



PeopleSoft Enterprise Bill Presentment and Account Management 8.9 PeopleBook

June 2004

PeopleSoft Enterprise Bill Presentment and Account Management 8.9 PeopleBook SKU CRM89BPA-B 0604

Copyright © 2001 - 2004 PeopleSoft, Inc. All rights reserved.

All material contained in this documentation is proprietary and confidential to PeopleSoft, Inc. ("PeopleSoft"), protected by copyright laws and subject to the nondisclosure provisions of the applicable PeopleSoft agreement. No part of this documentation may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, including, but not limited to, electronic, graphic, mechanical, photocopying, recording, or otherwise without the prior written permission of PeopleSoft.

This documentation is subject to change without notice, and PeopleSoft does not warrant that the material contained in this documentation is free of errors. Any errors found in this document should be reported to PeopleSoft in writing.

The copyrighted software that accompanies this document is licensed for use only in strict accordance with the applicable license agreement which should be read carefully as it governs the terms of use of the software and this document, including the disclosure thereof.

PeopleSoft, PeopleTools, PS/nVision, PeopleCode, PeopleBooks, PeopleTalk, and Vantive are registered trademarks, and Pure Internet Architecture, Intelligent Context Manager, and The Real-Time Enterprise are trademarks of PeopleSoft, Inc. All other company and product names may be trademarks of their respective owners. The information contained herein is subject to change without notice.

Open Source Disclosure

PeopleSoft takes no responsibility for its use or distribution of any open source or shareware software or documentation and disclaims any and all liability or damages resulting from use of said software or documentation. The following open source software may be used in PeopleSoft products and the following disclaimers are provided.

Apache Software Foundation

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright (c) 1999-2000 The Apache Software Foundation. All rights reserved.

THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

OpenSSL

Copyright (c) 1998-2003 The OpenSSL Project. All rights reserved.

THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

SSLey

Copyright (c) 1995-1998 Eric Young. All rights reserved.

THIS SOFTWARE IS PROVIDED BY ERIC YOUNG "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHOR OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Loki Library

Copyright (c) 2001 by Andrei Alexandrescu. This code accompanies the book:

Alexandrescu, Andrei. "Modern C++ Design: Generic Programming and Design Patterns Applied". Copyright (c) 2001. Addison-Wesley. Permission to use, copy, modify, distribute and sell this software for any purpose is hereby granted without fee, provided that the above copyright notice appear in all copies and that both that copyright notice and this permission notice appear in supporting documentation.

Contents

General Preface

| | |
|--|------------|
| About This PeopleBook | vii |
| PeopleSoft Application Prerequisites..... | vii |
| PeopleSoft Application Fundamentals..... | vii |
| Related Documentation..... | viii |
| Obtaining Documentation Updates..... | viii |
| Ordering Printed Documentation..... | viii |
| Typographical Conventions and Visual Cues..... | ix |
| Typographical Conventions..... | ix |
| Visual Cues..... | x |
| Country, Region, and Industry Identifiers..... | x |
| Currency Codes..... | xi |
| Comments and Suggestions..... | xi |
| Common Elements in These PeopleBooks | xi |

Preface

| | |
|---|-------------|
| PeopleSoft Enterprise Bill Presentment and Account Management Preface..... | xiii |
| PeopleSoft Enterprise CRM Application Fundamentals..... | xiii |
| PeopleSoft Enterprise CRM Automation and Configuration Tools..... | xiv |
| PeopleSoft Enterprise CRM Services Foundation..... | xiv |
| PeopleSoft Enterprise CRM Business Object Management..... | xv |
| PeopleSoft Enterprise Product and Item Management..... | xv |
| PeopleTools PeopleBooks..... | xvi |

Chapter 1

| | |
|--|----------|
| Getting Started with PeopleSoft Enterprise Bill Presentment and Account Management..... | 1 |
| PeopleSoft Enterprise Bill Presentment and Account Management Overview..... | 1 |
| PeopleSoft Enterprise Bill Presentment and Account Management Business Processes..... | 1 |
| PeopleSoft Enterprise Bill Presentment and Account Management Integrations..... | 2 |
| PeopleSoft Enterprise Bill Presentment and Account Management Implementation..... | 2 |

Chapter 2

| | |
|--|----------|
| Integrating Billing with Communication and Energy Industries..... | 5 |
| Understanding Billing Systems Integration..... | 5 |
| Understanding EIPs..... | 6 |
| Defining Configuration Parameters..... | 9 |
| Understanding Configuration Parameters..... | 9 |
| Pages Used to Define Configuration Parameters..... | 9 |
| Defining Configuration Parameters for Integration..... | 9 |

Chapter 3

| | |
|--|-----------|
| Understanding Account and Billing Management..... | 15 |
| Account Management..... | 15 |
| The Account Framework..... | 15 |
| Account Hierarchies..... | 16 |
| Billing Management..... | 17 |
| Dispute Creation..... | 18 |

Chapter 4

| | |
|---|-----------|
| Managing Accounts and Viewing Bills..... | 21 |
| Managing Accounts..... | 21 |
| Pages Used to Manage Accounts..... | 22 |
| Maintaining Account Details..... | 22 |
| Changing Payment Details..... | 25 |
| Managing Account Balances..... | 26 |
| Managing Account Usage..... | 27 |
| Managing Bill History..... | 28 |
| Maintaining Relationships..... | 28 |
| Managing Dispute History..... | 29 |
| Viewing Bills..... | 29 |
| Pages Used to View Billing Information..... | 30 |
| Viewing Bill Details..... | 30 |
| Viewing Bill Items Summary..... | 31 |
| Viewing Bill Item Details and Bill Events..... | 31 |

Chapter 5

| | |
|--|-----------|
| Integrating Billing with Financial Services and Insurance Industries..... | 33 |
| Understanding Billing Accounts..... | 33 |

| | |
|--|-----------|
| Billing Accounts..... | 33 |
| Billing Account Component Setup..... | 33 |
| Billing Account Component Attributes..... | 34 |
| Billing Account EIP Creation..... | 34 |
| Enabling Billing Accounts..... | 34 |
| Pages Used to Enable Billing Accounts..... | 35 |
| Enabling the Billing Account Component..... | 35 |
| Viewing Billing Accounts..... | 35 |
| Pages Used to View Billing Accounts..... | 35 |
| Viewing Billing Information..... | 36 |
| Viewing Financial Accounts..... | 36 |
| Viewing Cases..... | 37 |
| Appendix A | |
| ISO Country and Currency Codes..... | 39 |
| ISO Country Codes..... | 39 |
| ISO Currency Codes..... | 48 |
| Glossary of PeopleSoft Terms..... | 59 |
| Index | 75 |

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.

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.

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.

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.

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.

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.

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.

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

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

Visual Cues

PeopleBooks contain the following visual cues.

Notes

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

Note. Example of a note.

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

Important! Example of an important note.

Warnings

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

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.

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.

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

Common Elements in These PeopleBooks

| | |
|-----------------------|---|
| As of Date | The last date for which a report or process includes data. |
| Business Unit | 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. |
| Description | Enter up to 30 characters of text. |
| Effective Date | 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 Bill Presentment and Account Management Preface

This preface discusses:

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

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

PeopleSoft Enterprise CRM Application Fundamentals

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

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

- CRM Multi-Product Foundation.

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

- Workforce Management.

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

- Interactions and 360-Degree Views.

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

- Self-Service for Customers.

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

- Relationship Management.

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

- Entitlement Management.

This part discusses setting up agreements and warranties.

- SmartViews.

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

See Also

PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook

PeopleSoft Enterprise CRM Automation and Configuration Tools

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

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

- Correspondence management.

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

- Automation tools.

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

- Configuration tools.

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

- Knowledge management.

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

See Also

PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook

PeopleSoft Enterprise CRM Services Foundation

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

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

- Solution management.

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

- Transaction Billing Processor Integration.

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

- Environmental Systems Research Institute (ESRI) integration.

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

See Also

PeopleSoft Enterprise CRM 8.9 Services Foundation PeopleBook

PeopleSoft Enterprise CRM Business Object Management

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

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

- Business Object Management Basics.

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

- Data Management for Organization Business Objects.

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

- Data management for Individual Business Objects.

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

- Business Object Management.

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

- Customer and Worker Data Integrations.

This part discusses how to integrate customer and worker data with other systems.

See Also

PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook

PeopleSoft Enterprise Product and Item Management

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

See Also

PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook

PeopleTools PeopleBooks

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

CHAPTER 1

Getting Started with PeopleSoft Enterprise Bill Presentment and Account Management

This chapter provides an overview of PeopleSoft Enterprise Bill Presentment and Account Management and discusses:

- PeopleSoft Enterprise Bill Presentment and Account Management business processes.
- PeopleSoft Enterprise Bill Presentment and Account Management integrations.
- PeopleSoft Enterprise Bill Presentment and Account Management implementation.

