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# PeopleSoft CRM 9.2: Product and Item Management

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PeopleSoft CRM 9.2: Product and Item Management  
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# Preface

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## Understanding the PeopleSoft Online Help and PeopleBooks

The PeopleSoft Online Help is a website that enables you to view all help content for PeopleSoft Applications and PeopleTools. The help provides standard navigation and full-text searching, as well as context-sensitive online help for PeopleSoft users.

### PeopleSoft Hosted Online Help

You access the PeopleSoft Online Help on Oracle's PeopleSoft Hosted Online Help website, which enables you to access the full help website and context-sensitive help directly from an Oracle hosted server. The hosted online help is updated on a regular schedule, ensuring that you have access to the most current documentation. This reduces the need to view separate documentation posts for application maintenance on My Oracle Support, because that documentation is now incorporated into the hosted website content. The Hosted Online Help website is available in English only.

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**Note:** Only the most current release of hosted online help is updated regularly. After a new release is posted, previous releases remain available but are no longer updated.

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### Locally Installed Help

If your organization has firewall restrictions that prevent you from using the Hosted Online Help website, you can install the PeopleSoft Online Help locally. If you install the help locally, you have more control over which documents users can access and you can include links to your organization's custom documentation on help pages.

In addition, if you locally install the PeopleSoft Online Help, you can use any search engine for full-text searching. Your installation documentation includes instructions about how to set up Elasticsearch for full-text searching. See *PeopleTools Installation* for your database platform, "Installing PeopleSoft Online Help." If you do not use Elasticsearch, see the documentation for your chosen search engine.

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**Note:** See [Oracle Support Document 2205540.2 \(PeopleTools Elasticsearch Home Page\)](#) for more information on using Elasticsearch with PeopleSoft.

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**Note:** Before users can access the search engine on a locally installed help website, you must enable the Search field. For instructions, go to your locally installed PeopleSoft Online Help site and select About This Help, Managing Locally Installed PeopleSoft Online Help, Enabling the Search Button and Field in the Contents sidebar.

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### Downloadable PeopleBook PDF Files

You can access downloadable PDF versions of the help content in the traditional PeopleBook format. The content in the PeopleBook PDFs is the same as the content in the PeopleSoft Online Help, but it has a different structure and it does not include the interactive navigation features that are available in the online help.

## Common Help Documentation

Common help documentation contains information that applies to multiple applications. The two main types of common help are:

- Application Fundamentals
- Using PeopleSoft Applications

Most product families provide a set of application fundamentals help topics that discuss essential information about the setup and design of your system. This information applies to many or all applications in the PeopleSoft product family. Whether you are implementing a single application, some combination of applications within the product family, or the entire product family, you should be familiar with the contents of the appropriate application fundamentals help. They provide the starting points for fundamental implementation tasks.

In addition, the *PeopleTools: Applications User's Guide* introduces you to the various elements of the PeopleSoft Pure Internet Architecture. It also explains how to use the navigational hierarchy, components, and pages to perform basic functions as you navigate through the system. While your application or implementation may differ, the topics in this user's guide provide general information about using PeopleSoft Applications.

## Field and Control Definitions

PeopleSoft documentation includes definitions for most fields and controls that appear on application pages. These definitions describe how to use a field or control, where populated values come from, the effects of selecting certain values, and so on. If a field or control is not defined, then it either requires no additional explanation or is documented in a common elements section earlier in the documentation. For example, the Date field rarely requires additional explanation and may not be defined in the documentation for some pages.

## Typographical Conventions

The following table describes the typographical conventions that are used in the online help.

<b><i>Typographical Convention</i></b>	<b><i>Description</i></b>
Key+Key	Indicates a key combination action. For example, a plus sign ( + ) between keys means that you must hold down the first key while you press the second key. For Alt+W, hold down the Alt key while you press the W key.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (   ).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.



<b><i>Typographical Convention</i></b>	<b><i>Description</i></b>
& (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>
⇒	<p>This continuation character has been inserted at the end of a line of code that has been wrapped at the page margin. The code should be viewed or entered as a single, continuous line of code without the continuation character.</p>

## ISO Country and Currency Codes

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

ISO country codes may appear as country identifiers, and ISO currency codes may appear as currency identifiers in your PeopleSoft documentation. Reference to an ISO country code in your documentation does not imply that your application includes every ISO country code. The following example is a country-specific heading: "(FRA) Hiring an Employee."

The PeopleSoft Currency Code table (CURRENCY\_CD\_TBL) contains sample currency code data. The Currency Code table is based on ISO Standard 4217, "Codes for the representation of currencies," and also relies on ISO country codes in the Country table (COUNTRY\_TBL). The navigation to the pages where you maintain currency code and country information depends on which PeopleSoft applications you are using. To access the pages for maintaining the Currency Code and Country tables, consult the online help for your applications for more information.

## Region and Industry Identifiers

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

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

### Region Identifiers

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

- 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 the PeopleSoft Online Help:

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

## Translations and Embedded Help

PeopleSoft 9.2 software applications include translated embedded help. With the 9.2 release, PeopleSoft aligns with the other Oracle applications by focusing our translation efforts on embedded help. We are not planning to translate our traditional online help and PeopleBooks documentation. Instead we offer very direct translated help at crucial spots within our application through our embedded help widgets. Additionally, we have a one-to-one mapping of application and help translations, meaning that the software and embedded help translation footprint is identical—something we were never able to accomplish in the past.

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## Using and Managing the PeopleSoft Online Help

Click the Help link in the universal navigation header of any page in the PeopleSoft Online Help to see information on the following topics:

- What's new in the PeopleSoft Online Help.
- PeopleSoft Online Help accessibility.
- Accessing, navigating, and searching the PeopleSoft Online Help.
- Managing a locally installed PeopleSoft Online Help website.

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## PeopleSoft CRM Related Links

[PeopleSoft Information Portal](#)

[My Oracle Support](#)

[PeopleSoft Training from Oracle University](#)

[PeopleSoft Video Feature Overviews on YouTube](#)

[PeopleSoft Business Process Maps \(Microsoft Visio format\)](#)

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## Contact Us

Send your suggestions to [PSOFT-INFODEV\\_US@ORACLE.COM](mailto:PSOFT-INFODEV_US@ORACLE.COM). Please include release numbers for the PeopleTools and applications that you are using.

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# Getting Started with PeopleSoft CRM Product and Item Management

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## PeopleSoft CRM Product and Item Management Overview

In PeopleSoft CRM, products are what you sell and support. Almost all customer-facing PeopleSoft CRM applications reference product data, including (but not limited to) PeopleSoft CRM: Field Service, Support and Help Desk, Sales, Order Capture, and Marketing. You can group and present product information in catalogs for use by the sales force or by self-service applications, plan sales and marketing campaigns around products, manage product portfolios, or identify the competencies required to service and support a product and use that to assign workers to service and support tasks.

This documentation discusses setup tasks and data management for products and items in PeopleSoft CRM, including how to define and price product packages and standalone products.

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## PeopleSoft CRM Product and Item Integrations

PeopleSoft CRM integrates with PeopleSoft Supply Chain Management (SCM) and with other SCM, or order fulfillment, systems. PeopleSoft SCM systems use product definitions to manage products and product components throughout the manufacturing process. PeopleSoft CRM delivers several enterprise integration points (EIPs) that maintain data integrity between PeopleSoft CRM and third-party SCM systems by synchronizing product and item data.

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## PeopleSoft CRM Product and Item Implementation

PeopleSoft 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 the corresponding product documentation.

You set up products and items as part of the implementation process for PeopleSoft CRM products such as PeopleSoft Integrated FieldService and PeopleSoft Order Capture.

### Other Sources of Information

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps.

See Also

*PeopleTools: Setup Manager*

*PeopleTools: Component Interfaces*

Application Fundamentals

# Understanding Products and Items in PeopleSoft CRM

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## Products

Products in PeopleSoft Customer Relationship Management (PeopleSoft CRM) are what you sell to customers, for example, physical goods such as electric fans and cars, or packages such as custom built refrigerators.

### Product Definitions

PeopleSoft CRM represents products by product definitions. A product definition, keyed by product ID and setID, stores all of the product information that company representatives reference to sell or support products.

A product definition and its associated price setup provide the foundation for many features of PeopleSoft CRM, which include product ordering, catalogs, catalog searches, and dynamic product packages that are accessed from applications such as PeopleSoft Order Capture, PeopleSoft Order Capture Self Service, PeopleSoft Sales, and so forth. You also use products in PeopleSoft Integrated FieldService, PeopleSoft Support, and PeopleSoft HelpDesk for on-site and off-site customer support processing.

Use the Product Definition component to define products. If you implement both PeopleSoft CRM and PeopleSoft Supply Chain Management (PeopleSoft SCM) or another third-party supply chain management system, you can use the Product enterprise integration point (EIP) to synchronize product data between the two systems.

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**Note:** If you integrate between PeopleSoft CRM and a supply chain management system, you should define all product records in the PeopleSoft CRM system to take advantage of functionality, such as dynamic product packages and configured products, that are offered only in PeopleSoft CRM.

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### Types of Product Definitions

The types of product definitions in PeopleSoft CRM are:

- Engagement service

Engagement services are services such as consulting that are priced by PeopleSoft Proposal Management. PeopleSoft CRM integrates with PeopleSoft Proposal Management to exchange quote, status, and pricing information.

See [Integrations with PeopleSoft SCM and PeopleSoft Proposal Management](#).

- Standard product

Standard, or standalone, products do not contain components. When you define a product, you select whether it is standalone or contains components (product package).

- Package product

Product packages contain more than one component. A product package can include other packages and are priced either at the product level or as the sum of the package components. When you define a product package, you designate the pricing method.

Package products can be configured (lightly configured packages) using the [Package Components Page](#)

### Related Links

[Understanding Product Definitional Elements](#)

[Understanding Products in PeopleSoft CRM](#)

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## Items

Items are tangible goods or materials that an organization keeps in stock for sale or use in the future. You use items to keep track of material stocks—goods that are located in physical storage locations such as warehouses, storerooms, or service trucks—in the inventory control system.

### Item Definition

You define items either by using the Item Definition component or by using the Item Master EIP to integrate with an inventory or purchasing system.

Because the synchronization of item definitions is one-way from the inventory or purchasing system to the PeopleSoft CRM system, PeopleSoft suggests that you create and update item records in the inventory or purchasing system, then publish them to PeopleSoft CRM.

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**Note:** If you integrate with an inventory or purchasing system, you are unable to update the item definition within PeopleSoft CRM.

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### Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

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## The Relationship Between Products and Items

In PeopleSoft CRM, a product is associated with only one item (one-to-one relationship). For any physical product that you sell in-store, there is an item equivalent in the inventory system, which establishes the one-to-one relationship. You stock the item on the warehouse shelf and use it for fulfilling orders of that product.

More than one product can use the same item. This typically happens when you position or price the same item differently for different product lines.

Items are associated with products for fulfillment and servicing purposes in PeopleSoft CRM.

See [Defining Creation and Update Rules for Installed Products](#).



## Items in PeopleSoft Integrated FieldService

In PeopleSoft CRM, products are used in the Installed Product and Services component and are required. Items are an option in the Installed Product and Services component. The Installed Assets component is for internal assets that are used in PeopleSoft HelpDesk.

Service technicians order items that they need to perform service using the Order Materials component, either as an interunit transfer or purchase order. After the purchasing or inventory system processes the order and ships an item to the technician's truck, the technician installs the item and uses the Time Material Expense page within the Service Order component to report the receipt and usage of the new item, as well as the removal of the old one.

You can set up rules to govern when the system creates or changes the status of installed products.

For example, the system creates an installed product or changes its status when:

- A product is ordered through PeopleSoft Order Capture.
- An automatic shipping notification (ASN) for the product is received from a fulfillment system.
- A material usage or removal is recorded in PeopleSoft Integrated FieldService.

When these activities occur, the PeopleSoft CRM system passes product information along with the inventory system serial number (if applicable) to the installed product.

For example, an electrical appliance retailer might keep stock in a warehouse. The inventory system associates each product with an item on the warehouse shelf. When a customer places a product order and the order comes through the fulfillment system, the associated item of the product is picked from the warehouse and shipped.

The serial number is sent as part of the ASN message, which triggers either the creation of an installed product for the shipped product or an update of the existing installed product for that product.



# Setting Up Product Definitional Elements

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## Understanding Product Definitional Elements

Definitional elements describe products in the PeopleSoft Customer Relationship Management (PeopleSoft CRM) system. You must set up these definitional elements before defining products in PeopleSoft CRM:

- Product installation options.
- Rules for generating product ID numbers.
- Rule sets for creating and updating installed products.
- Product groups.

Product groups enable you to share processing parameters between products. PeopleSoft CRM delivers a set of basic product groups.

- Product categories.

Product categories are used to group products in catalogs.

- Product brands.
- Competitor codes.

Competitor codes enable you to keep track of competitors' similar products.

- Branch scripts.

Branch scripts predefine sales dialogue with customers, provide direction to customer service representatives, and guide internal processes and operations.

- Region IDs.

Region IDs enable selling by region.

- Competency codes.

Competency codes define the skills required to support the product.

- Relationship IDs.

Relationship IDs define the relationship of one product to another. For example, one product might either complement or substitute for another product.

- Product attributes.

Product attributes describe characteristics of the product, such as height, weight, color, and so forth.

## Related Links

"Setting Up Automatic Numbering" (PeopleSoft CRM 9.2: Application Fundamentals )

[Understanding Item Definition in PeopleSoft CRM](#)

[Understanding Installed Products](#)

"Understanding Competencies in PeopleSoft CRM" (PeopleSoft CRM 9.2: Application Fundamentals )

"Setting Up Regions" (PeopleSoft CRM 9.2: Application Fundamentals )

"Understanding Attributes" (PeopleSoft CRM 9.2: Automation and Configuration Tools)

"Understanding Scripts" (PeopleSoft CRM 9.2: Automation and Configuration Tools)

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## Creating Product Definitional Elements

To create product definitional elements, use the Product Installation (PROD\_INSTALLATION), Automatic Numbering (AUTO\_NUM\_PNL), Product Group (PROD\_GROUP\_TBL), Product Category (PROD\_CATEGORY), Product Brand (PROD\_BRAND), Competitors (COMPETITOR\_CD), Region (RB\_REGION), Attribute Definition (RB\_ATTRIBUTE), and Auto Numbering (AUTO\_NUM\_PNL) components.

## Pages Used to Set Up Product Definitional Elements

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<a href="#">Product Installation Page</a>	PROD_INSTALLATION	Select options for managing products.
<a href="#">Installed Product Defaults Page</a>	RF_INSTPRD_DFLT	Specify rules that determine how system transactions create and update installed products.
<a href="#">Setup Auto Numbers Page</a>	AUTO_NUM_PNL	Define automatic numbering options for product IDs.
<a href="#">Product Group Page</a>	PROD_GROUP_TBL	Define product group codes.
<a href="#">Linked Products Page</a>	PROD_GRP_OVERVIEW	View products that belong to a product group.
<a href="#">Product Category Page</a>	PROD_CATEGORY	Define product category codes.
<a href="#">Product Brand Page</a>	PROD_BRAND	Define product brand codes.
<a href="#">Competitors Page</a>	COMPETITOR_CD	Define competitor codes.
<a href="#">Script Page</a>	RC_BS_MAIN	Define a branch script for support and sales personnel.
<a href="#">Region Page</a>	RB_REGION	Set up regions.
<a href="#">Competencies Page</a>	COMPETENCY_TABLE	Establish competency codes.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Product Relations Codes Page</a>	RB_RELATIONS	Set up the codes that describe relationships between products.
<a href="#">Attribute Definition Page</a>	RB_ATTRIBUTE_MAIN	Define a product attribute.

## Product Installation Page

Use the Product Installation page (PROD\_INSTALLATION) to select options for managing products.

### Navigation

Set Up CRM, Install, Product Options, Product Installation

### Image: Product Installation page

This example illustrates the fields and controls on the Product Installation page.

The screenshot shows the 'Product Installation' page with two tabs: 'Product Installation' (selected) and 'Installed Product Defaults'. Below the tabs are three sections:

- Item Options:** Contains a checkbox labeled 'Item Required' which is currently unchecked.
- Package Options:** Contains a checkbox labeled 'Components can be deleted' which is currently checked.
- Relationship Options:** Contains two checkboxes: 'Alternate Priority Required' and 'Alternate Quantity Required', both of which are currently unchecked.

#### Item Required

Select if you have installed PeopleSoft Supply Chain Management (PeopleSoft SCM) or PeopleSoft Integrated FieldService. You can deselect this check box if the order fulfillment system does not require items or if products are not inventoried.

If you select this check box, you must use the Item Definition component to define product IDs, descriptions, and standard units of measure. You then complete the product definition in the Product Definition component.

#### Components can be deleted

Select to enable deletion of components in a product package.

#### Alternate Priority Required and Alternate Quantity Required

Select to enter a priority and quantity on the Product Relationships page for an alternate relationship type. Select these check boxes when the PeopleSoft CRM system is integrated with PeopleSoft SCM.

## Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

## Installed Product Defaults Page

Use the Installed Product Defaults page (RF\_INSTPRD\_DFLT) to specify rules that determine how system transactions create and update installed products.

### Navigation

Set Up CRM, Install, Product Options, Installed Product Defaults

### Image: Installed Product Defaults page

This example illustrates the fields and controls on the Installed Product Defaults page.

The screenshot displays the 'Installed Product Defaults' page with two main sections: 'Products Which Require a Service Order for Installation' and 'Products Which Do Not Require a Service Order for Installation'. Each section contains three sub-sections: 'Order Capture', 'Shipping Notification (ASN)', and 'Manage Material'. Each sub-section has checkboxes for 'Create Installed Product' and 'Update Installed Product', along with dropdown menus for 'Initial Status' and 'New Status'.

Section	Sub-section	Action	Initial Status	New Status
Products Which Require a Service Order for Installation	Order Capture	<input checked="" type="checkbox"/> Create Installed Product	Pending	
	Shipping Notification (ASN)	<input checked="" type="checkbox"/> Create Installed Product	Shipped	
		<input checked="" type="checkbox"/> Update Installed Product		Shipped
	Manage Material	<input checked="" type="checkbox"/> Create Installed Product	Installed	
		<input checked="" type="checkbox"/> Update Installed Product		Installed
Products Which Do Not Require a Service Order for Installation	Order Capture	<input checked="" type="checkbox"/> Create Installed Product	Pending	
	Shipping Notification (ASN)	<input checked="" type="checkbox"/> Create Installed Product	Installed	
		<input checked="" type="checkbox"/> Update Installed Product		Installed
	Manage Material	<input checked="" type="checkbox"/> Create Installed Product	Installed	
		<input checked="" type="checkbox"/> Update Installed Product		Installed

See [Understanding Installed Products](#).

## Setup Auto Numbers Page

Use the Setup Auto Numbers page (AUTO\_NUM\_PNL) to Define automatic numbering options for product IDs.

### Navigation

Set Up CRM, Common Definitions, Codes and Auto Numbering, Automatic Numbering, Auto Numbering

### Image: Setup Auto Numbers page

This example illustrates the fields and controls on the Setup Auto Numbers page.

Setup Auto Numbers

SetID SHARE SHARE

Number Type PROD Product Number

\*Field Name  Length 18

*Start Seq	*Max Length	*Description	Last Number Issued	Default?
000	18	Product ID	700000	<input checked="" type="checkbox"/>

See "Setting Up Automatic Numbering" (PeopleSoft CRM 9.2: Application Fundamentals ).

## Product Group Page

Use the Product Group page (PROD\_GROUP\_TBL) to define product group codes.

### Navigation

Products CRM, Product Groups, Product Group

### Image: Product Group page

This example illustrates the fields and controls on the Product Group page.

