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# PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook

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**June 2004**

## PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook SKU CRM89BTR-B 0604

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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.

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

---

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

---

### Warnings

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

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**Warning!** Example of a warning.

---

### Cross-References

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

## Country, Region, and Industry Identifiers

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

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

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

### Country Identifiers

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

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 Banking Transactions

## 8.9 Preface

This preface discusses:

- PeopleSoft Enterprise CRM application fundamentals.
- PeopleSoft Enterprise CRM industry application fundamentals.
- PeopleSoft Enterprise CRM automation and configuration tools.
- PeopleSoft Enterprise CRM services foundation.
- PeopleSoft Enterprise PeopleTools PeopleBooks.

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## PeopleSoft Enterprise CRM 8.9 Application Fundamentals

The *PeopleSoft Enterprise Banking Transactions 8.9 PeopleBook* provides implementation and processing information for your PeopleSoft Banking Transactions application. However, additional essential information describing the setup and design of your system appears in a companion volume of documentation called *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*. Each PeopleSoft product line has its own version of this documentation.

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

There are six parts to the *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*:

- PeopleSoft Enterprise CRM Multi-Product Foundation.

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

- Workforce Management.

This part discusses the administration of the worker component used to perform tasks such as customer support or field service in PeopleSoft Enterprise CRM. This part also includes information on competency management and assigning workers to tasks.

- Interactions and 360-Degree Views.

This part discusses interaction management and the administration of 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 the set up, administration, and use of 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.

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*

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## PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals

The *PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook* discusses configuration options including security and financial account administration common to PeopleSoft vertical solution applications.

The *PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook* consists of important topics that apply to many or all industry-specific applications within the PeopleSoft Enterprise CRM product suite. Whether you are implementing a single application or multiple PeopleSoft Enterprise CRM applications, you should be familiar with the contents of this central PeopleBook

There are four parts to the *PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook*:

- Application Security.

This part discusses setting up security including the security matrix and navigation security.

- Financial Accounts.

This part discusses the administration of financial accounts including the alternate capacity component, legacy account system integrations, product applications, and account default set up.

- Churn Management.

This part discusses churn scoring, churn scores, and churn rules as applied to financial accounts. This chapter also covers churn scripts and automated churn.

- Accounts Receivable and 360 - Degree View Integration.

This part discusses the integration between an Accounts Receivable system and PeopleSoft Enterprise CRM.

### See Also

*PeopleSoft Enterprise CRM 8.9 Industry 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 PeopleSoft Enterprise CRM applications. This is an essential companion to the 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 Enterprise CRM workflow, 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 8.9 Services Foundation

The *PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise FieldService and the PeopleSoft Enterprise 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*:

- Entitlement management.

This part discusses how solution management enables users to establish a set of predefined solutions that call center agents and field service technicians use to resolve customer problems.

- Transaction Billing Processor Integration.

This part discusses how the PeopleSoft Transaction Billing Processor enables PeopleSoft Enterprise 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. Also covered is how this integration enables PeopleSoft Enterprise CRM users to bill and book revenue for recurring, one-time, and on demand service.

- Environmental Systems.

This part covers the 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 PeopleTools PeopleBooks**

Cross-references to PeopleSoft Enterprise PeopleTools documentation refer to the PeopleSoft Enterprise PeopleTools 8.45 PeopleBooks.



# CHAPTER 1

## Getting Started with PeopleSoft Enterprise Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses:

- PeopleSoft Enterprise Banking Transactions business processes.
- PeopleSoft Enterprise Banking Transactions integrations.
- PeopleSoft Enterprise Banking Transactions implementation.

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### PeopleSoft Enterprise Banking Transactions Overview

PeopleSoft Enterprise Banking Transactions utilizes the power of PeopleSoft PeopleSoft Enterprise CRM and provides industry-specific functionality. PeopleSoft Enterprise Banking Transactions enables you to provide full-featured support for all financial products and services you offer to your customers.

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### PeopleSoft Enterprise Banking Transactions Business Processes

This section summarizes the PeopleSoft Enterprise Banking Transactions business processes. We discuss these business processes in the business process chapters of this PeopleBook.

#### Account Management Business Process

Account management enables users to:

- Update account information such as nickname or address.
- Modify ATM cards by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing the card type, or enabling or disabling card features.
- Issue ATM cards.
- Review financial account details including general account information, account relationships, ATM cards, terms and conditions, fees, and account and bill payment history.
- Perform banking transactions including setting up automatic fund transfers, initiating one-time fund transfers, reordering checkbooks, stopping check payment, paying bills, ordering copies of checks or account statements, ordering foreign currency, ordering cashier's checks, or ordering traveler's checks.

## PeopleSoft Enterprise Banking Transactions Integrations

PeopleSoft Enterprise Banking Transactions integrates with the following PeopleSoft applications:

- PeopleSoft Enterprise Call Center.
- PeopleSoft Enterprise Support Self-Service.

## PeopleSoft Enterprise Banking Transactions Implementation

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, and the *PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook* with information about where to find the most current version of each.

This section discusses how to:

- Set up core PeopleSoft Enterprise CRM cross-product functionality.
- Set up PeopleSoft Enterprise Banking Transactions internet banking.

### Implementing PeopleSoft Enterprise CRM Cross-Product Functionality

This section discusses the high-level steps to implement cross-product functionality.

Step	Reference
1. Set up PeopleSoft Enterprise CRM global application tables.	<i>PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook</i>
2. Define customers.	<i>PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook</i> , “Data Management for Individual Business Objects”
3. Set up the Customer 360-Degree View.	<i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , “Setting Up the 360-Degree View”
4. Set up customer self-service.	<i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , “Setting Up Customer Self-Service”
5. Set up integrations.	<i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , “Managing PeopleSoft Customer Relationship Management Integration Points”
6. Set up PeopleSoft common components.	<i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , “CRM Multi-Product Foundation”
7. Set up financial accounts.	<i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Working with Financial Accounts”

Step	Reference
8. Set up security.	<i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Configuring Application Security,” Defining and Maintaining Security

## Setting Up PeopleSoft Enterprise Banking Transactions Products

Follow these steps to set up PeopleSoft Enterprise Banking Transactions products. For more detailed steps, refer to the getting started chapter in the *PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook*.

Step	Reference
1. Define products.	<i>PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook</i> , “Setting Up Products,” Defining Products
2. Define product packages.	<i>PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook</i> , “Setting Up Products,” Defining Product Package Components
3. Define product relationships.	<i>PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook</i> , “Setting Up Products,” Managing Product Relationships
4. Set up actions.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Working with Active Analytics Framework,” Configuring Actions in Policies

## Setting Up PeopleSoft Enterprise Banking Transactions Customers

Follow these steps to set up PeopleSoft Enterprise Banking Transactions customers. For more detailed steps, refer to the getting started chapter in the *PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook*.

Step	Reference
1. Set up asset types.	<i>PeopleSoft Enterprise Policy and Claims Presentment 8.9 PeopleBook</i> , “Working with Policies,” Establishing Insurance Asset Types
2. Set up consumers.	<i>PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook</i> , “Defining Person Business Objects,” Defining Consumer Information
3. Set up companies.	<i>PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook</i> , “Defining Company Business Objects”
4. Set up contacts.	<i>PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook</i> , “Defining Person Business Objects,” Defining Information for Business Contacts

Step	Reference
5. Set up partnerships.	<i>PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook</i> , “Defining Company Business Objects,” Partner Companies
6. Set up alternate capacities.	<i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Working with Financial Accounts”

## Setting Up Internet Banking Transactions

This section discusses the implementation steps for setting up internet banking in PeopleSoft Enterprise Banking Transactions.

Step	Reference
1. Define default values for accounts.	<i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Working with Financial Accounts,” Setting Up Account Defaults
2. Define traveler’s check denominations.	<a href="#">Chapter 3, “Setting Up Internet Banking,” Setting Up Traveler’s Check Denominations, page 21</a>
3. Define bill pay categories.	<a href="#">Chapter 3, “Setting Up Internet Banking,” Setting Up Bill Categories, page 21</a>
4. Define bill payment configuration.	<a href="#">Chapter 3, “Setting Up Internet Banking,” Setting Up Transaction Configuration, page 21</a>

## Automating and Configuring Banking Transactions

This section discusses the high-level steps to further automate and configure your application.

Step	Reference
1. Define correspondence management.	<ul style="list-style-type: none"> <li><i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i>, “Defining General Settings for Correspondence”</li> <li><i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i>, “Defining Settings for Template-Based Correspondence”</li> </ul>
2. Define workflow actions and workflow email templates.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Setting Up PeopleSoft CRM Workflow”
3. Define business projects.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Setting Up Business Projects”
4. Define scripts.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Defining Scripts”
5. Define Active Analytics Framework.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Working with Active Analytics Framework”

Step	Reference
6. (Optional) Configure search pages.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Configuring Search Pages”
7. (Optional) Configure toolbars.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Configuring Toolbars”
8. (Optional) Configure attributes.	<i>PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook</i> , “Configuring Attributes”



# CHAPTER 2

## Setting Up Banking Services

This chapter provides an overview of banking service locations and discusses how to:

- Work with banking service locations.
- Set up banking services.

---

### Working with Banking Service Locations

This section lists common elements and discusses banking service locations.

#### Common Elements Used in This Chapter

<b>Primary</b>	Click to view profile, status, and currency information for the service location, together with the primary name, address, telephone, and email information. The system displays this view by default when you access the Service Location page.
<b>Name</b>	Click to view and update the names associated with the service location.
<b>Address</b>	Click to view and update address information associated with the service location.
<b>Phone</b>	Click to view telephone information associated with the service location.
<b>Email</b>	Click to view email information associated with the service location.
<b>Pager</b>	Click to view pager information associated with the service location.

#### Banking Service Locations

A *service location* in PeopleSoft Enterprise Banking transactions is a place where a business contact can go to obtain authorized financial services. A service location is not restricted to a physical building owned by the financial institution. An automated teller machine (ATM) could be housed in a grocery store; an auto shop can perform insurance estimates.

A record for each service location is created in the RD\_SITE table. An extension table, RDFSITE, holds additional information for service location information.

---

**Note.** The RD\_SITE table stores site records and service locations. It is distinguished by an indicator field in the RDFSITE extension table.

---

It is important to distinguish the difference between a site and a service location. A site is used for an external customer to define places where it conducts business. A service location is a site that the internal company uses to provide services. Usually service locations are tied to the same internal company. For example, your company has five branches or places to provide financial services and you have 100 business contacts that are companies. In this scenario, you create five service locations for your own company as the customer on service location setup page. In addition, you set up the 100 company business contacts, and create sites for each.