PeopleSoft Enterprise Bill Presentment and Account Management Overview

PeopleSoft Enterprise Bill Presentment and Account Management utilizes the power of PeopleSoft Enterprise CRM and provides industry-specific functionality to meet your business needs. PeopleSoft Enterprise Bill Presentment and Account Management enables you to provide full-featured support for all products and services that you offer to customers.

Note. This PeopleBook focuses on the setup and usage of industry-specific functionality and does not discuss core PeopleSoft Enterprise CRM setup or usage. It is highly recommended that you review the references that appear in each chapter before beginning your implementation.

PeopleSoft Enterprise Bill Presentment and Account Management Business Processes

PeopleSoft Enterprise Bill Presentment and Account Management enables users to:

- Update account information such as nickname or address.
- Modify accounts by making changes to the account fees, relationships, credit card parameters, currency, insurance policy payment terms, products, status, or Tax Identification Number (TIN) type and number.
- Review financial account details including general account information, account relationships, ATM cards, terms and conditions, fees, and account history.

The user can also view transactions and bill payment history.

- Manage accounts, including changing payment details, adding addresses, viewing account balances and usage, viewing billing and dispute history, and viewing installed services.
- View billing information, including details on bills, bill items, and bill events.

- Create disputes for account balances, account usage, bill items, or events.

PeopleSoft Enterprise Bill Presentment and Account Management Integrations

PeopleSoft Enterprise Bill Presentment and Account Management integrates with the following PeopleSoft applications:

- PeopleSoft Enterprise Support.
- PeopleSoft Enterprise Self Service Support.
- PeopleSoft Enterprise Marketing.
- PeopleSoft Enterprise Sales.
- PeopleSoft Enterprise Order Capture.
- PeopleSoft Enterprise Integrated FieldService.

We discuss integration considerations in the implementation chapters in this PeopleBook.

PeopleSoft Enterprise Bill Presentment and Account Management Implementation

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

PeopleSoft Enterprise Bill Presentment and Account Management also provides component interfaces to help you load data from your existing system into PeopleSoft Enterprise Bill Presentment and Account Management tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables.

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

| Component | Component Interface | Reference |
|--------------------------------------|---------------------|--|
| Sales Verification RBF_SALES_VKEY | RBF_SALES_VKEY_CI | See <i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Configuring Application Security”. See <i>PeopleSoft Enterprise Sales 8.9 PeopleBook</i> . |

Other Sources of Information

In the implementation planning phase, take advantage of all PeopleSoft sources of information, including the installation guides, data models, business process maps, and troubleshooting guidelines. A complete list of these resources is in the preface of the *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, *PeopleSoft Enterprise CRM 8.9 Business Object Management PeopleBook* and *PeopleSoft Enterprise CRM 8.9 Product and Item Management PeopleBook* with information on where to find the most up-to-date version of each.

See Also

PeopleSoft Enterprise Setup Manager for Customer Relationship Management 8.9 PeopleBook

PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook

CHAPTER 2

Integrating Billing with Communication and Energy Industries

This chapter provides overviews of billing systems integration of the communications and energy industries and enterprise integration points (EIPs) used in the communications and energy industries, and discusses how to define configuration parameters to implement billing systems integration for the communications and energy industries.

Understanding Billing Systems Integration

Integration with billing systems facilitates seamless data flow between PeopleSoft Enterprise CRM and third-party billing applications in the following ways:

Billing-integration enables communication and energy service providers to provide superior customer service.

Through billing integration, industry solutions offer customer service representatives (CSRs) access to a complete, multidimensional view of all customer information (accounts, billings, installed services, and so on), in addition to account and billing application functionality.

PeopleSoft industry solutions deliver EIPs for the integration with billing systems.

Through the use of EIPs, which prompt and initiate actions in business processes to communicate with the billing system, the integration leverages application functionality provided in account, billing and service management (for example, update account information, view bill details, and change service features) to support the entire customer lifecycle, from acquisition through support.

PeopleSoft Integration Broker develops the integration between PeopleSoft industry solutions and external billing systems.

Integration Broker is an industry-standard tool that enables open flow of information between systems, which is extremely critical for system-to-system integration. It accomplishes true internet system integration by leveraging ubiquitous internet technologies such as XML and HTTP.

PeopleSoft industry solutions provide prebuilt integration messaging capability.

Request and reply messages prepared for all EIPs are stored in Integration Broker. Using configuration parameters, you can either turn on all prebuilt EIPs or just a subset.

Note. The discussion on integration in this chapter is primarily focused on the functional account and billing frameworks, workflow, and predefined inbound and outbound messages that are delivered with the application. It is assumed that some degree of configuration is required during the implementation project to tightly integrate specific industry solutions offered by PeopleSoft with third-party or legacy billing applications.

Understanding EIPs

An EIP is an instance of enterprise integration between a PeopleSoft application and an external system or application: a seamless connection between the two products to accomplish a specific business purpose. PeopleSoft industry solutions implement EIPs to integrate with billing systems.

PeopleSoft delivers EIPs. While most billing EIPs are initiated by a customer-facing event that occurs in a particular industry solution (for example, new service order, service change order, view accounts, change account information, view bills, and dispute bills), some are driven by business projects (for example, account creation through the order management process). Several EIPs are built into components themselves (for example, account view or bill view).

The following are account-related EIPs:

- Create account.
- View account balance and usage.
- Change payment details.
- Change billing address.

The following are bill-related EIPs:

- Get Bill List EIP.
- View Bill Items EIP.
- View Bill Events EIP.
- Create Disputes and Adjustments EIP.

Get Bill List EIP

PeopleSoft CRM industry solutions enable CSRs to get all bills that are associated with an account over a period of time. Billing data are retrieved from the billing system and viewable by CSRs as well as customers (using the self-service application).

To mitigate the dependencies on billing systems to access bill-related information, you can replicate bills on a monthly basis and force CRM industry solutions to access the local data store. The CRM system does not replicate billing information automatically.

The diagram shows the Get Bill List process flow:

| Category | Description |
|---------------------|----------------------|
| EIP | Get Bill List |
| Request Message | RBT_GETBILL_REQ_MSG |
| Message Type | Outbound Synchronous |
| Message Called From | Account Component |

| Category | Description |
|------------------------------|------------------------|
| Reply Message | RBT_GETBILLS_RPLY_MSG |
| Channel Name | RBT_BILL_CHNL |
| Configuration Parameter Used | RBTBILL, RBTBILLCYCLES |

View Bill Items EIP

A customer can contact a CSR and inquire about bill items associated with an account.

The following diagram shows the View Bill Items process flow:

| Category | Description |
|------------------------------|---------------------------|
| EIP | View Bill Items |
| Request Message | RBT_GETBILLITEMS_REQ_MSG |
| Message Type | Outbound Synchronous |
| Message Called From | Account Component |
| Reply Message | RBT_GETBILLITEMS_RPLY_MSG |
| Channel Name | RBT_BILL_CHNL |
| Configuration Parameter Used | RBTBILLITEM |

View Bill Events EIP

A customer can contact a CSR and inquire about bill events (within bill items) associated with an account.

| Category | Description |
|---------------------|---------------------------|
| EIP | View Bill Events |
| Request Message | RBT_GETBILLEVENTS_REQ_MSG |
| Message Type | Outbound Synchronous |
| Message Called From | Billing Component |

| Category | Description |
|------------------------------|----------------------------|
| Reply Message | RBT_GETBILLEVENTS_RPLY_MSG |
| Channel Name | RBT_BILL_CHNL |
| Configuration Parameter Used | RBTBILLEVENT |

Create Disputes and Adjustments EIP

As a bill dispute gets saved in the CRM system, it needs to be reflected in the billing system accordingly so that proper adjustments can be made to customers' accounts in a timely fashion. Customers can create bill disputes through CSRs, or by themselves using the self-service application.

Disputes can be raised against:

- Bill items (for example, if the wrong rate plan is used to calculate long distance charges).
- Bill events (for example, dropped calls).
- Account balance and usage (for example, an account is not credited accurately).

| Category | Description |
|--------------------------|---|
| EIP | Create Dispute |
| Request Message | RBT_BILL_DISP_MSG |
| Message Type | Outbound Asynchronous |
| Message Called From | Case Component |
| Channel Name | RBT_BILLDISP_CHNL |
| Configuration Parameters | RBTMAXDISP, RBTMAXITEMUSD (bill item dispute), RBTMAXEVENTUSD (bill event dispute)/RBTMAXEVENTMIN (bill event dispute), RBTMAXBALUSD (account balance dispute), RBTMAXUSAGEMINS (account usage dispute) |

See Also

PeopleSoft Enterprise CRM 8.9 Process Integration Packs PeopleBook

Defining Configuration Parameters

This section provides overviews of configuration parameters and the Billing Account component and discusses how to:

- Define configuration parameters for integration.
- Set up the Billing Account component.