Product Group Linked Products

Product Group Details Find | View All First 1 of 1 Last

SetID SHARE

Product Group BIKE EQUIP

\*Product Group Type General

\*Effective Date 02/01/2002

\*Status Active

\*Description Biking Equipment

Short Description Biking Equ

☐ Global

---

**Note:** You cannot delete a product group from this page. If you integrate your PeopleSoft CRM applications with your PeopleSoft SCM applications, the system would also delete the product from your SCM database. This happens because SCM subscribes to a message that the CRM database publishes. If the system allowed you to delete the product group from this page, it could cause problems in your SCM operating environment. As such, this design is intentional.

---

**Product Group Type**

Select the product group type from these values:

- *Accounting*
- *Buying Agreement*
- *Customer Target*
- *Forecast*
- *Freight*
- *General*
- *Literature*
- *Organization*
- *Pricing*
- *Product Catalogs*
- *Product Line*
- *Reporting*
- *Reporting Externally*
- *Reporting Internally*
- *Self-Service Products*
- *Tax*
- *Transportations*
- *VAT*

**Global**

Select to include all products in the product group.

---

**Note:** This selection is not used for product groupings in the catalog.

---

See [Understanding Catalogs](#).

**Related Links**

[Product Definition - Product Groups Page](#)



## Linked Products Page

Use the Linked Products page (PROD\_GRP\_OVERVIEW) to view products that belong to a product group.

### Navigation

Products CRM, Product Groups, Linked Products

### Image: Linked Products page

This example illustrates the fields and controls on the Linked Products page.

The screenshot shows the 'Linked Products' page. At the top, there are two tabs: 'Product Group' and 'Linked Products', with 'Linked Products' being the active tab. Below the tabs, the page is divided into two main sections. The left section is titled 'Product Group' and contains the text 'BIKE EQUIP'. The right section is titled 'SetID' and contains the text 'SHARE'. Below these sections, there is a table with two columns: 'Product ID' and 'Product Description'. The table is currently empty. Above the table, there are several controls: a 'Personalize' button, a 'Find' button, a 'First' button, a '1 of 1' indicator, and a 'Last' button. There are also some small icons for adding and removing items.

This page displays the active products that are included in the product group.

## Product Category Page

Use the Product Category page (PROD\_CATEGORY) to define product category codes.

### Navigation

Products CRM, Product Category, Product Category

### Image: Product Category page

This example illustrates the fields and controls on the Product Category page.

The screenshot shows the 'Product Category' page. At the top, there is a title 'Product Category'. Below the title, there are two main sections. The left section is titled 'Category' and contains the text 'BIKES'. The right section is titled 'SetID' and contains the text 'SHARE'. Below these sections, there is a form titled 'Category Details'. The form contains several fields: '\*Effective Date' with a date picker set to '01/29/2002', '\*Status' with a dropdown menu set to 'Active', '\*Short Description' with a text box containing 'Bikes', and '\*Description' with a text box containing 'Bikes'. There are also some small icons for adding and removing items. Above the form, there are several controls: a 'Find' button, a 'View All' button, a 'First' button, a '1 of 1' indicator, and a 'Last' button.

Use this page to define product category codes. Enter the date the product category will be effective, short and long descriptions, as well as the status; either *Active* or *Inactive*.

## Product Brand Page

Use the Product Brand page (PROD\_BRAND) to define product brand codes.

## Navigation

Products CRM, Product Brand, Product Brand

### Image: Product Brand page

This example illustrates the fields and controls on the Product Brand page.

**Product Brand**

**Brand** WONDER **SetID** CRM02

**Details** Find | View All First 1 of 1 Last

\*Effective Date 01/29/2002

\*Status Active

\*Short Description Wonder Wor

\*Description Wonder World Computers

Use this page to define product brands. Enter the date the product brand will be effective, short and long descriptions, as well as the status; either *Active* or *Inactive*.

## Competitors Page

Use the Competitors page (COMPETITOR\_CD) to define competitor codes.

### Navigation

Products CRM, Competitors, Competitors

### Image: Competitors page

This example illustrates the fields and controls on the Competitors page.

**Competitors**

**Competitor** THEM **SetID** CRM02

**Competitor Code Details** Find First 1 of 1 Last

\*Effective Date 01/29/2002

\*Status Active

\*Short Description Other Worl

\*Description Other World Equipment

Enter competitor information on this page. Enter the date the competitor will be effective, short and long descriptions, as well as the status; either *Active* or *Inactive*.

## Script Page

Use the Script page (RC\_BS\_MAIN) to define a branch script for support and sales personnel.

### Navigation

Set Up CRM, Common Definitions, Process Automation, Script, Script

## Image: Script page

This example illustrates the fields and controls on the Script page.

**Script** | Script Tree | Script Validation

**Script Detail**

SetID: SHARE Effective Date: 10/29/2001

Script Name: LinearScript \*Status: Active

Script Category: Linear Script \*Script Type: Customer Satisfaction

Description: [Text Area]

**Rating Detail**

Rate Set Name: CRM01-CC\_SERVICE\_SURVEY Script Total Weight: 40

**Script Actions**

Pre-Script Action: [Text Field] Incomplete Script Action: [Text Field]

Post-Script Action: [Text Field]

**Exit Message**

Long Description: [Text Area]

Display Token

Modified 10/30/2001 12:21PM PDT SAMPLE

See "Understanding Scripts" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

## Product Relations Codes Page

Use the Product Relations Codes page (RB\_RELATIONS) to set up the codes that describe relationships between products.

### Navigation

Products CRM, Product Relations Codes, Product Relations Codes

## Image: Product Relations Codes page

This example illustrates the fields and controls on the Product Relations Codes page.

Product Relations Codes

Relation ID	Description	Long Description	Alias Outgoing Link	Alias Incoming Link	Required	Priority	Quantity	Catalog	Display Order	Installable	Rule Based	
ALT	Alternates	Similar Products	OUT Alternates	IN Alternates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CHILD	Child Of	Child Of Products used for L	Is Child Of	Is Parent Of	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
CROSS	Cross-Sells	Enhance this product with th	OUT Cross-Sells	IN Cross-Sells	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
OWNER	Owned by	Owned by	Owned by	Owned by	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PRERQ	Prerequisites	Other products needed to m			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
REPL	Replacements	Replacements	OUT Replacements	IN Replacements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SLLS	Sells	Sells	Sells	Is Sold By	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
UPSEL	Up-Sells	The next step up from this	OUT Sells	IN Sells	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Add Product Relation Code

The Product Relations Codes page lists the possible relationships among products of all types that are supported in the product definition model. The options that you select for a relationship type determine the options that are available on the Product Relationships page when you define a product.

<b>Required</b>	Select to include the Required check box on the Product Relationships page. The Required check box enables you to require that the related product is present whenever the listed product appears.
<b>Priority</b>	Select to include the Priority check box on the Product Relationships page. The Priority check box enables you to specify a priority among alternative related products.
<b>Quantity</b>	Select to include the Quantity field on the Product Relationships page. The Quantity field enables you to specify how many times the given relationship can occur.
<b>Catalog</b>	Select to include the Catalog check box on the Product Relationships page. The Catalog check box controls whether related products appear in the catalog along with the main product.

---

**Note:** The product relations codes that appear in the preceding example are delivered as system data. You can add relations, but you should not remove any delivered relations.

These fields are not used in the CRM system: Alias Outgoing Link, Alias Incoming Link, Installable and Rule Based.

---

## Related Links

[Managing Product Relationships](#)

## Attribute Definition Page

Use the Attribute Definition page (RB\_ATTRIBUTE\_MAIN) to define a product attribute.

### Navigation

Set Up CRM, Common Definitions, Attributes, Attribute Definition, Attribute Definition

**Image: Attribute Definition page**

This example illustrates the fields and controls on the Attribute Definition page.

### Attribute Definition

**Definition**

**Name** ASSET CONDITION

**Market** Global

**\*Label** Asset Condition

**\*Status** Active

**\*Group** Asset Details

**Usage** Information

**Validation Rule**

**Description** Current condition of the Asset

**\*Field Type**

☐ Edit Box

☐ Drop-Down

☒ Prompt Lookup

**List Details**

**Retrieval Mode** Manual

**Manual List Items**

Personalize | Find | View All |

First 1-3 of 3 Last

Default	*Item Code	*Item Value		
<input checked="" type="checkbox"/>	NEW	New	<input type="button" value="+"/>	<input type="button" value="-"/>
<input type="checkbox"/>	UNUSABLE	Unusable	<input type="button" value="+"/>	<input type="button" value="-"/>
<input type="checkbox"/>	USED	Used	<input type="button" value="+"/>	<input type="button" value="-"/>

**Audit**

**Modified** 09/20/2002 5:10PM PDT SAMPLE

**Warning!** Although product attributes provide flexibility for modeling products, attributes can adversely affect runtime performance. We suggest that you not use more than a few attributes per product.

See "Understanding Attributes" (PeopleSoft CRM 9.2: Automation and Configuration Tools).



# Defining Items

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## Understanding Item Definition in PeopleSoft CRM

An item must be available in PeopleSoft CRM system tables before you can reference it on an installed product, define material requirements for a service, use it to complete work on a service order, or create a return material authorization (RMA) enabling a customer to return it.

To define items, use the Item Definition component or use the Item Master enterprise integration point (EIP) to synchronize PeopleSoft CRM item definition records with item records that you defined in the inventory and purchasing system.

---

**Important!** To process material management transactions that take place in PeopleSoft CRM and the inventory and purchasing system, the definition of the item on the transaction must be identical in both systems. If you do not use the Item Master EIP to keep item information synchronized, you must manually duplicate changes or additions to item records in both systems.

---

The Item Master EIP includes three publishing application messages:

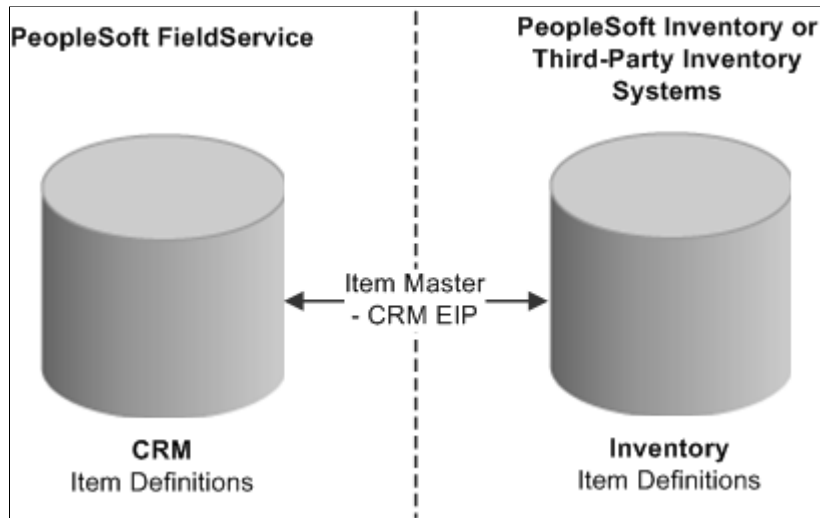
- ITEM\_CRM\_FULLSYNC\_EFF
- ITEM\_CRM\_SYNC\_EFF
- ITEM\_CRM\_SYNC

At initial implementation, the inventory and purchasing system publishes a full set of item records to the PeopleSoft CRM system using the ITEM\_CRM\_FULLSYNC\_EFF application message. When you add or modify item definitions in the inventory and purchasing system after the initial synchronization, each is published to PeopleSoft CRM using the ITEM\_CRM\_SYNC and ITEM\_CRM\_SYNC\_EFF application messages. PeopleSoft CRM is a subscriber to, not a publisher of, these messages. Any changes that you make to item definitions in PeopleSoft CRM are not published or synchronized with the inventory and purchasing system.

When the messages of the Item Master EIP are activated, you cannot use the Item Definition component in PeopleSoft CRM to change or add item records. Most updates are made to the item records in the inventory and purchasing system and publish them to PeopleSoft CRM, excluding the Configuration Option section and the Short Description field, as shown in this diagram:

### Image: Data flow from inventory and purchasing system to PeopleSoft CRM

This diagram illustrates the data flow of item records from the inventory system to the CRM system using the Item Master EIP.



### Related Links

Application Fundamentals

## Item Status

This table lists the statuses that items can have in PeopleSoft CRM:

Status	Description
Under Initialization	<p>The item definition has not been completed. No transactions are permitted, and the system does not list the item in any prompts.</p> <hr/> <p><b>Note:</b> PeopleSoft Inventory and Purchasing do not publish item definition records for items with an <i>Under Initialization</i> status. Only items defined in PeopleSoft CRM using the Item Definition component can have this status.</p> <hr/>
Pending Approval	<p>The item definition has been completed and is awaiting approval. No transactions are permitted, and the system does not list the item in any prompts. Pending approval items are not sent from inventory until approval occurs.</p>
Denied Approval	<p>The item definition has been denied. No transactions are permitted, and the system does not list the item in any prompts.</p> <hr/> <p><b>Note:</b> In PeopleSoft CRM, item definition approval processing is a manual business process. PeopleSoft Inventory and Purchasing do not publish item definition records for items with <i>Pending Approval</i> or <i>Denied Approval</i> status. Only items that are defined in PeopleSoft CRM using the Item Definition component can have these status values.</p> <hr/>
Active	<p>The item definition is active in the system. Items with an <i>Active</i> status are eligible for all item transactions in PeopleSoft CRM.</p>



<b>Status</b>	<b>Description</b>
Hold	The item definition is on hold in the system.
Inactive	The item is no longer active in the system.
Discontinue	Usage of the item is being phased out.  <b>Note:</b> In PeopleSoft CRM, you can receive and report usage and removal for an item with a <i>Hold</i> , <i>Inactive</i> , or <i>Discontinue</i> status using the Order Materials and Service Order components in PeopleSoft Integrated FieldService. You can also create an RMA for customers that are returning the item using the RMA Form (return material authorization form) component in PeopleSoft Support. However, you cannot enter a request to order any quantity of the item using the Order Materials component, nor can you create replacement orders for the item using the RMA Form component.

### Related Links

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

"Understanding Material Return Processing" (PeopleSoft CRM 9.2: Call Center Applications)

Application Fundamentals

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## Defining Item Control Values

To define item control values, use the Item Number Control (INV\_ITEM\_CONTROL), Item Groups (INV\_ITEM\_GROUP), Item Families (INV\_PROD\_FAMILIES), and Stock Types (INV\_STOCK\_TYPE) components.

**Note:** Item control values in PeopleSoft CRM are used only if you synchronize them with PeopleSoft Supply Chain Management (PeopleSoft SCM) applications, including PeopleSoft Inventory and Purchasing. If you synchronize item records with another system, the Item Master EIP application messages do not update any control value information that is documented in this section.

---

### Pages Used to Define Item Control Values

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Item Number Control Page</u>	ITEM_NBR_CONTROL	Define whether new items are numbered sequentially or manually.
<u>Item Group Page</u>	INV_ITEM_GROUP	Define groups to categorize items. You can use item group as an alternate search key for Item ID.
<u>Item Family Page</u>	PROD_FAMILY_INV	Define families to which items can be assigned during the item definition process. You can use item family as an alternate search key for the item ID.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Stock Type Page</u>	INV_STOCK_TYPE	Create ownership information codes for inventory items that are leased or consigned. You must specify stock types for any non-owned items that you define on the Item Definition page.

## Item Number Control Page

Use the Item Number Control page (ITEM\_NBR\_CONTROL) to define whether new items are numbered sequentially or manually.

### Navigation

Items CRM, Item Number Control, Item Number Control

### Image: Item Number Control page

This example illustrates the fields and controls on the Item Number Control page.

**Note:** The item number controls that you define on this page are used for PeopleSoft CRM purposes only. If you synchronize item records with another system, the Item Master EIP application messages do not update item number control information.

#### Auto Number Items

Select to enable automatic numbering. When automatic numbering is enabled, you can accept the system-generated *NEXT* value as the ID for each item that you define. Even if automatic numbering is enabled, you can override the *NEXT* value by entering item IDs manually.

**Note:** If you do not select this check box, you must enter IDs manually when defining new items on the Item Definition page.

#### Last Item Number Assigned

Enter the start of the numbering sequence that the system uses to generate unique item IDs automatically. When you select *NEXT* as the item ID during the item definition process, the system assigns the next sequential number in this numbering sequence as the item ID.

### Related Links

"Setting Up Automatic Numbering" (PeopleSoft CRM 9.2: Application Fundamentals )

## Item Group Page

Use the Item Group page (INV\_ITEM\_GROUP) to define groups to categorize items.

You can use item group as an alternate search key for Item ID.

### Navigation

Items CRM, Item Groups, Item Group

### Image: Item Group page

This example illustrates the fields and controls on the Item Group page.

The screenshot shows the 'Item Group' page in PeopleSoft CRM. The page has a header bar with 'SetID CRM01' and 'Item Group FREEZERS'. Below the header bar is a search bar with 'Find | View All' and navigation buttons 'First', '1 of 1', and 'Last'. Below the search bar are fields for '\*Effective Date' (01/01/2000), '\*Status' (Active), and '\*Description' (Freezers). At the bottom, there are links for 'Short Description' (Freezers), 'VAT Defaults', and 'Service VAT Treatment Defaults'.

Use this page to define groups that categorize items in PeopleSoft CRM. The concept of item groups originates from PeopleSoft Inventory. It is used on the Item Definition page for information purposes.

For more information about item groups, refer to the *PeopleSoft FSCM Managing Items* for defining item control values.

### VAT Defaults

Click to access the VAT Defaults Setup page, which is a common page used to set up value-added tax (VAT) defaulting for all PeopleSoft applications that process VAT transactions. On this page, you can define VAT defaults for bill sources, per VAT registration country and state. Clicking this link transfers you to PeopleSoft Financials, where you must set up your VAT billing.

### Service VAT Treatment Defaults

Click to access the Service VAT Treatment Drivers Setup page, which is a common page used to set up VAT services treatment for all PeopleSoft applications that process VAT transactions. If you are required to implement special handling for services, you can specify VAT service treatment defaults for bill sources on this page for a supplier's (seller's) location country and state. VAT defaults are also used when integrating with PeopleSoft Transaction Billing Processor. Clicking this link transfers you to PeopleSoft Financials, where you must set up your VAT billing.

## Item Family Page

Use the Item Family page (PROD\_FAMILY\_INV) to define families to which items can be assigned during the item definition process.

You can use item family as an alternate search key for the item ID.

### Navigation

Items CRM, Item Families, Item Family

### Image: Item Family page

This example illustrates the fields and controls on the Item Family page.

The screenshot shows the 'Item Family' page in a web browser. At the top, the title 'Item Family' is displayed. Below the title, there are two labels: 'SetID' with the value 'CRM01' and 'Family' with the value 'FRZR RP PT'. Underneath these is a search bar with the text 'Find | View All' and navigation buttons 'First', '1 of 1', and 'Last'. The main form area contains several fields: '\*Effective Date' with the value '01/01/2000', '\*Status' with a dropdown menu showing 'Active', '\*Description' with the value 'Freezer Replacement Parts', and 'Short Description' with the value 'Frzr Rp Pt'. There are also '+' and '-' buttons next to the '\*Status' field.

Use this page to define families with which items can be associated, besides item groups, during the item definition process in PeopleSoft CRM. Item families are the same as item groups. They are used on the Item Definition page for information purposes. No formal relationship is established between item families and groups, but you can further categorize groups by using families.

For example, you can define a group on *freezers* and create *freezer replacement parts* and *freezer accessories* as families of this group.

Fields on the Item Families and Item Groups pages are identical.

For more information about item families, refer to the *PeopleSoft FSCM Managing Items* for defining item control values.

## Stock Type Page

Use the Stock Type page (INV\_STOCK\_TYPE) to create ownership information codes for inventory items that are leased or consigned.

You must specify stock types for any non-owned items that you define on the Item Definition page.

### Navigation

Items CRM, Stock Types, Stock Type

### Image: Stock Type page

This example illustrates the fields and controls on the Stock Type page.

Use this page to create ownership information codes for inventory items that are leased or consigned.

For information about stock types, refer to the *PeopleSoft FSCM Managing Items* for defining item control values.

## Defining and Maintaining Items

To define and maintain items, use the Item Definition (RF\_ITEM\_DEFN) component.

