value, <i>BSCS</i> , is delivered.
<b>Billing Account</b>	The billing account that is associated to the financial account.
<b>Registration Type</b>	The account registration type.  Under Personal accounts, the values are: <i>Individual</i> , <i>Joint with rights of survivorship</i> , <i>Tenants in common</i> , <i>Community property</i> , <i>Named beneficiary</i> , <i>Custodial account for minor</i> , or <i>Trust</i> .  Under Business accounts, the values are: <i>Corporation</i> , <i>Partnership</i> , or <i>LLC</i> .
<b>Bill Pay Enabled</b>	Determines whether the Billing Account component is enabled for the account.
<b>Asset Type 1, Asset Type 2, and Asset Type 3</b>	If assets are a part of the account, this lists the type of asset. These values are used primarily in PeopleSoft Enterprise Client Management 8.9.

## Investment Account

Access Investment Account information on the Financial Account page.

The fields in the Investments group box display information about each holding in the investment account.

Investment Account									
Investment Account Type Brokerage						Market Value 45,000.00			
Investments									
CUSIP	Acquired Date	Symbol	Security Name	Quantity	Current Value	*Asset Type 1	*Asset Type 2	Asset Type 3	
561677	07/21/2001	CTX	CENTEX CORP	1,000.0000	16,200.00	Asset	Unassigned		

Financial Account page - Investment Account

### Investment Account Type

The investment account type. Values are: *Brokerage, Margin, Securities Custody, Investment Management, Trust, 401(k), Option Account, ESPP, or IRA..*

**CUSIP** (Committee on Uniform Securities and Identification Procedures)

A number that uniquely identifies a given security. For example, the CUSIP number for Microsoft common stock is 594918104. CUSIP is an acronym for the Committee on Uniform Securities and Identification Procedures, the standards body that created and maintains the classification system. Foreign securities have a similar number called the CINS number.

**Symbol**

The stock symbol for the security.

**Security Name**

The name of the security.

## Insurance Account

View Insurance Account information on the Financial Account page.

Insurance Account	
<b>Policy Type</b> Homeowner's Insurance	<b>Policy Name</b> SWEET HOME
<b>Policy Status</b> Policy is issued and available for change	<b>Policy Version</b> 1
<b>Insured Name</b> PRINCE	<b>State</b> CA
<b>Premium Amount</b> 125.00	<b>Payment Terms</b> Quarterly
<b>Carrier Name</b> SWEET HOME INSURANCE	<b>Payor Name</b> Prince
<b>Product Code</b>	<b>Line of Business Code</b> Homeowners
<b>NAIC Code</b>	<b>Line of Business Subcode</b>
<b>Beneficiary Name</b> Prince	
▶ <b>Policy Information</b>	

Financial Account page - Insurance Account

See *PeopleSoft Enterprise Policy and Claims Presentment 8.9 PeopleBook*.

## Checking Account

View Checking Account information on the Financial Account page.

Checking Account			
<b>Checking Type</b>	Business Checking	<b>Last Deposit Amount</b>	9,432.00
<b>Account Balance</b>	9,402.00	<b>Last Deposit Date</b>	10/06/2001
<b>Average Balance</b>	9,120.00	<b>Number of Overdrafts</b>	
<b>Interest Rate</b>		<b>Days in Overdraft</b>	
<b>Current Balance</b>	9,402.00	<b>Account Fees</b>	304.32

Financial Account page - Checking Account

See *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*.

**Account Fees** Cumulative total of account fees that have been charged to the account.

## Credit Account

View Credit Account information on the Financial Account page.

Credit Account			
<b>Credit Account Type</b>	Credit Card	<b>Total Limit</b>	18,000.00
<b>Last Statement Balance</b>	4400.00	<b>Last Payment Amount</b>	200.00
<b>Minimum Payment Due</b>	200.00	<b>Last Payment Date</b>	10/06/2001
<b>Payment Due Date</b>		<b>Number of Days Past Due</b>	
<b>Cash Advance</b>		<b>Amount Past Due</b>	
<b>Cash Advance Limit</b>		<b>New Balance</b>	4,200.00

Financial Account page - Credit Account

See *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*.

**Cash Advance** Monetary value of cash advances taken against this account.

## Savings Account

View Savings Account information on the Financial Account page.

Savings Account			
<b>Savings Account Type</b>	Passbook	<b>Last Deposit Date</b>	10/06/2001
<b>Account Balance</b>	10,991.00	<b>Number of Overdrafts</b>	
<b>Average Balance</b>	10,661.00	<b>Days in Overdraft</b>	
<b>Interest Rate</b>	2.20	<b>Account Fees</b>	5.65
<b>Current Balance</b>	10,991.00		

Financial Account page - Savings Account

See *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*.

## Setting Up Alternate Capacities

Access the Alternate Capacity page.

### Alternate Capacity

[Save](#) | [Return](#) | [Previous](#) | [Next](#) | [Add New](#) | [Add to My Contacts](#) | [Personalize](#)

**Alternate Capacity Name** Nortal Network **Alternate Capacity ID** 300001

[Alternate Capacity](#) | [Financial Accounts](#) | [Contracts](#) | [Notes](#) | [Address Book](#) | [Relationships](#)

**Primary** | [Name](#)

#### Profile Information

**TIN Type** Federal Employer ID **Tax ID** 124-57-1890  
**Legal Form**  **Chamber of Commerce**   
**\*SetID** FSI01  **Privacy** ☐ Do Not Contact  
☐ Do Not Email  
☐ Do Not Call  
☐ Do Not Mail

#### Status and Currency Data

**\*Customer Status** Active **\*Currency** USD  
**Status Date** 03/29/2004 **\*Currency Type** CRRNT  
**Customer Since** 03/29/2004 **Credit Rating Value**   
**Segment Code**  **Assessment**   
**Status Registration**  **Type** Alternate Capacity  
**Credit Score**  **Credit Score Date**    
**Estimated Life Value**  **Risk Grade**   
**Language**  ☐ Do Not Share Information  
**Verified By**  **Verified Date**    
**Secret Password**  **VAT Type**

Alternate Capacity (1 of 2)

#### Contact Info Entries

**\*Description** Business [More...](#)

##### Phone

*Type	Country Code	Number	Ext/PIN
Main	<input type="text"/>	48569346	<input type="text"/>
Cellular	<input type="text"/>	<input type="text"/>	<input type="text"/>
FAX	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pager	<input type="text"/>	<input type="text"/>	<input type="text"/>

##### Email

*Type	Email Address
Business	GMA@yahoo.com
Other	<input type="text"/>

##### Address

[Look up Address](#)  
**\*Type** Business  
**\*Country** United States  
**Address 1** 3434 Great America pkwy  
**Address 2**   
**Address 3**   
**City** Santa Clara  
**County**   
**State** CA  California  
**Postal** 85676

[Set Display](#)

Alternate Capacity page (2 of 2)



## Working with Relationships

Access the Financial Accounts - Relationships page.

The screenshot displays the 'Financial Account' page with the 'Relationships' tab selected. At the top, the customer information for Janet Ashford is shown, including a balance of 45,000.00 and financial account details (99861, USD). Below this is a navigation bar with tabs for Financial Account, Relationships, ATM Cards, Terms and Conditions, Fees, and Address History. The main content area is divided into two columns: 'Left View' and 'Right View'. The 'Left View' shows the 'Financial Account Company' with a list of roles: Janet Ashford Brokerage Account, Primary Owner - Company, and an option to add a new primary owner. The 'Right View' shows the 'Account Owner-Beneficiary' with roles: Janet Ashford Brokerage Account, Secondary Owner, and an option to add a new secondary owner. A 'Maintain Roles' link is also present.

Financial Account - Relationships page

See *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Relationship Management”.

See *PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook*.

## Working with ATM Cards

See *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*.

## Viewing Terms and Conditions

Access the Terms and Conditions page.

**Financial Account**

Save | 360 360-Degree View | Return to Search | Previous in List | Next in List | >> [Personalize](#)

**Customer** Jade Jordan  
**Balance** 21,345.00  
**Customer Value** Gold☆☆☆☆

**Financial Account** 50022  
**Currency** USD

Financial Account Relationships ATM Cards **Terms and Conditions** Fees Address History ▶

**Features - Checking**

**Features** ATM Card, Optional Overdraft Protection, Optional Credit Card, Simple Interest (on some types), Unlimited check writing, Free blue standard checks, Online Banking, No fee cashier's checks, Unlimited deposits

**Terms - Checking**

**Terms and Conditions** The bank agrees to pay all checks, withdrawals & debits submitted provided there are sufficient funds available. The bank agrees to render a monthly statement. No monthly service charge if balance requirement is met. FDIC Insured up to \$100K

**Services - Checking**

**Services** Customer can opt to have cancelled checks returned for \$2.00/month fee. 3 Free customer service calls/month

Financial Account - Terms and Conditions page

Shows what services and features are included in the contract, and on what terms and conditions.

## Viewing Fees

Access the Financial Accounts - Fees page.

**Financial Account**

Save | 360 360-Degree View | Return to Search | Next in List | View Transactions | >> [Personalize](#)

**Customer** Janet Ashford  
**Balance** 45,000.00

**Financial Account** 99861  
**Currency** USD

Financial Account Relationships ATM Cards Terms and Conditions **Fees** Address History ▶

**Account Fees**

Transaction Type	Fee	Currency
Profile Change	15.75	USD

Financial Account - Fees page

The Fees page lists the Transaction Type that was performed on the account, and the cost of doing so.

## Working with Cases

Access the Financial Account - Cases page.

**Financial Account**

Save | 360 360-Degree View | Return to Search | Previous in List | Next in List | >> Personalize

**Customer** Sara Snow  
**Balance** 2,312.00  
**Customer Value** Gold☆☆☆☆

**Financial Account** 60277  
**Currency** USD

Relationships | ATM Cards | Terms and Conditions | Fees | Address History | **Cases** |

**Cases** Customize | Find | First 1 of 1 Last

Case	Status	Customer Name	Contact Name	Problem Summary	Date Created	Date Closed
<a href="#">220369</a>	Closed	Snow,Sara		On the GBI web site, how do I find the current checking account interest rates	10/25/2002	10/25/2002

Financial Account - Cases page

The Cases page provides a summary of all cases associated with the account. To access the Case page and case details, select a specific case.

See *PeopleSoft Enterprise CRM 8.9 Call Center Applications PeopleBook*, “Business Processes”.

## Working with Applications

Access the Financial Account - Applications page.

**Financial Account**

Save | 360 360-Degree View | Return to Search | Previous in List | Next in List | >> Personalize

**Customer** Jade Jordan  
**Balance** 8,744.55  
**Customer Value** Gold☆☆☆☆

**Financial Account** CHK1001  
**Currency** USD

ATM Cards | Terms and Conditions | Fees | Address History | Cases | **Applications** |

**Applications** Customize | Find | First 1 of 1 Last

Application Number	Application Date	Description
<a href="#">FPA0001003</a>	03/29/2004	

Financial Account - Applications page

To view a product application, select an application number from the Applications column.