A *service* is an object that is maintained on the RBF\_SERVICE table. For each service location in your system you can associate services that are available at that location. The associated records are stored in RDFSITE\_SERVICE, a child table of RD\_SITE. You can also define the hours of operation for the location. Records for hours of operation are maintained on RDFSITE\_OPERATE, a child table of site.

You can also define the service location's contacts — the people who participate in business transactions at the location. Records for contacts are maintained in the person table (RD\_PERSON). When you associate a person with a service location, the person is assigned a role type of Contact and a record is created in the Business Object Relationship table (BO\_REL) to capture the representation relationship between the person and service location (RD\_SITE).

### See Also

[Chapter 3, “Setting Up Internet Banking,” Setting Up Transaction Configuration, page 21](#)

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## Setting Up Banking Services

You set up standard services that can be applied to any service location.

This section discusses how to:

- Define a banking service.
- Link the banking service with service locations.

### Pages Used to Set Up Banking Services

Page Name	Object Name	Navigation	Usage
Service	RBF_SERVICE	Financial Services, Service	Add and maintain services that are offered by your organization.
Service Locations	RBF_SERVICE_SITE	Financial Services, Search Service Location	View locations currently offering this service. Service locations appear by default from the Service Locations component.

### Setting Up a Banking Service

Access the Service page.



**Service**   **Service Locations**

\*Service Type Banking

\*Service Name Teller Service

Description

▼ Audit History

<b>Created</b>	11/08/2001 10:37AM PST	<b>By</b>	FSISAMPLE	Connolly,Becky
<b>Modified</b>	11/08/2001 10:37AM PST	<b>By</b>	FSISAMPLE	Connolly,Becky

Service page

**Service Type**

Select the service type. Delivered values are: *Banking, Business Banking, Insurance, Loan Service, Mortgage, Personal Banking, and Wealth Management*. Additional service types can be added to suit your organization's requirements.

**Service name**

Enter the name of the service offered.

**Description**

Describe the service offered.

## Linking the Banking Service with Service Locations

Access the Service Locations page.

**Service**   **Service Locations**

**Service Type** Banking   **Service Name** Teller Service

**Locations Currently Offering the Service**

[Customize](#) | [Find](#) |   First ◀ 1-5 of 5 ▶ Last

	Location	Type
	Scott Blvd	Corporate Bank
	Santa Clara	Corporate Bank
	Homestead Ave	
	GBI Bank - White Plains Branch	Full Service Bank
	A & P Food Stores #321	Express Bank

Service Locations page

The system displays the locations that are currently offering the service. Click the Edit button on the location row to access the Service Location component, where you can view and update the service location record.

## Working with the Service Location Finder

The Service Location Finder can be accessed without entering personal or account information.

Customers and employees can search by service name or any address element.

**Note.** The service location finder search returns record based on exact match not based on distance or vicinity of an address.

- Service locations with a valid status such as Open or Target for Closure are included in search results.
- Service locations with valid address of physical location purpose type are included in search results.
- Services associated with the service location with current start-date and end-date range is neither back dated nor in the future.

When a banking employee clicks the Location link, the system displays the Service Locations component.

When the customer clicks the Location link, the system displays a Service Location page with details on the location, services, hours of operation, and contact information.

### Service Location

Use Search to narrow the list of service locations.

▼ Search Results

[Customize](#) | [Find](#) | [View All](#)

First

1-7 of 7

Last

Site Name	Service Name	Service Type	Phone	Address	City	State	Postal	Country
<a href="#">A &amp; P Food Stores #321</a>	Banking ATM	Banking		103 Knollwood Rd	White Plains	NY	10601	USA
<a href="#">GBI Bank - White Plains Branch</a>	Banking ATM	Banking		130 Main Street	White Plains	NY	10601	USA
<a href="#">Homestead Ave</a>	Banking ATM	Banking	555 5551402	12345 Homestead Ave	Santa Clara	CA	94086	USA
<a href="#">PeopleFood Store #19</a>	Banking ATM	Banking	555 5551401	1400 Hado Street	Sunnyvale	CA	94087	USA
<a href="#">PeopleFood Store #33</a>	Banking ATM	Banking		4987 Redwood Drive	Raleigh	NC	20192	USA
<a href="#">Scott Blvd</a>	Banking ATM	Banking		400 Scott Blvd	Santa Clara	CA	95054	USA
<a href="#">White Plains Galleria</a>	Banking ATM	Banking		100 Main Street	White Plains	NY	10601	USA

Add Service Location

Search for Location page

The system displays a grid with all service locations meeting the search criteria. Click the Location link to view Service Location details.

## CHAPTER 3

# Setting Up Internet Banking

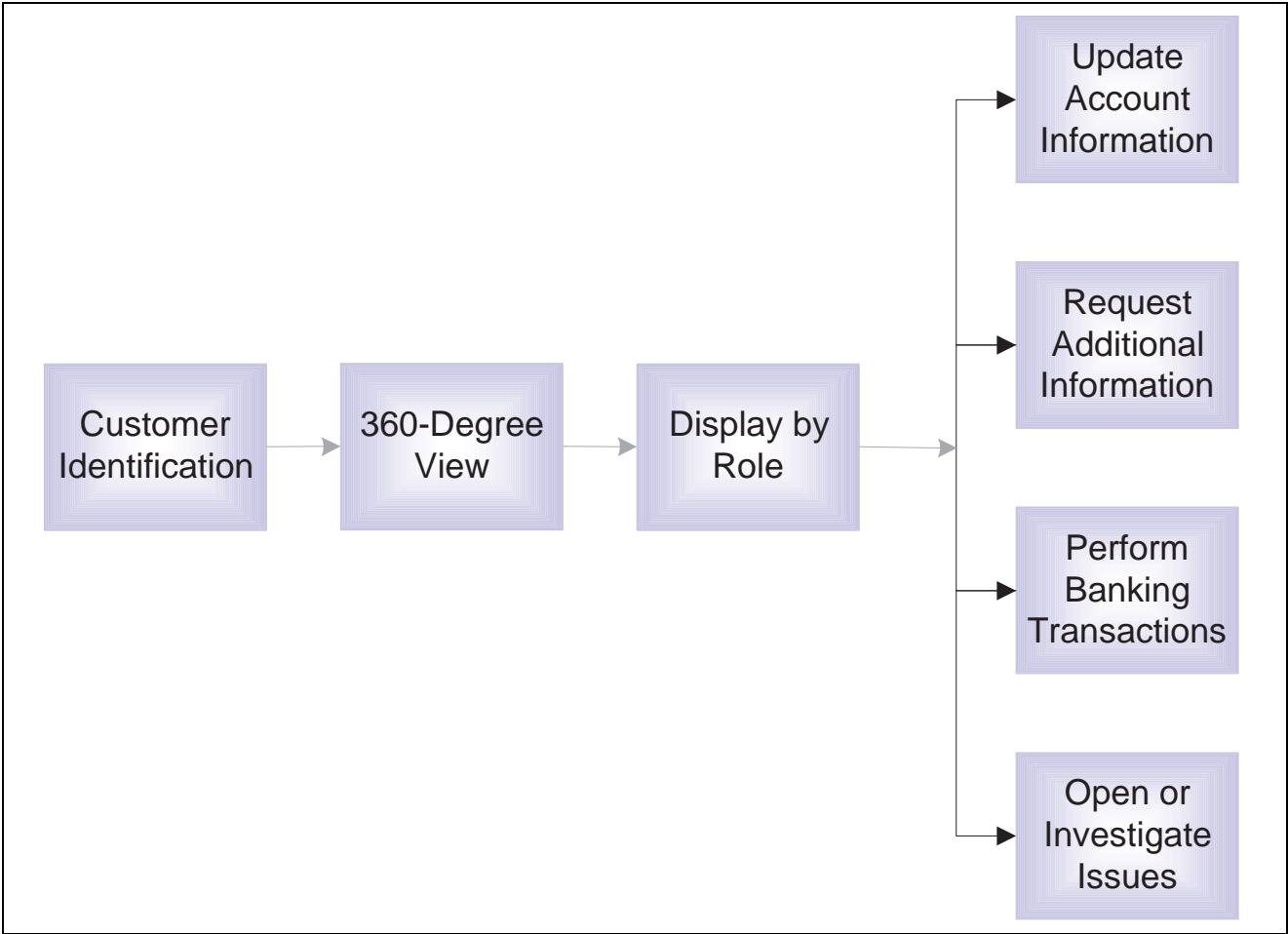
This chapter provides overviews of internet banking, customer account information, banking transactions, and transaction processing, and discusses how to:

- Work with the 360-Degree View.
- Set up financial transactions.

---

## Understanding Internet Banking

The following diagram illustrates the Internet Banking process using the 360-Degree View and shows the transactions users can perform:



Internet banking process flow for the 360-Degree View

In an agent-assisted scenario, the customer supplies the employee with identification to access customer information. Upon successful identification, the 360-Degree View of the customer appears. The employee can view the customer profile, financial accounts related to each of the roles the customer plays, interaction details, and the Interaction Tree. When the employee selects a specific role, the system displays the accounts, issues, interactions, and automated teller machine (ATM) cards associated with that role.

## Understanding Customer Account Information

PeopleSoft Enterprise Banking Transactions enables customers and employees to update account information as follows:

Transaction	Description
Change account nickname	Enables the customer to choose a personally meaningful name for each of the accounts held in the institution.

Transaction	Description
Change account address	The account address is the address that is related to a specific account. It may or may not be the business contact address. Each account held by the customer must have an address. For example, a customer may want to have statements for a personal account sent to the customer's home address and statements for a business account sent to a business address.
Modify ATM card details	The employee can modify ATM card details by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing card type, or enabling and disabling card features.
Issue ATM card	The employee can issue an ATM card for the customer. The page provides fields to enter card information and delivery information.

The customer can cancel a transaction at any time, and no changes will be made.

