



PeopleSoft Enterprise Client Management 8.9 PeopleBook

June 2004

PeopleSoft Enterprise Client Management 8.9 PeopleBook

SKU CRM89CMR-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 Client 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 CRM Product and Item Management.....	xv
PeopleTools PeopleBooks.....	xvi

Chapter 1

Getting Started with PeopleSoft Enterprise Client Management.....	1
PeopleSoft Enterprise Client Management Overview.....	1
PeopleSoft Enterprise Client Management Implementation.....	1

Chapter 2

Navigating in PeopleSoft Enterprise Client Management.....	3
Navigating in PeopleSoft Enterprise Client Management.....	3
Pages Used to Navigate in PeopleSoft Enterprise Client Management.....	3

Chapter 3

Setting Up PeopleSoft Enterprise Client Management.....	5
Understanding PeopleSoft Enterprise Client Management Setup.....	5
Defining Configuration Setup.....	5
Configuration Setup.....	5
Page Used to Set Up Wealth Management Configuration Parameters.....	6
Setting Up Wealth Management Configuration Parameters.....	6
Configuring Relationship Classifications.....	6
Relationship Classifications.....	6
Page Used to Set Up Relationship Classifications.....	7
Setting Up Relationship Classifications.....	7
Setting Up Products of Interest.....	8
Product of Interest Status.....	8
Page Used to Set Up Product of Interest Status.....	8
Setting Up Product of Interest Status.....	8
Configuring the Risk Recovery Template.....	8
Risk Recovery Template.....	9
Page Used to Configure the Risk Recovery Template.....	9
Configuring the Risk Recovery Template.....	9
Defining Asset Category Types and Asset Categories.....	10
Asset Category Types and Asset Categories.....	10
Pages Used to Set Up Asset Category Types and Asset Categories.....	10
Setting Up Asset Category Types.....	10
Setting Up Asset Categories.....	11
Setting Up Equity Symbols.....	12
Page Used to Set Up Equity Symbols.....	12
Defining Equity Symbols.....	12

Chapter 4

Managing Clients.....	15
Understanding Client Management.....	15
Person.....	15
Relationships.....	15
Risk Summary.....	16
Products.....	16
Referrals.....	17
Opportunities.....	17
Account Team.....	17
Tasks.....	18

Reports.....	18
Plans.....	18
Working with and Maintaining Clients.....	18
Pages Used to Manage Clients.....	18
Viewing Client Summary Information.....	19
Maintaining Relationships.....	20
Viewing Risk Summary Information.....	21
Maintaining Product Information.....	21
Managing Referrals.....	25
Managing Opportunities.....	27
Creating Account Teams.....	27
Maintaining Call Reports.....	28
Creating Plans.....	29
Defining Attributes.....	30

Chapter 5

Working with Wealth Management.....	31
Understanding the Wealth Management Component.....	31
Understanding Household Relationships.....	31
Modeling a Household.....	32
Understanding Products of Interest.....	32
Products of Interest.....	32
Understanding Clients at Risk.....	33
Managing Households.....	33
Pages Used to Manage Households.....	33
Maintaining Households.....	33
Managing Members.....	34
Managing Tasks.....	35
Maintaining Notes.....	35
Managing Products of Interest.....	36
Pages Used to Manage Products of Interest.....	36
Working with Products of Interest.....	36
Managing Clients at Risk.....	37
Pages Used to Manage Clients at Risk.....	38
Maintaining Clients at Risk.....	38
Managing Recovery Tasks.....	39

Appendix A

ISO Country and Currency Codes.....41

ISO Country Codes.....41

ISO Currency Codes.....50

Glossary of PeopleSoft Terms.....61

Index77

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 Client 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 Enterprise 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 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 CRM 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 8.45 PeopleBooks.

CHAPTER 1

Getting Started with PeopleSoft Enterprise Client Management

This chapter provides an overview of PeopleSoft Enterprise Client Management and discusses PeopleSoft Enterprise Client Management implementation.

PeopleSoft Enterprise Client Management Overview

Client management is a process of building relationships with clients (typically individuals and families) to sell financial products and services that assist clients in managing and growing their wealth. For decades, banks, brokerage firms and trust companies have helped the high-net-worth investor, with at least \$5-10 million in assets, preserve and expand their wealth. Aided by teams of experts - accountants and lawyers -financial advisors sort out the complexities of trust and estate planning, taxes and other matters. To increase wallet shares, financial services institutions are also targeting a broader category of investor- known as the mass affluent - that has from \$100,000 to \$1 million to invest. Technology is a critical component in this new wealth management market because financial institutions are faced with servicing thousands of accounts

PeopleSoft Enterprise Client 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 Client Management also provides component interfaces to help you load data from your existing system into PeopleSoft Enterprise Client 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
Equity Symbol RBF_STOCK_TBL	RBF_STOCK_TBL_CI	See Chapter 3, “Setting Up PeopleSoft Enterprise Client Management,” Defining Asset Category Types and Asset Categories , page 10.
Sales Process Verification Key RBF_SALES_VKEY	RBF_SALES_VKEY_CI	See <i>PeopleSoft Enterprise CRM 8.9 Industry Application Fundamentals PeopleBook</i> , “Configuring Application Security,” Defining and Maintaining Security.

CHAPTER 2

Navigating in PeopleSoft Enterprise Client Management

This chapter discusses how to navigate in PeopleSoft Enterprise Client Management.

Navigating in PeopleSoft Enterprise Client Management

PeopleSoft Enterprise Client Management provides custom navigation center pages that contain groupings of folders that support a specific business process, task, or user role.

Note. In addition to the PeopleSoft Enterprise Client Management custom navigation center pages, PeopleSoft provides menu navigation, standard navigation pages, and PeopleSoft Navigator.

Pages Used to Navigate in PeopleSoft Enterprise Client Management

This table lists the custom navigation pages that are used to navigate in PeopleSoft Enterprise Client Management.

Note. The role that is associated with a user's ID and password determines the pages they have access to. As such not everyone will have access to all of the information described in this table.

Page Name	Navigation	Usage
Wealth Management Center	Main Menu, Wealth Management Center	Access primary Wealth Management menu options and activities.
Search Household	Click Search Household on the Wealth Management Center page.	Access the Household, Members, Tasks, and Notes pages on the Wealth Management Center page.
Search Products of Interest	Click Search Products of Interest on the Wealth Management Center page.	Access the Product of Interest and Notes pages on the Wealth Management Center page.
Add Product of Interest	Click Add Product of Interest on the Wealth Management Center page.	Access the Product of Interest and Notes pages on the Wealth Management Center page.
Search Clients	Click Search Clients on the Wealth Management Center page.	Access the Client page on the Wealth Management Center page.

Page Name	Navigation	Usage
Search Clients at Risk	Click Search Clients at Risk on the Wealth Management Center page.	Access the Clients at Risk page on the Wealth Management Center page.
Add Client at Risk	Click Add Client at Risk on the Wealth Management Center page.	Access the Client at Risk page on the Wealth Management Center page.
Search Referrals	Click Search Referrals on the Wealth Management Center page.	Access the Referrals page on the Wealth Management Center page.
My Tasks	Click My Tasks on the Wealth Management Center page.	Access the Tasks page on the Wealth Management Center page.
My Calendar	Click My Calendar on the Wealth Management Center page.	Access the Calendar page on the Wealth Management Center page.

CHAPTER 3

Setting Up PeopleSoft Enterprise Client Management

This chapter provides an overview of setting up PeopleSoft Enterprise Client Management and discusses how to:

- Define configuration parameters.
- Configure relationship classifications.
- Set up asset category types and asset categories.
- Define the risk recovery templates.
- Set up equity symbols.

Understanding PeopleSoft Enterprise Client Management Setup

Before PeopleSoft Enterprise Client Management can be used, the following must be set up:

- Define configuration parameters - Indicates which column to show on both the homepage pagelets and the Relationships page in the Client component: AUM or Fees.
- Configure relationship classifications - Sets up the groupings of relationships to fit specific business needs.
- Sets up asset category types and asset categories. Sets up to three levels of groupings for the types.