See *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*.

See *PeopleSoft Enterprise Policy and Claims Presentment 8.9 PeopleBook*.

## Modifying Financial Accounts

This section discusses how to modify financial accounts.

## Page Used to Modify Financial Accounts

Page Name	Object Name	Navigation	Usage
Modify Account	RBF_MODIF_ACCT	<ul style="list-style-type: none"> <li>Customer Accounts, Modify Account, Modify Account</li> <li>Financial Services, Review Account Modification, Modify Account</li> </ul>	Update financial account records.

## Maintaining Financial Accounts

Access the Modify Account page.

**Modify Account**

Save | New Modify Account | Send Correspondence | 360 360-Degree View | Personalize

**Contact**

**Modification Information**

**Modification Type** Account Fee

**\*Account Number** 50005 Credit HOME EQUITY

**Transaction Status** Open

**Modify Account Fee** Find | View All First 1 of 2 Last

**\*Transaction Type** Profile Change + -

**Account Fee** 0.00 USD

**Related Actions** Customize | Find | View All First 1 of 1 Last

Type	Description	Status	Associated Date
Modify Account	Modify Account Fee	Complete	03/11/2004 11:15AM PST

\* Required Field

Modify Account page

The fields on the Modify Account page are dependent on the Transaction Type. Different transaction types will show or hide different fields. When the Modify Account Record is saved, a business project is created. The last step of this newly created business project sends a message that modifies the account.

See *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, “Using Business Projects”.

**Modification Type** Displays the type of transaction to be modified.

**Transaction Types** Select the actual transaction used to modify the account. For example, if the Modification Type is *Account Fee*, a possible Transaction Type could be *Fee Reversal*. The Transaction Type is a more granular level than the Modification Type.

### See Also

*PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook*

## CHAPTER 4

# Using Churn Management

This chapter provides overviews of churn management and the churn management process flow, and discusses maintaining churn management.

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## Understanding Churn Management

In the communications industry, the competition among Communications Service Providers (CSPs) is fierce. The tendency for customers to switch from one competing service provider to another is called *churn*. Churn management identifies valuable customers in your company who are likely to churn and executes proactive as well as reactive actions to prevent them from churning.

In churn management, two customer metrics are tracked in the system: churn score and customer value.

- *Churn score* results from the calculation of customer behavior performed by an external data warehouse and/or data mining application.
- *Customer value* results from the analysis of customer value performed by an external application.

Through application messaging, these values are fed to the CRM system periodically from an analytics application such as PeopleSoft CRM Warehouse. The customer attributes track the Customer Value and the Churn Score. These values can be changed manually at any time, but they will be overwritten the next time that the information is refreshed.

Customer service representatives (CSRs) can see the customer's churn score in the 360-Degree View when they open a Customer record. The CRM system evaluates the customer's churn score (in the Attribute page) against the pre-defined churn score set values and displays the corresponding churn image under the Profile section. In this section, the CSR can click the Churn Actions Image to view possible actions (a display of scripts associated to the churn score set the customer belongs to) that can be taken to retain the customer.

PeopleSoft CRM provides churn action history as a reference to help the CSR decide whether an action should be taken, or which action to take. The CSR can look at churn history to find out what actions (scripts) have been completed for the customer (useful if the CSR wants to avoid repeating certain actions) and their results. Churn action history also displays customer value, which serves as a good indicator to help the CSR to focus the retention effort to those customers that are valuable. By looking at the customer value, the CSR can prioritize and choose to take churn actions for a very valuable customer over a less valuable customer, even though they might have the same churn propensity.

---

## Understanding the Churn Management Process Flow

The business process flow for churn management can be divided into two parts: Updating Customer records in PeopleSoft CRM and using churn actions in the 360-Degree View. The first part of the flow is the integration between an external analytics system and PeopleSoft CRM, where churn score and customer value are sent to the CRM system to update consumer records. The second part of the flow starts when customer interaction takes place in the 360-Degree view. Upon identifying the customer, the churn score is evaluated to determine how satisfied or dissatisfied the customer is and then display appropriate image on 360–Degree view.

The following diagrams illustrate the business process flow for churn management in two parts:

- Updating consumer records in PeopleSoft CRM.
- Using churn actions in the 360-Degree View.

### Update Customer Records

The first part of the flow is the integration between an external analytics system and PeopleSoft CRM, where churn score and customer value are sent to the CRM system to update customer records.

### Use of Churn Management in the 360-Degree View

The second part of the flow starts when customer interaction takes place in the 360-Degree view.

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Interactions and 360-Degree Views”

---

## Maintaining Churn Management

This section discuss how to:

- Define churn scores.
- Define churn rules.
- Set up churn rule sets.
- Define scripts with script type *Churn*.
- View churn scripts and history.

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*

## Pages Used to Manage Churn

Page Name	Object Name	Navigation	Usage
Churn Score Setup	RBT_CHURN_SETUP_PG	Set Up CRM, Product Related, Communications, Churn Score Setup, Churn Score Setup	Use this page to associate churn scores (in range) with churn images.
Rule	RC_RULE_PNL	Set Up CRM, Common Definitions, Process Automation, Rule	Use this page to create additional churn actions to trigger active analytics for the RBT_DISP_SCRIPTS component.
Rule Set	RC_RULESET_PG	Set Up CRM, Common Definitions, Process Automation, Rule Set	Use this page to associate scripts to action sets in the churn active analytics workflow. Depending on the customer's churn score, different sets of scripts will be displayed in the Churn Actions link as possible actions to take against churn.
Script	RC_BS_MAIN	Set Up CRM, Common Definitions, Process Automation, Script, Script	Use this page to define additional scripts to be executed for churn events.
Churn Actions	RBT_DISP_SCRIPT_PG	Customer Accounts, Account. On the 360-degree view, click the Churn Actions Details button.	Use this page to view the churn history and possible actions CSR can take against churn. this page is only accessible through the 360 - Degree View.

## Defining Churn Scores

Access the Churn Score Setup page.

**Churn Score Setup**

**SetID** COM01

**Churn Score Setup** Customize Find View All First 1-3 of 3 Last

Minimum Score	Maximum Score	Score Icon	Description
1	10	PS_CHURN_LOW_ICN	Low Propensity to Churn
11	20	PS_CHURN_MEDIUM_ICN	Medium Propensity to Churn
21	30	PS_CHURN_HIGH_ICN	High Propensity to Churn

Save Return to Search Add Update/Display

Churn Score Setup page

**SetID**

Display the SetID of the churn.

<b>Minimum Score</b>	Enter the minimum score of the churn rule.
<b>Maximum Score</b>	Enter the maximum score of the churn rule.
<b>Score Icon</b>	Click to select the icon that will be displayed in Interaction Manager when the customer churn score falls in this range.
<b>Description</b>	Enter a description of the associated churn event.

## Defining Churn Rules

See *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, “Working with Active Analytics Framework”.

## Setting up Policies

See *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, “Working with Active Analytics Framework”.

## Defining Scripts

Access the Script page.

The screenshot displays the 'Script' configuration page. At the top, there are tabs for 'Script', 'Script Tree', and 'Script Validation'. The 'Script Tree' tab is active, showing a tree structure for a script named '\$50 Service Credit'. The script is categorized as a 'Branch Script'. On the right, the 'Script Type' is set to 'Churn' and the 'Select Action' is 'Execute Script'. Below this, there are buttons for 'Expand All' and 'Collapse All'. The main area, titled 'Tree Detail', shows a hierarchical flowchart of the script's logic. It starts with a question: 'I can see from our records that you have been a GBI customer for ...'. Depending on the answer (Yes or No), it branches into different paths. For 'Yes', it asks 'That's great. If you are planning to stay with GBI as your service provider, I ...'. For 'No', it asks 'How could it have been better?'. Both paths lead to a final question: 'Not interested today? Well have a great day.. and thank you for your time :-)'.

Script page

PeopleSoft CRM comes with three script templates for churn management, *\$50 Service Credit*, *Wireless Plan Picker* and *Customer Satisfaction*. Access the Script page if you want to create additional scripts to be associated with events.

Be sure to select *Churn* as the Script Type in order for the script to be available when you set up churn events.

## Viewing Churn Actions and History

Access the Execute Script page.



**Execute Script** History Select One...

Complete Save for Later View Variable View Comment Personalize

**Script Name** \$50 Service Credit **Status** Started  
**Score** 0 **Rating**

**Modified By** **Language** English

**Answers** View All First 1 of 1 **\$50 Service Credit**

psDMO\_GenContact, I can see from our records that you have been a GBI customer for quite some time. Are you happy with the service you have been getting from GBI?

☐ Yes  
☐ No

**Comment**

Execute Script page

## Scripts

The Scripts section displays a list of possible Churn scripts that the CSR can use to retain customers. Churn actions differ based on Churn Score.



Click to execute the script.

## Script History

The Script History section displays a list of churn actions that were taken in the past and their results. The results are displayed based on the configuration setup to display the history of actions. The configuration RBTPASTACTIONS is defined in the Communications Set Up component.

<b>Action</b>	Indicate the name of the action that was taken.
<b>Churn Score</b>	Indicate consumer's churn score at the time the action was taken.
<b>Customer Value</b>	Indicate consumer's value at the time the action was taken.

## See Also

*PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, "Automation Tools"



## CHAPTER 5

# Understanding Accounts Receivable and 360 - Degree View Integration

This chapter provides overviews of the integration between Accounts Receivable and the 360 - Degree View, and nodes.

---

## Understanding Integration Between Accounts Receivable and the 360 - View

Displaying Accounts Receivable information as part of the 360 - Degree view completes the financial view of the customer. The Financial Profile section is always visible, but is configurable so administrators have the option to hide some of the data. The integration between AR and the 360 - Degree view has a total of nine integration points: eight with AR and one with Billing. The setup in the 360 - Degree view enterprise integration points options determines what data is requested from the FSCM application. When CRM sends a request message to the FSCM application, it looks at the AR/360 - Degree view EIP setup options and builds the message to fetch only those EIPs that are enabled.