Understanding Configuration Parameters

You need to complete two setups for the integration with billing systems to run properly:

- Set up for Integration Broker.
 - Set up integration gateway properties.
 - Set up local and remote nodes.
 - Define integration messages and corresponding channels.
- Set up for PeopleSoft Enterprise CRM.

You can turn messaging for EIPs on or off and define threshold values for application rules (to handle disputes. The configuration options are the same for customers in the communications industry and the energy industry. The financial industry and the insurance industry share the same configuration parameters.

Customers want complaints addressed and settled quickly. While some issues take time to resolve, you can take care of those that do not by setting up parameters in the CRM system to make instantaneous adjustments to disputes with insignificant disputing values, for example, less than 1.0 USD in a bill dispute or one minute in a usage dispute.

For instance, a customer in the communications industry files a bill event dispute on a long-distance call he did not make. According to the configuration of the above table, if this dispute is not the sixth one (or more) in this billing cycle and the dispute amount is less than (or equal to) 1.0 USD, the CRM system makes the adjustment automatically. The customer's account is credited with the amount in dispute, and a message is sent to the system for an account update; the case is then closed.

Pages Used to Define Configuration Parameters

| Page Name | Object Name | Navigation | Usage |
|----------------------|---------------|---|--|
| Communications Setup | RBT_CONFIG_PG | <ul style="list-style-type: none"> • Set Up CRM, Product Related, Communications, Communications Setup, Communications Setup • Set Up CRM Product Related, Energy, Energy Setup, Energy Setup, Communications Setup (for the energy industry) | Define billing integration parameters for the communications industry and the energy industry. |

Defining Configuration Parameters for Integration

Access the Communications Setup page.

Communications Setup

SetID COM01
SetID: COM01

| Configuration | | | Customize Find | First 1-30 of 30 Last |
|----------------------|--------|--------------------------------|--|-------------------------|
| *Name | *Value | Description | | |
| AGETIMEBUS | 90 | Number Aging time for Bus Cust | + | |
| AGETIMEIND | 180 | Number Aging time for Ind Cust | + | |
| BILLSYSTEM | PORTAL | Billing System for Telco | + | |
| FFMSYSTEM | PSFT | Fulfillment System | + | |
| FRAUDBU | FRAUD | Business unit for Fraud | + | |
| FRAUDPG | FRAUD | Fraud Provider Group | + | |
| INTEGRATBILL | OFF | Billing Integration ON/OFF | + | |
| NUMBLOCK | 100 | Total Numbers to Create | + | |
| NUMLISTVAL | 5 | Total Numbers to Show in Assgn | + | |
| RBTACCOUNT | 1 | New Account Message Flag | + | |
| RBTACTIVATION | 1 | Serfvce Activation Message | + | |
| RBTACTUSGRESTYP | MINS | Account Usage Resource Type | + | |
| RBTADDR | 1 | Address Info Message Flag | + | |
| RBTBALANCE | 0 | Account Balance Message flag | + | |
| RBTBILL | 0 | Get Bill Message flag | + | |
| RBTBILLCYCLES | 3 | number of Bills to be fetched | + | |
| RBTBILLEVENT | 0 | Get Bill Event Message Flag | + | |
| RBTBILLITEM | 0 | Get Bill Item Message flag | + | |

Communications Setup page (1 of 2)

| | | | |
|-----------------|-----|--------------------------------|---|
| RBTDISPUTE | 0 | Bill Dispute Message Flag | + |
| RBTMAXBALUSD | 5 | Maximum Disputable Amount | + |
| RBTMAXDISP | 5 | Max No. of Cases allowed, | + |
| RBTMAXEVENTMIN | 1 | Max Minutes allowed for Disp | + |
| RBTMAXEVENTUSD | 1 | Max Amount allowed for Disp | + |
| RBTMAXITEMUSD | 5 | Maximum allowed Item Disp | + |
| RBTMAXUSAGEMINS | 10 | Maximum Disputable Minutes | + |
| RBTPASTACTIONS | 30 | Past Churn Actions in n Days | + |
| RBTPAYMENT | 1 | Payment Info Message flag | + |
| RBTSERVICE | 1 | Service Related Message Flag | + |
| RBTUSAGE | 0 | Account Usage Message Flag | + |
| RBTUSEMINS | YES | Parameter to Use for Bill Disp | + |

Copy Configuration to New SetID

Communications Setup page (2 of 2)

The following table lists configuration parameters that are used to integrate with billing systems. These parameters can be used to turn integration functionality on or off and to enable or disable integration messaging, at the message level, for each EIP.

| Parameter | Description |
|---------------|---|
| INTEGRATBILL | Turns integration on or off. If this variable is turned off, no messages are published. If this is turned on, messaging for individual EIP can be turned on or off by setting corresponding configuration parameter. |
| RBTACCOUNT | Enables the CRM system to send a message to the billing system asking for new account creation. Set the parameter to 1 to turn it on, 0 to turn it off. |
| RBTACTIVATION | Enables the CRM system to send a message to the billing system asking for service activation. Set the parameter to 1 to turn it on, 0 to turn it off. |
| RBTADDR | Enables the CRM system to publish address changes to the billing system. This message is published only changes are made in the Account component. Set the parameter to 1 to turn it on, 0 to turn it off. |

| Parameter | Description |
|----------------|--|
| RBTBALANCE | Enables the CRM system to send a message to the billing system asking for account balance information. Set the parameter to <i>1</i> to turn it on, <i>0</i> to turn it off. If this parameter is off, data is read from local tables. |
| RBTBILL | Enables the CRM system to send a message to the billing system asking for bill summary of an account. Set the parameter to <i>1</i> to turn it on, <i>0</i> to turn it off. If this parameter is off, data is read from local tables. |
| RBTBILLCYCLES | Defines the number of billing cycles for which bills have to be fetched from the billing system. |
| RBTBILLITEM | Enables the CRM system to send a message to the billing system asking for bill item information. Set the parameter to <i>1</i> to turn it on, <i>0</i> to turn it off. If this parameter is off, data is read from local tables. |
| RBTBILLEVENT | Enables the CRM system to send a message to the billing system asking for bill event information. Set the parameter to <i>1</i> to turn it on, <i>0</i> to turn it off. If this parameter is off, data is read from local tables. |
| RBTDISPUTE | Enables the CRM system to send a message to the billing system regarding a bill dispute. Set the parameter to <i>1</i> to turn it on, <i>0</i> to turn it off. |
| RBTMAXBALUSD | Defines the maximum disputable amount (account balance) allowed for automatic adjustment. |
| RBTMAXDISP | Defines the maximum number of disputable cases allowed for an account per billing cycle. |
| RBTMAXEVENTMIN | Defines the maximum number of disputable minutes (bill event dispute) allowed for automatic adjustment. The monetary parameter, RBTMAXEVENTUSD is the default value. |
| RBTMAXEVENTUSD | Defines the maximum disputable amount (bill event dispute) allowed for automatic adjustment. |
| RBTMAXITEMUSD | Defines the maximum disputable amount (bill item dispute) allowed for automatic adjustment. |

| Parameter | Description |
|-----------------|--|
| RBTMAXUSAGEMINS | Defines the maximum number of disputable minutes (account usage dispute) allowed for automatic adjustment. |
| RBTPAYMENT | Enables the CRM system to send a message to the billing system effecting a change in payment information. Set the parameter to 1 to turn it on, 0 to turn it off. |
| RBTSERVICE | Enables publication of service-management-related messaging (for example, change, new, suspend, resume, or disconnect service) to the billing system. Set the parameter to 1 to turn it on, 0 to turn it off. |
| RBTUSAGE | Use this parameter to allow the CRM system to send a message to the billing system asking for account usage information. Set the parameter to 1 to turn it ON, 0 to turn it OFF. If this parameter is OFF, data is read from local tables. |
| RBTUSEMINS | Enables the creation of disputes to be based on usage (in minutes). The monetary parameter is the default value. |
| RBTACTUSGRESTYP | Sets the default account usage resource type to be used for self-service disputes. |

CHAPTER 3

Understanding Account and Billing Management

This chapter discusses:

- Account management.
- The account framework.
- Account hierarchies.
- Billing management.
- Dispute creation.

Account Management

Accounts are created through the order management business process . When a new customer places an order for services, account-related information is captured. Once the order has been saved, a CRM account is created by the business project associated with the transaction.

One of the phases in the order-capture business project sends a message to the billing application to have a billing account created. Once that billing account is created, a message is sent back to PeopleSoft CRM , and the CRM account is updated with the billing account number.

Customer service representatives (CSRs) and customers (using self-service) can view and update account-related information, including services associated with the account, associated bills, bill-related disputes, and account relationships.