This section discusses how to define items and establish substitute definitions.

If you are synchronizing with another system using the Item Master EIP, you can view the current definition for an item in PeopleSoft CRM using the Item Definition component under Items CRM, Review Item Definition.

### Pages Used to Define and Maintain Items

Page Name	Definition Name	Usage
<a href="#">Item Definition Page</a>	RF_ITEM_DEFN	Define inventory items at the setID level.
<a href="#">Item Substitutes Page</a>	RF_ITEM_SUB	Establish substitution definitions for items. An item substitution definition specifies alternate items that may be used by personnel requesting stock for activities on service orders. View an item's substitution definition from the RMA Form component in PeopleSoft Support and from the Order Materials and Service Order component in PeopleSoft Integrated FieldService.

### Item Definition Page

Use the Item Definition page (RF\_ITEM\_DEFN) to define inventory items at the setID level.

## Navigation

- Items CRM, Inventory Item Definition, Item Definition
- Items CRM, Review Item Definition, Item Definition

### Image: Item Definition page (1 of 2)

This example illustrates the fields and controls on the Item Definition page (1 of 2).

The screenshot shows the 'Item Definition' page (1 of 2) in PeopleSoft CRM. The page has a header with 'Item Definition' and 'Item Substitutes' tabs. Below the header is a navigation bar with 'Save', 'Search', 'Add Item Definition', 'Next', and 'Previous' buttons. The main content area is divided into two sections: 'Item Definition' and 'Item Substitutes'. The 'Item Definition' section contains the following fields and values:

Field	Value
SetID	SHARE
Description	Cadence Kit
Short Description	Cadence Ki
*Standard Unit of Measure	EA Each
Current Status Date	04/16/2000
Current Status	Active
Stock Type	
Item Group	ACCESS Accessories
Family	MOUNTAIN Mountain Bike and Equipment
Currency Code	USD US Dollar
Service Price	50.00
Service Exchange Amount	25.00

There are also links for 'VAT Defaults' and 'Service VAT Treatment Defaults'.

### Image: Item Definition page (2 of 2)

This example illustrates the fields and controls on the Item Definition page (2 of 2).

The screenshot shows the 'Item Definition' page (2 of 2) in PeopleSoft CRM. The page has a header with 'Item Definition' and 'Item Substitutes' tabs. Below the header is a navigation bar with 'Save', 'Search', 'Add Item Definition', 'Next', and 'Previous' buttons. The main content area is divided into two sections: 'Item Definition' and 'Item Substitutes'. The 'Item Definition' section contains the following fields and values:

Field	Value
Warranty Name	Active
Status	Active

There are also links for 'VAT Defaults' and 'Service VAT Treatment Defaults'.

## Item Definition

### Description and Short Description

Enter long and short descriptions. You cannot include embedded single or double quotation marks in the description text.

**Note:** The Short Description field exists only in CRM, not in PeopleSoft Inventory. This field can be updated even if the item EIPs are active.

### Standard Unit of Measure

Enter the base UOM for the item that reflects the smallest transactable UOM for the item. Establish UOMs on the Units of Measure page under Set Up CRM, Common Definitions.

---

	<p><b>Warning!</b> To minimize rounding discrepancies when using multiple UOMs, the standard UOM must be the smallest valid UOM for the item. Also, set up the standard UOM as a whole number.</p>
<b>Current Status Date</b>	Displays the date on which the current status of the item definition was updated.
<b>Stock Type</b>	Enter the owner of the stock if the item is non-owned. First, you must establish stock types on the Stock Types page.
<b>Item Group</b>	Enter a group ID to categorize the item as an alternate search key. Establish item groups on the Item Groups page.
<b>Family</b>	Enter a family ID to categorize the item as an alternate search key. Establish item families on the Item Families page.
<b>Currency Code</b>	Enter the currency code used for the item.
<b>Service Price</b>	Enter the price for the service item being defined.
	<p><b>Note:</b> This price is picked up for billing the customer when integrating with PeopleSoft Transaction Billing Processor for any materials that were used to service the customer.</p>
<b>Service Exchange Amount</b>	Enter the amount the customer will be credited if the old item is exchanged for the new one.
	<p><b>Note:</b> This price is used to credit the customer when performing a service order and removing material when integrating with PeopleSoft Transaction Billing Processor.</p>
<b>VAT Defaults</b> (value added tax defaults)	Click to access the VAT Defaults Setup page, which is a common page used to set up VAT defaulting for all PeopleSoft applications that process VAT transactions. On this page, you can define VAT defaults for bill sources, per VAT registration country and state. Clicking this link transfers you to PeopleSoft Financials, where you must set up your VAT billing.
<b>Service VAT Treatment Defaults</b>	<p>Click to access the Service VAT Treatment Drivers Setup page, which is a common page used to set up VAT services treatment for all PeopleSoft applications that process VAT transactions.</p> <p>If you are required to implement special handling for services, you can specify VAT service treatment defaults for bill sources on this page for a supplier's (seller's) location country and state. Clicking this link transfers you to PeopleSoft Financials, where you must set up your VAT billing.</p>

---

## Item Type

### Inventory Item

Select if the item is physically stocked in inventory. You cannot create transactions in PeopleSoft Inventory for noninventory items.

### Non-Owned Item

Select if the item is non-owned. PeopleSoft Inventory does not create accounting entries for non-owned item transactions. If you define an item as non-owned, you must also specify a stock type.

### Consigned

Select if the item is consigned. Only non-owned items can be consigned.

---

**Note:** After an order for the item is initiated from the RMA component or the Order Materials component, the system does not enable values in the Item Type group box to be modified.

---

## Item Tracking

### Lot Control

Select if the item is tracked by lot ID.

In PeopleSoft Integrated FieldService, you must enter the lot ID for transactions of lot-controlled items that are initiated on the Order Materials page and when defining installed product records for lot-controlled items on the Installed Product and Services component. You also specify the lot ID on the Time Material Expense page on the service order.

In PeopleSoft Support, you may enter the lot ID for advanced exchange RMA transactions of lot-controlled items; however, it is not required.

In PeopleSoft Inventory, you must enter the lot ID at the time of receipt and putaway and for all inventory movement transactions of lot-controlled items.

### Serial Control

Select to track each unit of the item in stock by a unique identifier. Serial-controlled inventory items are managed in units of one, based on the item's standard UOM.

In PeopleSoft Integrated FieldService, you must enter the serial ID for transactions of serial-controlled items that are initiated on the Order Materials page and when defining installed product records for serial-controlled items on the Installed Product page.

You also specify the serial ID on the Time Material Expense page on the service order.

In PeopleSoft Support, you must enter the serial ID for advanced return RMA transactions of serial-controlled items.



In PeopleSoft Inventory, you must enter the serial ID at the time of receipt and putaway and for all inventory movement transactions of serial-controlled items.

### Shipping Serial Control

Select to assign a unique identifier to each unit of the item if serial tracking is required only at the time of shipment. Until ship-serial-controlled items are shipped, you can move them to different stock locations within the PeopleSoft Inventory business unit without serial control, which simplifies transaction processing and entry.

Serial numbers are then assigned at the time of shipment to provide tracking on products shipped to customers, internal locations, and other PeopleSoft Inventory business units.

When a user records the quantity received, used, not used, and removed for a ship-serial-controlled item on the Order Materials page in PeopleSoft CRM, you must enter the ship-serial ID. The system uses this ID to accurately update the customer's installed product record.

---

**Note:** You can also report on materials used and removed on the Time Material and Expense page.

---



---

**Note:** After an order for the item is initiated from the RMA Form component or the Order Materials component, the system does not enable values in the Item Tracking group box to be modified.

---

### Item Usage

#### Serviceable

Select if a service can be performed on the item. You create services and service orders only for items that are serviceable. You specify products and installed products on the service order and items when you are ordering, receiving, using and removing materials.

---

**Note:** You should create services and service orders only for items that are serviceable.

---

#### Returnable

Select if the item can be returned. This data is for informational purposes only.

The removal of a nonreturnable item on the Time Material Expense page on the service order does not trigger any inventory adjustment transactions.

The system issues a warning if you try to return an item that is not identified as returnable using the RMA Form component. You can select to cancel or proceed with the transaction.

#### Consumable

Select if the item can be scrapped rather than returned. When the removal of a consumable item is recorded on the service order component, the system does not trigger any inventory

adjustment transactions. However, the system updates the customer's installed product record to reflect the removal of the installed item.

---

**Note:** In the RMA Form, Service Order and Order Materials components, you can select items regardless of the *Serviceable*, *Returnable*, and *Consumable* check box settings.

---

## Product Options

When you create a new item or select an item with a current status of *Under Initialization*, the system displays the Product Options group box to establish whether a corresponding product definition should be created simultaneously with the item definition.

<b>Create Product</b>	Select to create a corresponding product definition for this item.
<b>Use Item ID</b>	Select to make the product ID the same as the item ID. If selected, the Product ID field becomes unavailable for entry.
<b>Product ID</b>	Enter the ID for the product definition. If you set up automatic numbering for products, enter a value of <i>NEXT</i> to use the next available product ID.
<b>Product Type</b>	Enter the type of product. Delivered types include <i>Engagement Service</i> , <i>Package Product</i> , and <i>Standard Product</i> .

## Warranty Information

<b>Warranty Name</b>	Enter the warranty that is associated with the item. Establish warranties on the Warranty page.
<b>Status</b>	Select the current status of the warranty. Values are <i>Active</i> and <i>Inactive</i> .

---

**Note:** An item can have only one active warranty associated with it.

---

See Also *PeopleSoft FSCM Inventory*.

## Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

"Understanding Agreements and Warranties" (PeopleSoft CRM 9.2: Application Fundamentals )

"Understanding Material Return Processing" (PeopleSoft CRM 9.2: Call Center Applications)

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

[Understanding Installed Products](#)

"Understanding the Service Data Model" (PeopleSoft CRM 9.2: Integrated FieldService)

"Understanding Service Orders" (PeopleSoft CRM 9.2: Integrated FieldService)

## Item Substitutes Page

Use the Item Substitutes page (RF\_ITEM\_SUB) to establish substitution definitions for items.

An item substitution definition specifies alternate items that may be used by personnel requesting stock for activities on service orders. View an item's substitution definition from the RMA Form component in PeopleSoft Support and from the Order Materials and Service Order component in PeopleSoft Integrated FieldService.

Navigation

- Items CRM, Inventory Item Definition, Item Substitutes
- Items CRM, Review Item Definition, Item Substitutes

Image: Item Substitutes page

This example illustrates the fields and controls on the Item Substitutes page.

Item DefinitionItem Substitutes

Item Definition

Save | Search | Add Item Definition | Next | Previous

Personalize

SetID SHARE

Description Cadence Kit

Item Group Accessory

Item ID 10014

Current Status Active

Family Mtn Bike

Substitute Items

Personalize | Find | First 1 of 1 Last

*Priority	*Substitute Item ID	Description	From Date	*To Date	Rate	Use for Shipments
			06/12/2014	12/31/2099	1.00000000	<input type="checkbox"/>

Substitute Items

- Priority

Enter a priority value for each substitute item that you add. The substitute item with the highest priority (the lowest number) should be the first choice when substitutions are made. Though priority does not need to be sequential, it must be greater than 0.
- From Date

Enter the date on which the substitute item becomes a valid substitution option. The default is the current date.
- To Date

Enter the date on which the substitute item is no longer a valid substitution option. The default is December 31, 2099.
- Rate

Enter the quantity of the substitute item that is required to replace the original item. The default conversion rate is 1. Conversion rates are calculated using the item's standard UOM.
- Use for Shipments

Select if the substitute item is valid for material stock requests during the picking process in your inventory system.

Related Links

- "Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)
- "Understanding Material Return Processing" (PeopleSoft CRM 9.2: Call Center Applications)

---

## Associating Items with Additional UOMs

To associate items with additional UOMs, use the Unit of Measure (INV\_ITEM\_UOM) component.

You can define additional UOMs for item transactions. For example, suppose that you order an item by the case but ship it in individual units, you need two additional UOMs: a shipping UOM (each), and an ordering UOM (case). When multiple UOMs apply to a given item, PeopleSoft maintains conversion rates to facilitate processing.

This section discusses how to add UOMs.

---

**Note:** When you define an item in the Item Definition component in PeopleSoft CRM, the system automatically inserts a row into the Units of Measure table with the standard UOM set up as a valid ordering, stocking, and shipping UOM.

---

### Page Used to Associate Items with Additional UOMs

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Unit of Measure Page</u>	INV_ITEM_UOM	Add UOMs to an item.

### Unit of Measure Page

Use the Unit of Measure page (INV\_ITEM\_UOM) to add UOMs to an item.

#### Navigation

Items CRM, Units of Measure, Unit of Measure

Image: Unit of Measure page

This example illustrates the fields and controls on the Unit of Measure page.

Unit of Measure

Item ID 10000

Long Sleeve Biking Jersey, Men's

Convert To

Standard Unit of Measure EA

Each

Convert From

Find | View All

First 1 of 3 Last

\*Unit of Measure BOX

Box

\*Conversion Rate 4.00000000

\*Quantity Precision Whole Number

Default Stocking UOM

Rounding Rule

Natural Round

Round Up

Unit of Measure Type

View All 1-3 of 3

Ordering

Shipping

Stocking

Select All

Deselect All

Weight

Shipping Weight

Weight UOM

In PeopleSoft Order Capture, the system prompts for product UOMs that are defined as valid ordering UOMs. In PeopleSoft Integrated FieldService and Support, all item transactions are performed using the item's standard UOM.

This page appears as read-only if the unit of measure information is set to be populated automatically by a synchronization process. It is available for edit only when the unit of measure information is not synchronized.

Convert To

This group box displays the standard UOM that you defined for this item on the Item Definition page.

Convert From

Unit of Measure

Enter a UOM that is also used for transactions involving this item. You establish UOMs under Set Up CRM, Common Definitions, Unit of Measure, Unit of Measure.

**Note:** In PeopleSoft Integrated FieldService, the system uses the item's standard UOM for all item transactions initiated from the Order Materials and Service Order component. Similarly, in PeopleSoft Support, the system uses the item's standard UOM only for RMA and replacement transactions initiated from the RMA Form component.

Conversion Rate

Enter the conversion rate between the standard UOM (in the Convert To group box) and the UOM (in the Convert From group box). If you specified the conversion rate between these

two UOMs under Set Up CRM, Common Definitions, Unit of Measure, Unit of Measure, the CRM system populates the value automatically when you specify the UOM (in the Convert From group box).

To determine the conversion rate to enter, consider the relationship between the standard UOM and this new UOM.

For example, suppose that the standard UOM for the item is EA (each) and this newly added UOM is CS (case), and one CS of the item contains 5 EA items. You would enter 5 as the conversion rate. The value's format is updated after you save the record.

### **Quantity Precision**

Select how calculated or user-entered quantities should be presented in the system, as decimal (up to four decimal places) or whole number.

This field applies to PeopleSoft SCM.

### **Default Stocking UOM**

Select if this UOM is the default stocking UOM. This field applies only to PeopleSoft SCM.

When you assign UOMs to an item on the Unit of Measure page, you indicate whether each UOM is valid for ordering, shipping, or stocking transactions. If more than one UOM is valid for stocking, specify which of these should be the default stocking UOM.

## **Rounding Rule**

These fields apply only to PeopleSoft SCM.

## **Unit of Measure Type**

Select the kinds of transactions that use the selected UOM. You must select at least one UOM type for each item.

### **Ordering**

Select if the UOM is used for stock requests or for express issue transactions in PeopleSoft Inventory. Order Management also uses the ordering UOM. In Order Capture, the system prompts for product UOMs that are defined as valid ordering UOMs.

### **Shipping**

Select if the UOM is used for shipping and issues transactions in PeopleSoft Inventory.

### **Stocking**

Select if the UOM is used for putaway or receiving transactions in PeopleSoft Inventory. You can also use this UOM for numerous other transactions in PeopleSoft Inventory, including transfers, container management, adjustments, picking, and physical accounting.

### **Select All and Deselect All**

When you first define an item-UOM combination, only one field appears in the Unit of Measure Type group box. If the

selected UOM is valid for all transactions involving this item, click the Select All button.

If the selected UOM is no longer valid for a given transaction, click the Deselect All button to clear the UOM type fields, then insert valid transactions.

To associate the item with additional units of measure, add rows using the Add a new row button to the right of the Unit of Measure Type group box.

## Weight

PeopleSoft Order Capture uses the Shipping Weight and Weight UOM fields to calculate shipping costs when it is integrated with a third-party freight calculator software (for example, ConnectShip).

See Also

*PeopleSoft FSCM Managing Items*

## Related Links

[Understanding Products in PeopleSoft CRM](#)

[Associating Items with Additional UOMs](#)

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

"Understanding Material Return Processing" (PeopleSoft CRM 9.2: Call Center Applications)





## Chapter 5

# Working with Item Assemblies

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## Understanding Item Assemblies

Item service assemblies identify the components of an item that an organization can service or support. Once defined, technicians or call center agents can use the Review Assemblies component to reference the service assembly definition and help drive troubleshooting and service activities.

For every item within a setID in the system, you can define serviceable component items. You can also define service assemblies for a component item, creating service assemblies with multiple levels. Before you can define a service assembly, however, you must define the item and all of its component items.

For each assembly within a setID, you can define multiple versions using assembly codes. For example, suppose that you have a radio that is sold and serviced in the U.S. and Great Britain. You can define two assembly codes to reflect the radio's different power supply components.

In addition to identifying serviceable components for an item, technicians and call center agents can use service assemblies to check for manufacturers' warranties on the component parts of an item that is installed at the customer's site. In PeopleSoft Customer Relationship Management (PeopleSoft CRM), you can activate warranties that you offer for installed products; however, this warranty information is for the end item itself on the installed product record, not for any component items. You can check for warranties that you offer for the component item on the Review Assemblies - Components page.

### Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

"Understanding Agreements and Warranties" (PeopleSoft CRM 9.2: Application Fundamentals )

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## Defining Item Assemblies

To define assembly items, use the Assemblies Maintenance (BOM\_MAINTENANCE) component.

### Pages Used to Define Item Assemblies

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<a href="#">Assemblies - Summary Page</a>	EN_BOM_MAINT	Define and maintain the serviceable components for a given combination of setID and item.
<a href="#">Assemblies - Assembly Page</a>	EN_BOM_TEXT	Describe the service assembly and record any applicable notes.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Assemblies - Components Page</a>	EN_COMP_MAINT	View or modify details about each assembly component.
<a href="#">Assemblies - Component Notes Page</a>	EN_COMP_TEXT	View or record notes that relate to a specific component on a service assembly.

## Common Elements Used in Defining Item Assemblies

### Op Seq (operation sequence)

Enter the sequence in which the component is assembled. This value is informational in PeopleSoft CRM. Operation sequence is used primarily in PeopleSoft Manufacturing environments.

### Quantity and Per

Enter the quantity of the component that is required for each assembly or order of the end item, in the standard unit of measure (UOM) of the end item. The quantity is used primarily in PeopleSoft Manufacturing environments.

## Assemblies - Summary Page

Use the Assemblies - Summary page (EN\_BOM\_MAINT) to define and maintain the serviceable components for a given combination of setID and item.

### Navigation

Items CRM, Assemblies, Summary

### Image: Assemblies - Summary page

This example illustrates the fields and controls on the Assemblies - Summary page.

Summary | Assembly | Components | Component Notes

SetID CRM01 ☒ Serial Control

Item ID SR1003 Item Description 12000 BTU Room Air (Light Beige)

Type Service Assembly Code 1

Assembly Qty  EA

Component									
*Component ID	Description	Op Seq	*Effective Date	*Obsolete Date	Quantity	UOM	*Per		
10009	Air Cond, Compressor	10	02/16/2004	02/16/2006	1.0000	EA	AS		
10010	Air Cond, Fan	20	02/16/2004	02/16/2006	1.0000	EA	AS		
10011	Air Cond, Control Unit	30	02/16/2004	02/16/2006	1.0000	EA	AS		
10012	Air Cond, Air Handler Duct	30	02/16/2004	02/16/2006	1.0000	EA	AS		
10013	Air Cond, Pipes	40	02/16/2004	02/16/2006	1.0000	EA	AS		
10014	Air Cond, Ducts	40	02/16/2004	02/16/2006	1.0000	EA	AS		

### Assembly Qty (assembly quantity)

Enter the end item quantity in the standard UOM of the item as you defined it on the Item Definition page. In general, set the

assembly quantity to 1 and enter the component quantity that is included in one unit of the end item. However, if you typically install and service the end item in quantities greater than one, you might define a service assembly in terms of the normal installation and service quantity.