The following screenshot displays the EIP Installation Option page:

### EIP Installation Option

**Message Name** AR\_CRM\_REQUEST

**Version** VERSION\_2

**Message Record(s)** Find | View All First 1-5 of 8 Last

Record Name	Active	Node ID
AR_CONVERS_REQ	<input checked="" type="checkbox"/>	AR_CONVERSATION
AR_DEDUCTNS_REQ	<input checked="" type="checkbox"/>	AR_DEDUCTIONS
AR_DISPUTES_REQ	<input checked="" type="checkbox"/>	AR_DISPUTE_INV
AR_DUNNLTR_REQ	<input checked="" type="checkbox"/>	AR_DUNNING_LTR
AR_FOLLWLTR_REQ	<input checked="" type="checkbox"/>	AR_FOLLOWUP_LTR

**Modified** 01/20/2004 11:04AM PST amaurya

EIP Installation Option page

The following information is sent from the CRM Request message:

Integration Point	Field Name	Description
Financial Profile	OPRID	User ID
Financial Profile	SETID	Set ID
Financial Profile	BILL_TO_CUST_ID	Bill to Customer ID
Financial Profile	START_DT	Start Date
Financial Profile	END_DT	End Date
Financial Profile	ORDERBY_FLD	Order By Field
Financial Profile	MAX_ROWS_FETCH	Max Rows to Fetch
Financial Profile	BO_ID_CUST	CRM Customers BO ID
Financial Profile	ROLE_TYPE_ID_CUST	CRM Customers Role Type ID
Financial Profile	BO_ID_CNTCT	CRM Contact's BO ID
Financial Profile	ROLE_TYPE_ID_CNTCT	CRM Contact's Role Type ID

Integration Point	Field Name	Description
Payment, Conversations, Deductions, Disputes, Dunning Letter, Follow Up Letter, Overdue, and Statement	ORDERBY_FLD	Order by Field
Payment, Conversations, Deductions, Disputes, Dunning Letter, Follow Up Letter, Overdue, and Statement	MAX_ROWS_FETCH	Max Rows to Fetch

## See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*

## Financial Profile

The financial profile of the customer is displayed as a sub-page on the 360 - View tree. It is configurable.

## Messages

Two message structures exist in PeopleSoft CRM to handle requests from CRM to AR and responses from AR to CRM.

### Request Message

The request structure (AR\_CRM\_REQUEST) contains one parent record to initiate the request for the Bill To Customer and indicates if customer status information should be returned. This structure also contains seven child records to indicate how many rows should be returned. This value is dependent upon the setup in the EIP Install Options. Each child record should contain only one row in the rowset.

### Response Message

The response structure (AR\_CRM\_RESPONSE) contains one parent record to return customer status information. This structure also contains eight child records to return the various transaction types requested. Each child record can contain zero to many rows in the rowset.

---

**Warning!** There are two versions of the relationship used in Integration Broker with Interaction Management. Version 1 of this relationship is used for PeopleSoft CRM 8.8. Version 2 of the relationship is used for PeopleSoft Enterprise CRM 8.9. Having these two different versions of the relationships allows backward compatibility of this integration.

---

## Understanding Nodes

Date filters are always applied to nodes.

Nodes are delivered in the tree as follows:

360-Degree View

Reload

New Search

Add to My Contacts

Personalize

360-Degree View

Relationship Viewer

Tasks

\*Role

Company

Go To

Go

Summary

Name

Apex Systems

Address

2050 Gateway Place, San Jose,  
CA, 95110, USA

Phone

Email

Customer Value

Gold

★★★★

Segment

Activities

\*Date Filter

7 - View All

First

Previous

Next

Last

Left

Right

Overview of - Apex Systems

Invoices - (0)

Payments - (0)

Statements - (0)

Disputed Invoices - (0)

Deductions - (0)

Conversations - (0)

Dunning Letters - (0)

Overdue Charges - (0)

Followup Letters - (0)

Interactions - (0)

Activities Detail

No Activities Detail to display.

Financial Profile

Credit Limit

Credit Risk

Credit Hold

Account Status

Outstanding Balance

Past Due Balance

Total Deduction Amount

Total Dispute Amount

View Account Overview

Log Interaction

Recent Transactions

360 - Degree view nodes

**Note.** Not checking the Apply Date Filter check box may result in a large amount of data being retrieved which may cause performance degradation.

## Statements

Only those account statements associated with the specified customer and within the Start Date and End Date range are retrieved by FSCM. When an account statement is selected, control transfers to FSCM.

The response message includes the following fields from FSCM:

Field Name	Description
SETID	SetID
BILL_TO_CUST_ID	Bill to Customer ID
CRSPD_SETID	Correspondence SetID
CRSPD_CUST_ID	Correspondence Customer ID

Field Name	Description
ST_ID_NUM	Statement Number
ST_DT	Statement Date
BAL_AMT	Statement Total Amount
BAL_CURRENCY	Statement Currency Code
TOTAL_ROW_COUNT	Total Row Count

## Disputed Invoices

Disputed invoices are those which the customer is disputing. FSCM delivers only unresolved disputed invoices within a particular date range.

The response message includes the following fields from FSCM:

Field Name	Field Description
SETID	Set Id
BILL_TO_CUST_ID	Bill to Customer Id
BUSINESS_UNIT	Business Unit
ITEM	Item
ITEM_LINE	Item Line
BAL_AMT	Item Balance Amount
BAL_CURRENCY	Item Balance Currency
ACCOUNTING_DT	Accounting Date
DUE_DT	Due Date
ENTRY_TYPE	Entry Type
ENTRY_REASON	Entry Reason
ORIG_ITEM_AMT	Original Item Amount
DISPUTE_STATUS	Dispute Status
DISPUTE_DT	Dispute Date
DISPUTE_AMOUNT	Dispute Amount
CR_ANALYST	Credit Analyst
COLLECTOR	Collector

Field Name	Field Description
SALES_PERSON	Sales Person
AR_SPECIALIST	AR Specialist
TOTAL_ROW_COUNT	Total Row Count

## Deductions

Deductions are invoices indicating deductions from the invoice (bill) due to promotions or incentives to the customer. FSCM delivers only unresolved deduction invoices within a particular date range.

The response message includes the following fields from FSCM:

Field Name	Description
SETID	Set Id
BILL_TO_CUST_ID	Bill to Customer Id
BUSINESS_UNIT	Business Unit
ITEM	Item
ITEM_LINE	Item Line
BAL_AMT	Item Balance Amount
BAL_CURRENCY	Item Balance Currency
ACCOUNTING_DT	Accounting Date
DUE_DT	Due Date
ENTRY_TYPE	Entry Type
ENTRY_REASON	Entry Reason
ORIG_ITEM_AMT	Original Item Amount
DEDUCTION_STATUS	Deduction Status
DEDUCTION_DT	Deduction Date
CR_ANALYST	Credit Analyst
COLLECTOR	Collector
SALES_PERSON	Sales Person
AR_SPECIALIST	AR Specialist
TOTAL_ROW_COUNT	Total Row Count



## Conversations

these are the conversations recorded by the collection agent for the customer. All conversations within a given date range are delivered.

The response message includes the following fields from FSCM:

Field Name	Description
SETID	Set Id
BILL_TO_CUST_ID	Bill to Customer Id
CONVER_DTTM_INIT	Initial Conversation Date Time
CONVER_DT	Conversation Date
DESCR	Description
CONVER_STATUS	Conversation Status
CONVER_STATUS_XLAT	Conversation Status Translate Value
CONVER_SUBJECT	Conversation Subject
CONVER_SUB_TOPIC	Conversation Sub Topic
THREAD_COUNT1	Thread Count / Number of Entries
ATTACH_EXIST	Attachment Exists
TOTAL_ROW_COUNT	Total Row Count
ROW_ADDED_DTTM	Date Created

## Dunning Letters

Dunning letters (DUN notices) are demands for payments. They are displayed as a node in the 360 - Degree view tree. The response message delivers both resolved and unresolved DUN notices for a given date range.

The response message should include the following fields from FSCM:

Field Name	Description
SETID	SetID
BILL_TO_CUST_ID	Bill to Customer ID
CRSPD_SETID	Correspondence SetID
CRSPD_CUST ID	Correspondence Customer ID
DUN_ID_NUM	Dunning Number
DUN_DT	Dunning Date

Field Name	Description
LETTER_CD	Dunning Letter Code
BAL_AMT	Dunning Letter Total Amount
BAL_CURRENCY	Dunning Letter Currency Code
TOTAL_ROW_COUNT	Total Row Count

## Overdue Charges

Overdue charges are additional charges generated for past due invoices.

The response message includes the following fields from FSCM:

Field Name	Description
SETID	Set Id
BILL_TO_CUST_ID	Bill to Customer Id
CRSPD_SETID	Correspondence Set Id
CRSPD_CUST_ID	Correspondence Customer Id
OC_ID_NUM	Overdue Charge Number
OC_DT	Overdue Charge Date
BAL_AMT	Overdue Amount
BAL_CURRENCY	Overdue Currency Code
TOTAL_ROW_COUNT	Total Row Count

## Follow Up Letters

Follow-up correspondence displays the recent interactions with a particular customer within a specified date range.

The response message includes the following fields from FSCM:

Field Name	Description
SETID	SetID
BILL_TO_CUST_ID	Bill to Customer ID
CRSPD_SETID	Correspondence SetID
CRSPD_CUST_ID	Correspondence Customer ID
CONVER_DTTM_INIT	Initial Conversation Date Time

Field Name	Description
CONVER_DT	Conversation Date
LETTER_CD	Letter Code
FOLLOW_UP_DT	Follow up date
TOTAL_ROW_COUNT	Total Row Count

## Interactions

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Interactions and 360-Degree Views”

*PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*,  
“Correspondence Management”



## APPENDIX A

# ISO Country and Currency Codes

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

This appendix discusses:

- ISO country codes.
- ISO currency codes.