Bills; bill items, such as local calls or taxes; bill item details, such as all calls made in the time period; and bill images can be viewed through the bill management functionality.

The Account Framework

Accounts provide a framework to manage the services and products that have been purchased or subscribed to by the customer of a communication service provider (CSP). Invoices, which are typically generated by industry-specific billing applications, are generated at an account level. All requests and orders, whether for new services or changes to existing services, are managed at the account level. Accounts dictate billing information such as bill payment type, invoice frequency, and bill payment information, including credit card numbers. Accounts are generally created and mastered by the billing system. Account setup and management in PeopleSoft CRM industries is generally driven by the requirements of a specific billing application. PeopleSoft CRM industries integrates with any standard billing system, including PeopleSoft billing.

The accounts framework enables the CSP to:

- Capture essential information for account creation (primary contact, payment type, payment details, and so on) during new order capture.
- Create accounts as part of a business project associated with new order capture.
- Associate an account with a single user or multiple users.

A particular service can be used by more than one user. For example, a DSL service for a residential customer may have four family members who access the service. Each family member has an individual email ID. Out of these four, the head of the household is the primary contact and is authorized to make changes to payment details, to add, modify, or delete services, and so on. The bills for the DSL service go to the head of household. The other three members of the family can view account details.

When you assign multiple users to a single account, you select from different roles that determine user privileges. Roles include:

- Account owner.

The account owner is the person responsible for the bills associated with the account. The account owner may or may not have associated primary contact or users.

- Primary contact.

This relationship record is automatically created when a contact is designated on the account main information form.

- Users.

Users do not have any responsibility for the account. For example, if a household has a single telephone line, the head of the household is the primary contact and account owner, and other members are users.

- Corporate customers.

These are usually organizations that own a particular account and have a designated primary contact.

- Associate either single or multiple products and services with an account.

You can associate multiple products and services with one account. For example, an account can have both basic telephone service and wireless service.

- Define account types and account associations.
- Associate accounts with a bill and maintain billing history.
- Associate accounts and addresses.
- Modify account details, which includes adding or removing account users, changing payment details, and changing address information.

Appropriate EIPs reflect these changes in the billing system.

- Integrate accounts as part of the 360-degree view of the customer and part of the Interactions page. This is configurable.
- Enable CSRs and administrators to change payment and associated details.

Account Hierarchies

Business accounts are supported through account hierarchies, with a parent/child relationship between accounts.

Subordinate Accounts

Subordinate accounts do not receive a bill, although the usage is tracked to the individual account. For example, ABC Company provides cell phones for employees. ABC Company receives an aggregate bill that tracks the usage of each employee. Individual employees, the subordinate accounts, do not receive bills.

Nonsubordinate Accounts

In nonsubordinate accounts, the child account is responsible for bill payment. For example, ABC Company sponsors a corporate credit card. The parent account belongs to the ABC Company, and the child accounts belong to the employees to whom cards have been issued and for whom separate accounts have been defined. The employees are responsible for paying the accounts.

Sponsored Accounts and Sponsoring Accounts

Sponsor accounts are responsible for sponsored rates. For example, a company may sponsor the subscription (monthly cycle fees) for a mobile phone service for its employees. However, the employee is responsible for any additional usage fees. Therefore, the bill item associated with the subscription fee is associated with the sponsor bill, and not with the employee bill.

Individual Accounts

These accounts are owned by individual customers, and the primary account holder is responsible for associated billing.

Note. These hierarchies, as well as bill consolidation, take place in the billing application.

Billing Management

PeopleSoft Enterprise CRM provides a robust billing framework, which enables CSPs to tightly integrate billing applications with the CRM system and offers front-end application functionality needed for CSRs to support a range of customer interactions.

Note. Billing information comes from external third-party applications to PeopleSoft Enterprise CRM through integration.

CSRs can view a customer's entire billing information profile in different levels through one single desktop application. Customers can look at account and billing information using the self-service application.

The billing framework offers a complete, multidimensional view of customer billing information all in CRM application for CSRs to handle billing inquiries. During customer interaction, CSRs can look at billing information (bill and bill items) in summary and detailed views and view bill images in HTML format, which enables the CSRs to quickly and effectively address customer inquiries.

The billing framework provides front-end billing functionality through the implementation of enterprise integration points (EIPs). For example, the Bill Dispute and Adjustment EIP enables CSRs to create disputes on account balance, account usage, bill item, and bill event. Administrators can set up application rules to decide whether a dispute needs to be routed to the Billing department or can be adjusted in the customer's account instantaneously (if the disputable amount does not exceed the threshold value).

The CRM system uses cases to handle disputes. When customer logs a complaint with CSR regarding a bill dispute, the system captures the dispute information and creates a bill dispute case. If the dispute can be adjusted (determined by configurable application rules) instantaneously, the disputable amount is credited back to the account in the CRM system and a credit transaction is sent to the billing system for account update. The dispute case is closed. However, if the dispute needs further investigation from the billing side, a message is published to the billing system to begin the process. Then the case remains open until the dispute is resolved. Bill dispute effects on account balances or billing information are updated and reflected in the CRM system accordingly.

All transactions taking place in Interaction Manager between CSRs and customers regarding billing inquiries and disputes are captured as interactions.

Bills are associated with accounts. A bill (for example, cellular phone bill) is a collection of bill items (monthly service charge, federal tax, and so on), and each of these items is linked to one or multiple bill events (for example, call details).

Dispute Creation

The CRM system captures and passes the following data elements to the billing system in a dispute:

| Data Elements | Description |
|-------------------|--|
| CASE_ID | The dispute case ID. |
| BUSINESS_UNIT | The business unit for which the case is opened. |
| RBTBILLID | The bill identification number internal to the CRM system. |
| RBTACCTID | The account ID internal to the CRM system. |
| RBTBILLSYSACCTID | The corresponding account ID internal to the billing system. |
| RBTBILLSYSTEM | The external billing system name. |
| RBTBILLSYSID | The bill ID internal to the billing system. |
| RBTBILLITEMID | The bill item ID internal to the CRM system. |
| RBTBILLSYSITEMID | The bill item ID internal to the billing system. |
| RBTEVENTID | The bill event ID internal to the CRM system. |
| RBTBILLSYSEVENTID | The bill event ID internal to the billing system. |

| Data Elements | Description |
|-----------------|---|
| RBTDISPTYPE | The dispute type. Valid values are Balance, Usage, Event, and Item Dispute. |
| RBTADJTYPE | The dispute adjustment type. Valid values are Credit or Debit. |
| RBTAMTADJ | The adjusted amount. |
| RBRESOURCE TYPE | The type of resource adjusted. Valid values are Dollars or Minutes. |
| RBTDISPREASON | The reason for the dispute. |
| RBTDISPUTEAMT | The disputed amount. |
| RBTDISPSTATUS | The status of the dispute. Valid values are Approved, Denied, Hold, or Pending. |
| DESR254 | The dispute note. |

Note. The same logic applies to all disputes. The only difference is that in each type of dispute, the use of configuration threshold values is different.

CHAPTER 4

Managing Accounts and Viewing Bills

This chapter discusses how to manage accounts and view bills.

Managing Accounts

This section discusses how to:

- Maintain account details.
- Change payment details.
- Manage account balances.
- Manage account usage.
- Manage bill history.
- Maintain relationships.
- Manage dispute history.
- Maintain installed services.

Pages Used to Manage Accounts

| Page Name | Object Name | Navigation | Usage |
|--------------------|--------------------|---|---|
| Account Details | RBT_ACCOUNT_PG | Customer Accounts, Account, Account Details | View account information, information generated by the billing system, payment information, and address information. |
| Account Balance | RBT_ACCT_BAL_PG | Customer Accounts, Account, Account Balance | View current and opening balances and dispute balances. |
| Account Usage | RBT_ACCT_USAGE_PG | Customer Accounts, Account, Account Usage | View current and opening balances and to dispute usage. |
| Bill History | RBT_ACTBILL_REL_PG | Customer Accounts, Account, Bill History | View a summary of billing history. |
| Relationships | RBT_ACCT_RELATION | Customer Accounts, Account, Relationships | View and add relationships. |
| Dispute History | RBT_ACCTCASE_VW_PG | Customer Accounts, Account, Dispute History | View dispute history, both billing and usage. Disputes can be generated in the self-service component or the Account Management component. |
| Installed Services | RBT_ACCTCASE_VW_PG | Customer Accounts, Account, Installed Services | View all installed services associated with the customer and the account. |

Maintaining Account Details

Access the Account Details page.