For example, a manufacturer and distributor of speakers might produce and stock speakers in inventory as single units. Yet because a customer always buys at least two speakers at a time, the speaker company might choose to set up a service assembly with an assembly quantity of two.

### **Component ID**

Select a service assembly component. You must establish the component as an active item using the Item Definition page or the Item Master enterprise integration point. In addition, the component item must conform to these restrictions:

- The component item cannot be the same as the end item.
- The effectivity period, which the effective and obsolete dates specify for the component, cannot overlap with other rows for the same component ID.

See Also

*PeopleSoft FSCM Manufacturing*, “Bills of Material”

### **Related Links**

[Understanding Item Definition in PeopleSoft CRM](#)

## **Assemblies - Assembly Page**

Use the Assemblies - Assembly page (EN\_BOM\_TEXT) to describe the service assembly and record any applicable notes.

### **Navigation**

Items CRM, Assemblies, Assembly

### Image: Assemblies - Assembly page

This example illustrates the fields and controls on the Assemblies - Assembly page.

Summary | **Assembly** | Components | Component Notes

SetID CRM01 ☒ Serial Control

Item ID SR1003 Item Description 12000 BTU Room Air (Light Beige)

Type Service Assembly Code 1

Assembly Qty  EA

**Assembly Details**

Description

Short Description

Assembly Note

Use the Assembly Details section of this page to describe any appropriate details of the assembly and any notes that may apply.

## Assemblies - Components Page

Use the Assemblies - Components page (EN\_COMP\_MAINT) to view or modify details about each assembly component.

### Navigation

Items CRM, Assemblies, Components

### Image: Assemblies - Components page

This example illustrates the fields and controls on the Assemblies - Components page.

Summary | Assembly | **Components** | Component Notes

SetID CRM01 ☒ Serial Control

Item ID SR1003 Item Description 12000 BTU Room Air (Light Beige)

Type Service Assembly Code 1

Assembly Qty  EA

**Component** Find | View All First 1 of 6 Last

\*Component ID  Description Air Cond, Compressor

Operation Sequence

Quantity  EA \*Per

### Component ID

Select a service assembly component. The system automatically populates the description of the component item.

See Also

*PeopleSoft FSCM Manufacturing, “Bills of Material”*

## Assemblies - Component Notes Page

Use the Assemblies - Component Notes page (EN\_COMP\_TEXT) to view or record notes that relate to a specific component on a service assembly.

### Navigation

Items CRM, Assemblies, Component Notes

### Image: Assemblies - Component Notes page

This example illustrates the fields and controls on the Assemblies - Component Notes page.

If a manufacturer or another third party offers a warranty on a component item, you can note it on this page.

## Viewing Assembly Information

To view assembly information, use the Assemblies Inquiry (BOMINQUIRY) component.

### Pages Used to View Assembly Information

Page Name	Definition Name	Usage
<a href="#">Review Assemblies - Summary Page</a>	EN_BOM_INQUIRY	View the serviceable components that are defined for a given combination of setID and item.
<a href="#">Review Assemblies - Assembly Page</a>	EN_BOM_INQ_HEADER	View a description of the service assembly and any recorded notes.
<a href="#">Review Assemblies - Components Page</a>	EN_BOM_INQUIRY_D	View details about each component in the assembly.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
Review Assemblies - Component Notes Page	EN_BOM_INQ_D_TXT	View notes that are related to a specific component of a service assembly.

## Common Elements Used in Viewing Assembly Information

### Quantity and Per

Displays the quantity of the component that is required for each assembly or order of the end item, in the standard UOM of the end item.

## Review Assemblies - Summary Page

Use the Review Assemblies - Summary page (EN\_BOM\_INQUIRY) to view the serviceable components that are defined for a given combination of setID and item.

### Navigation

Items CRM, Review Assemblies, Summary

### Image: Review Assemblies - Summary page

This example illustrates the fields and controls on the Review Assemblies - Summary page.

The screenshot shows the 'Review Assemblies - Summary' page. At the top, there are four tabs: 'Summary', 'Assembly', 'Components', and 'Component Notes'. The 'Summary' tab is selected. Below the tabs, there are several input fields and controls. On the left, there is a 'SetID' field, an '\*Item ID' field, an '\*Assembly Type' dropdown menu (set to 'Service'), a 'Depth' field (set to '1'), and a '\*Display' dropdown menu (set to 'Non-Indented'). On the right, there is an 'As of Date' field (set to '06/12/2014'), an 'Item Description' field, an '\*Assembly Code' field (set to '1'), and an 'Assembly Quantity' field (set to '0'). There is also a checkbox labeled 'Show All Components'. A 'Search' button is located below the search criteria. Below the search area, there is a table with the following columns: 'Level Code', 'Component ID', 'Description', 'Effective Date', 'Obsolete Date', 'Quantity', 'UOM', 'Per', and 'Serial Control'. The table has one row with 'Level Code' set to '0'.

Enter search criteria for the service assembly that you want to view.

### SetID

Enter the setID of the service assembly. The system populates this value with the default setID that is associated with your user ID on the User Preferences - Overall Preferences page, if applicable.

### As of Date

Enter the effective date of the service assembly. If you choose not to show all components, the system displays only the components that are defined for the service assembly that is in effect for this date.

<b>Item ID</b>	Enter the end item for which a service assembly has been defined.
<b>Assembly Type</b>	Select <i>Service</i> . Although other assembly types are available, only <i>Service</i> is applicable for PeopleSoft CRM applications.
<b>Assembly Code</b>	Enter the version of the service assembly that is defined for the setID and item combination. Assembly codes can range from 1 to 99.
<b>Depth</b>	Enter the component level of the service assembly. To view all levels, enter 99.
<b>Display</b>	Select the formatting method to display the service assemblies. Values are:  <i>Indented</i> : Select to display the service assembly components with each level indented relative to the previous level. If you select a depth greater than 1, the system automatically sets this value.  <i>Non-Indented</i> : Select to display the service assembly components as a simple list without indentation.
<b>Show All Components</b>	Select to view all components that are defined for a service assembly regardless of the effective date.
<b>Level Code</b>	Displays the level of the component on the service assembly.
<b>Component ID</b>	Displays the item ID of each component. Click the item ID to access the Review Assemblies - Components page and view details, including warranty information, about the component item.

## Review Assemblies - Components Page

Use the Review Assemblies - Components page (EN\_BOM\_INQUIRY\_D) to view details about each component in the assembly.

### Navigation

Items CRM, Review Assemblies, Components

## Image: Review Assemblies - Components page

This example illustrates the fields and controls on the Review Assemblies - Components page.

The screenshot shows the 'Review Assemblies - Components' page. It features four tabs: Summary, Assembly, Components (active), and Component Notes. The main content area displays assembly details for a specific SetID. Fields include Item ID, Assembly Type (Service), Depth (1), Display (Non-Indented), As of Date (06/12/2014), Item Description, Assembly Code (1), and Assembly Quantity (0). A 'Show All Components' checkbox is present. Below this is a 'Component' section with a table header and navigation controls (Find, View All, First, 1 of 1, Last). The table has columns for Level Code (0), Item, Item Description, Description, Quantity (0.0000), Per, and Op Seq (0). At the bottom is a 'Warranty Information' section with a table header and navigation controls (Find, First, 1 of 1, Last). The table has columns for Warranty Name and Status.

## Component

**Level Code** Displays the level in the service assembly at which the component item is defined.

**Item** Displays the item ID and description.

**Op Seq (operation sequence)** Displays the sequence in which the component appears in the assembly structure.

## Warranty Information

This section displays the warranty that you establish for the component item on the Item Definition page, if applicable.

## Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

"Understanding Agreements and Warranties" (PeopleSoft CRM 9.2: Application Fundamentals )



# Checking Item Balances and Availability

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## Understanding Balance Inquiries

This section discusses:

- Item availability inquiries.
- Item balance inquiries by business units.
- Item balance inquiries by group members.

## Item Availability Inquiries

If you integrate PeopleSoft Customer Relationship Management (PeopleSoft CRM) with PeopleSoft Inventory and you are accessing system pages through the portal using the single sign-on feature, links to the Item/Product Availability component in Inventory are available from the Order Materials and Service Order components in PeopleSoft Integrated FieldService and the Return Material Authorization component in PeopleSoft Support. With the Item/Product Availability component, you can confirm the current available quantity for an item, check cumulative available-to-promise quantity for future dates, and view future supply and demand information for the item.

To inquire item availability from the Return Material Authorization component for an advanced exchange return material authorization (RMA):

1. Click the View Related Links button in the Replacement Item(s) grid on the Return Material Authorization page.
2. Click the Item Availability link on the transfer page.

To inquire about item availability within PeopleSoft Integrated FieldService, click the Check Availability link adjacent to the Quantity in Truck on the Order Materials page and then click the Item Availability link on the transfer page.

You can also check availability from the Required Material page within a service order in PeopleSoft Integrated FieldService. Click the Check Availability link next to the Quantity in Truck then click the Item Availability link on the transfer page.

See Also

*PeopleSoft FSCM Inventory*

### Related Links

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

"Understanding Material Return Processing" (PeopleSoft CRM 9.2: Call Center Applications)

## Item Balance Inquiries by Business Units

PeopleSoft CRM uses the Item Balance enterprise integration point (EIP) to retrieve quantity available and on-hand balance information in real-time from the inventory business units that are included in the distribution network that is defined for customer support or field service operations. The sequence of business units reflects their order in the distribution network.

---

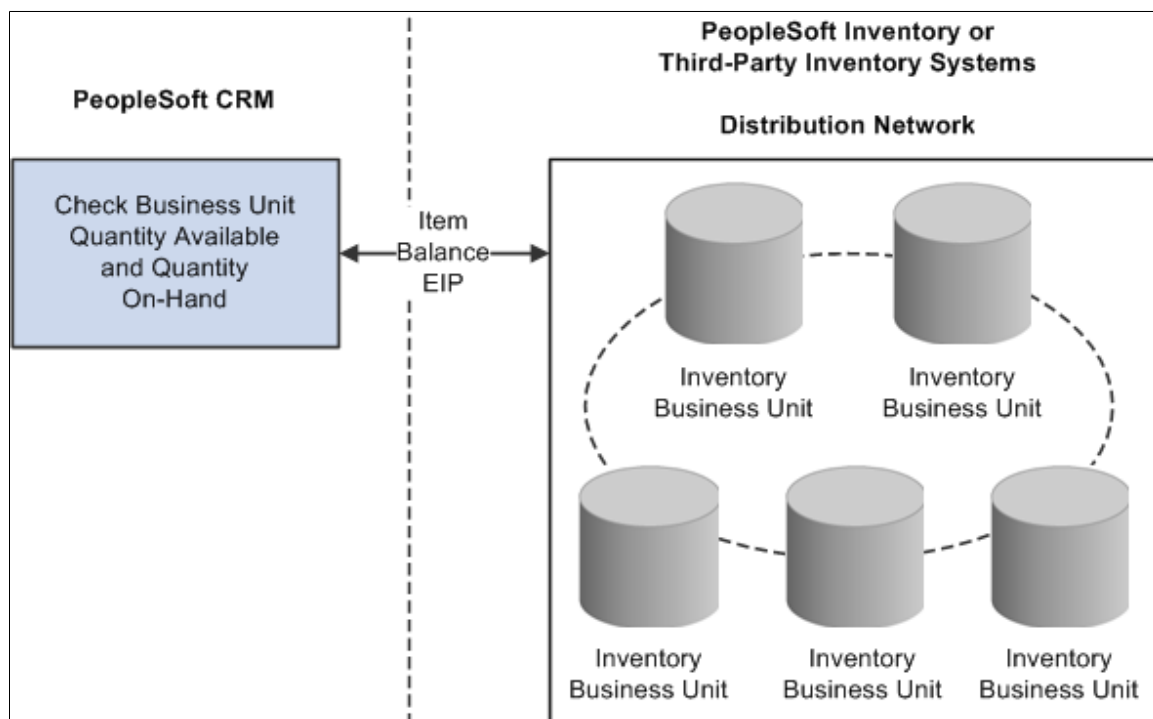
**Note:** When integrating with PeopleSoft Purchasing and Inventory, you define a distribution network of inventory business units for each business unit in PeopleSoft CRM that can request material for service orders or as replacements or exchanges for material returns.

---

This diagram illustrates the integration between PeopleSoft CRM and your inventory and procurement system that supports checking quantity that is available and on hand in the inventory distribution network:

**Image: Data flow from inventory systems to PeopleSoft CRM**

This diagram illustrates the data flow item quantity information from the inventory system to the CRM system using the Item Balance EIP.



### Related Links

Application Fundamentals

## Item Balance Inquiries by Group Members

In PeopleSoft Integrated FieldService, you can check item balances for the good truck stock storage locations that are associated with each group member in a provider group. You can use this balance information to select a group member to assign to a service order activity and to decide how much, if any, material must be ordered to complete the work on the service order activity.

PeopleSoft CRM uses the Item Balance EIP to retrieve balance information in real-time for the good truck stock storage locations that are associated with each member of the assigned provider group from PeopleSoft Inventory or a third-party inventory system. The balance information appears on the Item Balance by Group Member page in PeopleSoft CRM.

The system retrieves balance information only for group members who are associated with storage locations on the Storage Location page of the Worker component. This sequence of rules governs which group members' storage location balances the system retrieves:

1. If one or more group members are assigned to the service order activity, the system retrieves balance information for the group members that are assigned to the line.
2. If no group member is assigned to the service order activity but a provider group is specified, the system retrieves the balance information for all group members that are associated with the provider group on that activity.
3. If no group member or provider group is assigned at the activity level, the system displays an error message.

### Related Links

"Truck Stock Storage Locations" (PeopleSoft CRM 9.2: Integrated FieldService)

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

---

## Viewing Balance Information

To view balance information, use the Order Materials (RF\_MATERIAL\_ORDERS) component and the Service Order (RF\_SERVICE\_ORDER) component.

### Pages Used to View Balance Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Item Balance by Business Units Page</u>	RF_STOR_LOC_RST	Check item balances for the inventory business units that are included in the distribution network that you define for customer support or field service operations.
<u>Item Balance by Group Members Page</u>	RF_STOR_LOC_RST	Check item balances for group members of the assigned provider group.
<u>Return Message from Inventory Page</u>	RF_ITM_BAL_MSG1 RF_ITM_BAL_MSG2 RF_ITM_BAL_MSG3	View messages about problems that the PeopleSoft CRM system encountered when it attempted to retrieve item balance information from the inventory system with the Item Balance EIP.

## Common Elements Used in Viewing Balance Information



The Message Log button indicates that the system recorded in the Message Log an error that the Item Balance EIP encountered. Click the button to view the message on an Item Balance Message page.

## Item Balance by Business Units Page

Use the Item Balance by Business Units page (RF\_STOR\_LOC\_RST) to check item balances for the inventory business units that are included in the distribution network that you define for customer support or field service operations.

### Navigation

- From the Return Material Authorization page in PeopleSoft Support (select Support, Returns), click the View Related Links button following the Replacement Item ID field and then click the Item Balance link on the transfer page.
- From the Required Material page within the service order in PeopleSoft Integrated FieldService, click the Check Availability link next to the Quantity in Truck field and then click the Item Balance by Business Units link on the transfer page.
- From the Order Materials page, click the Check Availability link next to the Quantity in Truck field and then click the Item Balance by Business Units link on the transfer page.

---

**Note:** This page is available only if you have implemented the Item Balance EIP to retrieve quantity balance information from PeopleSoft Inventory or a third-party inventory system.

---



Click to access the Return Message from Inventory page.

### IN Unit (inventory business unit)

Displays the inventory business unit in the distribution network that is associated with support or field service activities. The sequence of the business units reflects their order in the distribution network.

### Quantity Available

Displays a subset of the quantity on hand, which reflects the total item quantity that you can use to fulfill demand.

### Quantity On Hand

Displays, in the total item quantity in a particular business unit, regardless of the stock's inventory status and storage location. The field value includes both the item quantity available and the quantity reserved.

---

**Note:** This total does not reflect the total item quantity that you can use to fulfill demand.

---

### Quantity Owned

Displays, in the item's standard unit of measure, the amount of the item that the inventory business unit owns.

Depending on from where you navigated, these links can appear at the bottom of the page: Return to RMA, Service Order, and Order Materials. Click a link to return to the corresponding component.

## Item Balance by Group Members Page

Use the Item Balance by Group Members page (RF\_STOR\_LOC\_RST) to check item balances for group members of the assigned provider group.

### Navigation

- From the Required Material page within the service order in PeopleSoft Integrated FieldService, click the Check Availability link next to the Quantity in Truck field and then click the Item Balance by Group Members link on the transfer page.
- From the Order Materials page, click the Check Availability link next to the Quantity in Truck field and then click the Item Balance by Group Members link on the transfer page.

---

**Note:** This page is available only if you have implemented the Item Balance EIP to retrieve quantity balance information from PeopleSoft Inventory or a third-party inventory system.

---



Click the Message Log button to access the Return Message from Inventory page.

### Provider Group Name

Displays the name of the provider group that is assigned to the service order activity.

### Group Member Name

Displays the name of the group member that is assigned to the service order activity.

### IN Unit (inventory business unit)

Identifies the inventory business unit where the group member's truck stock storage locations are defined.

### Quantity Available

Displays the amount of the item that is available to fulfill orders in the group member's good truck stock storage location.

### Area, Level 1, Level 2, Level 3, and Level 4

Displays the material storage area in PeopleSoft Inventory or the third-party inventory system that corresponds to the worker's good storage location. You can define a storage location definition in an inventory system using a storage area and up to four levels representing a physical subdivision of the storage area, such as aisles, rows, shelves, and bins.

### Related Links

"Truck Stock Storage Locations" (PeopleSoft CRM 9.2: Integrated FieldService)

## Return Message from Inventory Page

Use the Return Message from Inventory page (RF\_ITM\_BAL\_MSG1) to view messages about problems that the PeopleSoft CRM system encountered when it attempted to retrieve item balance information from the inventory system with the Item Balance EIP.

### Navigation

Click the Message Log button on the Item Balance by Business Units page or the Item Balance by Group Members page.

---

**Note:** This page is available only if problems occur while retrieving balance information with the Item Balance EIP.

---

The Message Node (for Item Balance by Business Units) or Storage Area Message (for Item Balance by Group Members) group box displays information about errors with the Item Balance EIP process.

The return message is the message catalog number.

Typically, business unit errors indicate that the business unit has not been defined or the business unit-item combination is invalid in the inventory system. Storage area errors typically indicate that the storage location for the technician's truck stock has not been defined or the storage location-item combination is invalid in the inventory system.

# Setting Up Products

---

## Understanding Products in PeopleSoft CRM

This section discusses:

- Product definitions in PeopleSoft CRM.
- Integrations with PeopleSoft Supply Chain Management (PeopleSoft SCM) and PeopleSoft Proposal Management.

### Product Definitions in PeopleSoft CRM

PeopleSoft CRM uses a product definition to represent each product. The product definition, which is keyed by product ID, stores all of the product information that company representatives require to sell or support the product. PeopleSoft CRM also uses product definitions for:

- Pricing product orders.
- Generating product catalogs.
- Storing product advisor scripts for use by sales and support personnel.

### Product Definition Types

PeopleSoft CRM uses these types of product definitions:

- Standard product
- Package product
- Engagement service

See [Products](#).

### Product Definition Process

Complete these steps to define products in PeopleSoft CRM:

1. Analyze how the various parts of the CRM system use product definitions.

For example, the catalog generation process and the ordering process can both use product definitions.