### See Also

"About This PeopleBook." Typographical Conventions and Visual Cues

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## ISO Country Codes

This table lists the ISO country codes that may appear as country identifiers in PeopleBooks:

ISO Country Code	Country Name
ABW	Aruba
AFG	Afghanistan
AGO	Angola
AIA	Anguilla
ALB	Albania
AND	Andorra
ANT	Netherlands Antilles
ARE	United Arab Emirates
ARG	Argentina
ARM	Armenia
ASM	American Samoa
ATA	Antarctica

ISO Country Code	Country Name
ATF	French Southern Territories
ATG	Antigua and Barbuda
AUS	Australia
AUT	Austria
AZE	Azerbaijan
BDI	Burundi
BEL	Belgium
BEN	Benin
BFA	Burkina Faso
BGD	Bangladesh
BGR	Bulgaria
BHR	Bahrain
BHS	Bahamas
BIH	Bosnia and Herzegovina
BLR	Belarus
BLZ	Belize
BMU	Bermuda
BOL	Bolivia
BRA	Brazil
BRB	Barbados
BRN	Brunei Darussalam
BTN	Bhutan
BVT	Bouvet Island
BWA	Botswana
CAF	Central African Republic
CAN	Canada
CCK	Cocos (Keeling) Islands

ISO Country Code	Country Name
CHE	Switzerland
CHL	Chile
CHN	China
CIV	Cote D'Ivoire
CMR	Cameroon
COD	Congo, The Democratic Republic
COG	Congo
COK	Cook Islands
COL	Colombia
COM	Comoros
CPV	Cape Verde
CRI	Costa Rica
CUB	Cuba
CXR	Christmas Island
CYM	Cayman Islands
CYP	Cyprus
CZE	Czech Republic
DEU	Germany
DJI	Djibouti
DMA	Dominica
DNK	Denmark
DOM	Dominican Republic
DZA	Algeria
ECU	Ecuador
EGY	Egypt
ERI	Eritrea
ESH	Western Sahara

ISO Country Code	Country Name
ESP	Spain
EST	Estonia
ETH	Ethiopia
FIN	Finland
FJI	Fiji
FLK	Falkland Islands (Malvinas)
FRA	France
FRO	Faroe Islands
FSM	Micronesia, Federated States
GAB	Gabon
GBR	United Kingdom
GEO	Georgia
GHA	Ghana
GIB	Gibraltar
GIN	Guinea
GLP	Guadeloupe
GMB	Gambia
GNB	Guinea-Bissau
GNQ	Equatorial Guinea
GRC	Greece
GRD	Grenada
GRL	Greenland
GTM	Guatemala
GUF	French Guiana
GUM	Guam
GUY	Guyana
GXA	GXA - GP Core Country



ISO Country Code	Country Name
GXB	GXB - GP Core Country
GXC	GXC - GP Core Country
GXD	GXD - GP Core Country
HKG	Hong Kong
HMD	Heard and McDonald Islands
HND	Honduras
HRV	Croatia
HTI	Haiti
HUN	Hungary
IDN	Indonesia
IND	India
IOT	British Indian Ocean Territory
IRL	Ireland
IRN	Iran (Islamic Republic Of)
IRQ	Iraq
ISL	Iceland
ISR	Israel
ITA	Italy
JAM	Jamaica
JOR	Jordan
JPN	Japan
KAZ	Kazakstan
KEN	Kenya
KGZ	Kyrgyzstan
KHM	Cambodia
KIR	Kiribati
KNA	Saint Kitts and Nevis

ISO Country Code	Country Name
KOR	Korea, Republic of
KWT	Kuwait
LAO	Lao People's Democratic Rep
LBN	Lebanon
LBR	Liberia
LBY	Libyan Arab Jamahiriya
LCA	Saint Lucia
LIE	Liechtenstein
LKA	Sri Lanka
LSO	Lesotho
LTU	Lithuania
LUX	Luxembourg
LVA	Latvia
MAC	Macao
MAR	Morocco
MCO	Monaco
MDA	Moldova, Republic of
MDG	Madagascar
MDV	Maldives
MEX	Mexico
MHL	Marshall Islands
MKD	Fmr Yugoslav Rep of Macedonia
MLI	Mali
MLT	Malta
MMR	Myanmar
MNG	Mongolia
MNP	Northern Mariana Islands

ISO Country Code	Country Name
MOZ	Mozambique
MRT	Mauritania
MSR	Montserrat
MTQ	Martinique
MUS	Mauritius
MWI	Malawi
MYS	Malaysia
MYT	Mayotte
NAM	Namibia
NCL	New Caledonia
NER	Niger
NFK	Norfolk Island
NGA	Nigeria
NIC	Nicaragua
NIU	Niue
NLD	Netherlands
NOR	Norway
NPL	Nepal
NRU	Nauru
NZL	New Zealand
OMN	Oman
PAK	Pakistan
PAN	Panama
PCN	Pitcairn
PER	Peru
PHL	Philippines
PLW	Palau

ISO Country Code	Country Name
PNG	Papua New Guinea
POL	Poland
PRI	Puerto Rico
PRK	Korea, Democratic People's Rep
PRT	Portugal
PRY	Paraguay
PSE	Palestinian Territory, Occupie
PYF	French Polynesia
QAT	Qatar
REU	Reunion
ROU	Romania
RUS	Russian Federation
RWA	Rwanda
SAU	Saudi Arabia
SDN	Sudan
SEN	Senegal
SGP	Singapore
SGS	Sth Georgia & Sth Sandwich Is
SHN	Saint Helena
SJM	Svalbard and Jan Mayen
SLB	Solomon Islands
SLE	Sierra Leone
SLV	El Salvador
SMR	San Marino
SOM	Somalia
SPM	Saint Pierre and Miquelon
STP	Sao Tome and Principe

ISO Country Code	Country Name
SUR	Suriname
SVK	Slovakia
SVN	Slovenia
SWE	Sweden
SWZ	Swaziland
SYC	Seychelles
SYR	Syrian Arab Republic
TCA	Turks and Caicos Islands
TCD	Chad
TGO	Togo
THA	Thailand
TJK	Tajikistan
TKL	Tokelau
TKM	Turkmenistan
TLS	East Timor
TON	Tonga
TTO	Trinidad and Tobago
TUN	Tunisia
TUR	Turkey
TUV	Tuvalu
TWN	Taiwan, Province of China
TZA	Tanzania, United Republic of
UGA	Uganda
UKR	Ukraine
UMI	US Minor Outlying Islands
URY	Uruguay
USA	United States

ISO Country Code	Country Name
UZB	Uzbekistan
VAT	Holy See (Vatican City State)
VCT	St Vincent and the Grenadines
VEN	Venezuela
VGB	Virgin Islands (British)
VIR	Virgin Islands (U.S.)
VNM	Viet Nam
VUT	Vanuatu
WLF	Wallis and Futuna Islands
WSM	Samoa
YEM	Yemen
YUG	Yugoslavia
ZAF	South Africa
ZMB	Zambia
ZWE	Zimbabwe

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## ISO Currency Codes

This table lists the ISO country codes that may appear as currency identifiers in PeopleBooks:

ISO Currency Code	Description
ADP	Andorran Peseta
AED	United Arab Emirates Dirham
AFA	Afghani
AFN	Afghani
ALK	Old Lek
ALL	Lek
AMD	Armenian Dram

ISO Currency Code	Description
ANG	Netherlands Antilles Guilder
AOA	Kwanza
AOK	Kwanza
AON	New Kwanza
AOR	Kwanza Reajustado
ARA	Austral
ARP	Peso Argentino
ARS	Argentine Peso
ARY	Peso
ATS	Schilling
AUD	Australian Dollar
AWG	Aruban Guilder
AZM	Azerbaijani Manat
BAD	Dinar
BAM	Convertible Marks
BBD	Barbados Dollar
BDT	Taka
BEC	Convertible Franc
BEF	Belgian Franc
BEL	Financial Belgian Franc
BGJ	Lev A/52
BGK	Lev A/62
BGL	Lev
BGN	Bulgarian LEV
BHD	Bahraini Dinar
BIF	Burundi Franc
BMD	Bermudian Dollar

ISO Currency Code	Description
BND	Brunei Dollar
BOB	Boliviano
BOP	Peso
BOV	Mvdol
BRB	Cruzeiro
BRC	Cruzado
BRE	Cruzeiro
BRL	Brazilian Real
BRN	New Cruzado
BRR	Brazilian Real Dollar
BSD	Bahamian Dollar
BTN	Ngultrum
BUK	N/A
BWP	Pula
BYB	Belarussian Ruble
BYR	Belarussian Ruble
BZD	Belize Dollar
CAD	Canadian Dollar
CDF	Franc Congolais
CHF	Swiss Franc
CLF	Unidades de fomento
CLP	Chilean Peso
CNX	Peoples Bank Dollar
CNY	Yuan Renminbi
COP	Colombian Peso
CRC	Costa Rican Colon
CSD	Serbia Dinar



ISO Currency Code	Description
CSJ	Krona A/53
CSK	Koruna
CUP	Cuban Peso
CVE	Cape Verde Escudo
CYP	Cyprus Pound
CZK	Czech Koruna
DEM	Deutsche Mark
DJF	Djibouti Franc
DKK	Danish Krone
DOP	Dominican Peso
DZD	Algerian Dinar
ECS	Sucre
ECV	Unidad de Valor
EEK	Kroon
EGP	Egyptian Pound
EQE	Ekwele
ERN	Nakfa
ESA	Spanish Peseta
ESB	Convertible Peseta
ESP	Spanish Peseta
ETB	Ethiopian Birr
EUR	euro
FIM	Markka
FJD	Fiji Dollar
FKP	Falklands Isl. Pound
FRF	French Franc
GBP	Pound Sterling

ISO Currency Code	Description
GEK	Georgian Coupon
GEL	Lari
GHC	Cedi
GIP	Gibraltar Pound
GMD	Dalasi
GNE	Syli
GNF	Guinea Franc
GNS	Syli
GQE	Ekwele
GRD	Drachma
GTQ	Quetzal
GWE	Guinea Escudo
GWP	Guinea-Bissau Peso
GYD	Guyana Dollar
HKD	Hong Kong Dollar
HNL	Lempira
HRD	Dinar
HRK	Kuna
HTG	Gourde
HUF	Forint
IDR	Rupiah
IEP	Irish Pound
ILP	Pound
ILR	Old Shekel
ILS	New Israeli Sheqel
INR	Indian Rupee
IQD	Iraqi Dinar

ISO Currency Code	Description
IRR	Iranian Rial
ISJ	Old Krona
ISK	Iceland Krona
ITL	Italian Lira
JMD	Jamaican Dollar
JOD	Jordanian Dinar
JPY	Yen
KES	Kenyan Shilling
KGS	Som
KHR	Riel
KMF	Comoro Franc
KPW	North Korean Won
KRW	Won
KWD	Kuwaiti Dinar
KYD	Cayman Islands dollar
KZT	Tenge
LAJ	Kip Pot Pol
LAK	Kip
LBP	Lebanese Pound
LKR	Sri Lanka Rupee
LRD	Liberian Dollar
LSL	Loti
LSM	Maloti
LTL	Lithuanian Litas
LTT	Talonas
LUC	Convertib Franc
LUF	Luxembourg Franc

ISO Currency Code	Description
LUL	Financial Franc
LVL	Latvian Lats
LVR	Latvian Ruble
LYD	Libyan Dinar
MAD	Moroccan Dirham
MAF	Mali Franc
MDL	Moldovan Leu
MGF	Malagasy Franc
MKD	Denar
MLF	Mali Franc
MMK	Kyat
MNT	Tugrik
MOP	Pataca
MRO	Ouguiya
MTL	Maltese Lira
MTP	Maltese Pound
MUR	Mauritius Rupee
MVQ	Maldiva Rupee
MVR	Rufiyaa
MWK	Malawian Kwacha
MXN	Mexican Peso
MXP	Mexican Peso
MXV	Mexican UDI
MYR	Malaysian Ringgit
MZE	Mozambique Escudo
MZM	Metical
NAD	Namibia Dollar