Defining Configuration Setup

This section provides an overview of configuration setup and discusses how to set up wealth management configuration parameters.

Configuration Setup

The System Configuration component (RBW_WM_CONFIG) enables the implementer to configure the installation to best fit the individual customer's needs. Configuration options include:

- Defining what to display in the Revenue column: account revenue or total balance.
This field is used for sort order.
- Entering the financial institution name.

Page Used to Set Up Wealth Management Configuration Parameters

Page Name	Object Name	Navigation	Usage
Wealth Management Configuration	RBW_WM_CONFIG	Set Up CRM, Product Related, Wealth Management, Wealth Management Configuration	Configures the data display of individual financial institutions.

Setting Up Wealth Management Configuration Parameters

Access the Wealth Management Configuration page.

Wealth Management Configuration

Configuration Information

FSI Name

Client Sort Order

▼ **Audit History**

Created	01/12/2004 12:14PM PST	By WMSYSTEM	Wealth Management system data
Modified	01/12/2004 12:14PM PST	By WMSYSTEM	Wealth Management system data

Wealth Management Configuration page

FSI Name (financial services institution) Enter the name of the financial institution.

Client Sort Order Select how to sort clients, such as by *Holdings* or by *YTD Revenue* (year to date).

Configuring Relationship Classifications

This section provides an overview of relationship classifications and discusses how to set up relationship classifications.

Relationship Classifications

A relationship classification is a grouping of various relationships. The Client component (RBW_CLIENT_SUMMARY) displays related objects that are categorized by relationship class. A relationship classification must be provided for each relationship instance. The Role Type system data is set up in generic terms so that reciprocal role types can be obtained unambiguously. For example, brother-sister relationships are generalized as “Sibling-Sibling of.” Users do not need to define roles for the source object and the target object. From the classification itself, the application derives the role of the source object.

Relationships appear filtered by category. You can delete a relationship of two objects from one category and use another category to establish a new relationship between those same two objects. Establishing more than one relationship between two different objects is not allowed. Furthermore, the same relationship between two different business objects does not appear in two different categories.

Administrators define relationship classes and the associated roles on the Relationship Class Setup page.

Page Used to Set Up Relationship Classifications

Page Name	Object Name	Navigation	Usage
Relationship Classification	RBW_REL_CLASS	Set Up CRM, Product Related, Wealth Management, Relationship Classification	Configure relationship classifications.

Setting Up Relationship Classifications

Access the Relationship Classification page.

Relationship Classification

*Description: *Sequence:

☒ Active ☐ Include in Indirect Amount

☒ Create New Household *Household Role:

▼ Audit History

Created 12/01/2003 12:00AM PST **By** PPLSOFT

Modified 12/01/2003 12:00AM PST **By** PPLSOFT

Relationships Customize | Find | View All | First 1-3 of 3 Last

Relationship	Role 1	Use Contact Information		
Head of Household / Household	Head of Household	<input checked="" type="checkbox"/>	+	-
Jt. Head of HH / Household	Joint Head of Household	<input type="checkbox"/>	+	-
Dependent Child / Household	Dependent Child	<input type="checkbox"/>	+	-

* Required Field

Relationship Classification page

- Description** Define how the relationship is classified. A possible classification is *Household*.
- Include in Indirect Amount** Indicates whether this classification will be used for Indirect Amount calculation. Indirect Amount displays in the Client At Risk and Household components.
- Relationships** Define the relationship of one member of the relationship classification to the other. These relationships appear in the Role 1 and Role 2 fields.

Setting Up Products of Interest

This section provides an overview of products of interest and discusses how to set up the product of interest status.

Product of Interest Status

To implement PeopleSoft Enterprise Client Management, you must first set up the product of interest status. This value indicates where in the process that the financial advisor, client, and a specific product of interest is. For example, if a client is currently interested in a product, the status would be *Active Interest*.

Page Used to Set Up Product of Interest Status

Page Name	Object Name	Navigation	Usage
Product of Interest Status	RBW_POI_STATUS	Set Up CRM, Product Related, Wealth Management, Product of Interest Status	Set up varying statuses to reflect where in the process the product of interest is. Possible values are <i>Active Interest</i> , <i>Converted</i> , and <i>Create Referral</i> .

Setting Up Product of Interest Status

Access the Product of Interest Status page.

Product of Interest Status

Status

Customize

Find

First1-5 of 5Last

Status Code	*Description		
ACTV	Active Interest	+	-
CONV	Converted	+	-
CRRF	Create Referral	+	-
NAPL	Not Applicable at this time	+	-
RFAC	Referral Accepted	+	-

* Required Field

Product of Interest Status page

Status Code

Indicate the code that is used to label different status descriptions. For example, the status code for active interest is *ACTV*.

Configuring the Risk Recovery Template

This section provides an overview of the risk recovery template and discusses how to configure the risk recovery template.

Risk Recovery Template

The risk recovery template attaches a task group with a risk reason. For each risk reason, a new task group is attached.

See Also

Chapter 5, “Working with Wealth Management,” Managing Clients at Risk, page 37

Page Used to Configure the Risk Recovery Template

Page Name	Object Name	Navigation	Usage
Recovery Template	RBW_RECO_TEMPL	Set Up CRM, Product Related, Wealth Management, Recovery Template, Recovery Template	Configure the template used by financial advisors to organize and define tasks that must be performed for a risk reason. The template defines the tasks for the recovery plan and the tasks that must be performed by the recovery team.

Configuring the Risk Recovery Template

Access the Recovery Template page.

Recovery Template

Risk Reason Financial Advisor Terminated

Recovery Task Template

*Task Template Sample Risk Template - FA Term

Description

Template Tasks Find | View All | First 1-5 of 5 Last

Task Type	Task Priority	Description
Phone Call	Medium	Call and inform client
To Do	Medium	Send letter to inform client
To Do	High	Assign new financial advisor
Appointment	High	Set up meeting between new FA and client
Reminder	Medium	Meet John about desk sizes

Recovery Template page

Task Template

Select the name of the template. Set up the template first before setting this field.

See *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*, “Working with Tasks”.

Task Type

Indicates the type of action that must take place. Once a task template is selected, the task types and priorities are carried from there.

Task Priority

Identifies which task(s) should be done first. The importance of each individual task should determine the sequence.

Defining Asset Category Types and Asset Categories

This section provides an overview of asset category types and asset categories and discusses how to:

- Set up asset category types.
- Set up asset categories.

Asset Category Types and Asset Categories

Asset categories are used to classify assets and liabilities. The Asset Category Type component defines various asset types up to three levels. When defining the type, it's necessary to indicate which level of the category to use.

Pages Used to Set Up Asset Category Types and Asset Categories

Page Name	Object Name	Navigation	Usage
Asset Category Type Setup	RBW_AST_CAT_TYPE	Set Up CRM, Product Related, Wealth Management, Asset Category Type Setup	Define a type of asset category.
Asset Category Setup	RBW_ASSET_CATEG	Set Up CRM, Product Related, Wealth Management, Asset Category Setup	Group different asset category types in up to three levels of asset categories.

Setting Up Asset Category Types

Access the Asset Category Type Setup page.




Asset Category Type Setup





Asset Category Type List

Category Type COMF

Category Level Level 2

***Description** Commodities/Futures

Asset/Liability Grid Display Settings Customize | Find |  First  1-2 of 2  Last

Grid Name	Panel Field Name	Hidden		
Asset	Stock Quantity	<input checked="" type="checkbox"/>		
Asset	Ticker	<input checked="" type="checkbox"/>		

This object was added and is maintained by the customer.

▼ **Audit History**

Created	12/31/2003 3:21PM PST	By	WMSAMPLE	Wealth Management sample data
Modified	12/31/2003 3:21PM PST	By	WMSAMPLE	Wealth Management sample data

* Required Field

Asset Category Type Setup page

Category Level Displays the asset types that are available options.

Grid Name and Panel Field Name These fields only appear if the Category Level is 2. These fields indicate which field to show in which grid for the Asset Type.

Setting Up Asset Categories

Access the Asset Category Setup page.