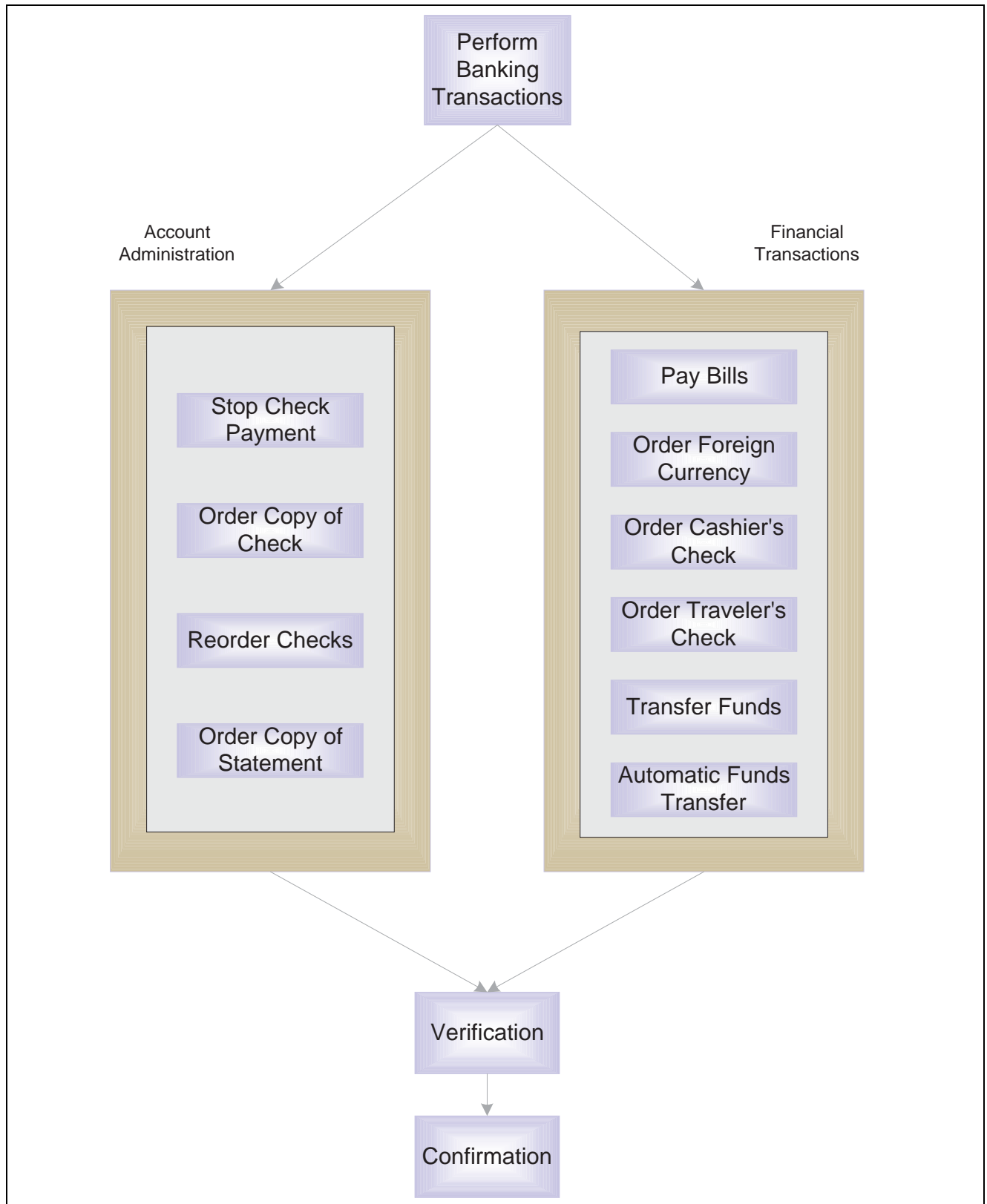
### See Also

Chapter 4, "Working with Agent Facing Banking Transactions," page 25

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## Understanding Banking Transactions

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform banking transactions online:



Internet banking transactions

Users perform the following administrative and financial transactions:

Transaction	Description
Stop a check payment	The user can stop payment on a specific check that has been issued on the selected account.
Order a copy of a check	The user can order a copy of a check that has been issued on the selected account.
Reorder checks	The user can order new checks beginning with a specified number for the selected account.
Transfer funds	The user can perform a one-time transfer of funds from one account to another.
Order a copy of a statement	The user can order a copy of a statement for the selected account.
Transfer funds automatically	The user can set up an automatic transfer of funds from one account to another. Funds can be transferred daily, weekly, or monthly.
Pay bills	The user can set up and pay bills online.
Order foreign currency	The user can order foreign currency to be delivered or picked up at a specific location.
Order cashier's checks	The user can order a cashier's check to be delivered or picked up at a specific location.
Order traveler's checks	The user can order traveler's checks to be delivered or picked up at a specific location.

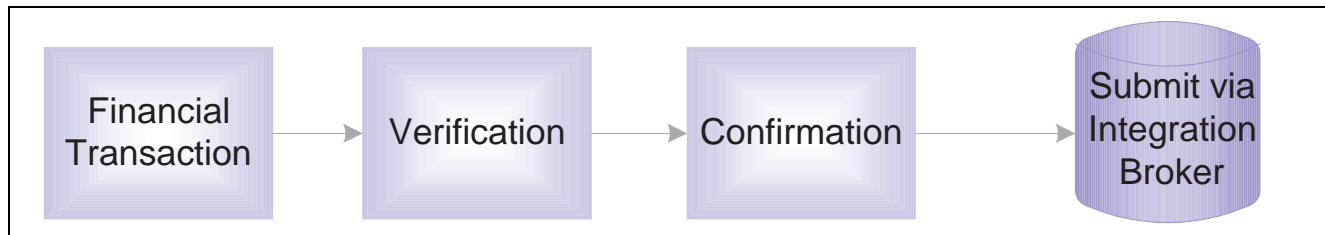
### See Also

Chapter 5, "Working with PeopleSoft Enterprise Banking Transactions for Self-Service,"  
Performing Self-Service Banking Transactions, page 50

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## Understanding Transaction Processing

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform financial transactions online. All financial transactions follow a four-step process:



Financial transaction process

When the user completes any financial transaction and clicks the Submit button, a verification page appears, requiring the user to confirm that the transaction should be processed. After the transaction is verified, the system displays a confirmation page with a confirmation of the transaction and a confirmation number. The data is sent to the legacy system. For transactions where shipping is involved, a new case is created to track the shipping. These transactions are: Order Traveler's check, Order Cashier's Check and Order Foreign Currency. In addition to the confirmation number, a case number is displayed at the bottom of the transaction.

Account numbers displayed on various drop-down fields within the PeopleSoft Enterprise Banking Transactions application are derived from the security authorization of the requestor.

Internet banking transactions use either asynchronous or synchronous messaging to link with legacy systems.

PeopleSoft Integration Broker provides the capability to synchronize data from one application system to another. PeopleSoft Enterprise Banking Transactions publishes the requests and pushes them to the channel. The legacy system is set up to subscribe to these messages, so when the channel pushes the messages to subscribers, the legacy system picks up the request. An integration point on the legacy system side must exist for this asynchronous messaging to take place.

Internet banking transactions that use asynchronous messaging by way of the PeopleSoft Integration Broker are: Stop Check Payment, Order Copy of Check, Reorder Checks, Order Copy of Statement, Automatic Funds Transfer, Order Traveler's Checks, Order Cashier's Checks, Order Foreign Currency, and Bill Payment.

The internet banking transaction called Transfer Funds uses synchronous messaging.

When the customer requests any of the preceding banking transactions, PeopleSoft Enterprise CRM generates a confirmation number for the request and indicates any applicable service charge. PeopleSoft Enterprise CRM checks only for complete field entries; it does not validate the data. The request is captured and published to the legacy system. The legacy system validates the request and pushes back a message to PeopleSoft Enterprise CRM to confirm the transaction or update the data.

The message that is sent to the legacy system is also stored in a CRM system table. Agents can see that information later on in the PeopleSoft Enterprise Banking Transactions application by navigating to Financial Services, Review Internet. This page is only agent facing, read-only and used by agents to verify transaction content.

## See Also

*PeopleSoft Enterprise PeopleTools 8.45 PeopleBook: Integration Broker*

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## Configuring the 360-Degree View for PeopleSoft Enterprise Banking Transactions

This section provides an overview of 360-Degree View access and discusses how to:

- Set up user links on the search page.



- Access the 360-Degree View.
- View customer details.

## Understanding 360-Degree View Access

The agent accesses the 360-Degree View by entering information provided by the customer: either the name of the customer, the TIN or social security number (SSN), a business contact ID, the financial account number, the billing account number or the ATM card number. If the criteria produces more than one result (for example, a joint checking account with two owners), then the system displays a grid of results. The agent can find the exact match by additional questioning of the customer.

If entering the component through CTI, the customer types in entry information and the agent is taken directly to the 360-Degree View.

### See Also

*PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Setting Up the 360-Degree View”

## Pages Used to Access the 360-Degree View

Page Name	Object Name	Navigation	Usage
360-Degree View - User Links	RB_TD_ANON_LINK_PG	Set Up CRM, Common Definitions, 360-Degree View, User Links, User Links	Set up and customize the user links that appear on the 360 degree search page.
360-Degree View Search	RB_TD_AGT_SRCH_FSI	Click the 360-Degree View link on the main menu	Access the customer 360-Degree View search dialog.
360-Degree View	RB_TD_AGENT_VIEW	Enter one of the following in the customer identification (search) fields:  Customer Business Contact name TIN/SSN Financial Account Number ATM Card Number Billing Account Number	View customer details.

## Setting Up User Links on the Search Page

Access the 360-Degree View - User Links page.

User Links

Base Market

Global

Component Name

RB\_TD\_360\_SRCH

Page Name

RB\_TD\_AGT\_SRCH\_FSI

Description

User Links for CRM for Financial Service

User Links

Find | View All

First 1 of 2 Last

\*Sequence

1

\*Status

Active

+

-

\*Link Name

Search Cases

Transfer

Market

Global

Menu Name

RB\_F\_ISSUES

Menu Bar Name

USE

Item Name

RC\_CASE\_SW\_SEARCH

Page Name

RC\_CASE\_SEARCH\_UPD

Panel Item Name

RC\_CASE\_SEARCH\_UPD

Mode

Update

Application Class

Class

Class Path Like

Method Name

Portal Content Reference

Portal Name

Portal Object Name

Package Tree Viewer

360-Degree View - User Links page

**Sequence** Enter a number to indicate the order in which the link should appear on the page.

**Active** Select *Active* to activate the link.

**Link Name** Enter the name of the link as it will appear on the search page.

**Transfer** Select to define the page opened by the link.

## Accessing the 360-Degree View

Access the 360-Degree View search page.

**360-Degree View**

**My Cases** [Customize](#) | [Find](#) | [View All](#) First 1-4 of 4 Last

Case	Customer	Contact	Type	Status	Summary
<a href="#">220322</a>	William Brown		First Notice of Loss	Register	An issue for First Notice of Loss has been created.
<a href="#">220319</a>	Kevin Jordan		Incomplete Quote	Register	Incomplete Product Application for Term Life Insurance
<a href="#">201001</a>	Jordan Enterprises	Kevin Jordan	Question/Problem	Closed	I forgot my PIN
<a href="#">200001</a>	Kevin Jordan		Service Request	Examine	ATM machine won't read my card

**Organization**  **Go To**

**First Name**

**Last Name**

**Customer ID**

**SSN/TIN**

**Billing Account**

**Financial Account**

**ATM Card**

**Phone**

**Email**

**Address**

**City**

**State**

**Postal**

**Country**

[Advanced Search](#)

360-Degree View Search page

- Go To** Displays the links that you defined for this page.
- My Issues** Displays issues assigned to the customer service representative. Click the Issue link to view issue details.
- Search** Enter the customer, business contact name, TIN or SSN, financial account number, billing account number or ATM card number, to search for the customer. Select the customer in the grid to access the 360-Degree View of the customer.