Accounts

Save
Next
Previous
360 360-Degree View
Send
Personalize

Account Name Ted Pepper Wireless
Status Active
Customer Value Gold☆☆☆☆

Account Number 100250070
Type Individual Account

Account Details
Account Balance
Account Usage
Bill History
Relationships
Dispute History

Account Details

Customer Pepper, Ted
Account Start Date 02/08/2002
Parent Account

Contact
Account End Date
Sponsoring Account

Current Billing Summary

Last Bill ID 35
Current Bill ID 34
Bill Start Date 02/10/2002
Next Bill Date 02/10/2002

Last Bill Date 02/10/2002
Current Bill Date 02/10/2002
Bill End Date 02/10/2002

Billing Details

Billing Cycle Monthly
Cycle Day 11

Payment Method

☐ Invoice
☒ Automatic Payment
Account Number 100250070
Bank Name ABC Bank
☐ Credit Card
Credit Card Type
Expiration Month
First Name on Card

Routing Number 123456789
Credit Card Number
Expiration Year
Last Name on Card

Account Details page (1 of 2)

Change Payment Details

Address Information

***Description** Individual Consumer
***Address(es) effective as of** 04/05/2003

Address Summary

| Primary | Address | Purpose | Start Date | End Date | Uses | |
|-------------------------------------|---|-------------------|------------|----------|------|------|
| <input type="checkbox"/> | 45987 Easy Money Lane, Pleasanton, CA, 94588, USA | Business | 04/02/2004 | | | Edit |
| <input type="checkbox"/> | 147 Creekside Drive, Dublin, CA, 94596, USA | Home | 02/12/2002 | | | Edit |
| <input checked="" type="checkbox"/> | 23819 Anover Way, Sacramento, CA, 95054, USA | Physical Location | 04/02/2004 | | | Edit |

Account Access Question

Access Question
Access Answer

Account Details page (2 of 2)

Note. Most of the details on this page are read-only, except for payment details, address information, and account access question and answer. A change in payment and address details publishes a message to the billing system to effect these changes.

| | |
|---------------------------|--|
| Account Name | Displays the name of the account owner as returned from the billing system. |
| Account Number | Displays the account number as returned from the billing system. |
| Status | Displays <i>Active</i> , <i>Closed</i> , <i>On Hold</i> , or <i>Pending Activation</i> . Change account status in the Service Management component. |
| Type | Displays the account type created in Order Capture. Valid values are <i>Sponsoring</i> , <i>Sponsored</i> , <i>Parent</i> , <i>Subordinate</i> , and <i>Individual Account</i> . |
| Parent Account | Displays the account ID of the parent account, if this is a subordinate account. This information is captured during order capture and passed on to the billing system. |
| Sponsoring Account | Displays the account ID of the sponsoring account, if this is a sponsored account. This information is captured during order capture and passed on to the billing system. |

Current Billing Summary

These fields are all generated and returned by the billing system.

| | |
|--|---|
| Last Bill ID | Displays the last bill ID returned by the billing system. This information is updated when the bill is generated in the billing system and the account is updated with the latest bill. |
| Last Bill Date | Displays the date that the last bill was generated. This information is returned by the billing system and is updated when the bill is generated in the billing system. |
| Current Bill ID | Displays the current bill ID returned by the billing system. This information is updated when the bill is generated in the billing system. |
| Current Bill Date | Displays the date that the current bill was generated. This information is returned by the billing system and is updated when the bill is generated. |
| Bill Start Date and Bill End Date | Displays the start and end date for the current billing period. |
| Next Bill Date | Displays the date that the next bill will be generated in the billing system. |

Billing Details

These fields display details on the billing cycle.

| | |
|----------------------|---|
| Billing Cycle | Displays the billing cycle, usually monthly, which is generated and returned by the billing system. |
| Cycle Day | Displays an integer from 1 to 28. The cycle date is generated and returned by the billing system. |

Payment Method

These fields display the current payment method for the account. The payment method can be changed, and the information is passed to the billing system.

| | |
|---|---|
| Invoice | Select if the customer elects to be invoiced for this account. |
| Automatic Payment | Select if the customer elects payment to be automatically withdrawn from a bank account. |
| Account Number | Displays the number of the account designated for the automatic payment. This field is blank if automatic payment is not selected. |
| Bank Name | Displays the name of the bank. This field is blank if automatic payment is not selected. |
| Routing Number | Displays the bank routing number. This field is blank if automatic payment is not selected. |
| Credit Card | Select if the customer elects payment by credit card. |
| Credit Card Type | Displays the credit card type (Visa, MasterCard, American Express, Discover, or Diners Club/Carte Blanche). This field is blank if credit card payment is not selected. |
| Credit Card Number, Expiration Month, Expiration Year, First Name on Card, and Last Name on Card | Displays the number, expiration month, expiration year, and customer name on the credit card. These fields are blank if credit card payment is not selected. |

Address Information

These fields display the address or addresses associated with the account. You can edit current addresses or add new addresses.

| | |
|--------------------------------|---|
| Primary | Select if this is the primary address for the customer. |
| Start Date and End Date | Displays the effective dates for the address. |
| Uses | Displays the purpose of the address, such as <i>Business</i> or <i>Home</i> . |

Account Access Question

These fields verify the authenticity of the customer.

| | |
|------------------------|--|
| Access Question | Displays a question used by the CSR to authenticate the customer. This data is not sent to the billing system. |
| Access Answer | Displays the answer to the access question. This data is not sent to the billing system. |

Changing Payment Details

Access the Accounts - Change Payment Details page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Change Payment Details

☐ Invoice
☒ **Automatic Payment**
Account Number 100250070 **Routing Number** 123456789
Bank Name ABC Bank

☐ **Credit Card**
Credit Card Type
Credit Card Number
Expiration Month **Expiration Year**
First Name **Last Name**
Name as it Appears

Change Payment Details Cancel and Return to Account Details

Accounts - Change Payment Details page

| | |
|--|---|
| Invoice | Select if the customer elects to be invoiced for this account. |
| Automatic Payment | Select if the customer elects payment to be automatically withdrawn from their bank account. |
| Account Number | Enter the number of the account designated for the automatic payment. |
| Credit Card | Select if the customer elects payment by a credit card. |
| Credit Card Type | Select the credit card type: (<i>Visa, MasterCard, American Express, Discover, or Diners Club/Carte Blanche</i>). |
| Credit Card Number, Expiration Month, and Expiration Year | Enter credit card information. |
| First Name and Last Name | Enter the customer's first and last name as it appears on the card.. |
| Name as it Appears | Enter the full name of the customer exactly as it appears on the credit card. |

Managing Account Balances

Access the Account Balance page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Account Details | **Account Balance** | Account Usage | Bill History | Relationships | Dispute History | ▶

Account Balance Summary Customize | Find | First 1-2 of 2 Last

| Current Balance | Opening Balance | Currency | |
|-----------------|-----------------|----------|-----------------|
| 94.00 | 0.00 | USD | Dispute Balance |
| 81.11 | 0.00 | USD | Dispute Balance |

Get Balance

Account Balance page

Current Balance Displays the balance current as of the last call to the billing system.

Opening Balance Displays the balance at the start of the billing cycle.

Dispute Balance Click to open a case with a case type of *Bill Dispute*. The dispute type is *Balance Dispute*.

A case is created if the threshold value for number of dispute cases (RBTMAXDISP) is not reached.

The dispute amount is adjusted immediately if the threshold value for maximum dispute amount (RBTMAXBALUSD) is not reached.

Get Balance Click to retrieve the current balance from the billing system.

A synchronous request is sent to the billing system to fetch the latest account balance.

Managing Account Usage

Access the Account Usage page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Account Details | Account Balance | **Account Usage** | Bill History | Relationships | Dispute History | ▶

Account Usage Summary Customize | Find | First 1 of 1 Last

| Installed Service | Current Balance | Opening Balance | Resource | |
|-------------------|-----------------|-----------------|----------|---------------|
| | 168.00 | 400.00 | Minutes | Dispute Usage |

Get Usage

Account Usage page

Current Balance Displays the balance current as of the last call to the billing system.