Asset Category Setup

Asset Category List

***Asset Type 1** Asset

***Asset Type 2** Fixed Income

Asset Type 3 Corporate Debt

☐ **Need Holding**

Asset/Liability Asset

This object was added and is maintained by the customer.

▼ **Audit History**

Created	01/02/2004 10:47AM PST	By	WMSAMPLE	Wealth Management sample data
Modified	01/02/2004 10:47AM PST	By	WMSAMPLE	Wealth Management sample data

* Required Field

Asset Category Setup page

Asset Type 1, Asset Type 2 Defines asset types from which you create appropriate asset categories.

Asset Type 3	(Optional) Allows a more granular level to categorize holdings.
Need Holding	Indicates whether this category requires more granular holdings.
Asset/Liability	Denotes whether the category is that of an asset or a liability.

Setting Up Equity Symbols

This section discusses how to set up equity symbols.

Page Used to Set Up Equity Symbols

Page Name	Object Name	Navigation	Usage
Equity Symbol Setup	RBF_STOCK_TBL	Set Up CRM, Product Related, Wealth Management, Equity Symbol, Equity Symbol Setup	Set up equity symbols.

Defining Equity Symbols

Access the Equity Symbol Setup page.

Equity Symbol Setup

Stock Information

Equity Symbol ^DJI

Description DJ INDU AVERAGE

Unit Price 10505.18 USD

Price Change 6.00 USD

Volume 183814720.0000

Last Refresh 02/03/2004 3:56PM

▼ Audit History

Created 02/03/2004 3:56PM PST By sdhara Sandip Dhara

Modified 02/03/2004 3:56PM PST By sdhara Sandip Dhara

Equity Symbol Setup page

Equity Symbol	Displays the industry-known symbol that represents the name of a particular equity
Unit Price	Displays the current price of the equity.
Price Change	Displays the difference between the change of price of an equity from previous day

Volume	Displays trading volume of the last update
Last Refresh	Displays the date and time when the tables were last updated.

CHAPTER 4

Managing Clients

This chapter provides an overview of PeopleSoft Enterprise Client Management and discusses how to manage clients.

Understanding Client Management

Each of the clients that a financial institution manages is stored in the Person component in PeopleSoft's Customer Data Model. The client is stored as a person with the role of consumer. An FA can quickly navigate to additional information that provides a holistic view of the client, including a relationship overview, contact summary, key product holdings or services, and additional opportunities associated with the clients.

Clients belong to a household. As of PeopleSoft Enterprise CRM 8.9, a new business object, Household, has been created to fulfill the business requirements of the client management business process.

Person

PeopleSoft Enterprise Client Management relies on the Person component.

See *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*.

Relationships

Household, family, business and other relationships characterize the extent to which a client is an influence of the other people who may be sources of revenue to the enterprise.

Relationships are displayed in two places in PeopleSoft Enterprise Client Management: the Client Summary page and the Relationships tab on the Person page. To accommodate PeopleSoft Enterprise Client Management's household needs, the relationships must be given a classification. Relationships contained within a household are different than other relationships, as not only is the client related to the other household members, but also each household member is related to one another. FA's are able to view a detailed account of all the relationships a client has by classification (household, family business) and role (husband, wife, child, attorney, and so on). Contact information for each relationship is displayed, making it simple for an FA to bring up a list of all individuals that the client influences. Also displayed is the rolled up total of enterprise products held by each individual.

Household

Relationships in the *Household* category are unique to other relationships. The client is related to all the other household members, and they are all related to one another.

See Also

Chapter 5, "Working with Wealth Management," Managing Households, page 33

Risk Summary

PeopleSoft provides the ability to identify clients at risk, marking clients if no activity has occurred over a period of time, or after a change in the advisor assigned to the account. The solution also provides the ability to create and manage a recovery plan for clients at risk.

Clients at Risk

Clients at risk are persons that may pull their money from your financial institution. A client at risk can be defined manually or automatically based on pre-defined business rules. Every time a client is determined to be a risk, a recovery team and recovery plan will automatically be assigned. The risk history of each client is tracked. The Risk Summary page displays the date the customer was flagged at risk, the reason they were flagged at risk, and the current status of that risk event. Also shown is the recovery plan, the members of the recovery team, and notes about the client.

Financial Advisor Termination

PeopleSoft provides one business rule to automatically flag a client at risk . When an FA is terminated for a particular client, that client is automatically flagged at risk using the Active Analytics Framework. Termination of the FA is determined by the change in the *Employee Status* field on the Worker component. Once the client is flagged at risk, notification is sent to the members of the original account team, and then to the newly created risk recovery team.

See *PeopleSoft Enterprise CRM 8.9 Automation and Configuration Tools PeopleBook*, “Delivered Active Analytics Framework System Data for PeopleSoft CRM Applications”.

Warning! PeopleSoft Enterprise CRM only creates Client at Risk records if the user connected to the database has a person assigned to them. This condition must be met in order to create a Client at Risk record when the worker status is terminated or retired. It is only when the user connected to PeopleSoft Enterprise CRM has a person assigned to them, that the WORKFORCE_SYNC EIP is initiated, thereby creating a Client at Risk record.

See Also

[Chapter 5, “Working with Wealth Management,” Managing Clients at Risk, page 37](#)

PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook, “Workforce Management”

Products

Holdings, financial accounts, balance sheets, and products of interest are displayed on the Products page. Account balances and revenue are updated using a real-time integration with the legacy system. The customer is responsible for creating an inbound asynchronous message for this update to take place. Product holdings are displayed in a pie chart that shows how the assets currently under management are invested by asset class. Additionally, a grid displays the information represented on the pie chart, but in more detail. The grid includes the percentage each asset class comprises of the total portfolio and the cumulative value of each asset class. Also shown is the top holdings for the client. Asset class, equity symbol, a description of the holding, the number of shares, and the current value of those shares are also displayed.

Holdings are products that a client has under management with a particular financial institution, whether it be the institution the FA represents, or elsewhere.

It is essential that an FA know the total net worth of each of their clients, which includes both assets and liabilities. This information is displayed on a balance sheet.

Products of Interest

Get access to any product that the client has expressed interest in, but does not yet have as part of their product holdings. This capability can also be used to help calculate additional upside potential to the customer's value. Products of interest can be products the client is tracking, as well as products that are recommended by the financial advisor. Using Products of Interest functionality, the FA will be able to track: product description, dollar amount interested in, level of interest, and comments regarding the interest. This information is used to help the FA understand the desires of the client. When there is an opportunity to share information regarding a specific product, the FA can get a complete call list of their customers that have expressed interest in a particular product, and begin making calls to these customers to generate fees.

See Also

Chapter 5, "Working with Wealth Management," Managing Products of Interest, page 36

Referrals

A referral is a type of lead. Referral management is the process within a financial services organization used to track referrals of new and existing customers. It is in the best interest of the Financial Advisor to track referrals of new customers and existing customers to other lines of business. Referral management gives the Financial Advisor the opportunity to follow up on any referral, whether it means calling a potential client, or calling the person in a different line of business that the FA referred this person to. The Referral page is reached by selecting the "Referral" tab on the client summary, providing the FA with a one-click way to record a referral, either referring his client to another financial services professional for assistance, or recording a referral from the client.

If the referred person already exists in the CDM, the name, address, and email is automatically populated. If the person does not exist, a new entry is created in the CDM to act as a link from the Referral component to the Person record. A referral is a row in the Lead table, RSF_LEAD with REFERRAL_FLG = 'Y.'

When a referral is created, it's automatically assigned to the functional analyst based on the assignment engine used by the sales organization. Assignment criterion typically include product type and geographical location. After the referral is assigned, an FA is determined based on the sales territory hierarchy. The person referring the client is added as a member of the lead team so that they can track the progress of the referral. Once the referral is assigned to an FA, that FA has the option of either accepting or rejecting it. Notification is sent to the FA upon the assignment and acceptance of the referral using PeopleSoft's Active Analytics Framework (AAF). Pre-defined business rules are delivered with AAF that notify the referral source if the referral is not assigned or is rejected within a set period of time.

Opportunities

Referrals are converted into opportunities.

Account Team

By default, all members of the account team are added to the recovery team.