## Viewing Customer Details

Access the 360-Degree View page.

The screenshot displays the '360-Degree View' interface for a user named Jade Jordan. The interface is divided into several sections:

- Summary:** Displays basic contact information: Name (Jade Jordan), Address, Email, Phone (914 2970333), and Customer Value (Gold, represented by four stars).
- Activities:** Includes a date filter set to '6 - Last Year' and navigation links (First, Previous, Next, Last, Left, Right). A sidebar lists various activity categories with counts: Overview of - Jade Jordan, Recommendations - (0), ATM Cards - (1), Account Modification - (0), Product Applications - (1), Support Cases - (0), Leads - (0), Opportunities - (0), Marketing Contacts - (0), and Interactions - (1).
- Recommendations:** States 'No Recommendations to display.'
- Accounts:** A table listing accounts with columns for Account, Description, and Balance.
 

Account	Description	Balance
CHK1001	Regular Checking	8,744.55 USD
125001	Premium Interest Checking	8,744.55 USD
- Policies:** States 'No Policies found.'
- Log Interaction:** A section for logging interactions.
- Recent Transactions:** A section for viewing recent transactions.

360-Degree View page

The account pagelet lists all accounts this person has access to regardless of whether the person is the owner or not.

## Setting Up Financial Transactions

Tables specifically related to PeopleSoft Enterprise Banking Transactions provide the foundation for performing financial transactions.

This section discusses how to:

- Set up traveler's check denominations.
- Set up bill categories.
- Set up transaction configurations.

## Pages Used to Set Up Financial Transactions

Page Name	Object Name	Navigation	Usage
Traveler's Check Denomination	RBF_TCHK_DENOM	Set Up CRM, Product Related, Financial Services, Traveler's Check Denomination	Set up denominations for traveler's checks.
Bill Category	RBF_BILL_CATEGORY	Set Up CRM, Product Related, Financial Services, Bill Category	Set up categories for the bill payment function.
Transaction Configuration	RBF_PAYBILL_CONFIG	Set Up CRM, Product Related, Financial Services, Transaction Configuration	Configure bill payment specifications for a customer.

## Setting Up Traveler's Check Denominations

Access the Traveler's Check Denomination page.

**Traveler's Check Denomination**

**Denomination and Pack**

**\*Denomination** 
**\*Pack Of**

Traveler's Check Denomination page

### Denomination

Traveler's checks come in standard denominations. Set up the denominations available to customers for ordering.

### Pack of

Each check denomination comes in a package with a specified number of checks. Enter the number of checks in the pack for each denomination.

## Setting Up Bill Categories

Access the Bill Category page.

**Bill Category**

**\*Bill Category**

Bill Category page

### Bill Category

Set up categories to use in the Bill Pay component. Values are: *Credit Cards*, *Loans*, and *Utilities*.

## Setting Up Transaction Configuration

Access the Transaction Configuration page.

Transaction Configuration	
Jordan, Kevin	
Bill Payment Configuration	
*Account Number	50017 <input type="button" value="v"/> CHECKING
Max. Payment Amount/Day	2000.0000 USD
Time of Day Limit for Payments	5 <input type="button" value="v"/>
Minutes	30 <input type="button" value="v"/>
AM/PM	PM <input type="button" value="v"/>
Time Zone	<input type="button" value="v"/>
Max. Days in Advance	25
Min Days before Payment	5
Transaction Configuration	
Cashier's Check Amount/Day	2000.0000
Foreign Currency Amount/Day	2000.0000
Traveler's Check Amount/Day	2000.0000
Fee Reversal Amount	20.0000
Min Foreign Currency per Txn	

Transaction Configuration page

<b>Account Number</b>	Enter the account number.
<b>Max Payment Amount/Day</b> (maximum payment amount per day)	Enter the maximum amount of bill payment per day.
<b>Time of Day Limit for Payments</b>	Enter the time limit for same-day processing of bill payment. Requests for bill payment after this time are processed the next business day.
<b>Max Days in Advance</b> (maximum days in advance)	Enter the maximum number of days in advance that a bill payment can be requested.
<b>Min Days before Payment</b> (minimum days before payment)	Enter the minimum number of days in advance that a bill payment can be requested.
<b>Cashier Check Amount/Day</b> (cashier's check amount per day)	Enter the maximum amount that can be requested for cashier's checks per day. The amount should be entered in the base currency of the account.
<b>Foreign Currency Amount/Day</b> (foreign currency amount per day)	Enter the maximum amount that can be requested in foreign currency per day. The amount should be entered in the base currency of the account.
<b>Traveler Check Amount/Day</b> (traveler's check amount per day)	Enter the maximum amount that can be requested in traveler's checks per day. The amount should be entered in the base currency of the account.
<b>Fee Reversal Amount</b>	Enter the maximum amount in fees that can be reversed.

<b>Min. Foreign Currency/Trans.</b> (minimum foreign currency per transaction)	Enter the minimum amount that can be requested in foreign currency per transaction.
--	--





## CHAPTER 4

# Working with Agent Facing Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses how employee agent users:

- Perform banking transactions.
- Administer banking accounts.
- Manage ATM cards.
- Issue ATM cards.

---

## Understanding PeopleSoft Enterprise Banking Transactions for Agents

PeopleSoft Enterprise Banking Transactions enables you to perform administrative and financial transactions for your customers.

---

## Performing Banking Transactions

This section discusses how employee agent users:

- Access banking transactions.
- Set up automatic funds transfer.
- Set up a one-time funds transfer.
- Reorder a checkbook.
- Stop payment on a check.
- Pay bills.
- Manage bill payment details.
- Add bill payees.
- Order a copy of a check.
- Order a copy of a statement.
- Order foreign currency.
- Order cashier's checks.

- Order traveler's checks.
- Reverse transaction fees.

## Pages Used to Perform Banking Transactions

Page Name	Object Name	Navigation	Usage
Automatic Funds Transfer	RBF_AFND_TRNSF	Banking, Banking Transactions, Automatic Funds Transfer	Set up a financial account to transfer funds from one account to another.
Transfer Funds	RBF_TRN_FND	Banking, Banking Transactions, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checkbook	RBF_REO_CHK	Banking, Banking Transactions, Reorder Checkbook	Order a new checkbook with a specified starting check number.
Stop Check Payment	RBF_STP_PAY	Banking, Banking Transactions, Stop Check Payment	Stop payment of a check that has already been issued.
Pay Bills page	RBF_PAYEE_DISPLAY	Banking, Banking Transactions, Pay Bills	View and modify bill payments.
Pay Bills Detail	RBF_BILL_PAY	Banking, Banking Transactions, Pay Bills, Pay Bill	Manage billing details.
Bill Payee Setup	RBF_BILL_PAYEE	Banking, Banking Transactions, Pay Bills, Add New Payee	Add and modify bill payees.
Order Copy of Check	RBF_ORD_CHK	Banking, Banking Transactions, Order Copy of Check	Order a copy of a check that has already been issued.
Order Copy of Statement	RBF_ORD_DOC	Banking, Banking Transactions, Order Copy of Statement	Order a copy of an existing account statement.
Order Foreign Currency	RBF_ORD_FCUR	Banking, Banking Transactions, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK	Banking, Banking Transactions, Order Cashier's Check	Order cashier's checks.
Order Traveler's Checks	RBF_ORD_TCHK	Banking, Banking Transactions, Order Traveler's Checks	Order traveler's checks.
Reverse Transaction Fee	RBF_FEE_REVERSAL	Banking, Banking Transactions, Reverse Transaction Fee	Reverse the charged fee for a transaction.

## Setting Up Automatic Funds Transfer

Access the Automatic Funds Transfer page.

**Automatic Funds Transfer**

Kevin Jordan

**Check Information**

\*Account Number

\*To Account Number

\*Check Amount

☐ Monthly  
Day of the Month

☐ Weekly  
Weekday

☒ Daily

\*Transfer Start Date

Transfer End Date

[Return to Banking Transactions](#)

Automatic Funds Transfer page

**Account Number and To Account Number**

Select the origin and destination accounts involved in the transfer.

**Check Amount**

Indicate the amount to be transferred. The currency is that of the sending (from) account.

**Monthly**

Select if the transfer is performed once a month. Indicate the day of the month which the transfer should occur.

**Weekly**

Select if the transfer is performed once a week. Select the day of the week which the transfer should occur.

**Daily**

Select if the transfer is performed daily.

**Transfer Start Date and Transfer End Date**

Indicate the start and end dates for this transaction.

**Submit Automatic Funds Transfer Request**

Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

## Setting Up a One-Time Funds Transfer

Access the Transfer Funds page.

Transfer Funds page

**From Account Number and To Account Number** Select the origin and destination accounts involved in the transfer.

**Transfer Amount** Indicate the amount to be transferred. The currency is that of the sending (from) account.

**Submit Funds Transfer Request** Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

## Reordering a Checkbook

Access the Reorder Checkbook page.

Reorder Checkbook page

**Account Number** Select the account number from the drop-down list box that displays authorized accounts.

**Starting Check Number** Indicate the starting number for the set of checks.

**Submit Reorder Checkbook** Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

## Stopping Payment on a Check

Access the Stop Check Payment page.

Stop Check Payment

William Brown

Check Information

\*Account Number

\*Check Number

\*Check Amount

Submit Stop Payment

[Return to 360-Degree View](#)

Stop Check Payment page

- Account Number

Select the account number from the drop-down list box that displays authorized accounts.
- Check Number

Enter the number of the check.
- Check Amount

Enter the exact amount of the check. This value is verified in the legacy system.
- Submit Stop Payment

Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

Paying Bills

Access the Pay Bills page.

Pay Bills

List of Bill Payees

Payee Name	Payee Nickname	
Global Utilities Corporation	GUC	<div>Pay Bill</div>

Add New Payee

[Return to 360-Degree View](#)

Pay Bills page

- Payee Name

Displays all payees that have been added by the user.
- Edit Payee

Edit each payee in the grid by clicking Edit Payee in the row.
- Delete

Click to delete the payee.
- Pay Bill

Click to access the Pay Bills page. Enter account information and frequency information, and submit bill payments.
- Add New Payee

Click to access the Bill Payee Setup page.