Opening Balance Displays the balance at the start of the billing cycle.

| | |
|----------------------|--|
| Resource | Displays the unit of measure, such as minutes. |
| Dispute Usage | <p>Click to open a case with a case type of <i>Bill Dispute</i>. The dispute type is <i>Usage Dispute</i>.</p> <p>A case is created if the threshold value for number of dispute cases (RBTMAXDISP) is not reached.</p> <p>The dispute amount is adjusted immediately if the threshold value for maximum dispute amount in usage (RBTMAXUSAGEMINS) is not reached.</p> |
| Get Usage | <p>Click to retrieve the current usage numbers from the billing system.</p> <p>A synchronous request is sent to the billing system to fetch the latest account usage information.</p> |

Managing Bill History

Access the Bill History page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Account Details / Account Balance / Account Usage / **Bill History** / Relationships / Dispute History |

Bill History Summary Customize | Find | First 1-3 of 3 Last

| | Bill Number | Amount | Currency | Start Date | End Date | Bill Due Date |
|--|-------------|--------|----------|------------|------------|---------------|
| | B100 | 33.56 | USD | 04/01/2004 | 04/30/2004 | 06/02/2004 |
| | B101 | 33.56 | USD | 05/01/2004 | 05/30/2004 | 07/02/2004 |
| | B102 | 33.56 | USD | 06/01/2004 | 06/30/2004 | 08/02/2004 |

Bill History page

| | |
|--------------------------------|--|
| Bill Number | Displays the bill number returned by the billing system. |
| Amount | Displays the bill amount returned by the billing system. |
| Start Date and End Date | Displays the start and end date for the bill returned by the billing system. |
| Bill Due Date | Displays the bill due date returned by the billing system. |
| Get All Bills | <p>Click to display all bills for this account.</p> <p>A synchronous request is sent to the billing system to fetch the latest billing data.</p> |

Maintaining Relationships

Access the Relationships page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Account Details / Account Balance / Account Usage / Bill History / **Relationships** / Dispute History

Role Individual Consumer [Maintain Roles](#)

Left View **Right View**

Relationships page

The Relationships page shows the details of the relationships between the customer and the accounts.

Managing Dispute History

Access the Dispute History page.

Accounts

Save | Next | Previous | 360 360-Degree View | Send | Personalize

Account Name Ted Pepper Wireless **Account Number** 100250070
Status Active **Type** Individual Account
Customer Value Gold☆☆☆☆

Account Details / Account Balance / Account Usage / Bill History / Relationships / **Dispute History**

Dispute History Summary

No Dispute History found.

Dispute History page

| | |
|-------------------------------------|---|
| Number | Displays the number assigned to the dispute. |
| Status | Displays <i>Approved</i> , <i>Denied</i> , <i>Hold</i> , or <i>Pending</i> . |
| Date Created and Date Closed | Displays when the dispute was created and resolved. |
| Dispute Type | Displays <i>Bal Dispute</i> (balance dispute), <i>Usage Dispute</i> , or <i>Event</i> . |
| Adjustment Type | Displays <i>Credit</i> or <i>Debit</i> . |
| Resource Type | Displays the unit of measure for the dispute: <i>Dollars</i> or <i>Minutes</i> . |

Viewing Bills

The Account and Billing Framework allows CSPs to tightly integrate their external billing systems with PeopleSoft Enterprise CRM and display account and billing information in one application desktop. In the CRM system, account and billing information is viewable using both the Account and View Bills components.

This section discusses how to:

- View bill details.
- View bill items summary.
- View bill item details and bill events.

Pages Used to View Billing Information

| Page Name | Object Name | Navigation | Usage |
|--------------------|--------------------|--|--|
| Bill Details | RBT_BILL_PG | Customer Accounts, View Bills, Bill Details Click View Bill Details on the Bill History page | Use this page to view account information, bill summary and current charges. |
| Bill Items Summary | RBT_BILLITEMS_PG | Customer Accounts, View Bills, Bill Details, Bill Items Summary Click the View Bill Details button on the Bill History page, and select the Bill Items Summary page | Use this page to view the list of items in the bill. |
| Bill Item Details | RBT_ITEMDETAILS_PG | Click Fetch Bills on the Bill Items Summary page | Use this page to view the selected bill item in detail and create bill disputes. |

Viewing Bill Details

Access the Bill Details page.

Save

Next

Previous

360 360-Degree View

Personalize

Account Name

Ted Pepper Wireless

Account Type

Individual Account

Bill Status

Pending

Account Number

100250070

Bill Number

B101

Customer Value

Gold☆☆☆☆

Bill Details

Bill Items

Bill Summary

Start Date

05/01/2004

End Date

05/30/2004

Parent Bill ID

B1000

Bill Due Date

07/02/2004

Current Charges

Previous Total

33.56

Currency

USD

Total Due

33.56

Notes

\$30.00 National Service Plan

Bill Details page

The Bill Details page provides information about the selected bill. Fields under Account Details are populated from the CRM system, whereas the rest are pulled from the billing application.

30

PeopleSoft Proprietary and Confidential

| | |
|-----------------------|---|
| Account Number | The account number with which this bill is associated. |
| Account Name | The name of the owner of the account. |
| Bill Number | A unique bill identifier that is generated in the billing system. |
| Bill Status | The current status of this bill. |
| Start Date | The first day of the billing cycle. |
| Parent Bill ID | The billing ID of the parent account, which is generated in the CRM system. |
| End Date | The last day of the billing cycle. |
| Bill Due Date | The date by when this bill should be paid. |
| Previous Total | The total payment due from the last bill. |
| Currency | The currency used for Previous Total and Total Due fields. |
| Total Due | The account balance due. |

Viewing Bill Items Summary

Access the Bill Items Summary page.

Bill

Save

Next

Previous

360 360-Degree View

Personalize

Account Name

Ted Pepper Wireless

Account Number

100250070

Account Type

Individual Account

Bill Number

B101

Bill Status

Pending

Customer Value

Gold☆☆☆☆

Bill Details

Bill Items

Bill Items Summary

Customize

Find

First

1-11 of 11

Last

| Description | Bill Amount Due | Currency |
|--|-----------------|----------|
| \$30.00 National Service Plan Dec. 13 to Jan. 12 | 30.00 | USD |
| California P.U.C. Tax | 0.03 | USD |
| USA Regulatory Obligations & Fees | 0.60 | USD |
| Sunnyvale City Utility Users Tax | 0.60 | USD |
| California 911 Tax | 0.22 | USD |
| California Universal Lifeline Tele Service | 0.44 | USD |
| California Teleconnect Fund Surcharge | 0.09 | USD |
| California Relay Service Device Fund | 0.14 | USD |
| California High Cost Fund Surcharge | 0.44 | USD |
| California State Excise Tax | 0.09 | USD |
| USA Federal Tax | 0.95 | USD |

Bill Items Summary page

| | |
|--------------------|--|
| Bill Number | The unique bill identifier that is generated in the billing application. |
| Fetch Bills | Click to view the associated bill item in detail. |

Viewing Bill Item Details and Bill Events

Access the Bill Item Details page.

| Bill | |
|--|--|
| Save Next Previous 360 360-Degree View Personalize | |
| Account Name Ted Pepper Wireless Account Type Individual Account Bill Status Pending | Account Number 100250070 Bill Number B101 Customer Value Gold☆☆☆☆ |
| Bill Item Details | |
| Description \$30.00 National Service Plan Dec. 13 to Jan. 12 Primary Currency USD Total Due 30.00 Disputed Amount 0.00 Date Opened 01/01/1900 | |
| Bill Item ID 1 Total Received 30.00 Amount Adjusted 0.00 Date Closed 01/01/1900 | |
| Dispute Item Return to Summary | |

Bill Item Details page

Fields under Bill Item Details provides detailed information about a selected bill item. You can make bill disputes based on the item itself or its bill events (for example, phone call).

| | |
|------------------------|---|
| Item Status | The status of the bill item. |
| Total Received | The total amount received for the bill item. |
| Disputed Amount | The amount in the bill item that is in dispute. |
| Amount Adjusted | The adjusted amount. |
| Date Opened | The start date of the dispute. |
| Date Closed | The end date of the dispute. |
| Dispute Item | Click to dispute the individual bill item. |
| | A case is created if the threshold value for number of dispute cases (RBTMAXDISP) is not reached. |
| | The dispute amount is adjusted immediately if the threshold value for maximum dispute amount in bill event (RBTMAXEVENTUSD) is not reached. |

CHAPTER 5

Integrating Billing with Financial Services and Insurance Industries

This chapter provides an overview of billing accounts and discusses how to:

- Enable billing accounts.
- View billing accounts.

Understanding Billing Accounts

This section provides overviews of:

- Billing accounts.
- Billing Account component setup.
- Billing account attributes.
- Billing account EIP creation.

Billing Accounts

Billing accounts enable the customer to have multiple billing accounts, and within each billing account, multiple products and services. The majority of phone calls that a call center receives pertain to a billing inquiry. The Billing Account component allows customer service representatives (CSRs) to answer questions regarding customers' billing.

Billing Account Component Setup

The Billing Account component is flexible and configurable for all PeopleSoft Enterprise CRM industries. The Enable Billing Account flag in the FSI Options screen is delivered unchecked (disabled) for all users. Administrators can select or clear the flag to enable or disable the Billing Account component. Additionally, in order for the Billing Account component to appear in the left-hand navigation, proper permission must be granted to that component.

Enabling the Billing Account flag makes the following changes:

- The configurable search pages for the Financial Account component and the Billing Account component display Billing Account fields.
- The Case search page displays the Billing Account field so that users can search for issues based on the billing account.
- The main Case page and the main Financial Account page display the Billing Account field.