Tasks

Reports

A financial advisor has the ability to create two types of reports: Taxi Cab report and a Touch Summary report (Call Report). The Taxi Cab report allows financial advisors to bring a hard copy of client information into meetings, or wherever they may be helpful. A Touch Summary report summarized the contact and interaction a Financial Advisor had with their client over a specific amount of time.

See Also

PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook

Plans

The client investment plan page allows the financial advisor to work with his client to establish the client's investment goals and plans of action to achieve those goals.

See *PeopleSoft Enterprise Strategic Account Planning 8.9 PeopleBook*.

Working with and Maintaining Clients

This section discusses the pages used to manage clients.

See *PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook*.

Pages Used to Manage Clients

Page Name	Object Name	Navigation	Usage
Client Summary	RBW_CLIENT_SUMMARY	<ul style="list-style-type: none"> Customers CRM, Add Client Customers CRM, Search Clients 	Search for an existing client, or add a new client.
Relationships	RBW_BO_REL	Customers CRM, Add Client, Client Summary, Relationships	View all relationships for a client.
Risk Summary	RBW_RISK_SUMMARY	Customers CRM, Add Client, Client Summary, Risk Summary	View the risk history for a client.
Products	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products	View all accounts held by a client.
Products-Accounts	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Accounts	View all the financial accounts a client has under management at that financial institution.

Page Name	Object Name	Navigation	Usage
Products-Balance Sheet	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Balance Sheet	View all asset and liability information for a particular client.
Products-Products of Interest	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Products of Interest	View all the products the client is currently interested in.
Referrals	RBW_PRSN_REFERRAL	Customers CRM, Add Client, Client Summary, Referrals	View and work employee and customer referrals.
Opportunities	RBW_PRSN_OPP	Customers CRM, Add Client, Client Summary, Opportunities	See <i>PeopleSoft Enterprise Sales 8.9 PeopleBook</i> , “Managing Sales Leads and Opportunities”.
Account Team	RD_ACCOUNT_TEAM	Customers CRM, Add Client, Client Summary, Account Team	View the individual members of the account team.
Tasks	RD_TASK_LIST	Customers CRM, Add Client, Client Summary, Tasks	Lists the tasks a financial advisor must complete.
Call Reports	RD_PRSN_CALL_RPTS	Customers CRM, Add Client, Client Summary, Call Reports	Create Touch Summary and Taxicab reports.
Plans	RD_ACCOUNT_PLAN	Customers CRM, Add Client, Client Summary, Plans	Create future financial plans and recommendations for the client.
Notes	RD_NOTES	Customers CRM, Add Client, Client Summary, Notes	View and add notes. See <i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , “Working with Notes and Attachments”.
Address Book-Addresses	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Address Book, Addresses	See <i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> .
Address Book-Contacts	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Address Book, Contacts	See <i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> .
More Info	RD_PROFILE	Customers CRM, Add Client, Client Summary, More Info	See <i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> .
Attributes	RD_PERSON_ATTR	Customers CRM, Add Client, Client Summary, Attributes	Note and track attributes of the customer, such as Personal Interests and Churn Score.

Viewing Client Summary Information

Access the Client Summary page.

Client Summary
Person
Relationships
Risk Summary
Products
Referrals
Opportunities

Financial Summary

Holdings 1,636,876.00 USD
Products of Interest 100,000.00 USD
Household Value 1,677,813.00 USD
Net Worth 3,001,637.00 USD
Wallet Share 46%
Number of Referrals 3 / 25,562.00 USD
Year-to-Date Revenue 647.41 USD
Last Year's Revenue 1,583.72 USD

Assets Under Management

Accounts	Holdings
Number	Description
80021	Tom Snow Money Mrkt
80015	Snow Savings Account
70507	Tom_Mary_Snow Pri_Res Mortgage
99859	Tom Snow Brokerage Account
70514	Tom Snow - E430 AutoLoan

Relationships

Expand All / Collapse All
View Household

Household: Total Holdings 1,677,813.00 USD

Relation	Name	Holdings
Head of Household	Tom Snow	1,636,876.00 USD
Joint Head of Household	Mary Snow	1,520,170.00 USD

Family: Total Holdings 148,410.00 USD

Relation	Name	Holdings
Child	Roger Snow	123,410.00 USD
Child	Sara Snow	25,000.00 USD

Contacts: Total Holdings 4,825,722.00 USD

Relation	Name	Holdings
Business Partner	Kevin Jordan	4,825,722.00 USD
Attorney	Larry Hill	0.00 USD

Add Relationship

Products of Interest

Interest Level	Description	Amount
High	Interested in Walt Disney stock because his father in law has just been named the new CFO.	100,000.00 USD

Add Product of Interest

Plans

Plan Name	Status	Start Date
Retirement Planning	Draft	01/01/2004

Create Plan

Reports

Touch Summary Report
Taxi Cab Report

Client Summary page

Financial Summary

Holdings	Total holding value of a client.
Products of Interest	Total product of interest amount.
Household Value	Total household holding of a client.
Wallet Share	Percent of total assets is in the assets under management.
Number of Referrals	Total referral count of a client

Maintaining Relationships

Access the Relationships page.

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Relationships

Expand All / Collapse All

View Household

Household: Total Holdings 1,677,813.00 USD

Relation	Name	Phone	Email		YTD Revenue	Holdings
Head of Household	Tom Snow	914 246 3033	tsnow@consumer.smp		647.41 USD	1,636,876.00 USD
Joint Head of Household	Mary Snow	914 4851445	msnow@consumer.smp		0.00 USD	1,520,170.00 USD

Family: Total Holdings 148,410.00 USD

Relation	Name	Phone	Email		YTD Revenue	Holdings
Child	Roger Snow	914 7585000	rsnow@consumer.smp		0.00 USD	123,410.00 USD
Child	Sara Snow	914 3384334	ssnow@consumer.smp		25.00 USD	25,000.00 USD

Contacts: Total Holdings 4,825,722.00 USD

Relation	Name	Phone	Email		YTD Revenue	Holdings
Business Partner	Kevin Jordan	914 647 4356	kevinconsumer@kevinconsumer.net		0.00 USD	4,825,722.00 USD
Attorney	Larry Hill	888234 5467	larryhill@yahoo.com		0.00 USD	0.00 USD




Add Relationship

Relationships page

Relation Displays the relationships among persons.

Viewing Risk Summary Information

Access the Risk Summary page.

Client Summary	Person	Relationships	Risk Summary	Products	Referrals	Opportunities		
Risk Summary								
				Find	View All	First 	1-2 of 2 	Last
<u>Date Created</u>	<u>Risk Reason</u>	<u>Risk Status</u>	<u>Created By</u>					
05/21/2004 9:37AM	No Activity	At Risk	James Arnold (Wealth Mgmt.)					
03/05/2004 7:04AM	Others	At Risk	Harper, Calvin					
Add Client at Risk								