Access the Bill Pay Details page.

**Pay Bills**

Kevin Jordan

**Account Information**

\*Account

\*Payee Power Corporation [Change Bill Payee](#)

\*Amount

\*Payment Date  31

☐ Recurring

**Frequency**

☐ Annually

☐ Monthly

Day of Month

☐ Weekly

Day of Week

☒ Daily

[Return to Bill Payment](#)

Pay Bills Details page

<b>Account</b>	The account for which bill will be paid.
<b>Payee</b>	The name of the payee for this bill.
<b>Amount</b>	The amount of the payment.
<b>Payment Date</b>	The date the payment will be made to the payee.
<b>Recurring</b>	Flags the payment as recurring or nonrecurring.
<b>Frequency</b>	The rate of recurrence if the payment is marked as recurring.
<b>Submit Bill Payment</b>	Click to complete the bill payment set up process.
Access the Bill Payee Setup page.	

## Bill Payee Setup

Kevin Jordan

### Payee Information

\*Payee Name

Global Utilities Corporation

Payee Nickname

GUC

Bill Category

Utilities

Bill Account Number

990000000

Name on Bill

Kevin Jordan

### Payee Address Information

\*Country

United States

Address 1

4000 Park Avenue

Address 2

8th Floor

Address 3

City

New York

County

State

NY

New York

Postal

10022

Bill Payee Setup page

<b>Payee Name</b>	Name of the bill payee.
<b>Payee Nickname</b>	Short name of the bill payee.
<b>Bill Category</b>	The type of bill this is classified as.
<b>Bill Account Number</b>	The account number assigned to this account by the bill payee institution.
<b>Name on Bill</b>	Name of the billing account.

## Ordering a Copy of a Check

Access the Order Copy of Check page.



Order Copy of Check

Kevin Jordan

**Check Information**

\*Account Number

\*Check Number

\*Check Amount

\*Posted Date

[Return to Banking Transactions](#)

\* Required Field

Order Copy of Check page

<b>Account Number</b>	Select the account number from the drop-down list box that displays authorized accounts.
<b>Check Number</b>	Enter the number of the check.
<b>Check Amount</b>	Enter the exact amount of the check. This value is verified by the legacy system.
<b>Posted Date</b>	Enter the date on which the check was issued.
<b>Submit Order</b>	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

## Ordering a Copy of a Statement

Access the Order Copy of Statement page.

Order Copy of Statement

Kevin Jordan

**Statement Information**

\*Account Number

\*Statement Date

[Return to Banking Transactions](#)

\* Required Field

Order Copy of Statement page

<b>Account Number</b>	Select the account number from the drop-down list box that displays authorized accounts.
<b>Statement Date</b>	Select the date of the statement.

**Submit Order**

Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

## Ordering Foreign Currency

Access the Order Foreign Currency page.

**Order Foreign Currency**

Kevin Jordan  
(Foreign currency you wish to order)

**Account Information**

\*Account

\*Currency Code

\*Amount

**Delivery Information**

☒ **Shipped to Customer**  
Shipped Via

☐ **Picked up by Customer**  
Location  [Search for Location](#)

**Address**

[Return to Banking Transactions](#)

\* Required Field

Order Foreign Currency page

**Account**

Enter the account that funds will be withdrawn from.

**Currency**

Select the code for the currency that you want to purchase.

**Amount**

Enter the amount that you want to exchange. The amount is entered in the currency of the account.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

**Shipped to Customer**

Select to have the product shipped to the customer.

**Shipped Via**

Select from available shipping options.

**Picked up by Customer**

Select if the customer wants to pick up the product personally.

**Location**

Select a location for pickup.

## Ordering Cashier's Checks

Access the Order Cashier's Check page.

**Order Cashier's Check**

Kevin Jordan

**Account Information**

\*Account

\*Amount

\*Date  31

\*Payee Name

**Delivery Information**

☒ **Shipped to Customer**

Shipped Via

☐ **Picked up by Customer**

Location  [Search for Location](#)

**Address**

[Return to Banking Transactions](#)

\* Required Field

Order Cashier's Check page

<b>Account</b>	Select the account used for the transaction.
<b>Amount</b>	Enter the amount of the check.
<b>Date</b>	Enter the date of the check.
<b>Payee Name</b>	Enter the payee name. This field is required because all cashier's checks must have a payee name.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

<b>Shipped to Customer</b>	Select to have the product shipped to the customer.
<b>Shipped Via</b>	Select from available shipping options.
<b>Picked up by Customer</b>	Select if the customer wants to pick up the product personally.
<b>Location</b>	Select a location for pickup.

## Ordering Traveler's Checks

Access the Order Traveler's Checks page.

### Order Traveler's Checks

Kevin Jordan

#### Order Information

**\*Account**

**\*Check Type**

**Currency**

**Denomination**

Denomination	Pack Of	Cost per Pack	Quantities
20	5	100.0000	<input type="text"/>
50	5	250.0000	<input type="text"/>
100	5	500.0000	<input type="text"/>

#### Delivery Information

☒ **Shipped to Customer**

**Shipped Via**

☐ **Picked up by Customer**

**Location**  [Search for Location](#)

**Address**

[Return to Banking Transactions](#)

Order Traveler's Checks page

**Account** Select the account used to pay for the checks.

**Check Type** Select the brand of traveler's checks.

**Currency Code** Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

**Denomination** Displays the denominations that are available for the selected brand of checks.

**Pack of** Traveler's checks are sold in packs. Displays the number of checks in a pack.

**Cost Per Pack** Displays the cost per pack of checks.

**Quantity** Enter the number of packs that the customer wants to order.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

**Shipped to Customer** Select to have the product shipped to the customer.

**Shipped Via** Select from available shipping options.

**Picked up by Customer** Select if the customer wants to pick up the product personally.

**Location** Select a location for pickup.

## Reversing Transaction Fees

Access the Reverse Transaction Fee page.

Reverse Transaction Fee page

**Account Number** Select the account which will be credited for fees charged.

**Fee Reversal Amount** Specify the amount to be credited.

**Fee Reversal Reason** Specify the reason for fee reversal.

## Administering Banking Accounts

This section discusses how agent users:

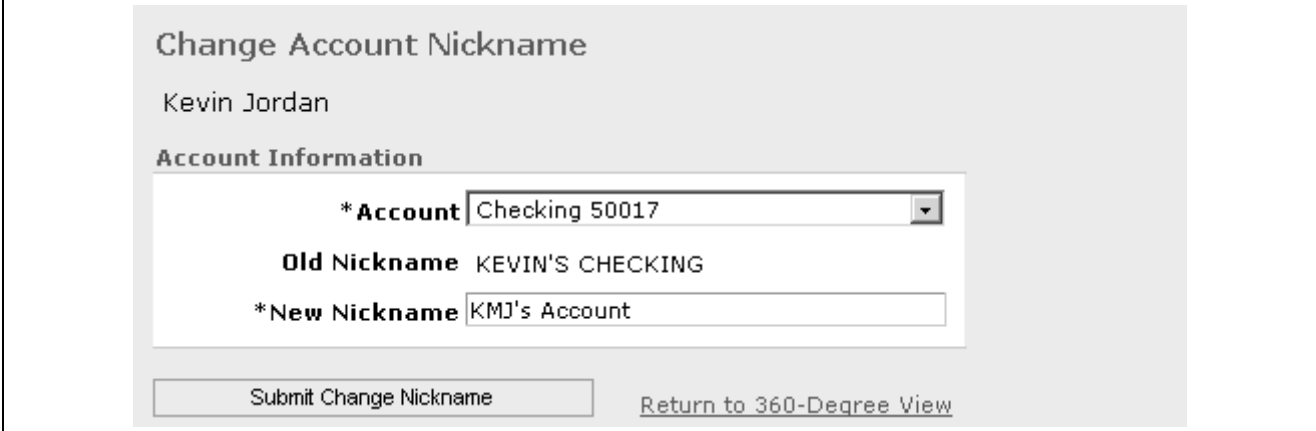
- Change an account nickname.
- Change an account address.

### Pages Used to Manage Banking Accounts

Page Name	Object Name	Navigation	Usage
Change Account Nickname	RBF_ACCT_NICK	Customer Accounts, Change Account Nickname	Use this page to change account nickname information.
Change Account Address	RBF_ACCT_ADDR	Customer Accounts, Change Account Address	Use this page to change account address details.

### Changing the Account Nickname

Access the Change Account Nickname page.



**Change Account Nickname**

Kevin Jordan

**Account Information**

\***Account** Checking 50017

**Old Nickname** KEVIN'S CHECKING

\***New Nickname** KMJ's Account

[Submit Change Nickname](#) [Return to 360-Degree View](#)

Change Account Nickname page

<b>Account</b>	The account targeted for the nickname change.
<b>Old Nickname</b>	The existing nickname of the account.
<b>New Nickname</b>	The new nickname the customer selects for the account.
<b>Submit Change Nickname</b>	Click this to complete the nickname change transaction request.


## Changing the Account Address


Access the Change Account Address page.

### Change Account Address

Kevin Jordan

#### Address Information

**\*Effective Date** 04/29/2004 

**\*Country** United States 


**Address 1** 1233 18th Avenue

**Address 2**

**Address 3**




**City** New York

**County**

**State** NY  New York

**Postal**

#### Account List

Find | View All |  First  1-6 of 6  Last

Select	Account Number	Account Type	Nickname
<input checked="" type="checkbox"/>	50005	Credit	HOME EQUITY
<input type="checkbox"/>	50011	Insurance	LIFE INSURANCE
<input type="checkbox"/>	50012	Investment	KEVIN'S BROKERAGE
<input type="checkbox"/>	50019	Checking	JORDAN ENTERPRISES
<input type="checkbox"/>	50017	Checking	KEVIN'S CHECKING
<input type="checkbox"/>	50018	Savings	KEVIN'S SAVING ACCT

☒ Select All ☐ Clear All

Submit Address Change [Return to 360-Degree View](#)

Change Account Address page

<b>Effective Date</b>	The date which this new address takes effect.
<b>Country</b>	The country in which this address resides.
<b>Address</b>	The specifics of the mailing address such as street number.
<b>City</b>	The city where address is located.
<b>State</b>	The state if this is a United States address.
<b>Postal</b>	The postal code.
<b>Account List</b>	The accounts designated for linkage to this address.
<b>Submit Address Change</b>	Click this to complete the address change transaction request.

---

## Managing ATM Card Details

The ATM Card Detail pages enable agents to:

- Manage ATM cards.
- Replace ATM cards.
- Suspend ATM cards.
- Cancel ATM cards.
- Change linked accounts.
- Enable or disable card features.
- Change limits.
- Change card types.