2. Create definitional elements to associate with products.

Definitional elements are attributes such as product brands, product categories, and competency codes. You associate definitional elements with product IDs to create unique product and product package definitions.

See [Understanding Product Definitional Elements](#).

3. Select a product type and create a product definition.

After you define a product, the product ID becomes available on product search lists so that you can access the product definition from other CRM pages.

---

**Important!** In PeopleSoft CRM, you can define a product when you define an item or you can create a product and associate it with existing items. Typically, you begin by defining an item and having the system copy the product ID, description, and standard UOM of the item to the product definition table.

---

See [Items](#).

4. Associate definitional elements and other product attributes with the product ID.
5. Select package components (if the product definition is for a product package).
6. Assign product UOMs.
7. Establish product prices.
8. Define relationships between products.
9. Associate notes with products.

## Integrations with PeopleSoft SCM and PeopleSoft Proposal Management

Product information is integrated with PeopleSoft SCM (and third-party SCM systems) and PeopleSoft Proposal Management, which is part of the PeopleSoft Enterprise Services Automation product suite, by using enterprise integration points (EIPs). The considerations for using EIPs are discussed in the following paragraphs.

### SCM Integrations

SCM systems use product definitions to manage products and product components throughout the manufacturing process. PeopleSoft CRM delivers several EIPs that maintain data integrity between PeopleSoft CRM and SCM systems, including PeopleSoft SCM and third-party systems, by synchronizing product data.

You use the PeopleTools Integration Broker to integrate product data. This technology enables both synchronous and asynchronous messages to be transmitted using one technology.

---

**Note:** To synchronize product groups that have product group types of *GEN* between your SCM and CRM databases, initiate the `PRODUCT_GROUP_FULLSYNC` EIP before initiating the `PRODUCT_FULLSYNC` EIP, regardless of whether PeopleSoft CRM is the publishing or subscribing database.

---

These EIPs are used for both publishing and subscribing:

- `PRODUCT_SYNC`
- `PRODUCT_FULLSYNC`



- PRODUCT\_SYNC\_EFF

---

**Note:** If the PRODUCT\_SYNC message is active, an add, change, or delete action in the Product Definition component automatically executes the product sync publish logic.

---

PeopleSoft CRM publishes the PRODUCT\_SYNC message whenever product data is added, changed, or deleted using the Product Definition - Definition page, the Package Components page, the Product Price page, the Package Component Pricing page, the Notes page, the Relationships component (PROD\_RELATIONS\_CMP), and the Product Unit of Measure page.

PeopleTools Integration Broker processes the message and applies a transformation to remove the PRODKIT\_HEADER. Any package components that are themselves packages are also stripped from the message. Because PeopleSoft SCM does not permit packages within packages, package components that are themselves packages are also stripped from the message.

PeopleSoft CRM subscribes asynchronously to the PRODUCT\_SYNC message that comes from the SCM system. This data is processed directly into the PeopleSoft CRM product tables using component interfaces. A product package header record is added for any kit components that are received from SCM. When a PRODUCT\_SYNC or PRODUCT\_FULL\_SYNC message is received, the system runs the subscription logic, which calls one of these component interfaces depending on the content of the message:

- PRODKIT\_CI
- PRODKIT\_COMPS\_PRC\_CI
- PROD\_DEFN\_CI
- PROD\_NOTE\_CI
- PROD\_PRICE\_CI
- PROD\_RELATIONS\_CI
- PROD\_UOM\_CI

---

**Note:** Before publishing the Product full sync message, enter matching values in the product brand table (PROD\_BRAND\_TBL) using the Product Brand pages in CRM (Products CRM, Product Brand) and SCM (Set Up Financials/Supply Chain, Product Related, Order Management Foundation, Brand, Product Brand). If you don't enter values in the product brand table, the system may display an error message.

---

This table shows how an order represents packages to the PeopleSoft SCM system:

<b>Type</b>	<b>Line Display</b>	<b>Line Data Model/EIP</b>
0-Static Package (1-level static quantity)  PROD_ITEM.PROD_KIT=Y  PROD_KIT_HEADER.LT_CONFIG_FLAG=N	Display all components of the package as multiple lines.	Store and publish parent line.

<b>Type</b>	<b>Line Display</b>	<b>Line Data Model/EIP</b>
1-Package (Kit) (multilevel dynamic quantity)  PROT_ITEM.PROD_KIT=Y  PROD_KIT_HEADER.LT_CONFIG_FLAG=Y	Display all components of the package as multiple lines.	Store all components as multiple lines, and publish as multiple lines.
2-Configured Package(Kit)  PROD_ITEM.PROD_KIT=Y  PROD_ITEM.CFG_KIT=Y	Display all components of the package as multiple lines.	Store all components as multiple lines, and publish as multiple lines.
3-Configured Product  MASTER_ITEM_TBL.DIST_CFG_FLG=Y	Display high-level parent line.	Store and publish parent line plus configuration.

## Proposal Management Integrations

PeopleSoft CRM can send information to PeopleSoft Proposal Management. This action occurs when a quote that originates from a PeopleSoft Sales lead or opportunity or is entered using PeopleSoft Order Capture includes an engagement service product. PeopleSoft Proposal Management prices the engagement and sends pricing information back to PeopleSoft CRM.

This integration consists of these application messages:

- OC\_ESA\_PROPOSAL

This message is sent to PeopleSoft Proposal Management when a quote is submitted for an engagement-type service in PeopleSoft Order Capture.

- OC\_ESA\_PROPOSAL\_RESPONSE

This message returns the capture ID, proposal ID, and version ID from PeopleSoft Proposal Management to PeopleSoft Order Capture.

- ESA\_PROPOSAL\_PRICE

When PeopleSoft Proposal Management completes pricing the engagement, pricing information is sent back to PeopleSoft Order Capture.

- OC\_ESA\_PROPOSAL\_STATUS

This message sends the status of a proposal (for example, draft or negotiated) to PeopleSoft Proposal Management.

---

**Important!** Before you can integrate with PeopleSoft Proposal Management, you must define the Engagement Service product.

---

See PeopleSoft Order Capture Applications.

## Defining Products

To define products, use the Product Definition (PROD\_DEFN) component.

### Pages Used to Define Products

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Product Definition - Definition Page</a>	PROD_DEFN	Define product information.
<a href="#">Product Definition - External Description Page</a>	PROD_EXT_DESCR	Define the external description of a product.
<a href="#">Product Definition - Attributes Page</a>	RB_ATTR_RUN_PROD	Define product attributes, such as dimensions, materials used in manufacturing, and color.
<a href="#">Product Definition - Attachments Page</a>	PROD_ATT	Attach files to a product.
<a href="#">Product Definition - Installed Product Page</a>	PROD_INSTALL	Define rule sets for processing installed products.
<a href="#">Product Definition - Product Groups Page</a>	PROD_GROUP_LNK	Add products to product groups.
<a href="#">Product Definition - Images Page</a>	PROD_IMAGES	Attach images of different sizes to a product.
<a href="#">Product Definition - Branch Scripts Page</a>	PROD_BSCRIPT	Associate a branch script with a product.
<a href="#">Product Definition - Regions Page</a>	PROD_REGION	Define sales regions for products.
<a href="#">Product Definition - Competitors Page</a>	PROD_COMPTRRS	Track competitors' products.

### Product Definition - Definition Page

Use the Product Definition - Definition page (PROD\_DEFN) to define product information.

#### Navigation

Products CRM, Product Definition, Definition

## Image: Product Definition - Definition page

This example illustrates the fields and controls on the Product Definition - Definition page.

The screenshot displays the 'Product Definition - Definition' page. At the top, there are 'Save' and 'Refresh' buttons. Below them, the product information is shown: 'Product Motherboard' and 'Product Type Standard' on the left, and 'Product ID 100054' and 'SetID CRM02' on the right. A series of tabs are visible: 'Definition', 'External Description', 'Attributes', 'Attachments', 'Installed Product', 'Product Groups', 'Images', 'Branch Scripts', and 'Regions'. The 'Definition' tab is active, showing the 'Product Details' section. This section includes a '\*Description' field with the value 'Motherboard', a '\*Status' dropdown menu set to 'Active', a 'Transfer Model Nbr' field, a 'Brand' field, a 'Catalog Number' field, and a 'Category' field. Below this is the 'Order Standalone By' section with checkboxes for 'Business' and 'Consumer'. The 'Lead Time' section has a 'Lead Time' field with the value '0'. The 'Inventory' section has an 'Item ID' field with the value '100054' and a 'Description' field with the value 'Motherboard'. At the bottom, there is a 'Go to: Product Relationships' link.

**Note:** Different sections appear on this page depending on the product type that you select when you add the product definition. The display template that you associate with the product type controls the appearance of the page.

See [Product Definitions in PeopleSoft CRM](#), "Understanding Display Templates" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

## Product Details

This information identifies the product, and it appears for all product types. The specific fields that appear vary depending on the requirements of the product type. For example, engagement services do not have a catalog number, model number, brand, or category.

**Transfer Model Nbr** (transfer model number) and **Catalog Number** Enter the product catalog number and model number if a product appears in another vendor catalog.

## Order Standalone By

This group box appears for all product types.

**Business** Select if the product is available as a standalone product (not part of a package) to businesses.

**Consumer** Select if the product is available as a standalone product to consumers.

**Note:** If you do not select either of these options, the system treats the product as one that is available only as a package component.

## Pricing

This section appears if the selected product type for the product definition is *Package*. For packages, indicate the pricing method.

### at Top Level

Select to use the price that is defined on the Product Price page for the package price.

### at Component Level

Select to calculate the package price as the sum of the prices for each component in the package.

---

**Note:** When you select the at Component Level option, define the price for each component of the package using the Package Component Pricing page.

Regardless of the pricing option that you select, the total price for the product package is stored in the PROD\_PRICE record.

---

## Lead Time

Future order functionality enables a user to place an order that will occur in the future. The future-dated orders are queued in the CRM system and automatically resubmitted to fulfill the order or request. This approach improves performance by not submitting orders until they are due.

See "Understanding Future Dated Orders" (PeopleSoft CRM 9.2: Order Capture Applications).

### Lead Time

Enter the lead time for a product in days. The lead time specified should be the amount of time needed to fulfill the product order. The default is 0, which indicates that the external system can perform the order with no delay. The lead time is taken into account when calculating the order execution date for future dated order.

If the lead time is updated, no automatic update occurs for already submitted orders.

## Inventory

This section appears only for products of type *Standard*.

### Item ID

Enter an item ID to associate with the product. If you created the product from an item, the item ID on the Item Definition page appears here.

If the specified item is associated with configuration, the standard product can be configured through its product definition.

---

**Note:** Clear the Item Required check box on the Product Options page to save products without an item ID.

---

## Related Links

[Establishing Product Prices](#)

[Creating Product Definitional Elements](#)

## Product Definition - External Description Page

Use the Product Definition - External Description page (PROD\_EXT\_DESCR) to define the external description of a product.

### Navigation

Products CRM, Product Definition, External Description

### Image: Product Definition - External Description page

This example illustrates the fields and controls on the Product Definition - External Description page.

### Description and Long Description

Enter short and long external descriptions for the product. The text can include any HTML tags except:

- `<html>` and `</html>`
- `<title>` and `</title>`
- `<header>` and `</header>`
- `<body>` and `</body>`

These main structure tags are unnecessary because they are included in the standard PeopleSoft-generated page.

---

**Note:** Be sure that the HTML code follows proper HTML formatting rules.

---

### Preview

Click to preview the short and long descriptions.

## Product Definition - Attributes Page

Use the Product Definition - Attributes page (RB\_ATTR\_RUN\_PROD) to define product attributes, such as dimensions, materials used in manufacturing, and color.

### Navigation

Products CRM, Product Definition, Attributes

### Image: Product Definition - Attributes page

This example illustrates the fields and controls on the Product Definition - Attributes page.

### Order Capture Attributes

Select an option for the processing of order capture line attributes. The PeopleSoft Order Capture application uses these options to determine how it processes line attributes. Setting either the *Never has Attributes* or the *Always has Attributes* option increases performance because the attributes engine does not need to check for attributes when these options are set.

This field is not required. If left blank, *Conditionally has Attributes* is assumed to provide backward compatibility with existing functionality.

Possible values are:

- *Never has Attributes*

Use this setting to indicate that product does not have order capture line attributes. Because attributes are never collected at order processing time for this product when this option is set, Order Capture performs better because it does not need to do the attributes calculation for the product. This increases response times when adding a product to an order and opening up existing orders.

- *Always has Attributes*

Use this setting if the product has order capture line attributes. Attributes are always collected at order processing time for this product.

- *Conditionally has Attributes*

Use this setting if the product sometimes has order capture order line attributes. Attributes are collected at order processing time under certain conditions that are based on the values of the order line. This conditional aspect of the attributes is determined at runtime by the attributes engine. Using this option can negatively affect response time.

**Note:** The specific attributes that you can enter on this page are defined at system installation.

See "Understanding Attributes" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

Product Definition - Attachments Page

Use the Product Definition - Attachments page (PROD\_ATT) to attach files to a product.

Navigation

Products CRM, Product Definition, Attachments

Image: Product Definition - Attachments page

This example illustrates the fields and controls on the Product Definition - Attachments page.

SaveRefresh

Product Motherboard

Product ID 100054

Product Type Standard

SetID CRM02

DefinitionExternal DescriptionAttributesAttachmentsInstalled ProductProduct GroupsImagesBranch ScriptsRegions▶

Attachment Details

File Name	File Type	Description	Required	*Audience	Added By	Datetime Added
				All		

Attach a File

- File Name

Click to view the contents of the attachment.
- File Type

Select the attachment type. Options are*Prospectus*, *Disclosure*, *Literature*, and *White Paper*.
- Required

Select to indicate if the user must view the attachment before ordering the product or if the information is supplemental.

**Warning!** For product images uploaded to a DB2 platform, the maximum image size is 32K.

Related Links

"Adding Attachments to Notes" (PeopleSoft CRM 9.2: Application Fundamentals )

Product Definition - Installed Product Page

Use the Product Definition - Installed Product page (PROD\_INSTALL) to define rule sets for processing installed products.



Navigation

Products CRM, Product Definition, Installed Product

See [Defining Creation and Update Rules for Installed Products](#), "Setting Up Product Registration" (PeopleSoft CRM 9.2: Application Fundamentals ).

Product Definition - Product Groups Page

Use the Product Definition - Product Groups page (PROD\_GROUP\_LNK) to add products to product groups.

Navigation

Products CRM, Product Definition, Product Groups

Image: Product Definition - Product Groups page

This example illustrates the fields and controls on the Product Definition - Product Groups page.

- Product Group Type

Select a product group type. The system comes with predefined product group types that fall into the following categories: pricing, reports, sales buying agreements, transportation lead times, and taxes.
- Product Group

Enter the number or name of a product group. A single product can belong to multiple product groups within each group type.
- Primary Reporting

Select to indicate a single primary reporting product group when associating multiple groups with the *Reporting* group type. Statistics are distorted if a product appears on the report under every reporting group to which the product is linked.
- Primary Pricing

Select to indicate a primary pricing product group if you've entered multiple groups of the *Pricing* group type.

Related Links

[Product Group Page](#)

Product Definition - Images Page

Use the Product Definition - Images page (PROD\_IMAGES) to attach images of different sizes to a product.

## Navigation

Products CRM, Product Definition, Images

### Image: Product Definition - Images page

This example illustrates the fields and controls on the Product Definition - Images page.

#### Image Size

Select the size of the image that you want to associate with the product. Options are *Large Image*, *Medium Image*, *Small Image*, and *Zoom Image*. You can attach one image of each size.

#### Upload

Click to locate, upload, and attach an image.

**Note:** You can upload and view only JPEG type images.

The maximum size of the JPEG file depends on the database platform that you are using. Most systems can handle images up to 32 kilobytes. If you get an error message, click the Back button on your browser.

## Product Definition - Branch Scripts Page

Use the Product Definition - Branch Scripts page (PROD\_BSCRIPT) to associate a branch script with a product.

## Navigation

Products CRM, Product Definition, Branch Scripts

### Image: Product Definition - Branch Scripts page

This example illustrates the fields and controls on the Product Definition - Branch Scripts page.

#### Script Type

Select a branch script type. Options are *External Application*, *Internal Application*, and *Upsell*. You can save only one script per type on this page.

**Note:** Up-sell scripts are used to launch a series of questions that enable a customer service representative to sell products on the phone.

Upsell Script ID

Enter the script ID number or the script name.

Related Links

"Understanding Scripts" (PeopleSoft CRM 9.2: Automation and Configuration Tools)

Product Definition - Regions Page

Use the Product Definition - Regions page (PROD\_REGION) to define sales regions for products.

Navigation

Products CRM, Product Definition, Regions

Image: Product Definition - Regions page

This example illustrates the fields and controls on the Product Definition - Regions page.

SaveRefresh

Product Motherboard

Product ID 100054

Product Type Standard

SetID CRM02

Definition

External Description

Attributes

Attachments

Installed Product

Product Groups

Images

Branch Scripts

Regions

Region Options

All Regions

Only in Regions below

All except Regions below

Product Region Information

PersonalizeView All

First1 of 1Last

*Region ID	Description	Start Date	End Date
		03/22/2013	12/31/2099

Region Options

All Regions

Select if the product is available to customers in all regions.

**Note:** If you select this option, the system disregards the regions that are associated with particular products.

Only in Regions below

Select to make the product unavailable in all regions except those that you specify.

All except Regions below

Select to make the product available in all regions except those that you specify.

Region ID

Enter one or more region codes if you select either the Only in Regions below option or the All except Regions below options.

Related Links

"Setting Up Regions" (PeopleSoft CRM 9.2: Application Fundamentals )

Product Definition - Competitors Page

Use the Product Definition - Competitors page (PROD\_COMPPTTRS) to track competitors' products.

Navigation

Products CRM, Product Definition, Competitors

Image: Product Definition - Competitors page

This example illustrates the fields and controls on the Product Definition - Competitors page.

SaveRefresh

Product Motherboard

Product ID 100054

Product Type Standard

SetID CRM02

External Description

Attributes

Attachments

Installed Product

Product Groups

Images

Branch Scripts

Regions

Competitors

Competitor Product Information

*Competitor Code	Description	Competitor Product ID	Description		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

Competitor Code

Enter a competitor code. You can create reports to perform analysis using competitor product information.

Related Links

[Defining Creation and Update Rules for Installed Products](#)

Assigning Product UOMs

To assign product UOMs, use the Product Unit of Measure (PROD\_UOM) component.

This section discusses how to assign UOMs.

Page Used to Assign Product UOMs

Page Name	Definition Name	Usage
<a href="#">Product Unit Of Measure Page</a>	PROD_UOM	Select the UOMs that apply to the product. Define minimum and maximum order quantities, valid order increments, and minimum selling prices for the product when sold by that UOM.

Product Unit Of Measure Page

Use the Product Unit Of Measure page (PROD\_UOM) to select the UOMs that apply to the product.

Define minimum and maximum order quantities, valid order increments, and minimum selling prices for the product when sold by that UOM.

Navigation

Products CRM, Product Unit of Measure, Product Unit of Measure

Image: Product Unit Of Measure page

This example illustrates the fields and controls on the Product Unit Of Measure page.

Product Unit Of Measure

Product 3G USIM

Unit of Measure Each

Product ID TEL000009

SetID COM01

Details of Unit of Measure

\*UOM

Default

Minimum Quantity

Maximum Quantity

Increment Quantity

EA

☒

1.0000

1.0000

1.0000

Find | View All

First 1 of 1 Last

Minimum Selling Price

\*Currency

45.0000

USD

Initialize UOM

Details of Unit of Measure

- UOM (unit of measure)

Enter a UOM that applies to sales order units for the product.
- Minimum Quantity and Maximum Quantity

Enter minimum and maximum order quantity fields. The order entry and quotation entry systems place the order line on hold if these limits are violated.
- Increment Quantity

Enter a value if a product can be sold only in specific increments.