Risk Summary page

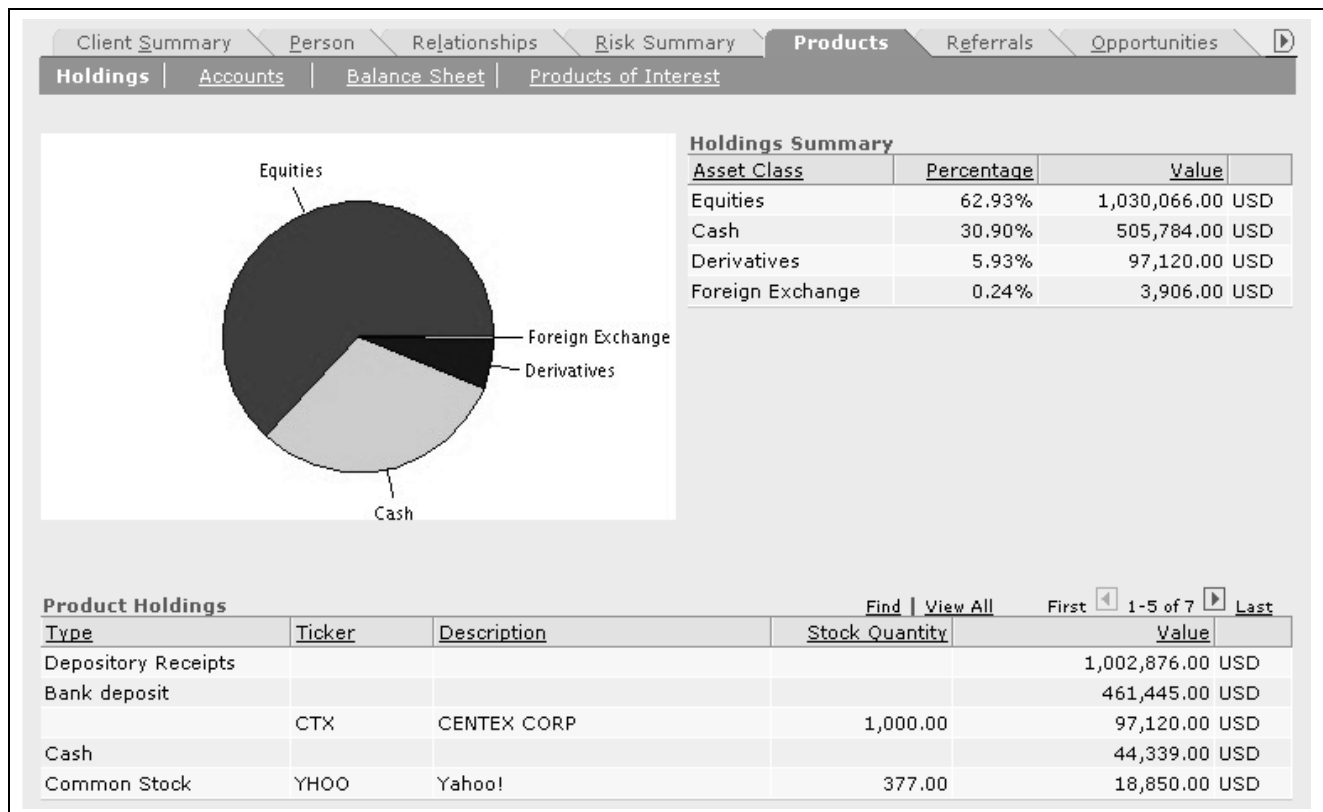
To access the Client at Risk page, select a risk reason from the risk summary list.

Risk Reason Reason the client is considered a risk.

See [Chapter 5, “Working with Wealth Management,” Managing Clients at Risk, page 37.](#)

Maintaining Product Information

Access the Products page.



Products page

The Products page displays information as a pie chart. Grids are included to access more detailed information.

Products - Accounts

Access the Products - Accounts page by clicking the Accounts link.

The screenshot displays the 'Products - Accounts' page. The navigation bar is the same as the previous page, but the sub-bar now highlights 'Accounts'. The main content area features a table titled 'Financial Accounts'.

Financial Accounts

Account Number	Registration Name	Holding Amount	YTD Revenue
80021	Tom Snow Money Mrkt	1,002,876.00 USD	0.00 USD
80015	Snow Savings Account	450,454.00 USD	0.00 USD
70507	Tom_Mary_Snow Pri_Res Mortgage	377,000.00 USD	0.00 USD
99859	Tom Snow Brokerage Account	128,216.00 USD	51.81 USD
70514	Tom Snow - E430 AutoLoan	36,700.00 USD	0.00 USD

Products - Accounts page

Registration Name Name given to the financial account.

Products - Balance Sheet

Access the Products - Balance Sheet page by clicking the Balance Sheet link on the Products page.

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Holdings

Accounts

Balance Sheet

Products of Interest

Total Current Net Worth

Category	Value
Asset	3,520,626.00 USD
Liability	-518,989.00 USD

Net Worth

3,001,637.00 USD

Assets

▼ Expand All / Collapse All

▼ Property: 1,612,000.00 USD





	Type	Description	Held Since	Value
	Real Estate	Personal Residence	03/01/1998	1,500,000.00 USD
	Recreational	Sail Boat "Pattington"	03/03/2004	56,000.00 USD
	Automobile	Tom's Car	03/01/2004	30,000.00 USD
	Automobile	Mary's Car	06/10/2002	26,000.00 USD

▼ Equities: 1,251,316.00 USD


	Type	Description	Where Held	Held Since	Account Number	Ticker	Stock Quantity	Value
	Depository Receipts	Tom Snow Money Mrkt		01/21/2000	80021			1,002,876.00 USD
	Common Stock		BofA Brokerage Account			ABT	5,000.00	221,250.00 USD
	Common Stock	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	YHOO	377.00	18,850.00 USD
	Common Stock	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	PSFT	278.00	8,340.00 USD

Products - Balance Sheet page (1 of 3)


▼ Cash: 505,784.00 USD

	Type	Description	Where Held	Held Since	Account Number	Value	
	Bank deposit	Snow Savings Account		09/21/2000	80015	450,454.00	USD
	Cash	Snow - Joint Checking Account		01/21/2000	60207	25,903.00	USD
	Cash	TSnow Personal Checking		09/10/2001	60200	18,436.00	USD
	Bank deposit	Tom Snow Savings		09/21/2000	80027	10,991.00	USD


▼ Derivatives: 97,120.00 USD

	Type	Description	Where Held	Held Since	Account Number	Value	
		Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	97,120.00	USD

▼ Other Assets: 50,500.00 USD

	Type	Description	Held Since	Value	
		IRA		50,500.00	USD

▼ Foreign Exchange: 3,906.00 USD

	Type	Description	Where Held	Held Since	Account Number	Value	
		Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	3,906.00	USD

Add Asset/Liability

Products - Balance Sheet page (2 of 3)

Liabilities						
▼ Expand All / Collapse All						
▼ Loan: -514,200.00 USD						
	Type	Description	Where Held	Held Since	Account Number	Value
	Mortgage	Tom_Mary_Snow Pri_Res Mortgage		01/21/2000	70507	-377,000.00 USD
	Unsecured Loan	Used as a business Loan	CCB Bank		54133251	-100,500.00 USD
	Mortgage	Tom Snow - E430 AutoLoan		01/21/2000	70514	-36,700.00 USD
▼ Credit Card: -4,789.00 USD						
	Type	Description	Where Held	Held Since	Account Number	Value
		GOLD VISA		09/21/2000	70500	-4,000.00 USD
		Tom Snow - Saratoga Container_Credit Card	PeopleBank	04/04/1999	57103	-789.00 USD
Add Asset/Liability						

Products - Balance Sheet page (3 of 3)

Category Indicates whether the holding is an asset or a liability.

Value Total value of the client.

Products - Products of Interest

Access the Products - Products of Interest page by selecting the Products of Interest link on the Products page.

Client Summary \ Person \ Relationships \ Risk Summary \ **Products** \ Referrals \ Opportunities \ ▶

Holdings | Accounts | Balance Sheet | **Products of Interest**

Products of Interest Find | View All First ◀ 1 of 1 ▶ Last

Date Created	Interest Level	Description	Amount
03/05/2004 8:07AM	High	Interested in Walt Disney stock because his father in law has just been named the new CFO.	100,000.00 USD

Add Product of Interest

Products - Products of Interest page

See Chapter 5, “Working with Wealth Management,” Managing Products of Interest, page 36.

Managing Referrals

Access the Client - Referrals page.

Client

Save | 🔍 Return to Search | 📅 Next in List | 👤 My Clients | 📞 My Contacts | 📅 My Tasks | >> Personalize

Name Tom Snow **Phone Number** 914 246 3033
Email Address tsnow@consumer.smp **At Risk** ⚠️

Client Summary \ Person \ Relationships \ Risk Summary \ Products \ **Referrals** \ Opportunities \ ▶

Referrals List Customize | Find | View All | 📅 First ◀ 1-3 of 3 ▶ Last

Client	Referral Name	Revenue	Status	Assigned To	Date Created
Martinez, Jose	529 College Savings Account	500.00 USD	Open	Harper, Calvin	03/15/2004 7:46AM
Wong, Jim	Needs new FA	23,512.00 USD	Open	Lee, Glen	03/15/2004 7:59AM
Pepperhill, Michael	Turst Services	1,550.00 USD	Open	Lee, Glen	03/15/2004 8:07AM

Add Referral

Client - Referrals page

Select the Referrals tab on the Client page to display a list of referrals.