## Pages Used to Manage ATM Cards

Page Name	Object Name	Navigation	Usage
ATM Card Detail	RBF_ATM_CARD	Customer Accounts, ATM Card Detail	Use this page to view and manage the details of ATM cards.
Replace Card	RBF_ATM_RPL_SEC	Select the Action Replace Card and click Go on the ATM Card Detail page	Use this page to replace an existing ATM card.
Suspend Card	RBF_ATM_SSP_SEC	Select the Action Suspend Card and click Go on the ATM Card Detail page	Use this page to suspend an existing ATM card.
Cancel Card	RBF_ATM_CNC_SEC	Select the Action Cancel Card and click Go on the ATM Card Detail page	Use this page to cancel an existing ATM card.
Reactivate Card	RBF_ATM_ACT_SEC	Select the Action Reactivate Card and click Go on the ATM Card Detail page	Use this page to reactivate an ATM card that has been canceled. The button is unavailable for entry if the card has not been canceled.
Link Card to Accounts	RBF_ATM_LNK_SEC	Select the Action Link ATM Card to Account(s) and click Go on the ATM Card Detail page	Use this page to change the accounts that are linked to the ATM card.
Enable/Disable Features	RBF_ATM_FTR_SEC	Select the Action Enable/Disable Features and click Go on the ATM Card Detail page	Use this page to enable or disable ATM card features.
Change Limits	RBF_ATM_LIM_SEC	Select the Action Change Limits and click Go on the ATM Card Detail page	Use this page to change ATM card limits.
Change Card Type	RBF_ATM_TYP_SEC	Select the Action Change Card Type and click Go on the ATM Card Detail page	Use this page to change ATM card types.

## Managing ATM Cards

Access the ATM Card Detail page.

360 360-Degree View

Send Correspondence

Personalize

Card Number

100000000000000001

Card Status

Active

Customer

Kevin Jordan

Details

Card Number

100000000000000001

Status

Active

Card Type

Premium Debit

Customer

Kevin Jordan

Debit Card Type

VISA

Contact

Product SetID

FSI01

Card Features

☒ Cash Withdrawal

☐ Point of Sale

☒ Bill Pay

Product

Premium ATM Debit Card

Limit Currency

USD

Cash Withdrawal Limit

200.00

Linked Accounts

Customize | Find | View All |

First 1-3 of 3 Last

Linked	Account	Primary	Limit Currency	Transaction POS Limit	Daily POS Limit
<input checked="" type="checkbox"/>	Checking #50014	<input checked="" type="checkbox"/>	USD	150.00	250.00
<input type="checkbox"/>	Checking #50017	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Savings #50018	<input type="checkbox"/>	USD	350.00	450.00

ATM Card Detail page

## ATM Card Detail

<b>ATM Card Number</b>	The number assigned to the ATM card.
<b>Status</b>	The current status of the ATM card.
<b>ATM Card Type</b>	The type of ATM card.
<b>Customer</b>	The customer name as it appears on the card.
<b>Debit Card Type</b>	This field displays a value if the Card Type is <i>Debit</i> .
<b>Contact Name</b>	The contact name as it appears on the card.
<b>Product SetID</b>	The setID with which the product is associated.
<b>Product</b>	The product name for the ATM card.
<b>Limit Currency</b>	The currency code that is used to express the point-of-sale (POS) limit.
<b>Cash Withdrawal Limit</b>	The limit for cash withdrawals using the ATM card.
<b>Card Features</b>	
<b>Cash Withdrawal</b>	Indicates if the ATM card can be used for cash withdrawals.
<b>Point of Sale</b>	Indicates if the ATM card can be used for POS transactions.
<b>Bill Pay</b>	Indicates if the ATM card can be used to pay bills.
<b>Linked Accounts</b>	
<b>Linked</b>	Display-only field indicating if the card is linked to the account.

<b>Account</b>	The account that is currently linked to the ATM card.
<b>Primary</b>	Display-only field indicating if the account is the primary account for the card.
<b>Limit Currency</b>	Displays the POS limit currency for the given account.

## Replacing ATM Cards

Access the Replace ATM Card page.

Replace ATM Card page

**Reason for Replacement** Select the reason for replacing the ATM card.

The fields in the Delivery Information group box enable the user to specify pick up or shipping details for the ATM replacement card.

## Suspending ATM Cards

Access the Suspend ATM Card page.

Suspend ATM Card page

**Reason for Suspension** Select the reason for suspending the ATM card. Values are: *Account Suspended* and *Stolen*.

## Canceling ATM Cards

Access the Cancel ATM Card page.

Cancel ATM Card page

**Reason for Cancellation** Select the reason for canceling the ATM card. Values are: *Account Closed*, *Don't Need*, *Lost*, or *Stolen*.

## Changing Linked Accounts

Access the Link Card to Account(s) page.

Select	Description	Primary	Limit Currency	Transaction POS Limit	Daily POS Limit
<input checked="" type="checkbox"/>	Checking #50014	<input checked="" type="checkbox"/>	USD	150.00	250.00
<input type="checkbox"/>	Checking #50017	<input type="checkbox"/>	USD	0.00	0.00
<input checked="" type="checkbox"/>	Savings #50018	<input type="checkbox"/>	USD	350.00	450.00

Link Card to Account(s) page

**Select** Check to select the account to link to the card.

**Description** Displays the type and number of the account.

**Primary** Select if this is the primary account linked to the card.

**Limit Currency** Select the currency code for the POS limits.

**Transaction POS Limit** Enter the limit for POS transactions.

**Daily POS Limit** Enter the daily limit for POS transactions.

## Enabling or Disabling Card Features

Access the Enable/Disable Card Features page.

**Enable or Disable Features**

**Card Features**

☒ **Cash Withdrawal**

☐ **Point of Sale**

☒ **Bill Pay**

OK - Change Features      Cancel Transaction

Enable/Disable Card Features page

### Card Features

Select or deselect features to enable or disable them on the ATM card.

## Changing Limits

Access the Change Card Limits page.

**Change Card Limits**

\*Limit Currency  **Cash Withdrawal Limit**

**Linked Accounts** [Customize](#) | [Find](#) | [View All](#) | [First](#) | [1-3 of 3](#) | [Last](#)

Linked	Description	Primary	*Limit Currency	Transaction POS Limit	Daily POS Limit
<input checked="" type="checkbox"/>	Checking #50014	<input checked="" type="checkbox"/>	USD	150.00	250.00
<input type="checkbox"/>	Checking #50017	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Savings #50018	<input type="checkbox"/>	USD	350.00	450.00

OK - Change Limits      Cancel Transaction

Change Card Limits page

### Limit Currency

Select the code for the currency limit.

### Cash Withdrawal Limit

Enter the limit for cash withdrawals using the ATM card.

## Changing Card Types

Access the Change Card Type page.

**Change Card Type**

\*Card Type  Product SetID FSI01

Debit Card Type VISA Old Product Premium ATM Debit Card

\*New Product

**Current Linked Accounts** Customize | Find | View All | First 1-3 of 3 Last

Linked	Description	Primary	Limit Currency	Transaction POS Limit	Daily POS Limit
<input checked="" type="checkbox"/>	Checking #50014	<input checked="" type="checkbox"/>	USD	150.00	250.00
<input type="checkbox"/>	Checking #50017	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Savings #50018	<input type="checkbox"/>	USD	350.00	450.00

OK - Change Card Type Cancel Transaction

Change Card Type page

<b>ATM Card Type</b>	Select the type of ATM card.
<b>Debit Card Type</b>	This field is available if the card is a debit card.
<b>Segment</b>	The system displays the customer's marketing segment.
<b>Old Product</b>	The system displays the old ATM card type.
<b>New Product</b>	Enter the new product. The system will display products that have been designated as replacements for the card type.

## Issuing ATM Cards

An agent can view and update current ATM cards and issue new cards for the customer.

This section discusses how agent users issue ATM cards.

### Pages Used to Issue ATM Cards

Page Name	Object Name	Navigation	Usage
Issue ATM Card	RBF_ATM_ISS	Customer Accounts, Issue ATM Card	Use this page to view and update the customer's ATM cards.
Issue New ATM Card	RBF_ATM_ISS	Click Issue New ATM Card on the Issue ATM Card page	Use this page to enter the information to issue a new ATM card.

## Issuing ATM Cards

Access the Customer Accounts - Issue ATM Card page.

### Issue ATM Card

**Customer** Jordan Enterprises
 **Contact** Kevin Jordan

The selected Customer or Contact already owns one or more ATM cards. You can either modify an existing card using the hyperlinks below or issue a new card.

**Customer's ATM Cards**
[Customize](#) | [Find](#) | [View All](#) | 

First 1 of 1 Last

ATM Card Number	Type	Status
<a href="#">100000000000000002</a>	Standard	Active

Issue New ATM Card

Customer Accounts - Issue ATM Card page (1 of 2)

### Issue ATM Card

Kevin Jordan

**Card Information**

\*Card Type

Debit Card Type

\*Product SetID FSI01

\*Product

\*Limit Currency USD

Cash Withdrawal Limit 0.00

**Customer** Jordan Enterprises  
**Contact Name** Kevin Jordan

**Card Features**

☒ Cash Withdrawal  
☒ Point of Sale  
☒ Bill Pay

**Delivery Information**

☐ Picked up by Customer
 

SetID FSI01
Service Location

☐ Shipped to Customer

Shipped Via

\*Country United States

Address 1 145 1st Street

Address 2

Address 3

City East Rutherford

County

State NJ New Jersey

Postal 45678

Customer Accounts - Issue ATM Card page (2 of 2)

The system displays the ATM cards that have been associated with the consumer. Click the Transfer link on the ATM card row to access the ATM Card component, where you can view and update the ATM card record. The Issue ATM card process initiates the creation of a new case along with message generation after the issue ATM Card case is created to track shipment.

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## CHAPTER 5

# Working with PeopleSoft Enterprise Banking Transactions for Self-Service

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions Self—Service and discusses how customer and employee self-service users perform banking transactions and administer accounts.

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## Understanding PeopleSoft Enterprise Banking Transactions for Self-Service

PeopleSoft Enterprise Banking Transactions enables you to deploy administrative and financial transactions for your employee and customer self-service users. These transactions provide access to personal account information and employ a simple interface that is suited to the casual, untrained user.

This section lists prerequisites and discusses:

- Self-service view.
- Self-service data access.
- Confirmation pages.

### Prerequisites

Self-service functionality in PeopleSoft Enterprise Banking Transactions is based on core functionality from the Case component in the PeopleSoft Enterprise Call Center applications.

### See Also

*PeopleSoft Enterprise CRM 8.9 Call Center Applications PeopleBook*, “Configuring Self-Service Applications”

### Self-Service Data Access

The customer view displays all data applicable to the customer in all roles.