ISO Currency Code	Description
NGN	Naira
NIC	Cordoba
NIO	Cordoba Oro
NLG	Netherlands Guilder
NOK	Norwegian Krone
NPR	Nepalese Rupee
NZD	New Zealand Dollar
OMR	Rial Omani
PAB	Balboa
PEI	Inti
PEN	Nuevo Sol
PES	Sol
PGK	Kina
PHP	Philippine Peso
PKR	Pakistan Rupee
PLN	Zloty
PLZ	Zloty
PTE	Portuguese Escudo
PYG	Guarani
QAR	Qatari Rial
ROK	Leu A/52
ROL	Leu
RUB	Russian Ruble
RUR	Russian Federation Rouble
RWF	Rwanda Franc
SAR	Saudi Riyal
SBD	Solomon Islands

ISO Currency Code	Description
SCR	Seychelles Rupee
SDD	Sudanese Dinar
SDP	Sudanese Pound
SEK	Swedish Krona
SGD	Singapore Dollar
SHP	St Helena Pound
SIT	Tolar
SKK	Slovak Koruna
SLL	Leone
SOS	Somali Shilling
SRG	Surinam Guilder
STD	Dobra
SUR	Rouble
SVC	El Salvador Colon
SYP	Syrian Pound
SZL	Lilangeni
THB	Baht
TJR	Tajik Ruble
TJS	Somoni
TMM	Manat
TND	Tunisian Dinar
TOP	Pa'anga
TPE	Timor Escudo
TRL	Turkish Lira
TTD	Trinidad Dollar
TWD	New Taiwan Dollar
TZS	Tanzanian Shilling

ISO Currency Code	Description
UAH	Hryvnia
UAK	Karbovanet
UGS	Uganda Shilling
UGW	Old Shilling
UGX	Uganda Shilling
USD	US Dollar
USN	US Dollar (Next day)
USS	US Dollar (Same day)
UYN	Old Uruguay Peso
UYP	Uruguayan Peso
UYU	Peso Uruguayo
UZS	Uzbekistan Sum
VEB	Bolivar
VNC	Old Dong
VND	Dong
VUV	Vatu
WST	Tala
XAF	CFA Franc BEAC
XAG	Silver
XAU	GOLD
XBA	European Composite Unit
XBB	European Monetary Unit
XBC	European Unit of Account 9
XBD	European Unit of Account 17
XCD	East Caribbean Dollar
XDR	SDR
XEU	EU Currency (E.C.U)

ISO Currency Code	Description
XFO	Gold-Franc
XFU	UIC-Franc
XOF	CFA Franc BCEAO
XPD	Palladium
XPF	CFP Franc
XPT	Platinum
XTS	For Testing Purposes
XXX	Non Currency Transaction
YDD	Yemeni Din
YER	Yemeni Rial
YUD	New Yugoslavian Dinar
YUM	New Dinar
YUN	Yugoslavian Dinar
ZAL	Financial Rand
ZAR	Rand
ZMK	Zambian Kwacha
ZRN	New Zaire
ZRZ	Zaire
ZWC	Rhodesian Dollar
ZWD	Zimbabwe Dollar



# Glossary of PeopleSoft Terms

<b>absence entitlement</b>	This element defines rules for granting paid time off for valid absences, such as sick time, vacation, and maternity leave. An absence entitlement element defines the entitlement amount, frequency, and entitlement period.
<b>absence take</b>	This element defines the conditions that must be met before a payee is entitled to take paid time off.
<b>accounting class</b>	In PeopleSoft Enterprise Performance Management, the accounting class defines how a resource is treated for generally accepted accounting practices. The Inventory class indicates whether a resource becomes part of a balance sheet account, such as inventory or fixed assets, while the Non-inventory class indicates that the resource is treated as an expense of the period during which it occurs.
<b>accounting date</b>	The accounting date indicates when a transaction is recognized, as opposed to the date the transaction actually occurred. The accounting date and transaction date can be the same. The accounting date determines the period in the general ledger to which the transaction is to be posted. You can only select an accounting date that falls within an open period in the ledger to which you are posting. The accounting date for an item is normally the invoice date.
<b>accounting split</b>	The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.
<b>accumulator</b>	You use an accumulator to store cumulative values of defined items as they are processed. You can accumulate a single value over time or multiple values over time. For example, an accumulator could consist of all voluntary deductions, or all company deductions, enabling you to accumulate amounts. It allows total flexibility for time periods and values accumulated.
<b>action reason</b>	The reason an employee's job or employment information is updated. The action reason is entered in two parts: a personnel action, such as a promotion, termination, or change from one pay group to another—and a reason for that action. Action reasons are used by PeopleSoft Human Resources, PeopleSoft Benefits Administration, PeopleSoft Stock Administration, and the COBRA Administration feature of the Base Benefits business process.
<b>action template</b>	In PeopleSoft Receivables, outlines a set of escalating actions that the system or user performs based on the period of time that a customer or item has been in an action plan for a specific condition.
<b>activity</b>	<p>In PeopleSoft Enterprise Learning Management, an instance of a catalog item (sometimes called a class) that is available for enrollment. The activity defines such things as the costs that are associated with the offering, enrollment limits and deadlines, and waitlisting capacities.</p> <p>In PeopleSoft Enterprise Performance Management, the work of an organization and the aggregation of actions that are used for activity-based costing.</p> <p>In PeopleSoft Project Costing, the unit of work that provides a further breakdown of projects—usually into specific tasks.</p> <p>In PeopleSoft Workflow, a specific transaction that you might need to perform in a business process. Because it consists of the steps that are used to perform a transaction, it is also known as a step map.</p>

<b>agreement</b>	In PeopleSoft eSettlements, provides a way to group and specify processing options, such as payment terms, pay from a bank, and notifications by a buyer and supplier location combination.
<b>allocation rule</b>	In PeopleSoft Enterprise Incentive Management, an expression within compensation plans that enables the system to assign transactions to nodes and participants. During transaction allocation, the allocation engine traverses the compensation structure from the current node to the root node, checking each node for plans that contain allocation rules.
<b>alternate account</b>	A feature in PeopleSoft General Ledger that enables you to create a statutory chart of accounts and enter statutory account transactions at the detail transaction level, as required for recording and reporting by some national governments.
<b>AR specialist</b>	Abbreviation for <i>receivables specialist</i> . In PeopleSoft Receivables, an individual in who tracks and resolves deductions and disputed items.
<b>arbitration plan</b>	In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced.
<b>assessment rule</b>	In PeopleSoft Receivables, a user-defined rule that the system uses to evaluate the condition of a customer's account or of individual items to determine whether to generate a follow-up action.
<b>asset class</b>	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
<b>attribute/value pair</b>	In PeopleSoft Directory Interface, relates the data that makes up an entry in the directory information tree.
<b>authentication server</b>	A server that is set up to verify users of the system.
<b>base time period</b>	In PeopleSoft Business Planning, the lowest level time period in a calendar.
<b>benchmark job</b>	In PeopleSoft Workforce Analytics, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources.
<b>book</b>	In PeopleSoft Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
<b>branch</b>	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
<b>budgetary account only</b>	An account used by the system only and not by users; this type of account does not accept transactions. You can only budget with this account. Formerly called "system-maintained account."
<b>budget check</b>	In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.
<b>budget control</b>	In commitment control, budget control ensures that commitments and expenditures don't exceed budgets. It enables you to track transactions against corresponding budgets and terminate a document's cycle if the defined budget conditions are not met. For example, you can prevent a purchase order from being dispatched to a vendor if there are insufficient funds in the related budget to support it.
<b>budget period</b>	The interval of time (such as 12 months or 4 quarters) into which a period is divided for budgetary and reporting purposes. The ChartField allows maximum flexibility to define operational accounting time periods without restriction to only one calendar.
<b>business event</b>	In PeopleSoft Receivables, defines the processing characteristics for the Receivable Update process for a draft activity.

	In PeopleSoft Sales Incentive Management, an original business transaction or activity that may justify the creation of a PeopleSoft Enterprise Incentive Management event (a sale, for example).
<b>business unit</b>	A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions.
<b>buyer</b>	In PeopleSoft eSettlements, an organization (or business unit, as opposed to an individual) that transacts with suppliers (vendors) within the system. A buyer creates payments for purchases that are made in the system.
<b>catalog item</b>	In PeopleSoft Enterprise Learning Management, a specific topic that a learner can study and have tracked. For example, "Introduction to Microsoft Word." A catalog item contains general information about the topic and includes a course code, description, categorization, keywords, and delivery methods. A catalog item can have one or more learning activities.
<b>catalog map</b>	In PeopleSoft Catalog Management, translates values from the catalog source data to the format of the company's catalog.
<b>catalog partner</b>	In PeopleSoft Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.
<b>categorization</b>	Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.
<b>channel</b>	In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.
<b>ChartField</b>	A field that stores a chart of accounts, resources, and so on, depending on the PeopleSoft application. ChartField values represent individual account numbers, department codes, and so forth.
<b>ChartField balancing</b>	You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.
<b>ChartField combination edit</b>	The process of editing journal lines for valid ChartField combinations based on user-defined rules.
<b>ChartKey</b>	One or more fields that uniquely identify each row in a table. Some tables contain only one field as the key, while others require a combination.
<b>checkbook</b>	In PeopleSoft Promotions Management, enables you to view financial data (such as planned, incurred, and actual amounts) that is related to funds and trade promotions.
<b>Class ChartField</b>	A ChartField value that identifies a unique appropriation budget key when you combine it with a fund, department ID, and program code, as well as a budget period. Formerly called <i>sub-classification</i> .
<b>clone</b>	In PeopleCode, to make a unique copy. In contrast, to <i>copy</i> may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.
<b>collection</b>	To make a set of documents available for searching in Verity, you must first create at least one collection. A collection is set of directories and files that allow search application users to use the Verity search engine to quickly find and display source documents that match search criteria. A collection is a set of statistics and pointers to the source documents, stored in a proprietary format on a file server. Because a collection can only store information for a single location, PeopleSoft maintains a set of collections (one per language code) for each search index object.