Referral

Access the Referral page by selecting a client from the Referrals List.

Referral History Select One...

Save Add Search Next Convert My Contacts My Tasks My Calendar Personalize

Referral Name 529 College Savings Account
Client Martinez, Jose
Referral Amount 500.00 USD
Referral Status Open
Client Value

Referral Tasks Notes

Client Information
Client Jose Martinez

Contact Information
Address
Work Phone
Email

Description
 Needs advise on setting up a 529 College savings account.

Accept/Reject Referral
 Accept Reject

Referral Status
Date Created 03/15/2004 7:46AM
Added By Harper, Calvin
***Referral Status** Open
Referral Source Customer Referral
Referred By
Referred By Tom Snow
***Referral Name** 529 College Savings Account
Referral Amount 500.00
Currency Code USD
Assigned To
Assigned To Calvin Harper
 Auto Assign Search Again

Customize Find First 1 of 1 Last

Primary	Product Group	Product	Apply
<input checked="" type="checkbox"/>	Savings	529 College Savings Plan	

Add Product(s) Add
Add Product Group(s) Add

Referral page

The RSF_LEAD_WM display template under the FIN market controls the RSF_LEAD_LIGHT page. The standard sales application licensed with this page will not be visible or used; only PeopleSoft Enterprise Client Management customers see this particular Referral page.

Client	Name of the person that is being referred. You can either search for a person or can quick create the newly referred client.
Added By	Person that entered the referral into the database.
Referral Source	The type of referral. Possible values are <i>Customer Referral</i> and <i>Employee Referral</i> .
Referred By	Client under management that made the referral.
Referral Name	Description to identify referral.
Referral Amount	Potential monetary value of converting this referral into a sale. The amount of business the referred person can bring to the business.
Assigned To	Person responsible for working the referral.

Primary	Product or line of business the referral is interested in.
Product	Service or product to be quoted for the referral.

Managing Opportunities

Access the Opportunities List page.

Opportunities List page

To access the Opportunities page, select an opportunity from the Opportunities List.

Opportunities page

See *PeopleSoft Enterprise Sales 8.9 PeopleBook*, “Managing Sales Leads and Opportunities”.

Creating Account Teams

Access the Account Team page.

Person > Relationships > Risk Summary > Products > Referrals > Opportunities > **Account Team**

Team Members

Customize | Find | View All | First 1 of 1 Last

Owner	Name	Contact Flag	Title	
<input checked="" type="checkbox"/>	Calvin Harper	Internal	Financial Advisor	

Add Team Members

Auto Assign Team Members

Tree Name

Assignment Group

Account Team page

Owner This is the team leader. This person is responsible for the account.

Maintaining Call Reports

Access the Call Reports page.

Risk Summary > Products > Referrals > Opportunities > Account Team > Tasks > **Call Reports**

Call Report

Customize | Find | First 1-2 of 2 Last

Subject	Event Type	Location	Date	Name
4th Qtr Meeting with Tom	Face to Face Meeting	My office	03/23/2004	Tom Snow
First Meeting with Tom	Face to Face Meeting	Tom's House	03/22/2004	Tom Snow

Add Call Report

Call Reports page

To access the Call Report page, select a subject from the Call Report list.

Client
Call Report Generate Report

General Information

***Subject** 4th Qtr Meeting with Tom **Date** 03/23/2004 31

***Event Type** Meeting **Location** My office

Notes Summary Customize | Find | View All | First 1 of 1 Last

Select	Subject and Details	Attachment(s)	Added By	Date Added	
<input type="checkbox"/>	Reivew of Finanical Position Meet with Tom to discuss his 4th quater results. By the way, this will be the last time we meet quarterly, he want to meet only 2...		Calvin Harper	03/23/2004 6:12AM	

☐ Check All / Clear All

Contacts Customize | Find | First 1 of 1 Last

Select	Last Name	First Name	Phone	Email Address	Company	
<input type="checkbox"/>	Snow	Tom	914 246 3033	tsnow@consumer.smp	Saratoga Container Company	

☐ Check All / Clear All

Add Contact

First Name **Last Name** Select

Follow-up Tasks

No Follow-up Tasks have been added.

Audit History

Created	03/23/2004 6:16AM PST	By	CHARPER	Harper,Calvin
Modified	03/23/2004 6:17AM PST	By	CHARPER	Harper,Calvin

[Return to Client](#)

Call Report page

Subject This field provides an overview of the task.

Event Type This indicates what type of event needs to take place to complete each task.

Creating Plans

Access the Plans page.

Products Referrals Opportunities Account Team Tasks Call Reports **Plans**

Plans Customize | Find | View All | First 1 of 1 Last

Plan Name	Plan Type	Start Date	End Date	*Plan Status
Retirement Planning	Retirement Plan	01/01/2004	12/31/2004	Draft

Plans page

Plan Name This is a label given to the plan to identify and differentiate it.

Plan Type This is the purpose of the plan.

Defining Attributes

Access the Attributes page.

The screenshot displays the 'Client' record for 'Tom Snow' with the email 'tsnow@consumer.smp' and phone number '914 246 3033'. The 'Attributes' tab is selected in the navigation bar. The form is organized into several sections:

- Telemarketing Information:** Includes a 'Contact Okay?' dropdown set to 'Yes', a 'Preferred Time of Contact' dropdown set to 'Dinner', and a 'General Mood' dropdown set to 'Happy'.
- Personal Interests:** Includes text input fields for 'Alma Mater' and 'Favorite Sports Team', and a 'Likes Golf?' dropdown set to 'Yes'.
- Churn:** Includes text input fields for 'Churn Score' and 'Customer Value'.

Attributes page

The Attributes page allows an FA to enter personal information about their clients. Personal information that may help an FA sell products and services to the client. The field labels are configurable.

CHAPTER 5

Working with Wealth Management

This chapter provides overviews of the Wealth Management component, Household relationships, Products of interest, and Clients at risk, and discusses how to:

- Manage households.
- Manage products of interest.
- Manage clients at risk.

Understanding the Wealth Management Component

PeopleSoft Enterprise Client Management uses the Wealth Management component. The Wealth Management component enables:

- Creation and management of households.
- Creation and management of products of interest.
- Maintenance and tracing of clients at risk.

Understanding Household Relationships

A Household is an association of related persons (consumers). Every client is an individual person (consumer) in the system. Household is a relationship category. Household relationships are established in the Relationship tab of the Client component. A household is an organization business object. It extends the Organization class of the revised Business Object Relationship Model and Customer Data Model Application Class Hierarchy.

Three major steps are required to manage the Household object in PeopleSoft Enterprise CRM:

- Configuring PeopleSoft Enterprise CRM to recognize the Household object and allow it to interact with other objects.
- Extending the Organization application class to manage the Household object.
- Enabling the Business Object Search feature to quickly look up Household objects.

Note. In PeopleSoft Enterprise CRM Client Management 8.9, the Household is not available in the BO search, nor

allowed to interact with other transactions.

Modeling a Household

Relationships in the Household category are different from other relationships. Not only is the client related to the other household members; the other household members are all related to each other. This reciprocity is not necessarily true for the other Relationship Categories. For example, Bob is related to his attorney and to his accountant, but there is no implication that the attorney and the accountant are related. In order to solve this complexity relationships are established between household and the members, not among the members themselves.

The client focus can be changed from one household member to another, without having to create the household relationships again. This complexity is hidden from the user. Once a client record has been created, if the FA goes to the Relationships tab and selects the Household category for a new relationship, a Household object gets created automatically in the background.

Household objects can also be created manually.

Understanding Products of Interest

This section provides an overview of products of interest.

Products of Interest

A product of interest may or may not be from the institution with which the financial advisor is associated. It is a product that a client has expressed interest in, whatever its association. A product of interest can be created from either the Client component or from the Person component. Any financial advisor can enter any client's product of interest. A product of interest can be one of three types: a financial product offered by the management, a specific equity, or a product offered by another institution.