Before users can perform financial transactions, they have to select the role they are using for the transaction. Only data and processes applicable to that role are available.

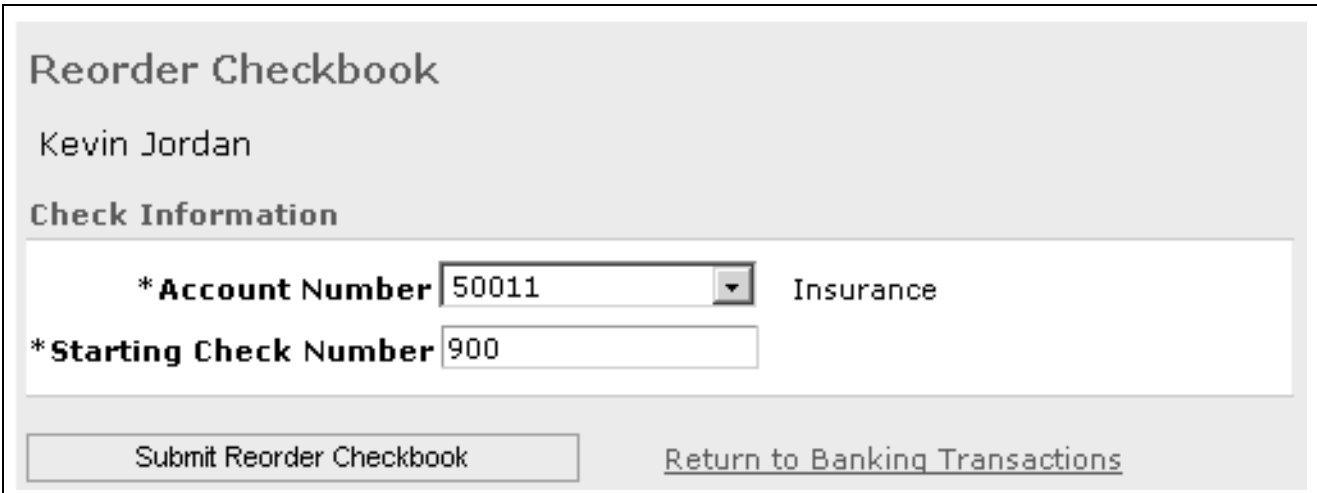
Pages are available to employees through the 360-Degree View.

### Self-Service Confirmation Pages

When self-service users perform transactions, the system provides a two-step confirmation to assure the user that the transaction was successful.

The user is asked to confirm the request. This provides the user with an opportunity to view the request and to make changes if required.

At this point, the transaction can be canceled, and no changes will take place:

A screenshot of a web form titled "Reorder Checkbook". Below the title is the name "Kevin Jordan". The section "Check Information" contains two input fields: "\*Account Number" with a dropdown menu showing "50011" and the word "Insurance" to its right, and "\*Starting Check Number" with a text box containing "900". At the bottom, there is a button labeled "Submit Reorder Checkbook" and a link labeled "Return to Banking Transactions".

**Reorder Checkbook**

Kevin Jordan

**Check Information**

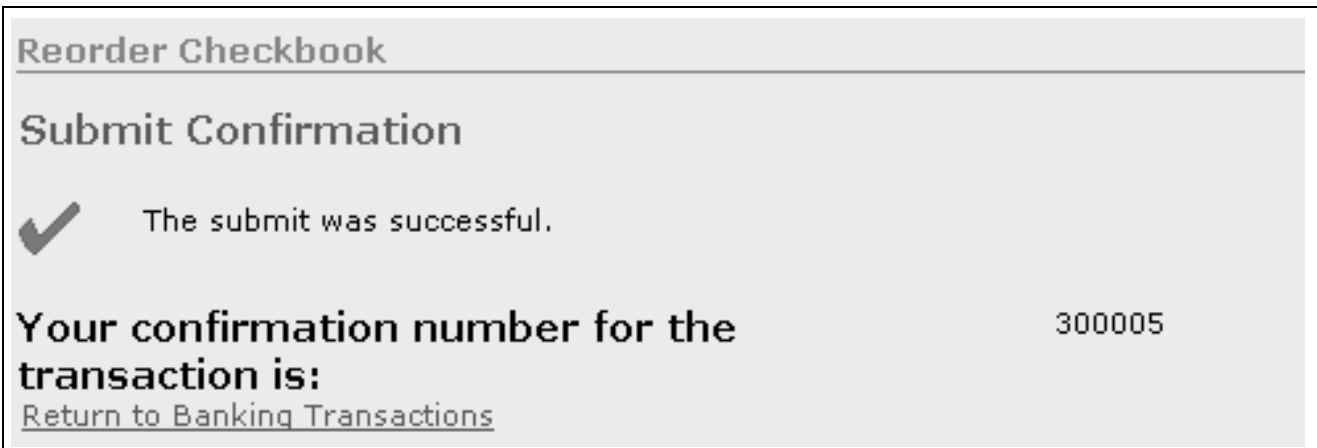
\*Account Number 50011 Insurance

\*Starting Check Number 900

Submit Reorder Checkbook      [Return to Banking Transactions](#)

User Confirmation page

When the user confirms the transaction, the system displays a transaction confirmation with a confirmation number:

A screenshot of a web form titled "Reorder Checkbook". Below the title is the section "Submit Confirmation". It features a checkmark icon and the text "The submit was successful.". Below this, it says "Your confirmation number for the transaction is:" followed by the number "300005". At the bottom, there is a link labeled "Return to Banking Transactions".

**Reorder Checkbook**

**Submit Confirmation**

✓ The submit was successful.

**Your confirmation number for the transaction is:** 300005

[Return to Banking Transactions](#)

Transaction Confirmation page

**Note.** A newly created case number dedicated to track shipment will also appear on the transaction page for the following transactions: Order Cashier's Check, Order Traveler's Check, and Order Foreign Currency.

## Performing Self-Service Banking Transactions

This section discusses how self-service users:

- Access banking transactions.
- Set up automatic funds transfer.
- Set up a one-time funds transfer.
- Reorder a checkbook.












- Stop payment on a check.
- Pay bills.
- Order a copy of a check.
- Order a copy of a statement.
- Order foreign currency.
- Order cashier's checks.
- Order traveler's checks.
- Access account administration transactions.
- Modify account nickname.
- Modify account address.

## Pages Used to Perform Banking Transactions in Self-Service

Page Name	Object Name	Navigation	Usage
Banking Transactions	RBF_MNU_BANK_SS	Select the Banking Transactions menu on the self-service homepage	Select a self-service banking transaction.
Automatic Funds Transfer	RBF_AFND_TR_SS	Banking Transactions, Automatic Funds Transfer	Perform a recurring transfer of funds from one account to another. The currency is that of the sending (from) account.
Transfer Funds	RBF_TRN_FND_SS	Banking Transactions, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checks	RBF_REO_CHK_SS	Banking Transactions, Reorder Checks	Order new checks.
Stop Check Payment	RBF_STP_PAY_SS	Banking Transactions, Stop Check Payment	Stop payment on a specific check.
Bill Pay	RBF_PAYEE_DISP_SS	Banking Transactions, Bill Pay	Set up bill payees, and pay bills.
Order Check Copy	RBF_ORD_CHK_SS	Banking Transactions, Order Check Copy	Order a copy of a check that has been issued.
Order Copy of Statement	RBF_ORD_DOC_SS	Banking Transactions, Order Copy of Statement	Order a copy of the account statement.
Order Foreign Currency	RBF_ORD_FCUR_SS	Banking Transactions, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK_SS	Banking Transactions, Order Cashier's Checks	Order cashier's checks.
Order Traveler's Checks	RBF_ORD_TCHK_SS	Banking Transactions, Order Traveler's Checks	Order traveler's checks.
Change Account Nickname	RBF_ACCT_NICK_SS	Account Administration, Change Account Nickname	Change the account nickname.
Change Account Address	RBF_ACCT_ADR_SS	Account Administration, Change Account Address	Change the address on an account.

## Accessing Banking Transactions in Self-Service

Access the Banking Transactions page.

 <b>Banking Transactions</b>		
Perform various banking transactions, and order banking documents.		
 <b><u>Automatic Funds Transfer</u></b> Set up automatic funds transfer from one account to another.	 <b><u>Transfer Funds</u></b> Transfer funds once from one account to another.	 <b><u>Reorder Checks</u></b> Reorder a new checkbook with a new starting check number.
 <b><u>Stop Check Payment</u></b> Stop payment of a check that has already been issued.	 <b><u>Bill Pay</u></b> Set up bill payees, and pay your bills.	 <b><u>Order Check Copy</u></b> Order a copy of a check that has already been issued.
 <b><u>Order Copy of Statement</u></b> Order a copy of your financial account statement.	 <b><u>Order Foreign Currency</u></b> Order foreign currency from the financial institution.	 <b><u>Order Cashier's Check</u></b> Order a cashier's check from the financial institution.
 <b><u>Order Traveler's Checks</u></b> Order traveler's checks from the financial institution.		

Banking Transactions page

## Setting Up Automatic Funds Transfer in Self-Service

Access the Automatic Funds Transfer page.

**Automatic Funds Transfer**

Kevin Jordan

**Check Information**

\*Account Number

\*To Account Number

\*Check Amount

☐ Monthly  
Day of the Month

☐ Weekly  
Weekday

☒ Daily

\*Transfer Start Date  31

Transfer End Date  31

[Return to Banking Transactions](#)

Automatic Funds Transfer page

<b>Account Number and To Account Number</b>	Select the origin and destination accounts involved in the transfer.
<b>Transfer Amount</b>	Indicate the amount to be transferred. The currency is that of the sending (from) account.
<b>Monthly</b>	Select if the transfer is performed once a month. Indicate the day of the month which the transfer should occur.
<b>Weekly</b>	Select if the transfer is performed once a week. Select the day of the week which the transfer should occur.
<b>Daily</b>	Select if the transfer is performed daily.
<b>Transfer Start Date and Transfer End Date</b>	Indicate the start and end dates for this transaction.
<b>Submit Automatic Funds Transfer Request</b>	Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

## Setting Up a One-Time Funds Transfer in Self-Service

Access the Transfer Funds page.

**Transfer Funds**

Kevin Jordan

**Account Information**

\*From Account Number

\*To Account Number

\*Transfer Amount

[Submit Funds Transfer Request](#) [Return to Banking Transactions](#)

Transfer Funds page

**From Account Number and To Account Number** Select from the drop-down list box that displays available accounts.

**Transfer Amount** Indicate the amount to be transferred. The currency is that of the sending (from) account.

**Submit Funds Transfer Request** Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

## Reordering a Checkbook in Self-Service

Access the Reorder Checkbook page.