<b>collection rule</b>	In PeopleSoft Receivables, a user-defined rule that defines actions to take for a customer based on both the amount and the number of days past due for outstanding balances.
<b>compensation object</b>	In PeopleSoft Enterprise Incentive Management, a node within a compensation structure. Compensation objects are the building blocks that make up a compensation structure's hierarchical representation.
<b>compensation structure</b>	In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.
<b>condition</b>	In PeopleSoft Receivables, occurs when there is a change of status for a customer's account, such as reaching a credit limit or exceeding a user-defined balance due.
<b>configuration parameter catalog</b>	Used to configure an external system with PeopleSoft. For example, a configuration parameter catalog might set up configuration and communication parameters for an external server.
<b>configuration plan</b>	In PeopleSoft Enterprise Incentive Management, configuration plans hold allocation information for common variables (not incentive rules) and are attached to a node without a participant. Configuration plans are not processed by transactions.
<b>content reference</b>	Content references are pointers to content registered in the portal registry. These are typically either URLs or iScripts. Content references fall into three categories: target content, templates, and template pagelets.
<b>context</b>	<p>In PeopleCode, determines which buffer fields can be contextually referenced and which is the current row of data on each scroll level when a PeopleCode program is running.</p> <p>In PeopleSoft Enterprise Incentive Management, a mechanism that is used to determine the scope of a processing run. PeopleSoft Enterprise Incentive Management uses three types of context: plan, period, and run-level.</p>
<b>control table</b>	Stores information that controls the processing of an application. This type of processing might be consistent throughout an organization, or it might be used only by portions of the organization for more limited sharing of data.
<b>cost profile</b>	A combination of a receipt cost method, a cost flow, and a deplete cost method. A profile is associated with a cost book and determines how items in that book are valued, as well as how the material movement of the item is valued for the book.
<b>cost row</b>	A cost transaction and amount for a set of ChartFields.
<b>current learning</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.
<b>data acquisition</b>	In PeopleSoft Enterprise Incentive Management, the process during which raw business transactions are acquired from external source systems and fed into the operational data store (ODS).
<b>data elements</b>	<p>Data elements, at their simplest level, define a subset of data and the rules by which to group them.</p> <p>For Workforce Analytics, data elements are rules that tell the system what measures to retrieve about your workforce groups.</p>
<b>dataset</b>	A data grouping that enables role-based filtering and distribution of data. You can limit the range and quantity of data that is displayed for a user by associating dataset rules with user roles. The result of dataset rules is a set of data that is appropriate for the user's roles.

<b>delivery method</b>	<p>In PeopleSoft Enterprise Learning Management, identifies the primary type of delivery method in which a particular learning activity is offered. Also provides default values for the learning activity, such as cost and language. This is primarily used to help learners search the catalog for the type of delivery from which they learn best. Because PeopleSoft Enterprise Learning Management is a blended learning system, it does not enforce the delivery method.</p> <p>In PeopleSoft Supply Chain Management, identifies the method by which goods are shipped to their destinations (such as truck, air, rail, and so on). The delivery method is specified when creating shipment schedules.</p>
<b>delivery method type</b>	In PeopleSoft Enterprise Learning Management, identifies how learning activities can be delivered—for example, through online learning, classroom instruction, seminars, books, and so forth—in an organization. The type determines whether the delivery method includes scheduled components.
<b>directory information tree</b>	In PeopleSoft Directory Interface, the representation of a directory's hierarchical structure.
<b>document sequencing</b>	A flexible method that sequentially numbers the financial transactions (for example, bills, purchase orders, invoices, and payments) in the system for statutory reporting and for tracking commercial transaction activity.
<b>dynamic detail tree</b>	A tree that takes its detail values—dynamic details—directly from a table in the database, rather than from a range of values that are entered by the user.
<b>edit table</b>	A table in the database that has its own record definition, such as the Department table. As fields are entered into a PeopleSoft application, they can be validated against an edit table to ensure data integrity throughout the system.
<b>effective date</b>	A method of dating information in PeopleSoft applications. You can predate information to add historical data to your system, or postdate information in order to enter it before it actually goes into effect. By using effective dates, you don't delete values; you enter a new value with a current effective date.
<b>EIM ledger</b>	Abbreviation for <i>Enterprise Incentive Management ledger</i> . In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.
<b>elimination set</b>	In PeopleSoft General Ledger, a related group of intercompany accounts that is processed during consolidations.
<b>entry event</b>	In PeopleSoft General Ledger, Receivables, Payables, Purchasing, and Billing, a business process that generates multiple debits and credits resulting from single transactions to produce standard, supplemental accounting entries.
<b>equitization</b>	In PeopleSoft General Ledger, a business process that enables parent companies to calculate the net income of subsidiaries on a monthly basis and adjust that amount to increase the investment amount and equity income amount before performing consolidations.
<b>event</b>	<p>A predefined point either in the Component Processor flow or in the program flow. As each point is encountered, the event activates each component, triggering any PeopleCode program that is associated with that component and that event. Examples of events are FieldChange, SavePreChange, and RowDelete.</p> <p>In PeopleSoft Human Resources, also refers to an incident that affects benefits eligibility.</p>
<b>event propagation process</b>	In PeopleSoft Sales Incentive Management, a process that determines, through logic, the propagation of an original PeopleSoft Enterprise Incentive Management event and creates a derivative (duplicate) of the original event to be processed by other objects.

	Sales Incentive Management uses this mechanism to implement splits, roll-ups, and so on. Event propagation determines who receives the credit.
<b>exception</b>	In PeopleSoft Receivables, an item that either is a deduction or is in dispute.
<b>exclusive pricing</b>	In PeopleSoft Order Management, a type of arbitration plan that is associated with a price rule. Exclusive pricing is used to price sales order transactions.
<b>fact</b>	In PeopleSoft applications, facts are numeric data values from fields from a source database as well as an analytic application. A fact can be anything you want to measure your business by, for example, revenue, actual, budget data, or sales numbers. A fact is stored on a fact table.
<b>forecast item</b>	A logical entity with a unique set of descriptive demand and forecast data that is used as the basis to forecast demand. You create forecast items for a wide range of uses, but they ultimately represent things that you buy, sell, or use in your organization and for which you require a predictable usage.
<b>fund</b>	In PeopleSoft Promotions Management, a budget that can be used to fund promotional activity. There are four funding methods: top down, fixed accrual, rolling accrual, and zero-based accrual.
<b>generic process type</b>	In PeopleSoft Process Scheduler, process types are identified by a generic process type. For example, the generic process type SQR includes all SQR process types, such as SQR process and SQR report.
<b>group</b>	In PeopleSoft Billing and Receivables, a posting entity that comprises one or more transactions (items, deposits, payments, transfers, matches, or write-offs).  In PeopleSoft Human Resources Management and Supply Chain Management, any set of records that are associated under a single name or variable to run calculations in PeopleSoft business processes. In PeopleSoft Time and Labor, for example, employees are placed in groups for time reporting purposes.
<b>incentive object</b>	In PeopleSoft Enterprise Incentive Management, the incentive-related objects that define and support the PeopleSoft Enterprise Incentive Management calculation process and results, such as plan templates, plans, results data, user interaction objects, and so on.
<b>incentive rule</b>	In PeopleSoft Sales Incentive Management, the commands that act on transactions and turn them into compensation. A rule is one part in the process of turning a transaction into compensation.
<b>incur</b>	In PeopleSoft Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities.
<b>item</b>	In PeopleSoft Inventory, a tangible commodity that is stored in a business unit (shipped from a warehouse).  In PeopleSoft Demand Planning, Inventory Policy Planning, and Supply Planning, a noninventory item that is designated as being used for planning purposes only. It can represent a family or group of inventory items. It can have a planning bill of material (BOM) or planning routing, and it can exist as a component on a planning BOM. A planning item cannot be specified on a production or engineering BOM or routing, and it cannot be used as a component in a production. The quantity on hand will never be maintained.
<b>KPI</b>	In PeopleSoft Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment.  An abbreviation for <i>key performance indicator</i> . A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.

<b>LDIF file</b>	Abbreviation for <i>Lightweight Directory Access Protocol (LDAP) Data Interchange Format file</i> . Contains discrepancies between PeopleSoft data and directory data.
<b>learner group</b>	In PeopleSoft Enterprise Learning Management, a group of learners who are linked to the same learning environment. Members of the learner group can share the same attributes, such as the same department or job code. Learner groups are used to control access to and enrollment in learning activities and programs. They are also used to perform group enrollments and mass enrollments in the back office.
<b>learning components</b>	In PeopleSoft Enterprise Learning Management, the foundational building blocks of learning activities. PeopleSoft Enterprise Learning Management supports six basic types of learning components: web-based, session, webcast, test, survey, and assignment. One or more of these learning component types compose a single learning activity.
<b>learning environment</b>	In PeopleSoft Enterprise Learning Management, identifies a set of categories and catalog items that can be made available to learner groups. Also defines the default values that are assigned to the learning activities and programs that are created within a particular learning environment. Learning environments provide a way to partition the catalog so that learners see only those items that are relevant to them.
<b>learning history</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.
<b>ledger mapping</b>	You use ledger mapping to relate expense data from general ledger accounts to resource objects. Multiple ledger line items can be mapped to one or more resource IDs. You can also use ledger mapping to map dollar amounts (referred to as <i>rates</i> ) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.
<b>library section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan (or template) and that is available for other plans to share. Changes to a library section are reflected in all plans that use it.
<b>linked section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan template but appears in a plan. Changes to linked sections propagate to plans using that section.
<b>linked variable</b>	In PeopleSoft Enterprise Incentive Management, a variable that is defined and maintained in a plan template and that also appears in a plan. Changes to linked variables propagate to plans using that variable.
<b>load</b>	In PeopleSoft Inventory, identifies a group of goods that are shipped together. Load management is a feature of PeopleSoft Inventory that is used to track the weight, the volume, and the destination of a shipment.
<b>local functionality</b>	In PeopleSoft HRMS, the set of information that is available for a specific country. You can access this information when you click the appropriate country flag in the global window, or when you access it by a local country menu.
<b>location</b>	Locations enable you to indicate the different types of addresses—for a company, for example, one address to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each address has a different location number. The primary location—indicated by a <i>1</i> —is the address you use most often and may be different from the main address.
<b>logistical task</b>	In PeopleSoft Services Procurement, an administrative task that is related to hiring a service provider. Logistical tasks are linked to the service type on the work order so that different types of services can have different logistical tasks. Logistical tasks include both preapproval tasks (such as assigning a new badge or ordering a new