Security is delivered so that financial advisors can see products of interest for any of their clients. A wealth management administrator can see all product of interest records.

Referrals

Wealth management products of interest can be converted into referrals. When the product of interest is converted, the record is marked as inactive. The button that is used to convert the referral appears as read-only the next time that the product of interest record is opened.

Referral management is a process within a financial services organization used to track referrals of new customers and referrals of existing customers to other lines of business. A referral is a type of lead where a person refers another to the institution. The person who made the referral is tracked as the source of the lead. Part of the value calculation of a given customer may be that although Customer A is not the most profitable customer, they add value because of the number of referrals they bring. When a referral is created, an email is sent to the assigned to person. If the referral is not assigned, the Wealth Management administrator can search on unassigned referrals and manually assign them. Again, an email is sent to the assigned to person.

Call List

Correspondence management generates a call list. A sample template is provided. A call list is created for each row selected in the configurable product of interest search. Attachments that adhere to the correspondence management usage rules are sent along with the call list.

Understanding Clients at Risk

It's critical for FA's to determine when they are at risk of losing a client. In the Wealth Management industry, each client has significant net worth. Tracking when and why a client is at risk allows the institution to take the steps possible to retain the client.

FA's can subscribe to the notification engine if they want to be notified of their clients at risk. Upon determining a client at risk, PeopleSoft Enterprise Client Management determines the client impact. This provides the FAs with a graphical view of direct and indirect opportunities that could be in jeopardy because of a particular client's at risk status. When a client is placed at risk, a recommended recovery team is automatically assigned. A plan of recovery is assigned to that team based on the type of risk that is assigned to the client. PeopleSoft provides a recovery plan for the *Employee Termination* risk reason (type). The recovery team is notified of each new activity on a client record that is determined to be at risk.

Recovery Team

By default, all members of the account team are added to the recovery team. The account team has a Type field that is used to distinguish between regular account team members and members assigned specifically to the recovery team. The members of the recovery team also have different permissions than those of the account team.

Recovery Plan

The recovery plan shows all the tasks to be performed as an attempt to retain a client. System administrators have the ability to create customized recovery plan templates.

Managing Households

This section discusses the pages used to manage households.

Pages Used to Manage Households

Page Name	Object Name	Navigation	Usage
Household	RD_HOUSEHOLD	Wealth Management, Add Household	View existing households or create new households.
Members	RD_HOUSEHOLD_MBRS	Wealth Management, Household, Members	View or add members to the household.
Tasks	RD_HOUSEHOLD_TASKS	Wealth Management, Household, Tasks	Work, view, and add tasks to be completed.
Notes	RD_HHLD_NOTE	Wealth Management, Household, Notes	See <i>PeopleSoft Enterprise CRM 8.9 Application Fundamentals PeopleBook</i> , "Working with Notes and Attachments".

Maintaining Households

Access the Households page.

Household

Save | Return to Search | Previous in List | Add Household | My Clients | >> [Personalize](#)

Name The Snow Household

Household Members Tasks Notes

*Household Name The Snow Household

General Information

Contact Name Tom Snow

Address 1251 Mayberry Court, White Plains, NY, 10601-2601, USA

Phone 914 246 3033

Email tsnow@consumer.smp

Financial Summary

Household Value	1,677,813.00 USD	Year-to-Date Revenue	647.41 USD
Net Worth	4,235,707.00 USD	Last Year's Revenue	1,583.72 USD
Indirect Amount	4,974,132.00 USD	Last Refresh	04/12/2004 2:55PM

Update Financial Summary

▼ **Audit History**

Created	04/12/2004 2:51PM PDT	By	CHARPER	Harper, Calvin
Modified	04/12/2004 2:55PM PDT	By	CHARPER	Harper, Calvin

* Required Field

Household page

Household Value

How much the household is worth. The monetary value the household represents for the financial institution.

Managing Members

Access the Members page.

Household

Save | Return to Search | Previous in List | Add Household | My Clients | >> [Personalize](#)

Name The Snow Household

Household **Members** Tasks Notes

Members

Customize | Find | View All | First 1-2 of 2 Last

Relation	Name	Phone	Email	YTD Revenue	Holdings
Head of Household	Tom Snow	914 246 3033	tsnow@consumer.smp	647.41 USD	1,636,876.00 USD
Joint Head of Household	Mary Snow	914 4851445	msnow@consumer.smp	0.00 USD	1,520,170.00 USD

Add Member

Members page

Relation

Define and view how the member is related to the client.

Holdings

View the monetary value held by individual members that comprise the household.

Managing Tasks

Access the Tasks page.

The screenshot shows the 'Household' page for 'The Snow Household'. The 'Tasks' tab is selected. A table lists four tasks, all with a status of 'Open' and owned by 'Calvin Harper'. The tasks are: 'Call Tom's Lawyer to discuss his Will.', 'Quarterly Meeting with Tom', 'Call Mary to discuss her referral', and 'Send Mary a birthday card.'.

	Subject	Status	Location	Start Date	End Date	Owner
	Call Tom's Lawyer to discuss his Will.	Open		03/23/2004	03/23/2004	Calvin Harper
	Quarterly Meeting with Tom	Open		06/30/2004	06/30/2004	Calvin Harper
<input checked="" type="checkbox"/>	Call Mary to discuss her referral	Open		03/23/2004	03/23/2004	Calvin Harper
<input checked="" type="checkbox"/>	Send Mary a birthday card.	Open		03/23/2004	03/23/2004	Calvin Harper

Tasks page

The Tasks page shows all the tasks for all the members in the household.

To access the Task Details page, select a subject from the Tasks list.

Maintaining Notes

Access the Notes page.

The screenshot shows the 'Household' page for 'The Snow Household'. The 'Notes' tab is selected. A 'Notes Summary' section states 'No notes or attachments have been added to this Household.' Below this is the 'Add a Note' section, which includes a form for adding a new note. The form has fields for 'Added' (05/24/2004 3:20PM Glen Lee), 'Note Type' (dropdown), '*Subject' (text input), 'Details' (text area), 'Start Date' (calendar icon), and 'End Date' (calendar icon). At the bottom are buttons for 'Apply Note' and 'Add an Attachment'.

Notes page

Notes are displayed only for the household relationship. These notes will not show up for the individual members of the household.

Managing Products of Interest

This section discusses the pages used to manage products of interest.

Pages Used to Manage Products of Interest

Page Name	Object Name	Navigation	Usage
Products of Interest	RBW_POI	<ul style="list-style-type: none"> • Wealth Management, Search Products of Interest • Wealth Management, Add Product of Interest • Customers CRM, Search Client, Client, Client Summary, Products of Interest • Cusotmers CRM, Search Client, Client Summary, Products, Products of Interest 	Tracks products the client has expressed interest in, or that the financial advisor has recommended.

Working with Products of Interest

Access the Products of Interest page.

Product of Interest

Save | Return to Search | Add Product Interest | My Clients | My Contacts | >> | Personalize

Name Tom Snow **Phone** 914 246 3033
Email tsnow@consumer.smp **Customer Value** Platinum☆☆☆☆

Product of Interest | Notes

Client Information

Client Tom Snow

Detail

***Type of Interest** Equities ☐ **Active**

***Equity Symbol** DIS **Equity Name** WALT DISNEY CO

Level of Interest 1 - High ***Status** Active Interest

***Amount** 100,000.00 ***Currency Code** USD

***Description** Interested in Walt Disney stock because his father in law has just been named the new CFO.

Convert to Referral

▼ **Audit History**

Created	03/05/2004 8:07AM PST	By	CHARPER	Harper,Calvin
Modified	03/30/2004 12:16PM PST	By	CHARPER	Harper,Calvin

* Required Field

Products of Interest page

Accessing products of interest through the Wealth Management component brings you directly to the Product of Interest page. To see client summary information, you must select the Client link

on the Product of Interest page.

Accessing the Products of Interest page through the Client component takes the user to the Client page first, where then products of interest can be selected.