Related Links

[Defining Creation and Update Rules for Installed Products](#)

Defining Product Packages

To define product packages, use the Package Components (PRODKIT) component.

This section lists a prerequisite and discusses how to define product packages.

Page Used to Define Product Packages

Page Name	Definition Name	Usage
<a href="#">Package Components Page</a>	PRODKIT_SUMMARY	Define the components of a product package, specify the maximum and minimum number of optional or required components that a customer can select, and specify (for each component) the maximum and minimum quantity that a customer can order.

## Prerequisite

Before you can define product packages, you must specify a package level in the product definition.

Product Packages can only have a UOM of *Each*. If you have not created a UOM for *Each*, navigate to Set Up CRM, Common Definitions, Unit of Measure and create an *EA* unit of measure

### Related Links

[Defining Products](#)

## Package Components Page

Use the Package Components page (PRODKIT\_SUMMARY) to define the components of a product package, specify the maximum and minimum number of optional or required components that a customer can select, and specify (for each component) the maximum and minimum quantity that a customer can order.

### Navigation

Products CRM, Package Components, Package Components

### Image: Package Components page (1 of 2)

This example illustrates the fields and controls on the Package Components page (1 of 2)

The screenshot shows the 'Package Components' page for Product ID 131313, Product Type 'Fridge Package', and SetID 'CRM01'. The page is divided into two main sections: 'Package Information' and 'Components'.

**Package Information:**

- Minimum Components: 2
- Maximum Components: 2

**Components:**

- Display Order: ☐
- \*Component: 10000
- Description: Refrigerator, Plastic Bins
- \*UOM: EA
- Description: Each
- Default Quantity: 1.0000
- Minimum: 1.0000
- Maximum: 1.0000
- \*Effective Date: 10/22/2001
- Obsolete Date: 12/31/2099
- OK to Ship Without: ☐
- Order Per: ☐ Assembly ☐ Order

### Image: Package Components page (2 of 2)

This example illustrates the fields and controls on the Package Components page (2 of 2).

The screenshot shows the 'Package Component Prices' section of the page. It includes a list of components and their prices, with options to expand or collapse all items.

**Expand All | Collapse All**

- 131313 - Fridge Package
- 10000 - Refrigerator, Plastic Bins
- 10001 - Refrigerator, Shelves - UOM

**Package Component Prices**

## Package Information

### Minimum Components and Maximum Components

Enter the minimum and maximum number of components that a customer must purchase to complete an order.

## Components

Products must be defined in the system before they can be added to product packages as components.

### Display Order

Enter a number (1, 2, and so on) to indicate the order in which the component needs to be displayed in the package hierarchy. The component with the smallest order number is displayed first.

By default, this field is empty and the system displays components in the order they are entered.

### Component

Enter the ID for each product or package that you want to add to the primary package. A package can consist of a number of individual products and secondary packages.

### Default Quantity

Enter the default quantity for the component. This number must be between the minimum and maximum quantity for the component.

### Minimum and Maximum

Enter the minimum and maximum quantity that a customer can order per component. For example, if a particular component of a package is required but you can only order one, enter *1* in the Minimum field and *1* in the Maximum field. If a component is an optional part of a package but you can order a maximum of two, enter *0* in the Minimum field and *2* in the Maximum field.

---

**Note:** A minimum quantity of *0* means that the component is optional.

---

### Effective Date

Enter the start date of the selling period for the product component.

### Obsolete Date

Enter the end date of the selling period for the product component.

### OK to Ship Without

Select to ship the available product package without waiting for this component.

### Order Per

Select whether the component quantity is per package (assembly) or per order. For example, suppose that you need to deliver a manual with a computer package and the customer orders several packages. To send one manual with each ordered package, select *Assembly*. To send one manual with the entire order (regardless of the number of packages in the order), select the *Order* field.

## Package Hierarchy

This section displays the components of primary and nested packages using a tree structure.

---

## Establishing Product Prices

To establish product prices, use the Product Price (PROD\_PRICE) and the Package Component Pricing (PRODKIT\_COMPS\_PRC) components.

### Pages Used to Establish Product Prices

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Product Price Page</u>	PROD_PRICE	Set prices for standalone products and for product packages by using top-level pricing.
<u>Package Component Pricing Page</u>	PRODKIT_COMPS_PRC	View prices for each package component for product packages that uses component-level pricing.

## Understanding Product Pricing

The sources and definitions of product prices vary depending on how you define products. Note these differences:

- Prices for products that are created in PeopleSoft SCM or a third-party SCM system are defined by inventory business units unless the product is nonstockable (for example, a service such as installation).

When you synchronize with a SCM system, you must enter the inventory business units into the Business Unit table in the PeopleSoft CRM system.

- Product definitions created in PeopleSoft CRM do not require the inventory business unit field.

In PeopleSoft CRM, the inventory business unit is unknown when a product is ordered, and the system uses the lowest price from any inventory business unit associated with the product.

See Also *PeopleSoft FSCM Inventory*

### Related Links

[Understanding Item Definition in PeopleSoft CRM](#)

## Product Price Page

Use the Product Price page (PROD\_PRICE) to set prices for standalone products and for product packages by using top-level pricing.



## Navigation

Products CRM, Product Price, Product Price

### Image: Product Price page

This example illustrates the fields and controls on the Product Price page.

**Product Price**

**Product** Refrigerator, Plastic Bins **Product ID** 10000  
**Unit of Measure** EA **SetID** IPROD

**Ship From Business Unit** Find | View All 1 of 1

**Inventory Unit** APP01 **Currency** USD

**Pricing Details** Find | View All 1 of 1

\*Effective Date 09/06/2002  
 List Price 48.8800  
 MSRP 70.0000  
 \*Status Active

## Ship From Business Unit

### Inventory Unit

Enter the inventory business unit of the warehouse. This field is validated against the BUS\_UNIT\_TBL\_FS table in PeopleSoft CRM. This field is optional for a noninventoried product.

---

**Note:** Inventory business units are established in PeopleSoft SCM or the order fulfillment system. They are synchronized with PeopleSoft CRM using a business unit EIP.

---

### Currency

Enter the currency that is used for the inventory business unit.

## Pricing Details

### List Price

Enter the product list price. The system applies price adjustments against the list price.

### Package Pricing

Click to view package component pricing details (available only for packages that are priced at the component level).

## Package Component Pricing Page

Use the Package Component Pricing page (PRODKIT\_COMPS\_PRC) to view prices for each package component for product packages that uses component-level pricing.

## Navigation

Products CRM, Package Component Pricing, Package Component Pricing

### Image: Package Component Pricing page

This example illustrates the fields and controls on the Package Component Pricing page.

**Package Component Pricing**

**Product** Fridge Package **Product ID** 131313  
**Product Type** Package Product **SetID** CRM01

**Purchase in this Currency** Find | View All First 1 of 1 Last  
**Currency** USD

**Package Effective Date** Find | View All First 1 of 1 Last  
**\*Effective Date** 10/22/2001 **\*Status** Active  
**List Price** 1354.0000 **Unit Cost** 1100.0000  
**MSRP** 1500.0000 **Currency** USD  
**Unit of Measure** Each

**Component Pricing** Personalize | Find | View 1 First 1-2 of 2 Last

Component	Component Price	Effective Date	Obsolete Date
10000	960.0000	10/22/2001	12/31/2099
10001	394.0000	10/22/2001	12/31/2099

This page lists the components of the package, the dates on which the component became part of the package, and the date it became obsolete in the package.

#### Currency

Select a value to represent the currency you want to use for the pricing component you are setting up.

You cannot enter information in the MSRP and Unit Cost fields until you enter a value in the Currency field.

#### List Price

This field displays the sum of the component prices.

**Unit Cost** and **MSRP** (manufacturer's suggested retail price)

These fields are for informational purposes only. CRM does not use them to initiate any processing. These values, if available, are sent to Order Management in PeopleSoft SCM.

#### Related Links

[Assigning Product UOMs](#)

[Defining Product Packages](#)

[Defining Products](#)

"Setting Up Currencies" (PeopleSoft CRM 9.2: Application Fundamentals )

## Managing Product Relationships

This section provides an overview of product relationships, lists prerequisites, and discusses how to define product relationships.

## Pages Used to Manage Product Relationships

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Product Relationships - Product Relationships Page</a>	PROD_RELATIONS	Define relationships between products.
<a href="#">Product Relationships - Relationships Overview Page</a>	PROD_REL_OVERVIEW	View effective relationships between products.

## Understanding Product Relationships

PeopleSoft CRM comes with a number of predefined relationship types that enable you to define relationships between products:

- Complement

A complement is an accessory to another product. For example, a keyboard might be a complement to a desktop computer.

- Cross-sell

A cross-sell is a product that enhances or extends the capabilities of another product. For example, a DVD player might be a cross-sell for a television.

- Up-sell

An up-sell is a product that is superior to the product that the customer inquires about or orders.

- Product alternate

A product alternate is offered in place of another. For example, suppose that the delivery time for a product does not meet the customer's needs. In that case, you might offer a product alternate.

For a product to be considered an alternate product, you must link an item to it.

- Prerequisite

A prerequisite is a product that is required for another product to function properly.

- Replacement product

A replacement product is offered in place of another product that a customer orders if the original product is no longer available.

### Related Links

[Product Relationships - Product Relationships Page](#)

## Prerequisites

Before you define relationships between products, you must:

1. Review the available relationships that are delivered with the system.

- 2. Define additional relationships that are required by the business.
- 3. Specify optional relationship attributes.

**Related Links**

[Product Relations Codes Page](#)

**Product Relationships - Product Relationships Page**

Use the Product Relationships - Product Relationships page (PROD\_RELATIONS) to define relationships between products.

**Navigation**

Products CRM, Product Relationships, Product Relationships

**Image: Product Relationships - Product Relationships page**

This example illustrates the fields and controls on the Product Relationships page.

Product Relationships

Save

Refresh

Product

Supplex Shorts, Men's

SetID

SHARE

Product ID

10006

Product Relationships

Relationships Overview

\*Product Relationship

Alternates

Products To Relate

Status	Product ID	Description	Catalog	Start Date	End Date
Active	10005			04/05/2013	12/31/2099

Add Product

**Note:** For a product to be considered an alternate product, you must link an item to it.

**Products To Relate**

- Product Relationship**

Select the relationship between the product in the Product field and the product in the Product ID field. The system may display a different set of fields based on your selection.
- Product ID**

Enter the ID of the product that you are relating to the product in the Product field.
- Start Date and End Date**

Enter the start and end dates of the relationship.

**Entering Product Notes**

This section lists a prerequisite and discusses how to enter product notes.

## Page Used to Define Product Notes

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
Product Notes Page	PROD_NOTE	Enter standard or custom product notes.

## Prerequisite

Before you can associate a standard note with a product, you must define the note on the Standard Notes page.

See "Understanding Notes and Attachments" (PeopleSoft CRM 9.2: Application Fundamentals ).

## Product Notes Page

Use the Product Notes page (PROD\_NOTE) to enter standard or custom product notes.

### Navigation

Products CRM, Product Notes, Product Notes

### Image: Product Notes page

This example illustrates the fields and controls on the Product Notes page.

The screenshot shows the 'Product Notes' page. At the top, it displays product information: Product 3G USIM, Product ID TEL000009, Product Type Standard Product, and SetID COM01. Below this is the 'Note Details' section, which includes a 'Find' button and navigation controls (First, 1 of 1, Last). The 'Note Details' section contains several fields: \*Sequence (set to 1), \*Classification (set to Standard), Standard Note Code, Note Type, and a large Text area. There are also 'Search Key Words' and 'Print On Documents' sections at the bottom.

#### Sequence

Enter a sequence number to specify the order in which notes appear on documents.

#### Classification

Select *Standard* or *Custom*.

#### Standard Note Code

Enter the code of a standard note to associate with the product.

#### Note Type

Enter the note type for a custom note associated with the product.

#### Text

Enter the note text for a custom note. If you use a standard note, this field displays the predefined note text.

**Related Links**

"Setting Up Note Types" (PeopleSoft CRM 9.2: Application Fundamentals )

"Creating Standard Notes and Product Notes" (PeopleSoft CRM 9.2: Application Fundamentals )

"Entering and Viewing Notes" (PeopleSoft CRM 9.2: Application Fundamentals )

# Defining Options for Integration to the Asset Repository Module in PeopleSoft Financials

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## Understanding Integration Options for the Asset Repository Module

Enabling integration between PeopleSoft Customer Relationship Management (CRM) and PeopleSoft Financial and Distribution Management (FDM) occurs on the Installed Product Configuration page, which is keyed by setID. Select the box labeled Enable Asset Integration with PeopleSoft Financials to allow integration. Also, when this check box is selected, the check box that controls the display of the installed asset serial ID is automatically selected because the PeopleSoft Financials application requires Serial ID values for all hardware assets.

The check box is the only setup option required for this integration other than the Product Mapping for Hardware Assets page and the full synchronization of manufacturer and asset subtype data.

However, other standard PeopleSoft integration-related setups are required. For example, you may need to configure the integration gateways, activate the relevant service operations, configure and activate routings, and set the message queues to running. These are all standard integration setup requirements.

Since the asset entries also include employee, department, and location values, the entries for these three types of data should also be in sync between the two systems. Therefore, you also must synchronize the existing messages for employee, department, and location in addition to synchronizing the new messages for manufacturers and asset subtypes.

See Also

*PeopleTools: Integration Broker*

*PeopleTools: Integration Broker Administration*

*PeopleTools: Integration Broker Service Operations Monitor*





## Chapter 9

# Creating Catalogs

---

## Understanding Catalogs

Catalogs are a single group of products or services that are marketed and displayed together because they share common criteria. PeopleSoft Customer Relationship Management (PeopleSoft CRM) enables you to define the layout and content of online catalogs for internal and external use. You define the look and feel of catalogs by creating display templates, and then you define the contents that you want to organize and present according to the template definitions. You can designate products for inclusion in a catalog either by direct association (using product IDs) or by creating business rules to dynamically build product content based on the selection criteria that you define. Similarly, you can control user access to catalogs by associating a Security Membership List with specific catalogs.

## Catalogs in PeopleSoft CRM

You can access and search catalogs from different locations within PeopleSoft CRM, and functional areas within the CRM applications are dependent on catalog definitions. Catalogs can be used and searched by external customers who are purchasing products or services, internally by customer service representatives (CSRs) who need product information, and by others within an enterprise. Catalogs and catalog data are accessible from within and outside of PeopleSoft CRM.

### Internal Access

Catalog information is available from these internal sources:

- PeopleSoft Order Capture

In PeopleSoft Order Capture, CSRs access catalog data and run catalog searches from the Entry form to obtain up-to-date information about products before they enter an order or provide quotes. In addition, access to products can be limited and validated against catalogs when a product is added to the order. CSRs can then use the product comparison tool, navigate to product details, and copy products from the search results back to the order entry form.

---

**Note:** Users can navigate to Product Search in PeopleSoft Order Capture and enter search criteria. They can also personalize the PeopleSoft CRM portal to display a product search pagelet (if the portal pack is installed).

---

See "Understanding Future Dated Orders" (PeopleSoft CRM 9.2: Order Capture Applications).

- PeopleSoft Sales

From the Lead and Opportunity components users can drill into the Product Search component and perform keyword searches for products. Users can then use the product comparison tool, navigate to product details, and copy products from the search results back to PeopleSoft Sales.

## External Access

Catalog information is available from these external sources:

- PeopleSoft Order Capture Self Service

You can link to product detail pages from order lines, access and browse catalogs.

- Customer registry or home page

Users can browse and search the catalog. Customers can also customize the PeopleSoft CRM portal to display a catalog search pagelet (if the portal pack is installed).

---

## Prerequisites

Before you create catalog display templates or define the content of a catalog, you must define products using the Define Products component. In addition, because creating display templates and defining catalog content are interdependent setup steps, a catalog is not fully defined until you define both templates and content.

---

**Note:** Catalogs are limited to 1000 products per catalog.

---

To ensure that a user has access to catalogs, complete these setup steps:

1. Navigate to Set Up CRM, Security, CRM Application Security, Add membership list.
2. Enter *Order Capture Admin Mem List* in the Name field.
3. Enter *Order Capture Admin Membership List* in the Description field.
4. Click Next.
5. Select *Role* from the Security Object drop-down list.
6. Select *Multiple Members* in the Membership Applies to field.
7. Click Next.
8. Select *Order Capture Admin* in the Role Name field.
9. Click Finish.
10. Click Save.

Next:

1. Navigate to Set Up CRM, Security, CRM Application Security, Add security profile.
2. Enter *Order Capture Admin Profile* in the Name field.
3. Enter *Order Capture Admin Profile* in the Description field.
4. Click Add functional option group.
5. Select the Order Capture Admin check box.

6. Click Finish.
7. Click the Membership tab.
8. Click Add Membership List.
9. Select *Role* from the Security Object drop-down list.
10. Select *Multiple Members* in the Membership Applies to field.
11. Click Next.
12. Select the Order Capture Admin Mem List check box.
13. Click Finish.
14. Click Save.

### Related Links

[Managing Product Relationships](#)

---

## Creating Catalog Display Templates

To create catalog display templates, use the Catalog Template Definition (RO\_DISPLAY\_TEMPL) component.

### Pages Used to Create Catalog Display Templates

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Display Template Page</a>	RO_DISPLAY_TEMPL	Define the look and feel of catalogs and product display pages in online catalogs.
<a href="#">Product Display Page Page</a>	RO_PRODUCT_DISPLAY	Define the look and feel of product display pages in online catalogs.
<a href="#">Product Compare Page Page</a>	RO_PRODUCT_COMPARE	Define the look and feel of product comparison pages in online catalogs.
<a href="#">Product Details Page</a>	RO_PRODUCT_DETAIL	Define the look and feel of product detail pages in online catalogs.
<a href="#">Featured Products Page</a>	RO_PRODUCT_FEATURE	Define featured products displays.
<a href="#">Product Search Page</a>	RO_PRODUCT_SEARCH	Control the visibility options from the product search.

### Understanding Catalog Display Templates

You can create display templates to define the layout and organization of a catalog.

Note that this task is separate from defining the products that the catalog contains. You can then apply the same reusable templates to different product collections defined in Catalog Setup. Defining layout and presentation separately from content enables you to easily modify, update, and recombine both products and presentational formats to meet different user and display requirements.

## Template Setup Procedures

Define display templates using the Catalog Template Setup component. Each page in this component controls the look and feel of one or more corresponding pages or displays in the online product catalog. The catalog display page is the initial page that users access. It contains a list of catalogs and associated images. The product display page is normally the second page that users access. It can display both products and nested catalogs (as well as associated images). Access this page from a link on the catalog display page.

Many users may want to replace the Browse Catalog functionality with the Find functionality as the default. To set up the Find functionality, refer to the section on Searching Catalogs.

See [Searching Catalogs](#).

## Display Template Page

Use the Display Template page (RO\_DISPLAY\_TEMPL) to define the look and feel of catalogs and product display pages in online catalogs.

### Navigation

Catalog Management CRM, Catalog Template Definition, Display Template

### Image: Display Template page

This example illustrates the fields and controls on the Display Template page.

The screenshot displays the 'Display Template' page within the 'Catalog Management CRM'. The page has a navigation bar at the top with tabs: 'Display Template', 'Product Display Page', 'Product Compare Page', 'Product Details', 'Featured Products', and 'Product Search'. The main content area is titled 'Catalog Template' and 'Catalog 3x3 All options'. It is divided into two main sections: 'Template Details' and 'Catalog Image'. The 'Template Details' section includes fields for '\*Description' (Catalog 3x3 All options), 'Long Description' (Catalog 3x3 All options), '\*Status' (Active), and a checkbox for 'Default Display Template'. Below this is a 'Show These Options' section with checkboxes for 'Show Nested Catalogs', 'Show Products', 'Show Long Description', and 'Show Image'. The 'Catalog Image' section shows a placeholder image with the text 'No Image Available' and buttons for 'Upload' and 'Delete'. The 'Catalog Template ID' is 3.