	laptop) and postapproval tasks (such as scheduling orientation or setting up the service provider email). The logistical tasks can be mandatory or optional. Mandatory preapproval tasks must be completed before the work order is approved. Mandatory postapproval tasks, on the other hand, must be completed before a work order is released to a service provider.
<b>market template</b>	In PeopleSoft Enterprise Incentive Management, additional functionality that is specific to a given market or industry and is built on top of a product category.
<b>match group</b>	In PeopleSoft Receivables, a group of receivables items and matching offset items. The system creates match groups by using user-defined matching criteria for selected field values.
<b>MCF server</b>	Abbreviation for <i>PeopleSoft MultiChannel Framework server</i> . Comprises the universal queue server and the MCF log server. Both processes are started when <i>MCF Servers</i> is selected in an application server domain configuration.
<b>merchandising activity</b>	In PeopleSoft Promotions Management, a specific discount type that is associated with a trade promotion (such as off-invoice, billback or rebate, or lump-sum payment) that defines the performance that is required to receive the discount. In the industry, you may know this as an offer, a discount, a merchandising event, an event, or a tactic.
<b>meta-SQL</b>	Meta-SQL constructs expand into platform-specific Structured Query Language (SQL) substrings. They are used in functions that pass SQL strings, such as in SQL objects, the SQLExec function, and PeopleSoft Application Engine programs.
<b>metastring</b>	Metastings are special expressions included in SQL string literals. The metastings, prefixed with a percent (%) symbol, are included directly in the string literals. They expand at run time into an appropriate substring for the current database platform.
<b>multibook</b>	In PeopleSoft General Ledger, multiple ledgers having multiple-base currencies that are defined for a business unit, with the option to post a single transaction to all base currencies (all ledgers) or to only one of those base currencies (ledgers).
<b>multicurrency</b>	The ability to process transactions in a currency other than the business unit's base currency.
<b>national allowance</b>	In PeopleSoft Promotions Management, a promotion at the corporate level that is funded by nondiscretionary dollars. In the industry, you may know this as a national promotion, a corporate promotion, or a corporate discount.
<b>node-oriented tree</b>	A tree that is based on a detail structure, but the detail values are not used.
<b>pagelet</b>	Each block of content on the home page is called a pagelet. These pagelets display summary information within a small rectangular area on the page. The pagelet provide users with a snapshot of their most relevant PeopleSoft and non-PeopleSoft content.
<b>participant</b>	In PeopleSoft Enterprise Incentive Management, participants are recipients of the incentive compensation calculation process.
<b>participant object</b>	Each participant object may be related to one or more compensation objects. See also <i>compensation object</i> .
<b>partner</b>	A company that supplies products or services that are resold or purchased by the enterprise.
<b>pay cycle</b>	In PeopleSoft Payables, a set of rules that define the criteria by which it should select scheduled payments for payment creation.
<b>pending item</b>	In PeopleSoft Receivables, an individual receivable (such as an invoice, a credit memo, or a write-off) that has been entered in or created by the system, but hasn't been posted.



<b>PeopleCode</b>	PeopleCode is a proprietary language, executed by the PeopleSoft application processor. PeopleCode generates results based upon existing data or user actions. By using business interlink objects, external services are available to all PeopleSoft applications wherever PeopleCode can be executed.
<b>PeopleCode event</b>	An action that a user takes upon an object, usually a record field, that is referenced within a PeopleSoft page.
<b>PeopleSoft Internet Architecture</b>	The fundamental architecture on which PeopleSoft 8 applications are constructed, consisting of a relational database management system (RDBMS), an application server, a web server, and a browser.
<b>performance measurement</b>	In PeopleSoft Enterprise Incentive Management, a variable used to store data (similar to an aggregator, but without a predefined formula) within the scope of an incentive plan. Performance measures are associated with a plan calendar, territory, and participant. Performance measurements are used for quota calculation and reporting.
<b>period context</b>	In PeopleSoft Enterprise Incentive Management, because a participant typically uses the same compensation plan for multiple periods, the period context associates a plan context with a specific calendar period and fiscal year. The period context references the associated plan context, thus forming a chain. Each plan context has a corresponding set of period contexts.
<b>plan</b>	In PeopleSoft Sales Incentive Management, a collection of allocation rules, variables, steps, sections, and incentive rules that instruct the PeopleSoft Enterprise Incentive Management engine in how to process transactions.
<b>plan context</b>	In PeopleSoft Enterprise Incentive Management, correlates a participant with the compensation plan and node to which the participant is assigned, enabling the PeopleSoft Enterprise Incentive Management system to find anything that is associated with the node and that is required to perform compensation processing. Each participant, node, and plan combination represents a unique plan context—if three participants are on a compensation structure, each has a different plan context. Configuration plans are identified by plan contexts and are associated with the participants that refer to them.
<b>plan template</b>	In PeopleSoft Enterprise Incentive Management, the base from which a plan is created. A plan template contains common sections and variables that are inherited by all plans that are created from the template. A template may contain steps and sections that are not visible in the plan definition.
<b>planned learning</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.
<b>planning instance</b>	In PeopleSoft Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.
<b>portal registry</b>	In PeopleSoft applications, the portal registry is a tree-like structure in which content references are organized, classified, and registered. It is a central repository that defines both the structure and content of a portal through a hierarchical, tree-like structure of folders useful for organizing and securing content references.
<b>price list</b>	In PeopleSoft Enterprise Pricer, enables you to select products and conditions for which the price list applies to a transaction. During a transaction, the system either determines the product price based on the predefined search hierarchy for the transaction or uses the product's lowest price on any associated, active price lists. This price is used as the basis for any further discounts and surcharges.
<b>price rule</b>	In PeopleSoft Enterprise Pricer, defines the conditions that must be met for adjustments to be applied to the base price. Multiple rules can apply when conditions of each rule are met.

<b>price rule condition</b>	In PeopleSoft Enterprise Pricer, selects the price-by fields, the values for the price-by fields, and the operator that determines how the price-by fields are related to the transaction.
<b>price rule key</b>	In PeopleSoft Enterprise Pricer, defines the fields that are available to define price rule conditions (which are used to match a transaction) on the price rule.
<b>process category</b>	In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.
<b>process group</b>	In PeopleSoft Financials, a group of application processes (performed in a defined order) that users can initiate in real time, directly from a transaction entry page.
<b>process definition</b>	Process definitions define each run request.
<b>process instance</b>	A unique number that identifies each process request. This value is automatically incremented and assigned to each requested process when the process is submitted to run.
<b>process job</b>	You can link process definitions into a job request and process each request serially or in parallel. You can also initiate subsequent processes based on the return code from each prior request.
<b>process request</b>	A single run request, such as a Structured Query Report (SQR), a COBOL or Application Engine program, or a Crystal report that you run through PeopleSoft Process Scheduler.
<b>process run control</b>	A PeopleTools variable used to retain PeopleSoft Process Scheduler values needed at runtime for all requests that reference a run control ID. Do not confuse these with application run controls, which may be defined with the same run control ID, but only contain information specific to a given application process request.
<b>product category</b>	In PeopleSoft Enterprise Incentive Management, indicates an application in the Enterprise Incentive Management suite of products. Each transaction in the PeopleSoft Enterprise Incentive Management system is associated with a product category.
<b>programs</b>	In PeopleSoft Enterprise Learning Management, a high-level grouping that guides the learner along a specific learning path through sections of catalog items. PeopleSoft Enterprise Learning Systems provides two types of programs—curricula and certifications.
<b>progress log</b>	In PeopleSoft Services Procurement, tracks deliverable-based projects. This is similar to the time sheet in function and process. The service provider contact uses the progress log to record and submit progress on deliverables. The progress can be logged by the activity that is performed, by the percentage of work that is completed, or by the completion of milestone activities that are defined for the project.
<b>project transaction</b>	In PeopleSoft Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.
<b>promotion</b>	In PeopleSoft Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume.
<b>publishing</b>	In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.
<b>record group</b>	A set of logically and functionally related control tables and views. Record groups help enable TableSet sharing, which eliminates redundant data entry. Record groups ensure that TableSet sharing is applied consistently across all related tables and views.
<b>record input VAT flag</b>	Abbreviation for <i>record input value-added tax flag</i> . Within PeopleSoft Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT

	<p>on the transaction. This flag, in conjunction with the record output VAT flag, is used to determine the accounting entries created for a transaction and to determine how a transaction is reported on the VAT return. For all cases within Purchasing and Payables where VAT information is tracked on a transaction, this flag is set to Yes. This flag is not used in PeopleSoft Order Management, Billing, or Receivables, where it is assumed that you are always recording only output VAT, or in PeopleSoft Expenses, where it is assumed that you are always recording only input VAT.</p>
<b>record output VAT flag</b>	<p>Abbreviation for <i>record output value-added tax flag</i>.</p> <p>See <i>record input VAT flag</i>.</p>
<b>reference data</b>	In PeopleSoft Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, channels, and so on.
<b>reference object</b>	In PeopleSoft Enterprise Incentive Management, this dimension-type object further defines the business. Reference objects can have their own hierarchy (for example, product tree, customer tree, industry tree, and geography tree).
<b>reference transaction</b>	In commitment control, a reference transaction is a source transaction that is referenced by a higher-level (and usually later) source transaction, in order to automatically reverse all or part of the referenced transaction's budget-checked amount. This avoids duplicate postings during the sequential entry of the transaction at different commitment levels. For example, the amount of an encumbrance transaction (such as a purchase order) will, when checked and recorded against a budget, cause the system to concurrently reference and relieve all or part of the amount of a corresponding pre-encumbrance transaction, such as a purchase requisition.
<b>regional sourcing</b>	In PeopleSoft Purchasing, provides the infrastructure to maintain, display, and select an appropriate vendor and vendor pricing structure that is based on a regional sourcing model where the multiple ship to locations are grouped. Sourcing may occur at a level higher than the ship to location.
<b>relationship object</b>	In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects.
<b>remote data source data</b>	Data that is extracted from a separate database and migrated into the local database.
<b>REN server</b>	Abbreviation for <i>real-time event notification server</i> in PeopleSoft MultiChannel Framework.
<b>requester</b>	In PeopleSoft eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders.
<b>role</b>	Describes how people fit into PeopleSoft Workflow. A role is a class of users who perform the same type of work, such as clerks or managers. Your business rules typically specify what user role needs to do an activity.
<b>role user</b>	A PeopleSoft Workflow user. A person's role user ID serves much the same purpose as a user ID does in other parts of the system. PeopleSoft Workflow uses role user IDs to determine how to route worklist items to users (through an email address, for example) and to track the roles that users play in the workflow. Role users do not need PeopleSoft user IDs.
<b>roll up</b>	In a tree, to roll up is to total sums based on the information hierarchy.
<b>run control</b>	A run control is a type of online page that is used to begin a process, such as the batch processing of a payroll run. Run control pages generally start a program that manipulates data.
<b>run control ID</b>	A unique ID to associate each user with his or her own run control table entries.