Type of Interest

These values are configurable. When the Type of Interest is *Equity* stock fields are shown. When the Type of Interest is *Product Under Management* the product prompt is shown.

Convert to Referral

Select this button when the client is ready to purchase the product. A referral will be assigned to the appropriate line of business, and pursued.

Managing Clients at Risk

This section discusses the pages used to manage clients at risk.

Pages Used to Manage Clients at Risk

Page Name	Object Name	Navigation	Usage
Clients at Risk	RBW_CLIENT_AT_RISK	<ul style="list-style-type: none"> Wealth Management, Search Clients at Risk, Clients at Risk Wealth Management, Add Client at Risk, Clients at Risk Customers CRM, Search Client, Risk Summary, Clients at Risk 	View the client risk records.

Maintaining Clients at Risk

Access the Clients at Risk page.

Clients at Risk

Save

Add Risk

My Clients

My Contacts

My Calendar

My Tasks

Add Task

>>

Personalize

Name Ed Stanton

Phone 555 433 5545

Email edstanton@consumer.mpt

Risk

Recovery Tasks

Notes

Detail

Client [Ed Stanton](#)

*Risk Reason

No Activity

Risk Priority

2 - Medium

*Risk Status

At Risk

Comments

This client has not been touched in the past 90 days.

Financial Status

Opportunities	0.00 USD	Product Holdings	2,583,146.00 USD
Net Worth	2,583,146.00 USD	Indirect Holdings	0.00 USD
		Products of Interest	0.00 USD

Recovery Team

Find | View All

First

1 of 1

Last

Name	Datetime Added		
Calvin Harper	03/12/2004 8:09AM	+	-

Audit History

Created	03/12/2004 8:09AM PST	By	CHARPER	Harper, Calvin
Modified	03/12/2004 8:09AM PST	By	CHARPER	Harper, Calvin

* Required Field

Clients at Risk page

Accessing clients at risk through the Wealth Management component brings you directly to the Clients at Risk page. To see client summary information, you must select the Client link

on the Clients at Risk page.

Accessing the Clients at Rihs page through the Client component takes the user to the Client page first, where then clients at risk can be selected.

Managing Recovery Tasks

Access the Recovery Tasks page.

Clients at Risk History Select One...

Save | Add Risk | My Clients | My Contacts | My Calendar | My Tasks | Add Task | >> Personalize

Name Tom Snow **Phone** 914 246 3033
Email tsnow@consumer.smp **Customer Value** Platinum☆☆☆☆

Risk **Recovery Tasks** **Notes**

Tasks							Customize	Find	First	1-3 of 3	Last
		Subject	Status	Location	Start Date	End Date					
!	<input checked="" type="checkbox"/>	Send letter to notify client of inactive	Open		05/21/2004	05/21/2004					Glen Lee
!	<input type="checkbox"/>	Call and follow up with client	Open		05/21/2004						Glen Lee
!	<input checked="" type="checkbox"/>	Send client financial advise	Open		05/21/2004	05/21/2004					Glen Lee

Add Task

Recovery Tasks page

To access the Task Details page, select a subject on the Recovery Tasks page.

Task Details

History Select One...

Save

Add New Task

My Clients

My Contacts

My Tasks

My Calendar

>>

Personalize

Status Open

Task Subject Send letter to notify client of inactive

Start Date 05/21/2004

End Date 05/21/2004

Owner Glen Lee

Task Details

Notes

Task Details

*Subject Send letter to notify client of inactive

*Task Type To Do

*Status Open

☐ Private

*Priority High

Start Date 05/21/2004

Start Time 9:37AM

Time Zone PST

End Date 05/21/2004

End Time 9:37AM

Location

*Owner Name Glen Lee

Client at Risk NOAC

*Repeats Does Not Repeat

Options

View or Link Transactions

Reminder

Description Send letter to notify client of inactive

Assigned To

No Assignees have been added.

First Name

Last Name

Add

Task Details page

The Task Details page is used to identify individual tasks that need to be performed as a step in the prevention of losing the client.

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

- Access the Recovery Template page 9
- account team 17
- Account Team page 27
- active analytic framework 16
- additional documentation viii
- application fundamentals vii, xiii
- asset categories
 - defining 10
 - pages use to set up 10
- Asset Categories
 - setting up 11
- Asset Category Setup page 11
- Asset Category Type Setup page 10
- asset category types
 - defining 10
 - pages used to set up 10
 - setting up 10
- automation and configuration tools xiv
- automation tools xiv

B

- business object management xv

C

- call list
 - products of interest 32
- Call report 18
- Call Report page 28
- call reports
 - maintaining 28
- client 26
- client at risk
 - warning 16
- client management 1, 18
 - overview 1, 15
 - pages used to 18
 - understanding 15
- client management setup 5
 - understanding 5
- client sort order 6
- client summary information
 - viewing 19
- Client Summary page 19

- Client-Referrals page 25
- clients at risk 16, 33
 - managing 37
 - pages used to manage 38
- comments, submitting xi
- common elements xi
- configuration
 - setup 5
- configuration parameters
 - wealth management 6
- configuration tools xiv
- contact information xi
- correspondence management xiv
- cross-references x
- Customer Connection website viii

D

- data integrations
 - customer and worker xv
- data management
 - individual business objects xv
 - organization business objects xv
- documentation
 - printed viii
 - related viii
 - updates viii

E

- employee status 16
- employee termination
 - risk reason type 33
- Environmental Systems Research Institute xv
- Equity Symbol Setup page 12
- equity symbols
 - defining 12
 - pages used to set up 12
 - setting up 12
- Excel to Component Interface utility 1

F

- financial advisor termination 16
- financial services institution 6
- financial summary 20

G

glossary 61

H

household
 modeling 32
 relationships 15
 Household page 33
 household relationships
 understanding 31
 households
 maintaining 33
 managing 33
 pages used to manage 33

I

implementation 1
 interest status 8

K

knowledge management xiv

M

members managing 34
 Members page 34
 MMA Partners viii

N

Natural Language Processing xiv
 navigation 3
 pages used 3
 notes x
 maintaining 35

O

opportunities 17
 managing 27
 Opportunities page 27

P

PeopleBooks
 ordering viii
 PeopleCode, typographical
 conventions ix
 PeopleSoft application fundamentals vii
 PeopleSoft Setup Manager 1
 Person component 15
 plans 18
 creating 29

Plans page 29
 prerequisites vii
 printed documentation viii
 product and item management xv
 product information
 maintaining 21
 product of interest status
 pages used to set up 8
 setting up 8
 Product of Interest Status page 8
 Product page 16
 products 16
 products of interest 17, 32, 36
 pages used to manage 36
 setting up 8
 status 8
 Products of Interest page 36
 Products page 21
 Products-Accounts page 22
 Products-Balance Sheet page 22
 Products-Products of Interest page 24

R

recovery plan 33
 recovery tasks
 managing 39
 Recovery Tasks page 39
 recovery team 33
 Referral page 25
 referral source 26
 referrals 17
 creating 17
 managing 25
 products of interest 32
 related documentation viii
 Relationship Class Setup page 7
 Relationship Classification page 7
 relationship classifications
 configuring 6
 overview 6
 pages used to setup 7
 relationships 15
 household 31
 maintaining 20
 Relationships page 20
 reports 18
 risk recovery template
 configuring 8
 pages used to configure 9
 risk summary 16

- risk summary information
 - viewing 21
- Risk Summary page 21
- RSF_LEAD_LIGHT page 26
- RSF_LEAD_WM display template 26

S

- security
 - products of interest 32
- services foundation xiv
- setup
 - configuration 5
- solution management xiv
- status code 8
- suggestions, submitting xi

T

- Task Details page 35, 40
- task priority 10
- task template 9
- task type
 - phone call, appointment, reminder 9
- tasks 18
 - managing 35
- Tasks page 35
- Taxi Cab report 18
- terms 61
- Touch Summary report 18
- transaction billing processor xiv
- typographical conventions ix

V

- visual cues x

W

- warnings x
- wealth management 31
- wealth management component
 - understanding 31
- Wealth Management Configuration
 - page 6
- wealth management configuration
 - parameters
 - pages used to set up 6