**Reorder Checkbook**

Kevin Jordan

**Check Information**

\*Account Number

\*Starting Check Number

[Submit Reorder Checkbook](#) [Return to Banking Transactions](#)

\* Required Field

Reorder Checkbook page

**Account Number** Select the account number from the drop-down list box that displays authorized accounts.

**Starting Check Number** Indicate the starting number for the set of checks.

**Submit Reorder Checkbook** Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

## Stopping Payment on a Check in Self-Service

Access the Stop Check Payment page.

Stop Check Payment

William Brown

Check Information

\*Account Number

\*Check Number

\*Check Amount

Submit Stop Payment

[Return to 360-Degree View](#)

Stop Check Payment page

- Account Number

Select the account number from the drop-down list box that displays authorized accounts.
- Check Number

Enter the number of the check.
- Check Amount

Enter the exact amount of the check. This value is verified by the legacy system.
- Submit Stop Payment



Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

## Paying Bills in Self-Service

Access the Pay Bills page.

Pay Bills

List of Bill Payees

Payee Name	Payee Nickname			
Power Corporation		<div>Pay Bill</div>		

Add New Payee

[Return to Banking Transactions](#)

Pay Bills page

- Payee Name

Displays all payees that have been added by the user.
- Edit Payee

Edit each payee in the grid by clicking Edit Payee in the row.
- Delete

Click to delete the payee.
- Pay Bill

Click to access the Pay Bills page. Enter account information and frequency information, and submit bill payments.
- Add New Payee

Click to access the Bill Payee Setup page.

## Managing Bill Payment Details in Self-Service

Access the Bill Pay Details page.



**Pay Bills**

Kevin Jordan

**Account Information**

\*Account

\*Payee Power Corporation [Change Bill Payee](#)

\*Amount

\*Payment Date

☐ Recurring

**Frequency**

☐ Annually

☐ Monthly

Day of Month

☐ Weekly

Day of Week

☒ Daily

[Submit Bill Payment](#) [Return to Bill Payment](#)

Pay Bills Details page

<b>Account</b>	The account that bills are paid from.
<b>Payee</b>	The name of the payee for this bill.
<b>Amount</b>	The amount of this payment.
<b>Payment Date</b>	The date the payment is made to the payee.
<b>Recurring</b>	Flags the payment as recurring or nonrecurring.
<b>Frequency</b>	The rate of recurrence if the payment is marked as recurring.
<b>Submit Payment</b>	Click to complete the bill payment set up process.

## Setting Up Bill Payees in Self-Service

Access the Bill Payee Setup page.

## Bill Payee Setup

Kevin Jordan

### Payee Information

\*Payee Name

Global Utilities Corporation

Payee Nickname

GUC

Bill Category

Utilities

Bill Account Number

99000000

Name on Bill

Kevin Jordan

### Payee Address Information

\*Country

United States

Address 1

4000 Park Avenue

Address 2

8th Floor

Address 3

City

New York

County

State

NY

New York

Postal

10022

Bill Payee Setup page

<b>Payee Name</b>	Name of the bill payee.
<b>Payee Nickname</b>	Short name of the bill payee.
<b>Bill Category</b>	The type of bill this is classified as.
<b>Bill Account Number</b>	The account number assigned to the account by the bill payee institution.
<b>Name on Bill</b>	Name of the billing account.

## Ordering a Copy of a Check in Self-Service

Access the Order Copy of Check page.

**Order Copy of Check**

Kevin Jordan

**Check Information**

\* **Account Number**

\* **Check Number**

\* **Check Amount**

\* **Posted Date**

[Return to Banking Transactions](#)

\* Required Field

Order Copy of Check page

<b>Account Number</b>	Select the account number from the drop-down list box that displays authorized accounts.
<b>Check Number</b>	Enter the number of the check.
<b>Check Amount</b>	Enter the exact amount of the check. This value is verified by the legacy system.
<b>Posted Date</b>	Enter the date which the check was issued.
<b>Submit Order</b>	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

## Ordering a Copy of a Statement in Self-Service

Access the Order Copy of Statement page.

**Order Copy of Statement**

Kevin Jordan

**Statement Information**

\* **Account Number**

\* **Statement Date**

[Return to Banking Transactions](#)

\* Required Field

Order Copy of Statement page

<b>Account Number</b>	Select the account number from the drop-down list box that displays authorized accounts.
<b>Statement Date</b>	Select the date of the statement.

**Submit Order**

Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

## Ordering Foreign Currency in Self-Service

Access the Order Foreign Currency page.

Order Foreign Currency page

**Account** Enter the account that funds will be withdrawn from.

**Currency** Select the code for the currency desired for purchase.

**Amount** Enter the amount desired for the exchange. The amount entered is based on the currency of the account.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

**Shipped to Customer** Select to have the product shipped to the primary address on the account.

**Shipped Via** Select from available shipping options.

**Picked up by Customer** Select if the account owner wants to pick up the product personally.

**Location** Select a location for pickup.

## Ordering Cashier's Checks in Self-Service

Access the Order Cashier's Check page.

**Order Cashier's Check**

Kevin Jordan

**Account Information**

\*Account

\*Amount

\*Date  31

\*Payee Name

**Delivery Information**

☒ **Shipped to Customer**

Shipped Via

☐ **Picked up by Customer**

Location  [Search for Location](#)

**Address**

[Return to Banking Transactions](#)

\* Required Field

Order Cashier's Check page

<b>Account</b>	Select the account used for the transaction.
<b>Amount</b>	Enter the amount of the check.
<b>Date</b>	Enter the date of the check.
<b>Payee Name</b>	Enter the payee name. This field is required because all cashier's checks must have a payee name.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

<b>Shipped to Customer</b>	Select to have the product shipped to the primary address on the account.
<b>Shipped Via</b>	Select from available shipping options.
<b>Picked up by Customer</b>	Select if the account owner wants to pick up the product personally.
<b>Location</b>	Select a location for pickup.

## Ordering Traveler's Checks in Self-Service

Access the Order Traveler's Checks page.

### Order Traveler's Checks

Kevin Jordan

#### Order Information

**\*Account**

**\*Check Type**

**Currency**

**Denomination**

Denomination	Pack Of	Cost per Pack	Quantities
20	5	100.0000	<input type="text"/>
50	5	250.0000	<input type="text"/>
100	5	500.0000	<input type="text"/>

#### Delivery Information

☒ **Shipped to Customer**

**Shipped Via**

☐ **Picked up by Customer**

**Location**  [Search for Location](#)

**Address**

[Return to Banking Transactions](#)

Order Traveler's Checks page

**Account** Select the account used to pay for the checks.

**Check Type** Select the brand of traveler's checks.

**Currency Code** Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

**Denomination** Displays the denominations available for the selected brand of checks.

**Pack of** Traveler's checks are sold in packs. Displays the number of checks in a pack.

**Cost Per Pack** Displays the cost per pack of checks.

**Quantity** Enter the number of packs that the customer wants to order.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

**Shipped to Customer** Select to have the product shipped to the primary address on the account.

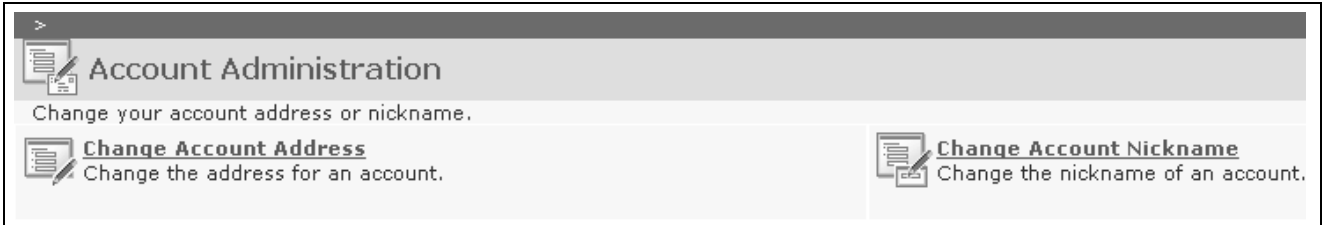
**Shipped Via** Select from available shipping options.

**Picked up by Customer** Select if the account owner wants to pick up the product personally.

**Location** Select a location for pickup.

## Accessing Account Administration Transactions in Self-Service

Access the Account Administration page.



Account Administration page

**Change Account Address** Click to begin the account address change request.

**Change Account Nickname** Click to begin the account nickname change request.

## Changing an Account Address in Self-Service

Access the Change Account Address page.

## Change Account Address

Kevin Jordan

### Address Information

**\*Effective Date** 04/29/2004

**\*Country** United States

**Address 1** 1233 18th Avenue

**Address 2**

**Address 3**

**City** New York

**County**

**State** NY New York

**Postal**

### Account List

Find | View All | First 1-6 of 6 Last

Select	Account Number	Account Type	Nickname
<input checked="" type="checkbox"/>	50005	Credit	HOME EQUITY
<input type="checkbox"/>	50011	Insurance	LIFE INSURANCE
<input type="checkbox"/>	50012	Investment	KEVIN'S BROKERAGE
<input type="checkbox"/>	50019	Checking	JORDAN ENTERPRISES
<input type="checkbox"/>	50017	Checking	KEVIN'S CHECKING
<input type="checkbox"/>	50018	Savings	KEVIN'S SAVING ACCT

☒ Select All ☐ Clear All

Submit Address Change [Return to 360-Degree View](#)

Change Account Address page

<b>Effective Date</b>	The date which this new address takes effect.
<b>Country</b>	The country in which this address resides.
<b>Address</b>	The specifics of the mailing address.
<b>City</b>	The city where the address resides.
<b>State</b>	The state, if this is a United States address.
<b>Postal</b>	The postal code.
<b>Account List</b>	The accounts designated for linkage to this new address.
<b>Submit Address Change</b>	Click this to complete the address change transaction.

## Changing an Account Nickname in Self-Service

Access the Change Account Nickname page.



**Change Account Nickname**

Kevin Jordan

**Account Information**

**\*Account**

**Old Nickname** KEVIN'S CHECKING

**\*New Nickname**

[Return to 360-Degree View](#)

Change Account Nickname page

<b>Account</b>	The account targeted for the nickname change.
<b>Old Nickname</b>	The existing nickname of the account.
<b>New Nickname</b>	The new nickname the account owner selects for the account.
<b>Submit Change Nickname</b>	Click this to complete the nickname change transaction.



## 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.
	In PeopleSoft Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment.
<b>KPI</b>	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



	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.
<b>record output VAT flag</b>	Abbreviation for <i>record output value-added tax flag</i> . See <i>record input VAT flag</i> .
<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.



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