<b>run-level context</b>	In PeopleSoft Enterprise Incentive Management, associates a particular run (and batch ID) with a period context and plan context. Every plan context that participates in a run has a separate run-level context. Because a run cannot span periods, only one run-level context is associated with each plan context.
<b>search query</b>	You use this set of objects to pass a query string and operators to the search engine. The search index returns a set of matching results with keys to the source documents.
<b>section</b>	In PeopleSoft Enterprise Incentive Management, a collection of incentive rules that operate on transactions of a specific type. Sections enable plans to be segmented to process logical events in different sections.
<b>security event</b>	In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.
<b>serial genealogy</b>	In PeopleSoft Manufacturing, the ability to track the composition of a specific, serial-controlled item.
<b>serial in production</b>	In PeopleSoft Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.
<b>session</b>	In PeopleSoft Enterprise Learning Management, a single meeting day of an activity (that is, the period of time between start and finish times within a day). The session stores the specific date, location, meeting time, and instructor. Sessions are used for scheduled training.
<b>session template</b>	In PeopleSoft Enterprise Learning Management, enables you to set up common activity characteristics that may be reused while scheduling a PeopleSoft Enterprise Learning Management activity—characteristics such as days of the week, start and end times, facility and room assignments, instructors, and equipment. A session pattern template can be attached to an activity that is being scheduled. Attaching a template to an activity causes all of the default template information to populate the activity session pattern.
<b>setup relationship</b>	In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.
<b>share driver expression</b>	In PeopleSoft Business Planning, a named planning method similar to a driver expression, but which you can set up globally for shared use within a single planning application or to be shared between multiple planning applications through PeopleSoft Enterprise Warehouse.
<b>single signon</b>	With single signon, users can, after being authenticated by a PeopleSoft application server, access a second PeopleSoft application server without entering a user ID or password.
<b>source transaction</b>	In commitment control, any transaction generated in a PeopleSoft or third-party application that is integrated with commitment control and which can be checked against commitment control budgets. For example, a pre-encumbrance, encumbrance, expenditure, recognized revenue, or collected revenue transaction.
<b>SpeedChart</b>	A user-defined shorthand key that designates several ChartKeys to be used for voucher entry. Percentages can optionally be related to each ChartKey in a SpeedChart definition.
<b>SpeedType</b>	A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.
<b>staging</b>	A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.

<b>statutory account</b>	Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft, this is equivalent to the Alternate Account (ALTACCT) ChartField.
<b>step</b>	In PeopleSoft Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.
<b>storage level</b>	In PeopleSoft Inventory, identifies the level of a material storage location. Material storage locations are made up of a business unit, a storage area, and a storage level. You can set up to four storage levels.
<b>subcustomer qualifier</b>	A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.
<b>Summary ChartField</b>	You use summary ChartFields to create summary ledgers that roll up detail amounts based on specific detail values or on selected tree nodes. When detail values are summarized using tree nodes, summary ChartFields must be used in the summary ledger data record to accommodate the maximum length of a node name (20 characters).
<b>summary ledger</b>	An accounting feature used primarily in allocations, inquiries, and PS/nVision reporting to store combined account balances from detail ledgers. Summary ledgers increase speed and efficiency of reporting by eliminating the need to summarize detail ledger balances each time a report is requested. Instead, detail balances are summarized in a background process according to user-specified criteria and stored on summary ledgers. The summary ledgers are then accessed directly for reporting.
<b>summary time period</b>	In PeopleSoft Business Planning, any time period (other than a base time period) that is an aggregate of other time periods, including other summary time periods and base time periods, such as quarter and year total.
<b>summary tree</b>	A tree used to roll up accounts for each type of report in summary ledgers. Summary trees enable you to define trees on trees. In a summary tree, the detail values are really nodes on a detail tree or another summary tree (known as the <i>basis</i> tree). A summary tree structure specifies the details on which the summary trees are to be built.
<b>syndicate</b>	To distribute a production version of the enterprise catalog to partners.
<b>system function</b>	In PeopleSoft Receivables, an activity that defines how the system generates accounting entries for the general ledger.
<b>TableSet</b>	A means of sharing similar sets of values in control tables, where the actual data values are different but the structure of the tables is the same.
<b>TableSet sharing</b>	Shared data that is stored in many tables that are based on the same TableSets. Tables that use TableSet sharing contain the SETID field as an additional key or unique identifier.
<b>target currency</b>	The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.
<b>template</b>	A template is HTML code associated with a web page. It defines the layout of the page and also where to get HTML for each part of the page. In PeopleSoft, you use templates to build a page by combining HTML from a number of sources. For a PeopleSoft portal, all templates must be registered in the portal registry, and each content reference must be assigned a template.
<b>territory</b>	In PeopleSoft Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.
<b>TimeSpan</b>	A relative period, such as year-to-date or current period, that can be used in various PeopleSoft General Ledger functions and reports when a rolling time frame, rather

	than a specific date, is required. TimeSpans can also be used with flexible formulas in PeopleSoft Projects.
<b>trace usage</b>	In PeopleSoft Manufacturing, enables the control of which components will be traced during the manufacturing process. Serial- and lot-controlled components can be traced. This is maintained in the Item Master record.
<b>transaction allocation</b>	In PeopleSoft Enterprise Incentive Management, the process of identifying the owner of a transaction. When a raw transaction from a batch is allocated to a plan context, the transaction is duplicated in the PeopleSoft Enterprise Incentive Management transaction tables.
<b>transaction state</b>	In PeopleSoft Enterprise Incentive Management, a value assigned by an incentive rule to a transaction. Transaction states enable sections to process only transactions that are at a specific stage in system processing. After being successfully processed, transactions may be promoted to the next transaction state and “picked up” by a different section for further processing.
<b>Translate table</b>	A system edit table that stores codes and translate values for the miscellaneous fields in the database that do not warrant individual edit tables of their own.
<b>tree</b>	The graphical hierarchy in PeopleSoft systems that displays the relationship between all accounting units (for example, corporate divisions, projects, reporting groups, account numbers) and determines roll-up hierarchies.
<b>unclaimed transaction</b>	In PeopleSoft Enterprise Incentive Management, a transaction that is not claimed by a node or participant after the allocation process has completed, usually due to missing or incomplete data. Unclaimed transactions may be manually assigned to the appropriate node or participant by a compensation administrator.
<b>universal navigation header</b>	Every PeopleSoft portal includes the universal navigation header, intended to appear at the top of every page as long as the user is signed on to the portal. In addition to providing access to the standard navigation buttons (like Home, Favorites, and signoff) the universal navigation header can also display a welcome message for each user.
<b>user interaction object</b>	In PeopleSoft Sales Incentive Management, used to define the reporting components and reports that a participant can access in his or her context. All Sales Incentive Management user interface objects and reports are registered as user interaction objects. User interaction objects can be linked to a compensation structure node through a compensation relationship object (individually or as groups).
<b>variable</b>	In PeopleSoft Sales Incentive Management, the intermediate results of calculations. Variables hold the calculation results and are then inputs to other calculations. Variables can be plan variables that persist beyond the run of an engine or local variables that exist only during the processing of a section.
<b>VAT exception</b>	Abbreviation for <i>value-added tax exception</i> . A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
<b>VAT exempt</b>	Abbreviation for <i>value-added tax exempt</i> . Describes goods and services that are not subject to VAT. Organizations that supply exempt goods or services are unable to recover the related input VAT. This is also referred to as exempt without recovery.
<b>VAT exoneration</b>	Abbreviation for <i>value-added tax exoneration</i> . An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
<b>VAT suspension</b>	Abbreviation for <i>value-added tax suspension</i> . An organization that has been granted a temporary exemption from paying VAT.
<b>warehouse</b>	A PeopleSoft data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.

<b>work order</b>	In PeopleSoft Services Procurement, enables an enterprise to create resource-based and deliverable-based transactions that specify the basic terms and conditions for hiring a specific service provider. When a service provider is hired, the service provider logs time or progress against the work order.
<b>worksheet</b>	A way of presenting data through a PeopleSoft Business Analysis Modeler interface that enables users to do in-depth analysis using pivoting tables, charts, notes, and history information.
<b>worklist</b>	The automated to-do list that PeopleSoft Workflow creates. From the worklist, you can directly access the pages you need to perform the next action, and then return to the worklist for another item.
<b>XML schema</b>	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
<b>yield by operation</b>	In PeopleSoft Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.
<b>zero-rated VAT</b>	Abbreviation for <i>zero-rated value-added tax</i> . A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.





# Index

## A

- account defaults
  - setting up 18
- account information 21
- account information, viewing 20
- additional documentation viii
- Address History page - Financial Account 20
- alternate capacities
  - defining 19
- application fundamentals vii, xiii
- Applications page - Financial Account 20
- ATM Cards page 20
- automation and configuration tools xiv

## B

- business object management xv
- business object type
  - organization 19
- business objects
  - alternate capacity 19

## C

- Cases page - Financial Account 20
- checking accounts 22
- churn 30
  - defining scores 31
  - defining scripts 32
  - managing 29
  - viewing actions and history 32
- Churn Actions page 31, 32
- churn management
  - maintaining 30
  - process flow 30
  - understanding 29
- churn management process flow, understanding 30
- Churn Score Setup page 31
- churn score, defining 31
- comments, submitting xi
- common elements xi
- contact information xi
- conversations 41
- credit accounts 23
- cross-product

- functionality, implementing 1
- cross-references x
- Customer Connection website viii

## D

- deductions 40
- Defaults for Account page 18
- disputed invoices 39
- documentation
  - printed viii
  - related viii
  - updates viii
- dunning letters 41

## E

- EIP Installation Option page 35

## F

- Fees page - Financial Account 20
- financial account information 20
- Financial Account page 20
- financial accounts
  - definition 13
  - investment 22
  - records 13
  - types 14
  - views 13
  - working with 13
- financial profile 37
- flat file templates 15
- follow up letters 42

## G

- getting started with PeopleSoft CRM
  - industry applications 1
- glossary 65

## I

- implementation 1
- insurance accounts 22
- integration
  - 360 - Degree view 35
  - accounts receivable 35
  - with legacy systems 14
- integration assumptions 15

Integration Broker 14  
interactions 43  
investment accounts 22

## M

messages 37  
MMA Partners viii  
Modify Account page 28

## N

Navigation Security page 5  
nodes 37  
notes x

## O

overdue charges 42

## P

PeopleBooks  
    ordering viii  
PeopleCode, typographical  
    conventions ix  
PeopleSoft application fundamentals vii  
PeopleSoft CRM  
    getting started 1  
    industry application fundamentals  
        overview 1  
prerequisites vii  
printed documentation viii  
product and item management xv

## R

records, financial accounts 13  
related documentation viii  
Relationships page - Financial  
    Account 20  
request message 37  
response message 37  
Review Financial Accounts  
    component 20  
Role Mapping page 5  
role type  
    alternate capacity 19  
Rule page 31  
Rule Set page 31

## S

Sales Process Verification Key page 5  
savings accounts 23

Script page 31, 32  
scripts, defining 32  
security 6  
    auditing information 6  
    defining and maintaining 5  
    keys 4  
    membership domain 4  
    object model 3  
security matrix  
    Main Info page 6  
Security Matrix page 5  
Security Trace Access page 5  
services foundation xiv  
statements 38  
suggestions, submitting xi  
system data  
    flat file processes 15  
    flat file templates 15  
    XML templates 15

## T

terms 65  
Terms and Conditions page - Financial  
    Account 20  
typographical conventions ix

## V

visual cues x

## W

warnings x

## X

XML templates 15