If the flag is disabled, the Financial Account search page and the Case search page will not show the Billing Account field. And, correspondingly, the main Case page and the main Financial Account page will not display the Billing Account field either.

When the flag is enabled, the configurable search pages for the Financial Account component and the Billing Account component will be displayed with the corresponding Billing Account fields: Billing Account and Billing System.

Billing Account Component Attributes

The Billing Account component is read-only so there are no data entry rules. However, the Case component, is now accessible directly from the Billing Account page. Users can create issues by selecting the appropriate toolbar button.

The table below lists the minimum information (attributes) that the Billing Account component needs to store:

| Attribute | Description |
|--|--|
| Account Number | This is the account number in the third-party billing system. The combination of the account number and the system source code values provide a unique identifier. |
| System Source Code | This is the billing system that the account number originated from. |
| Owner ID/Payer ID | This is the party that is responsible for paying the bill. |
| Account Type | This maps to the third-party billing system account type. Current values include <i>Individual</i> and <i>Sponsored</i> . |
| Related Policies or Related Cases (industry dependent) | For each billing account, customers will see each of the related policies or related cases. |

Billing Account EIP Creation

Integration is required to third-party billing systems. The legacy system is the master of data and creates accounts. A new inbound EIP (enterprise integration point) has been added to the enterprise integration repository to create billing accounts. This Create Billing Account EIP facilitates account creation in the CRM (Customer Relationship Management) system using the data passed from the legacy system.

This EIP also establishes the relationship between financial accounts and billing accounts.

Enabling Billing Accounts

This section discusses how to enable billing accounts.

Pages Used to Enable Billing Accounts

| Page Name | Object Name | Navigation | Usage |
|-------------|-------------|---|--|
| FSI Options | RBF_OPTIONS | Set Up CRM, Product Related, Financial Services, FSI Options, FSI Options | Select the Billing Account Enabled flag to enable the Billing Account component. |

Enabling the Billing Account Component

Access the FSI Options page.

The screenshot shows the 'FSI Options' page. It contains three main sections: 'Show Package Components' with two checkboxes ('In Agent-facing Sales Process' checked, 'In Self-Service Sales Process' unchecked), 'Product Catalog Option' with one checkbox ('Drill Down to Product Detail' unchecked), and 'Billing Account Options' with one checkbox ('Billing Account Enabled' checked).

FSI Options page

Billing Account Enabled Displays whether the Billing Account component is enabled or disabled.

Viewing Billing Accounts

This section discusses how to view the Billing Account component.

Pages Used to View Billing Accounts

| Page Name | Object Name | Navigation | Usage |
|--------------------|--------------------|---|--|
| Billing Account | RBT_ACCOUNT_CMP | Customer Accounts, Review Billing Accounts, Billing Account, Billing Account | View billing accounts. |
| Financial Accounts | RBI_ACCOUNT_PG | Customer Accounts, Review Billing Accounts, Billing Account, Financial Accounts | View financial accounts (policies) that are associated with a particular billing account. |
| Cases | RBI_ACCTCASE_VW_PG | Customer Accounts, Review Billing Accounts, Billing Account, Cases | View all Cases associated to a particular billing account. Displays all issues regardless of the status. |

Viewing Billing Information

Access the Billing Account page.

| | |
|---|---|
| 360 360-Degree View Create Case Return to Search Next in List Personalize | |
| Billing Account BL3003 Account Type Sponsoring Account | Account Name Saratoga Credit Card Customer Value Platinum☆☆☆☆☆ |
| Billing Account / Financial Accounts / Cases | |
| ▼ Account Details | |
| Parent Account | |
| Account Status Active | Sponsoring Account |
| Customer Saratoga Container Company | Contact |
| Start Date | End Date |
| Address 262 West 38th Street, New York, NY, 10018, USA | |
| ▼ Current Billing Summary | |
| Last Bill ID LB303 | Last Bill Date 03/10/2004 |
| Current Bill ID CB303 | Current Bill Date 04/10/2004 |
| Bill Start Date | Bill End Date |
| Next Bill Date | |
| ▼ Billing Details | |
| Billing Cycle | Cycle Day |

Billing Account page

Account Type Displays what the type of the account is. The account may be *Individual*, *Parent*, *Sponsored*, *Sponsoring*, or *Subordinate*.

Billing System Maps to the third-party system source code. This field, in conjunction with the Account Number field, uniquely identifies a billing account.

Viewing Financial Accounts

Access the Billing Account - Financial Accounts page.

360 360-Degree View | Create Case | Return to Search | Next in List | [Personalize](#)

Billing Account BL3003

Account Type Sponsoring Account

Account Name Saratoga Credit Card

Customer Value Platinum☆☆☆☆☆

Billing Account

Financial Accounts

Cases

Financial Accounts

Customize | Find | View All | 

First  1-3 of 3  Last

| <u>Financial Account</u> | <u>Registration Name</u> | <u>Named Insured</u> | <u>System Source Code</u> |
|--------------------------|---|----------------------|---------------------------|
| 57102 | Ann Bailey - Saratoga Container_Credit Card | Ann Bailey | BSCS |
| 57103 | Tom Snow - Saratoga Container_Credit Card | Tom Snow | BSCS |
| 57105 | Scott Arnold - Saratoga Container_Credit Card | Scott Arnold | BSCS |

Financial Accounts page

- Financial Account** Displays the financial accounts that are associated with a particular billing account. This also provides a link to the related financial accounts.
- System Source Code** Displays the billing system from which the billing account number originated.

Viewing Cases

Access the Cases page.

360 360-Degree View

Create Case

Return to Search

Next in List

Personalize

Billing Account BL3003

Account Type Sponsoring Account

Account Name Saratoga Credit Card

Customer Value Platinum☆☆☆☆☆

Billing Account

Financial Accounts

Cases

Cases

No associated cases found

Cases page

See *PeopleSoft Enterprise CRM 8.9 Call Center Applications PeopleBook*.

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

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 |

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

| | |
|----------------------------|---|
| absence entitlement | 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. |
| absence take | This element defines the conditions that must be met before a payee is entitled to take paid time off. |
| accounting class | 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. |
| accounting date | 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. |
| accounting split | The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields. |
| accumulator | 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. |
| action reason | 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. |
| action template | 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. |
| activity | <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> |

| | |
|-------------------------------|--|
| agreement | 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. |
| allocation rule | 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. |
| alternate account | 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. |
| AR specialist | Abbreviation for <i>receivables specialist</i> . In PeopleSoft Receivables, an individual in who tracks and resolves deductions and disputed items. |
| arbitration plan | In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced. |
| assessment rule | 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. |
| asset class | An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification. |
| attribute/value pair | In PeopleSoft Directory Interface, relates the data that makes up an entry in the directory information tree. |
| authentication server | A server that is set up to verify users of the system. |
| base time period | In PeopleSoft Business Planning, the lowest level time period in a calendar. |
| benchmark job | In PeopleSoft Workforce Analytics, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources. |
| book | In PeopleSoft Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets. |
| branch | A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager. |
| budgetary account only | 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." |
| budget check | In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning. |
| budget control | 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. |
| budget period | 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. |
| business event | 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). |
| business unit | A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions. |
| buyer | 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. |
| catalog item | 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. |
| catalog map | In PeopleSoft Catalog Management, translates values from the catalog source data to the format of the company's catalog. |
| catalog partner | In PeopleSoft Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content. |
| categorization | Associates partner offerings with catalog offerings and groups them into enterprise catalog categories. |
| channel | In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event. |
| ChartField | 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. |
| ChartField balancing | You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction. |
| ChartField combination edit | The process of editing journal lines for valid ChartField combinations based on user-defined rules. |
| ChartKey | 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. |
| checkbook | 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. |
| Class ChartField | 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> . |
| clone | 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. |
| collection | 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. |

| | |
|--|---|
| collection rule | 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. |
| compensation object | 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. |
| compensation structure | In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects. |
| condition | 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. |
| configuration parameter catalog | 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. |
| configuration plan | 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. |
| content reference | 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. |
| context | <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> |
| control table | 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. |
| cost profile | 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. |
| cost row | A cost transaction and amount for a set of ChartFields. |
| current learning | In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs. |
| data acquisition | 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). |
| data elements | <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> |
| dataset | 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. |

| | |
|-----------------------------------|--|
| delivery method | <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> |
| delivery method type | 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. |
| directory information tree | In PeopleSoft Directory Interface, the representation of a directory's hierarchical structure. |
| document sequencing | 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. |
| dynamic detail tree | 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. |
| edit table | 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. |
| effective date | 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. |
| EIM ledger | 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. |
| elimination set | In PeopleSoft General Ledger, a related group of intercompany accounts that is processed during consolidations. |
| entry event | 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. |
| equitization | 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. |
| event | <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> |
| event propagation process | 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. |
| exception | In PeopleSoft Receivables, an item that either is a deduction or is in dispute. |
| exclusive pricing | 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. |
| fact | 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. |
| forecast item | 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. |
| fund | 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. |
| generic process type | 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. |
| group | 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. |
| incentive object | 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. |
| incentive rule | 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. |
| incur | In PeopleSoft Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities. |
| item | 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. |
| KPI | In PeopleSoft Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment. An abbreviation for <i>key performance indicator</i> . A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined. |