### Template Details

**Description and Long Description** Enter a short and long description for the display template.

<b>Status</b>	Select whether the display template is <i>Active</i> or <i>Inactive</i> .
<b>Default Display Template</b>	<p>Select to make this the default display template. PeopleSoft Order Capture uses the default template to determine the catalog page display when a display template is unavailable. For example, because users do not initiate product searches from within a particular catalog, how do you know which catalog product details definition to display when the user clicks a particular product after searching for it? In this case, the default catalog definition displays the product details. The same is true when a user accesses a particular product on an order. Similarly, the first page that users see when browsing catalogs is a list of catalogs. The catalog engine uses the default display template to determine whether or not to display the catalog images and long descriptions of these catalogs (catalog images appear if you select the Images check box on the Product Display Page page).</p> <hr/> <p><b>Note:</b> Only one default display template is valid in the system.</p> <hr/>
<b>Show These Options</b>	
<b>Show Nested Catalogs</b>	Select to have a catalog's secondary, nested catalogs (if any) appear on the product display page and to give users access to them.
<b>Show Products</b>	Select to have products or services that are associated with a catalog appear on the product display page and to enable users to access product details.
<b>Show Long Description</b>	<p>Select to have the long description of a catalog appear. Otherwise, the system displays the short description from the Product Catalog page.</p> <hr/> <p><b>Note:</b> Enter the long description of catalogs on the Product Catalog page.</p> <hr/>
<b>Show Image</b>	<p>Select to show an image if a catalog has no image. You must upload the filler image on this page. Select the image representing a catalog on the Product Catalog page.</p> <hr/> <p><b>Note:</b> If the catalog has an image and you want it to appear on the initial catalog display page, select Images on the default template's Product Display Page.</p> <hr/>
<b>Catalog Image</b>	
<b>Upload</b>	Click to upload a filler image to use when a catalog image is not available or to display no catalog image.
<b>Delete</b>	Click to delete the filler image.

## Product Display Page Page

Use the Product Display Page page (RO\_PRODUCT\_DISPLAY) to define the look and feel of product display pages in online catalogs.

### Navigation

Catalog Management CRM, Catalog Template Definition, Product Display Page

### Image: Product Display Page page

This example illustrates the fields and controls on the Product Display Page page.

### User Association Overwrite

#### Images

Select to display product and nested catalog images on the catalog's product display page. These images will function as links to product detail and product display pages.

---

**Note:** Associate images with catalogs on the Product Catalog page. Associate images with products on the Images page in the Product Definition component.

---

#### Product Description

Select to show products' short descriptions on the product display page. These descriptions will function as links to product detail pages.

---

**Note:** Short descriptions come from the External Description page in the Product Definition component.

---

<b>Long Product Description</b>	Select to show products' long descriptions on the catalog's product display page.
<b>Featured Products</b>	Select to identify products that are marked as <i>Featured</i> on the catalog's product display page. <hr/> <b>Note:</b> Define the look and feel of featured products on the Featured Products page of the Catalog Template Setup component. Select actual products to be featured in a catalog on the Featured Products page of the Catalog Setup component. <hr/>
<b>Filler Image</b>	Select to show a filler image on the catalog's product display page if a product has no image associated with it. You must upload the filler image on this page.
<b>Price</b>	Select to show product prices on the catalog's product display page. <hr/> <b>Note:</b> The product price is for single, one-time charges. Prices can come from price sets that are defined in the pricing engine, the List Price field on the Product Price page, or the List Price field on the Package Component Pricing page (if the product is a package that is priced at the component level). <hr/>
<b>Compare Options</b>	Select to enable users to compare products (check boxes and a Compare button appear on the catalog's product display page). <hr/> <b>Note:</b> You cannot include nested catalogs in comparisons. <hr/>
<b>Add to Cart</b>	Select to enable users to add products to their carts.
<b>Display Options</b>	
<b>Rows</b>	Enter the number of rows of products or nested catalogs you want to appear on the catalog's product display page.
<b>Columns</b>	Enter the number of columns of products or nested catalogs you want to appear on the catalog's product display page.
<b>Cell Width</b>	Enter the cell width for a single nested catalog or product on the product display page. If you leave this field blank, the cells expand and shrink based on the contents, and each column expands to the largest width of any child cell.
<b>Border Width</b>	Enter the width of the cell borders.
<b>Alignment</b>	Select <i>Center</i> , <i>Right</i> , or <i>Left</i> .
<b>Image Size</b>	Select <i>Large</i> , <i>Medium</i> , <i>Small</i> , or <i>Zoom</i> .

**Note:** Size refers to the Product Image page and the corresponding image sizes that are loaded there for each product. For nested catalogs, it uses the image (and size) that is loaded to the catalog.

**Border Style**

Select the style class of the cell borders. The background color of a cell's style class determines the cell's border color.

**Filler Image**

**Upload**

Click to locate and attach a filler image to use on the product display page when a product image is not available or to display no product image.

**Delete**

Click to delete the filler image.

**Product Compare Page Page**

Use the Product Compare Page page (RO\_PRODUCT\_COMPARE) to define the look and feel of product comparison pages in online catalogs.

**Navigation**

Catalog Management CRM, Catalog Template Definition, Product Compare Page

**Image: Product Compare Page page**

This example illustrates the fields and controls on the Product Compare Page page.

Display Template

Product Display Page

Product Compare Page

Product Details

Featured Products

Product Search

Catalog Template

Catalog 3x3 All options

Catalog Template ID

3

User Association Overwrite

☒ Product Description

☒ Product Long Description

☒ Product Unit of Measure

☐ Product ID

☒ Price

☒ Images

☒ Filler Image

☒ Attributes

☒ Attribute Classes

☒ Purchase Option

Details Link Location

☒ Product Detail

Display Options

Section Style Class

PAGRIDHEADER

Criteria Style Class

PAHORIZONTALRULELEVEL3

Even Column Style Class

PSLEVEL3GRIDODDROW

Odd Columns Style Class

PSSRCHRESULTSODDROW

Column Width

0

Border Width

0

Image Size

Medium

Filler Image

No Image Available

Upload

Delete



## User Association Overwrite

### Product Description

Select to show products' short descriptions on the catalog's product comparison page.

---

**Note:** Short descriptions come from the External Description page in the Product Definition component.

---

### Product Long Description

Select to show products' long descriptions on the comparison page.

---

**Note:** Long descriptions come from the External Description page in the Product Definition component.

---

### Product Unit of Measure

Select to show a product's default unit of measure (UOM) in a comparison.

---

**Note:** Set the default UOM on the Product Attributes by UOM page.

---

### Product ID

Select to show the Product ID on the comparison page.

### Price

Select to display product prices in a comparison.

---

**Note:** The product price is for single, one-time charges. Prices can come from price sets that are defined in the pricing engine, the List Price field on the Product Price page, or the List Price field on the Package Component Pricing page (if the product is a package that is priced at the component level).

---

### Images

Select to show product images on the catalog's comparison page.

---

**Note:** Associate images with products on the Images page in the Product Definition component.

---

### Filler Image

Select to use a filler image if a product has no image associated with it. You must upload the filler image on this page.

### Attributes

Select to display product attributes in a comparison. Only attributes whose group usage type is *Information* appear in a product comparison.

---

**Note:** Define product attributes on the Attributes page in the Define Products component. Define attribute group usage types on the Attribute Groups page.

---

### Attribute Classes

Select to organize the attributes that appear in a comparison into attribute classes or types. For example, materials, dimensions, and patterns are different attribute classes.

### Purchase Option

Select to add a Purchase This Product link to the catalog's comparison page. Users click this link to access the product's

details page, where they will find the Add to Cart button (if enabled on the Product Details page).

### Product Detail

Select to have users access the Catalog's Product Detail page when they navigate to a product on the Compare page.

## Display Options

### Section Style Class

Enter the style class to use for the comparison page section headers.

### Criteria Style Class

Enter the style class to use for the comparison page column that contains the elements to be compared (the leftmost column on the page).

### Even Column Style Class

Enter the style class to use for the second (even-numbered) product column on the comparison page.

### Odd Columns Style Class

Enter the style class to use for the odd-numbered product columns on the comparison page.

### Column Width

Enter the width of the columns on the comparison page. If you leave this field blank, the columns expand and shrink based on their contents, and each column expands to the largest width of any child column.

### Border Width

Enter the width of the border between all of the columns and rows in the comparison table.

### Image Size

Select *Large*, *Medium*, *Small*, or *Zoom*.

---

**Note:** Size refers to the Product Image page and the corresponding image sizes that are loaded there for each product. For nested catalogs, it uses the image (and size) that is loaded to the catalog.

---

## Filler Image

### Upload

Click to upload a filler image to use on the product display page when a product image is not available or to display no product image.

### Delete

Click to delete the filler image.

## Product Details Page

Use the Product Details page (RO\_PRODUCT\_DETAIL) to define the look and feel of product detail pages in online catalogs.

### Navigation

Catalog Management CRM, Catalog Template Definition, Product Details

Image: Product Details page

This example illustrates the fields and controls on the Product Details page.

Display TemplateProduct Display PageProduct Compare PageProduct DetailsFeatured ProductsProduct Search

Catalog TemplateCatalog 3x3 All optionsCatalog Template ID3

User Association Overwrite

☒ Product Description☒ Product Fields☒ Attributes☒ Attribute Classes☒ Buy Button☒ Images☒ Filler Image☒ Relationships☒ Relationship Images☐ Attachments

Display Options

Image SizeLarge

Filler Image

No Image Available

Upload

Delete

User Association Overwrite

Product Description	Select to display product short descriptions on the catalog's product details page. <div><b>Note:</b> Short descriptions come from the External Description page in the Product Definition component.</div>
Product Fields	Select to display product fields on the catalog's product details page. These fields include Unit of Measure, Quantity, and Price.
Attributes	Select to display product attributes on the details page. Only attributes whose group usage type is <i>Information</i> appear on the Product Details page. <div><b>Note:</b> Define product attributes on the Attributes page in the Define Products component. Define attribute group usage types on the Attribute Groups page.</div>
Attribute Classes	Select to organize the attributes that appear in a comparison of attribute classes or types. For example, materials, dimensions, and patterns are different attribute classes.
Buy Button	Select to enable the Add to Cart button and functionality on the Product Details page.
Images	Select to display product images on the catalog's Product Details page. <div><b>Note:</b> Associate images with products on the Images page in the Product Definition component.</div>

**Filler Image**

Select to use a filler image if a product has no image associated with it. Upload the filler image on this page.

**Relationships**

Select to show product relationships on the Product Details page. In PeopleSoft CRM, products can be related to other products as cross-sell or up-sell opportunities, function as alternates or replacements for other products, complement other products, or be defined as prerequisites for the purchase of other products. These relationships can appear on the Product Details page to promote additional sales opportunities.

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**Note:** Define relationships between products on the Product Relationships page.

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**Relationship Images**

Select to display images of related products on the catalog's product details page.

**Attachments**

Select to enable the Attachment functionality.

**Display Options****Image Size**

Select *Large*, *Medium*, *Small*, or *Zoom*.

---

**Note:** Size refers to the Product Image page and the corresponding image sizes that are loaded there for each product. For nested catalogs, the system uses the image (and size) that is loaded to the catalog.

---

**Filler Image****Upload**

Click to upload a filler image to use when a product image is not available or to display no product image.

**Delete**

Click to delete the filler image.

**Featured Products Page**

Use the Featured Products page (RO\_PRODUCT\_FEATURE) to define featured products displays.

**Navigation**

Catalog Management CRM, Catalog Template Definition, Featured Products

## Image: Featured Products page

This example illustrates the fields and controls on the Featured Products page.

## User Association Overwrite

### Style Name

Enter a cell style to use for featured products.

### Featured Image

Select to have the image that is uploaded on this page appear on catalog display pages when a product is marked as *Featured*.

### Show Featured Products First

Select to have all of the products that are marked as *Featured* appear before other products. Use this option to show promotional products to users before they see other products.

## Featured Image

### Upload

Click to upload a filler image to use when a product image is not available or to display no product image.

### Delete

Click to delete the filler image.

## Product Search Page

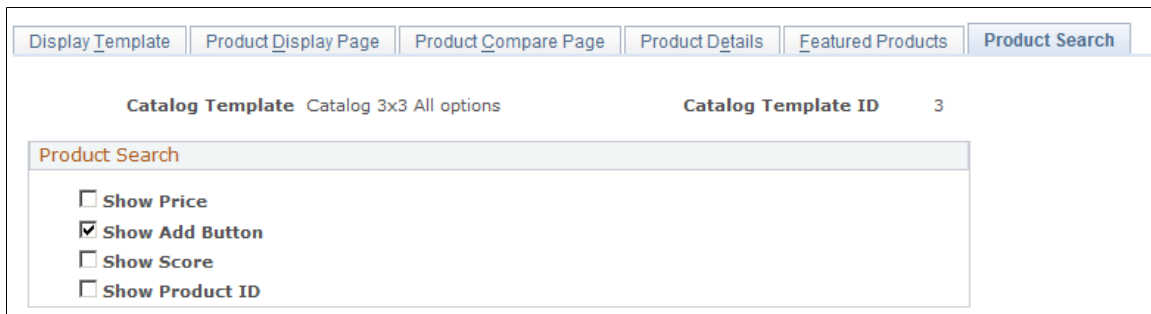
Use the Product Search page (RO\_PRODUCT\_SEARCH) to control the visibility options from the product search.

### Navigation

Catalog Management CRM, Catalog Template Definition, Product Search

## Image: Product Search page

This example illustrates the fields and controls on the Product Search page.



Display Template | Product Display Page | Product Compare Page | Product Details | Featured Products | **Product Search**

Catalog Template Catalog 3x3 All options Catalog Template ID 3

**Product Search**

☐ Show Price  
☒ Show Add Button  
☐ Show Score  
☐ Show Product ID

## Product Search

### Show Price

Select to show the price of the products in Search Results on the Product Search page.

### Show Add Button

Select to show the Add button in Search Results on the Product Search page.

### Show Score

Select to show the Score in the Search Results area on the Product Search page.

### Show Product ID

Select to show the Product ID in the Search Results area on the Product Search page.

---

## Defining Catalog Content and Permissions

To define catalog content and permissions, use the Catalog Definition (RO\_CATALOG) component.

## Pages Used to Define Catalog Contents and Permissions

Page Name	Definition Name	Usage
<u>Product Catalog Page</u>	RO_PRD_CATALOG	Define catalog IDs and select default display templates to control the look and feel of catalogs; populate catalog cache tables.
<u>Clone a Catalog Page</u>	RO_CAT_CLONE	Create copies of catalogs.
<u>Product Association Page</u>	RO_PRD_ASSOCIATION	Define catalog content by direct or business rule association.
<u>Security Membership Page</u>	RO_CAT_SEC	Define user access and experience by defining membership lists.
Membership List Page	RSEC_MEMBER_SMRY	Define memberships to enable visual access to catalogs.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Nested Catalogs Page</u>	RO_NEST_CAT	Link nested catalogs to a main catalog.
<u>Featured Products Page</u>	RO_FEATURED_PRD	Select products to be featured in catalogs.
<u>Recommendation Page</u>	RO_RECOMMENDATION	Select to show or not show recommendations.

## Understanding Catalog Content and Permissions

This section discusses:

- Catalog generation.
- Direct association.
- Business rule association.
- Security memberships.

### Catalog Generation

PeopleSoft CRM enables you to generate catalogs dynamically based on rules that you define online. These rules determine which products appear in catalogs, who can access catalogs, and which products are featured in catalogs. You can also link products to catalogs and define user access by direct association using product IDs and user IDs.

### Direct Association

You can associate both standard and featured products with catalogs by Direct association. Direct association enables you to link specific product IDs to one or more catalog IDs. Only products associated with a catalog ID can appear in the catalog.

### Business Rule Association

Business rule association enables you to define a rule that is based on field values such as product brand, product category, and product group as well as other product attributes. For example, you could define a rule that specifies that only a specific product brand can appear or be featured in a catalog. If you want, you can include more than one attribute and value pair in a single product association rule. For example, you could use these two associations to create a catalog for Company X laptops and Company Z workstations:

Condition 1: Product category = laptop and brand = Company X.

or

Condition 2: Product category = workstation and brand = Company Z.

Each condition in the rule involves an association between two values, a product category and a brand, which are joined together using the where clause operator *and*. However, the relationship between conditions is based on the where clause operator *or*, meaning that any product that satisfies either condition 1 or condition 2 appears in the catalog.

---

**Note:** The system interprets rule conditions that are defined on the same row or scroll to be joined by the *and* operator and conditions that are defined on different rows or scrolls to be joined by the *or* operator.

---

## Security Memberships

In PeopleSoft CRM, you can control user access to catalogs by specifying security memberships.

Security memberships enable you to specify which users or groups of users can have access to certain catalogs. For example, a company can have a membership list called *Premier Customers* that includes all of the premier customers in their system and a catalog named *Premier Catalog* that is specially prepared for premier customers. By specifying the *Premier Customers* membership list in the catalog definition, the catalog can provide special pricing and recommendations exclusively for this group of users. Similarly, you can define a membership list that includes all customers who are in the electronics industry in the California region and associate the list with a catalog of electronic products that is specific to the California region.

---

**Note:** Users cannot access catalogs that are defined with a security membership of the object type *Role*. Security membership lists for catalogs must contain Security objects of the types *Customer* or *Person* for users to access the catalog.

---

## Related Links

"Defining Application Security" (PeopleSoft CRM 9.2: Application Fundamentals )

## Product Catalog Page

Use the Product Catalog page (RO\_PRD\_CATALOG) to define catalog IDs and select default display templates to control the look and feel of catalogs; populate catalog cache tables.

### Navigation

Catalog Management CRM, Catalog Definition, Product Catalog



## Image: Product Catalog page

This example illustrates the fields and controls on the Product Catalog page.

The screenshot shows the 'Product Catalog' page. On the left is a 'Catalog' tree with a 'Products (21)' folder expanded, listing various cycling items like 'Switchback Mt. Biking Shorts', 'Mountain Bike Gloves', etc. The main area is titled 'Catalog Details' and contains the following fields and controls:

- \*SetID**: Text field with value 'SHARE' and a search icon.
- Catalog ID**: Text field with value '3'.
- \*Catalog Name**: Text field with value 'Biking Accessories Catalog' and a search icon.
- Long Description**: Text area with value 'We have everything you could ever need for the best biking experience.' and a search icon.
- \*Status**: Dropdown menu with value 'Active'.
- \*Channel**: Dropdown menu with value 'All Channels'.
- \*Begin Date**: Text field with value '12/03/2001' and a calendar icon.
- End Date**: Text field with value '12/04/2092' and a calendar icon.
- \*Display Template**: Text field with value '3' and a search icon, followed by the text 'Catalog 3x3 All options'.
- Region Based**: A checkbox that is currently unchecked.
- Populate Catalog**: A button.
- Clone This Catalog**: A button with a copy icon.

Below the details form is a 'Catalog Image' section showing a bicycle image and two buttons: 'Upload' and 'Delete'.

## Catalog Tree Details

You can expand folders in the catalog tree as follows:

- Expand the main Catalog folder in the catalog tree to display subfolders for products.
- Expand the Products folders to see individual products in the catalog.

Each folder in the tree has a link associated with it. Inside the Products folder are links for individual products:

- Clicking the Catalog link refreshes the tree display.
- Clicking the Products link accesses the Product Definition component and lets you define products (logged on users must have access to the product definition to do this).
- Clicking the link of any individual product accesses the product definition of the selected product.

## Catalog Details

### Catalog ID

If you are adding a new catalog, the system asks you to enter a SetID and Catalog Identification Number before you access this page.

If the catalog number already exists, the system displays this message: *The value you tried to add already exists. Select it*

*below if you'd like to update it, or specify a new value in the fields above.*

To create a new catalog, enter a number in the Catalog Identification Number field that does not already exist. Catalogs do not use the PeopleSoft CRM autonumbering feature.