| | |
|-----------------------------|---|
| LDIF file | Abbreviation for <i>Lightweight Directory Access Protocol (LDAP) Data Interchange Format file</i> . Contains discrepancies between PeopleSoft data and directory data. |
| learner group | 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. |
| learning components | 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. |
| learning environment | 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. |
| learning history | In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs. |
| ledger mapping | 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. |
| library section | 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. |
| linked section | 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. |
| linked variable | 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. |
| load | 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. |
| local functionality | 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. |
| location | 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. |
| logistical task | 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. |
| market template | 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. |
| match group | 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. |
| MCF server | 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. |
| merchandising activity | 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. |
| meta-SQL | 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. |
| metastring | 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. |
| multibook | 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). |
| multicurrency | The ability to process transactions in a currency other than the business unit's base currency. |
| national allowance | 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. |
| node-oriented tree | A tree that is based on a detail structure, but the detail values are not used. |
| pagelet | 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. |
| participant | In PeopleSoft Enterprise Incentive Management, participants are recipients of the incentive compensation calculation process. |
| participant object | Each participant object may be related to one or more compensation objects. See also <i>compensation object</i> . |
| partner | A company that supplies products or services that are resold or purchased by the enterprise. |
| pay cycle | In PeopleSoft Payables, a set of rules that define the criteria by which it should select scheduled payments for payment creation. |
| pending item | 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. |

| | |
|---|--|
| PeopleCode | 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. |
| PeopleCode event | An action that a user takes upon an object, usually a record field, that is referenced within a PeopleSoft page. |
| PeopleSoft Internet Architecture | 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. |
| performance measurement | 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. |
| period context | 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. |
| plan | 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. |
| plan context | 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. |
| plan template | 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. |
| planned learning | In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs. |
| planning instance | In PeopleSoft Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan. |
| portal registry | 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. |
| price list | 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. |
| price rule | 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. |

| | |
|------------------------------|---|
| price rule condition | 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. |
| price rule key | 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. |
| process category | In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization. |
| process group | 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. |
| process definition | Process definitions define each run request. |
| process instance | 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. |
| process job | 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. |
| process request | 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. |
| process run control | 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. |
| product category | 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. |
| programs | 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. |
| progress log | 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. |
| project transaction | In PeopleSoft Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row. |
| promotion | In PeopleSoft Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume. |
| publishing | In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants. |
| record group | 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. |
| record input VAT flag | Abbreviation for <i>record input value-added tax flag</i> . Within PeopleSoft Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT |

| | |
|--------------------------------|--|
| | <p>on the transaction. This flag, in conjunction with the record output VAT flag, is used to determine the accounting entries created for a transaction and to determine how a transaction is reported on the VAT return. For all cases within Purchasing and Payables where VAT information is tracked on a transaction, this flag is set to Yes. This flag is not used in PeopleSoft Order Management, Billing, or Receivables, where it is assumed that you are always recording only output VAT, or in PeopleSoft Expenses, where it is assumed that you are always recording only input VAT.</p> |
| record output VAT flag | <p>Abbreviation for <i>record output value-added tax flag</i>.</p> <p>See <i>record input VAT flag</i>.</p> |
| reference data | In PeopleSoft Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, channels, and so on. |
| reference object | 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). |
| reference transaction | 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. |
| regional sourcing | 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. |
| relationship object | In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects. |
| remote data source data | Data that is extracted from a separate database and migrated into the local database. |
| REN server | Abbreviation for <i>real-time event notification server</i> in PeopleSoft MultiChannel Framework. |
| requester | In PeopleSoft eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders. |
| role | 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. |
| role user | 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. |
| roll up | In a tree, to roll up is to total sums based on the information hierarchy. |
| run control | 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. |
| run control ID | A unique ID to associate each user with his or her own run control table entries. |

| | |
|--------------------------------|--|
| run-level context | 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. |
| search query | 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. |
| section | 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. |
| security event | In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries. |
| serial genealogy | In PeopleSoft Manufacturing, the ability to track the composition of a specific, serial-controlled item. |
| serial in production | In PeopleSoft Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record. |
| session | 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. |
| session template | 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. |
| setup relationship | In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node. |
| share driver expression | 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. |
| single signon | 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. |
| source transaction | 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. |
| SpeedChart | 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. |
| SpeedType | A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together. |
| staging | A method of consolidating selected partner offerings with the offerings from the enterprise's other partners. |

| | |
|------------------------------|--|
| statutory account | Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft, this is equivalent to the Alternate Account (ALTACCT) ChartField. |
| step | In PeopleSoft Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run. |
| storage level | 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. |
| subcustomer qualifier | A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles. |
| Summary ChartField | 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). |
| summary ledger | 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. |
| summary time period | 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. |
| summary tree | 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. |
| syndicate | To distribute a production version of the enterprise catalog to partners. |
| system function | In PeopleSoft Receivables, an activity that defines how the system generates accounting entries for the general ledger. |
| TableSet | 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. |
| TableSet sharing | 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. |
| target currency | The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes. |
| template | 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. |
| territory | In PeopleSoft Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants. |
| TimeSpan | 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. |
| trace usage | 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. |
| transaction allocation | 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. |
| transaction state | 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. |
| Translate table | 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. |
| tree | 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. |
| unclaimed transaction | 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. |
| universal navigation header | 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. |
| user interaction object | 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). |
| variable | 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. |
| VAT exception | 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. |
| VAT exempt | 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. |
| VAT exoneration | 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. |
| VAT suspension | Abbreviation for <i>value-added tax suspension</i> . An organization that has been granted a temporary exemption from paying VAT. |
| warehouse | A PeopleSoft data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions. |

| | |
|---------------------------|---|
| work order | 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. |
| worksheet | 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. |
| worklist | 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. |
| XML schema | An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks. |
| yield by operation | In PeopleSoft Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis. |
| zero-rated VAT | Abbreviation for <i>zero-rated value-added tax</i> . A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery. |

Index

A

- Account and Billing Management, understanding 15
- Account Balance page 26
- account balances, managing 26
- Account Details page 22
- account framework, understanding 15
- account hierarchies, understanding 16
- account management
 - understanding 15
- Account Usage page 27
- accounts 17
 - individual 17
 - managing 15
 - non - subordinate 17
 - sponsoring 17
 - subordinate 17
- Accounts - Change Payment Details page 25
- accounts, managing 21
- additional documentation viii
- application fundamentals vii, xiii
- automation and configuration tools xiv

B

- Bill Details page 30
- bill events, viewing 31
- Bill History page 28
- Bill Item Details page 30, 31
- Bill Items Summary page 30, 31
- Bill Presentment and Account Management, business processes 1
- Bill Presentment and Account Management, implementation 2
- Bill Presentment and Account Management, integrations 2
- Bill Presentment and Account Management, overview 1
- Billing Account - Financial Accounts page 36
- Billing Account page 36
- billing accounts, enabling 34
- billing accounts, understanding 33
- billing accounts, viewing 35
- billing management, understanding 17

- billing systems integration, understanding 5
- bills
 - viewing 29
- business object management xv

C

- Cases page 37
- comments, submitting xi
- common elements xi
- communication industries, integrating with 5
- Communications Setup page 9
- configuration parameters, defining 9
- configuration parameters, understanding 9
- contact information xi
- Create Disputes and Adjustments EIP 8
- cross-references x
- Customer Connection website viii

D

- Dispute History page 29
- disputes, creating 18
- documentation
 - printed viii
 - related viii
 - updates viii

E

- EIPs, see enterprise integration points 6
- energy industries, integrating with 5
- enterprise integration points, understanding 6

F

- Financial Services
 - integration 2
- financial services industries, integrating with 33
- FSI Options page 35

G

- Get Bill List EIP 6
- glossary 59

I

individual accounts 17
insurance industries, integrating with 33

M

MMA Partners viii

N

non - subordinate accounts 17
notes x

P

PeopleBooks
 ordering viii
PeopleCode, typographical
 conventions ix
PeopleSoft application fundamentals vii
PeopleSoft Bill Presentment and Account
 Management, getting started 1
prerequisites vii
printed documentation viii
product and item management xv

R

related documentation viii
Relationships page 28

S

services foundation xiv
sponsored accounts 17
subordinate accounts 17
suggestions, submitting xi

T

terms 59
typographical conventions ix

V

View Bill Events EIP 7
View Bill Items EIP 7
visual cues x

W

warnings x