<b>Catalog Name and Long Description</b>	Enter a name for the catalog. This name will appear in the catalog list. You can make the description appear on the catalog display page by selecting Show Long Description on the Display Template page.
<b>Channel</b>	<p>Select which channels to use to define access to catalogs. Values are:</p> <p><i>All:</i> Select if the catalog will be accessed externally using the web as well as internally (for example, by CSRs).</p> <p><i>Internal:</i> Select if the catalog is for internal use only.</p> <p><i>Web SS</i> (web self-service): Select if the catalog is for external access using the web (for example, by customers who are purchasing products or services through a self-service transaction).</p> <hr/> <p><b>Note:</b> The channel that is being accessed depends on the portal that is being browsed. As delivered, the customer portal is considered external, and the employee portal is considered internal.</p> <hr/>
<b>Begin Date and End Date</b>	Enter dates that specify the period during which the catalog is active.
<b>Display Template</b>	<p>Enter a display template to control the layout of products as well as the information and options that appear in the catalog. You can override the display template on the Security Membership page, per membership.</p> <hr/> <p><b>Note:</b> You must first define the display templates using the Catalog Template Setup component.</p> <hr/>
<b>Region Based</b>	Select if the catalog is regional (sensitive to the geographical area of the user). When users accesses regional catalogs, they are prompted for a region, which could be the zip code of the ship-to area of service or installation, a state, a city name, or some other location, depending on how you define regions during implementation. This information can be used to dynamically hide products in the catalog that are not available in a particular area.

---

**Note:** To define the regions in which specific products are available or unavailable, use the Regions Page in the Product Definition component. Product Sales regions are used for product filtering.

---



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**Note:** You can also attach regional restrictions at the user level as opposed to the product level. Geographic regions are used for user associations. To enforce regional restrictions use the security membership setup. For example, a membership might include all customers in the *Southeast region*.

---

### Populate Catalog

Click to populate cached information on which the tree in the left pane of the page is based. The tree refreshes automatically with the new information based on the catalog refresh.

---

**Note:** This button calls the RO\_CAT\_PUSH1 Application Engine program, which populates the cache tables storing catalog data.

---

### Clone This Catalog

Click to access the Clone a Catalog page and clone the current catalog.

### Catalog Image

#### Upload

Click to upload an image to represent the catalog. You determine whether this image appears in online catalogs on the Display Template page.

#### Delete

Click to delete the image.

## Clone a Catalog Page

Use the Clone a Catalog page (RO\_CAT\_CLONE) to create copies of catalogs.

### Navigation

Click the Clone This Catalog link on the Product Catalog page.

## Image: Clone a Catalog page

This example illustrates the fields and controls on the Clone a Catalog page.

### Original Catalog Information

**Catalog to be cloned** Displays the name of the catalog that is being cloned.

### Cloned Catalog Information

**New Catalog ID** Displays the new ID that the system assigns to the cloned catalog once you click Clone Catalog.

**Begin Date and End Date** Enter dates that specify the period during which the new catalog is active.

**Description and Long Description** Enter a description, which appears in the catalog list. You can make the long description appear on the catalog display page by selecting Show Long Description on the Display Template page.

### Include these for clone

**Product Associations** Select to save all of the product associations from the original catalog to the new catalog.

**Security Memberships** Select to save all of selected membership lists from the original catalog to the new catalog.

**Featured Products** Select to save all of the featured product rules from the original catalog to the new catalog.

Nested Catalogs

Select to save all of the nested catalogs from the original catalog to the new catalog.

Product Association Page

Use the Product Association page (RO\_PRD\_ASSOCIATION) to define catalog content by direct or business rule association.

Navigation

Catalog Management CRM, Catalog Definition, Product Association

Image: Product Association page

This example illustrates the fields and controls on the Product Association page.

Product CatalogProduct AssociationSecurity MembershipNested CatalogsFeatured ProductsRecommendation

Catalog Information

Description

Biking Accessories Catalog

Catalog ID

3

Product Criteria

FindView All

First1 of 2Last

From Product ID

10008

To Product ID

10027

Product Brand

Product Group

Product Category

Service/Product

Attribute Name

Attribute Label

Attribute Value

Orderable By

**Note:** You should populate the catalog by clicking the Populate Catalog button on the Product Catalog page after defining product associations.

From Product ID and To Product ID

Enter product IDs to link products to catalogs by direct association. To link an individual product rather than a range of products to a catalog, enter the specific product ID in the From Product ID field and leave the To Product ID field blank. Create new rows for each product or product range that you want to associate with the catalog.

Product Brand

Enter a brand to create a business rule association based on that brand. For example, you could select only Brand A product for inclusion in a catalog.

**Note:** Define brands on the Product Brand page.

Product Category

Enter a product category to create a business rule association based on that category. For example, you could include in the catalog only products that fall within the category *Trains*.

**Note:** Define product categories on the Product Category page.

Attribute Name and Attribute Item

Enter an attribute name on which to base a business rule association, and enter the attribute value. For example, you

could use the *Material* attribute to select items for inclusion in a catalog and specify that you want to include all products in the product group *Shoes* that are made of 100 percent leather (in this case, the attribute value would be *Leather*).

---

**Note:** Define attributes using the Attributes component. Only attributes that are associated with products are available here.

Associate products with attributes on the Attributes page in the Define Products component.

---

### Product Group

Enter a product group to create a business rule association based on that group. For example, you could include in the catalog all products in the product group *Dishwashers*.

---

**Note:** Add products to product groups on the Product Groups page in the Product Definition component.

---

### Service/Product

Enables you to create a business rule association based on the definition of products. Select *Product* as the value.

### Attribute Label

Displays the description of the chosen attribute.

### Orderable By

Select a value to create a business rule association based on whether a product is universally available or available only to businesses or consumers. For example, you may want the catalog to include only products selected for businesses. Values are:

*All:* Select to include products in the catalog that are available to both customers and businesses.

*Consumer:* Select to include products in the catalog that are available to consumers.

*Business:* Select to include products in the catalog that are available to businesses.

---

**Note:** Set the Orderable By status of products on the Definition page in the Product Definition component.

---

## Conditional Clauses in Business Rule Associations

When you create business rule associations on the Product Association page, the conditions in the rule can be related to one another in one of two ways:

- Using *and* operators

When conditions are joined by *and* operators, all individual conditions in the rule must be met before a product can be included in a catalog. For example, if you specify that the product brand *Company X* should be included in the catalog and that within this brand, only products in the product category *Laptop Computers* should be included, you are defining a rule based on an *and* operator. In this example, the product must be both a Company X brand and a laptop to be included in the catalog.

- Using *or* operators

When conditions are joined by *or* operators, only one condition in the rule must be met before a product is included in a catalog. For example, if you specify that any product with the product brand *Company X* should be included in the catalog, as well as any computer in the product category *Workstation* (regardless of brand) should be included, you are defining a rule based on an *or* operator. In this example, if the product is either a Company X brand or a workstation, it will be included in the catalog (only one condition needs to be satisfied).

To associate conditions within a rule using the *and* operator, define all the conditions as part of the same scroll or row. For example, assume that you want to include only Company X workstations in a catalog. To do this, enter a product brand of *Company X* (condition 1) and a product category of *Workstation* (condition 2), but do not create a new row for each condition.

To associate conditions using the *or* operator, define each condition on a different scroll or row. For example, assume that you want to include all Company X products in the catalog (condition 1), as well as any workstation, regardless of brand name (condition 2). To do this, enter a product brand of *Company X*, create a new row on the Product Association page (click the Add Row button), and define the second condition by enter a product category of *Workstation*.

## Security Membership Page

Use the Security Membership page (RO\_CAT\_SEC) to define user access and experience by defining membership lists.

### Navigation

Catalog Management CRM, Catalog Definition, Security Membership

### Image: Security Membership page

This example illustrates the fields and controls on the Security Membership page.

Membership	View Details	Priority	Display Template	
All Customers	View Details	<input type="text"/>	<input type="text"/>	
All Persons	View Details	<input type="text"/>	<input type="text"/>	

Add Membership

**Note:** If you do not define a membership list, no one will have access to the catalog.

### Membership

Displays membership lists that are associated with a particular catalog.

### View Details

Select to view the membership details.

### Priority

Enter a number to indicate the order or priority in which you want the display templates to appear. For example, if display

templates were defined for three different membership lists and a user belonged to more than one membership list, then the number you enter in this field would determine which display template an agent would use in conjunction with the catalog.

### Display Template

Enter a display template to override the default template that is selected at the catalog level (on the Product Catalog page). This template applies to users who meet the access requirements that you define.

### Add Membership

Select to add a new membership to the catalog security.

## Recommendation Page

Use the Recommendation page (RO\_RECOMMENDATION) to select to show or not show recommendations.

### Navigation

Catalog Management CRM, Catalog Definition, Recommendation

### Image: Recommendation page

This example illustrates the fields and controls on the Recommendation page.

### Recommendation Detail

#### Show Recommendation

Select to show recommendations at runtime when users are looking for products on the Find Products page.

#### Display Template

Select a display template to be used for presenting recommendations.

### Related Links

"Understanding Display Templates" (PeopleSoft CRM 9.2: Automation and Configuration Tools)

"Selecting Products" (PeopleSoft CRM 9.2: Order Capture Applications)

## Nested Catalogs Page

Use the Nested Catalogs page (RO\_NEST\_CAT) to link nested catalogs to a main catalog.



## Navigation

Catalog Management CRM, Catalog Definition, Nested Catalogs

### Image: Nested Catalogs page

This example illustrates the fields and controls on the Nested Catalogs page.

The screenshot shows the 'Nested Catalogs' tab selected in the top navigation bar. Below the navigation bar is a 'Catalog Information' section with a table containing 'Description' (Biking Accessories Catalog) and 'Catalog ID' (3). Below this is a 'Nested Catalogs' section with a search bar for '\*Catalog ID', a 'Comment' text area, and a table with 'Begin Date' (04/05/2013) and 'End Date' (12/31/2099). The 'Find | View All' and 'First 1 of 1 Last' controls are visible at the top right of the 'Nested Catalogs' section.

#### Catalog ID

Enter the ID of the catalog that you want to nest within the main catalog that appears at the top of the page.

#### Begin Date and End Date

Enter the dates for which the relationship between the nested catalog and the main catalog is valid.

## Featured Products Page

Use the Featured Products page (RO\_FEATURED\_PRD) to select products to be featured in catalogs.

## Navigation

Catalog Management CRM, Catalog Definition, Featured Products

### Image: Featured Products page

This example illustrates the fields and controls on the Featured Products page.

The screenshot shows the 'Featured Products' tab selected in the top navigation bar. Below the navigation bar is a 'Catalog Information' section with a table containing 'Description' (Biking Accessories Catalog) and 'Catalog ID' (3). Below this is a 'Featured Product Lists' section with a search bar for 'Product ID', a 'Product Brand' text area, a 'Product Category' text area, a 'Product Group' text area, an 'Attribute Name' text area, an 'Attribute Label' text area, an 'Attribute Value' text area, and a 'Service/Product' dropdown menu. The 'Find | View All' and 'First 1 of 1 Last' controls are visible at the top right of the 'Featured Product Lists' section. Below this is a 'Featured Product Dates' section with a table containing 'Begin Date' (11/11/2002) and 'End Date' (12/31/2099).

**Note:** A product cannot be featured in a catalog until you associate it with the catalog on the Product Association page. Only after you establish the association can you mark the product as *Featured*.

## Featured Product Lists

<b>Product ID</b>	Enter a product ID to define that individual product as a featured product. Create a new row for each product that you want to feature.
<b>Product Category</b>	Enter a product category to create a business for featuring products based on that category.
<hr/>	
<b>Attribute Name and Attribute Value</b>	Enter an attribute name on which to base the business rule, and enter the attribute value. For example, <i>Material</i> is an attribute that you could use to define featured items; you could specify that you want to feature all products in the product group <i>Shoes</i> that are made of 100 percent leather (in this case, the attribute value would be <i>Leather</i> ).
<hr/>	
<b>Note:</b> Define attributes using the Attributes component. Only attributes that are associated with products whose group usage type is <i>Information</i> are available here.	
<hr/>	
<b>Note:</b> Associate products with attributes on the Attributes page in the Define Products component.	
<hr/>	
<b>Product Brand</b>	Enter a brand to create a business rule for featuring products based on that brand. For example, you could select all NIKE, Inc. products as featured products.
<hr/>	
<b>Note:</b> Define brands on the Product Brand page.	
<hr/>	
<b>Product Group</b>	Enter a product group to create a business rule for featuring products based on that group.
<hr/>	
<b>Note:</b> Add products to product groups on the Product Groups page in the Product Definition component.	
<hr/>	
<b>Attribute Label</b>	Displays the description of the chosen attribute.
<b>Service/Product</b>	Enables you to define a business rule for featuring products based on the definition of products. Select <i>Product</i> as the value.

---

## Searching Catalogs

This section provides an overview of product searches and discusses how to search products.

## Page Used to Search Catalogs

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Find Products Page</u>	RX_PROD_SRCH	Search products in one or more catalogs.

## Understanding Product Searches

You can initiate product searches and access product data from different locations in PeopleSoft CRM:

- Self-service users can run searches by clicking the Find Product or the Shopping Cart link.
- CSRs can launch a catalog search by navigating to Orders and Quotes, Find Products on the main menu.
- Employee or customer users can personalize the PeopleSoft CRM portal content by adding the Catalog Search pagelet to their home page (if the PeopleSoft Portal Pack is installed).
- In PeopleSoft Order Capture, CSRs can access product data and run catalog searches from the Entry form to obtain up-to-date information about products before they enter an order or a quote.

CSRs can copy products from the search results back to PeopleSoft Order Capture.

- In PeopleSoft Order Capture Self Service, you can link to product detail pages from order lines and access product catalogs..
- From Lead and Opportunity components in PeopleSoft Sales, sales representatives can navigate to the Products section on the Propose page and perform keyword searches in catalogs for products.

Users can then use the product comparison tool to access product details and copy products from the search results back to PeopleSoft Sales.

## Product Search Setup

PeopleSoft CRM uses PeopleSoft Search to process product searches at runtime. When the process to build the product catalog search index is invoked, the AE program generates an XML feed using the information provided and creates a schedule in the Oracle SES search engine, which crawls the feed and builds the index. The index contains data from the same database cache tables that were loaded when you built and populated the catalog. Before you can search a catalog, you must first populate the catalog cache tables after making changes to product catalogs. This is done by clicking the Populate Catalog button on Product Catalog page for any new and updated catalog. Then, run the process to build the product catalog search index.

See "Understanding PeopleSoft Search Framework Definitions for CRM" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

## Search Results

When search results are returned, the user can navigate into product details and compare up to three products. If the product search is performed in the agent-facing Order Capture application, or PeopleSoft Sales, users can select products in the search results and copy them back into the calling component.

## Find Products Page

Use the Find Products page (RX\_PROD\_SRCH) to search products in one or more catalogs.

### Navigation

Orders and Quotes, Find Products, Find Products

### Image: Find Products page

This example illustrates the fields and controls on the Find Products page.

The screenshot shows the 'Find Products' page. At the top, there's a 'Search Catalog' header. Below it, there are three input fields: 'Catalog' with a dropdown menu currently showing 'All Catalogs', 'Keywords' with an empty text box, and 'Region ID' with an empty text box and a magnifying glass icon. Below these fields are three buttons: 'Search' (highlighted in orange), 'Advanced Search', and 'Search Tips'. To the left of the main search area is a 'Catalog Tree' panel. It has a header 'Catalog Tree' and a set of navigation links: 'First | Previous | Next | Last | Left | Right'. The tree lists several categories with folder icons: '- Backpacks', '- Clothing Catalog', '- Biking Accessories Catalog', '- Child Carriers', '- Camping Shelters', '- Camping Accessories', '- Camping Catalog', '- Skiing Catalog', '- Fishing Catalog', '- Mountain Climbing Catalog', '- Tech Catalog', '- Outdoors', and '- Apparel'.

### Basic Search

A basic search enables you to search catalogs based on selection criteria that you enter in the Catalog, Keywords, and Region ID fields.

#### Catalog

Select the name of the specific catalog that you want to search, or select *All Catalogs* to run a global search.

#### Keywords

Enter the keyword or keywords to use in the search. The search looks only in the catalog that you select (or in all catalogs) and looks for keywords across all fields in the search index.

---

**Note:** If you enter multiple keywords, the search treats these as an exact phrase. For example, if you enter *red bike*, the search would not find *blue bike with red trim*. If you want the search to treat multiple keywords independently, you must separate them with a Boolean operator such as *and* or *or*. For example, to find all occurrences of *red* and *bike*, enter *red and bike* in the Keywords field. Conversely, to find all occurrences of *red* or *bike*, enter *red or bike* in the Keywords field.

---

<b>Region ID</b>	Select a Region ID to narrow the search criteria.
<b>Search</b>	Click the Search button to initiate a search.
	<hr/> <b>Note:</b> Pressing the Enter key after entering a keyword will not initiate the search. <hr/>
<b>Search Tips</b>	Click to get tips on how to narrow or broaden the searches using the Keywords field or to get tips on advanced searches.

## Advanced Search

Advanced searches enable you to enter the same search criteria as in a basic search and more.

<b>Description</b>	Enter a keyword to search only the description field for this value.
<b>Product ID</b>	Enter a complete ID to search only the product ID field for this value.
<b>Brand</b>	Select a brand to search only the product brand field for this value.
<b>Match On</b>	<p>Select the relationship between the elements of the advanced search. Values are:</p> <p><i>All Criteria (AND):</i> Select to relate advanced search criteria to one another using the <i>and</i> operator. All of the search criteria that you define (description, product ID, and brand) must be satisfied for the search to return a product.</p> <p><i>Any Criterion (OR):</i> Select to relate advanced search criteria to one another using the <i>or</i> operator. Only one of the search criteria that you define (description, product ID, or brand) must be satisfied for the search to return a product.</p> <hr/> <p><b>Note:</b> Match On options apply only to advanced search criteria. The elements of a basic search (catalog and keyword) are always linked together by an <i>and</i> operator. Similarly, the relationship between basic and advanced search elements is always based on the <i>and</i> operator.</p> <hr/>

<b>Search</b>	Click to initiate a search.
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**Note:** Pressing Enter after entering a keyword does not initiate the search.

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# Tracking Installed Products

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## Understanding Installed Products

This section discusses:

- How installed products are used.
- How installed products are created and updated.
- System-created service orders for installed products.
- Warranty activation on installed products.
- Hierarchical views of installed products.
- Use of display templates in the installed product component.

## How Installed Products Are Used

Installed products track the products (standard products or product packages) that are installed at a customer's site or issued to an internal worker. In PeopleSoft Support and PeopleSoft Integrated FieldService, you specify installed products in agreement lines to control the availability of these lines to the specific set of products. Installed products determine whether warranties are involved in the entitlement search when installed products are referenced on cases or service orders. Agents can reference installed products (assets) that are defined in PeopleSoft HelpDesk to determine what equipment is issued to an employee and the location of the equipment.

## How Installed Products Are Created and Updated

You can manually create and maintain installed products for most products that are listed in the system using the Installed Products component. Use the Product Definition - Installed Product page to define rules that govern when installed products are automatically created and updated.

You can configure the system to create installed products or update the status of installed products when:

- Orders are placed using PeopleSoft Order Capture or PeopleSoft Order Capture Self Service.
- The CRM system receives automatic shipping notification (ASN) messages from another system, such as PeopleSoft Order Management.
- Material usage and removal transactions are recorded using the Service Order component in PeopleSoft Integrated FieldService.

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**Note:** The system automatically creates installed products with the status of *Installed* for products that are newly registered using the Product Registration component. For registered products that already have installed products, the system does not update the installed product status. Based on how the administrator configures the Product Registration page (for example, what fields are available and whether they are editable), users can update installed products as they complete the registration.

---

At the installation level, you can define two sets of installed product creation and update rules that the system uses as default values for the Product Definition - Installed Product page: one set for those products that require a service order for installation and another set for those that do not. At the product definition level, however, you can have only one set of rules

When you set up these rules for installed products using the Product Definition component, you can click the Apply Defaults button on the Installed Product page to populate the appropriate default rules. While you can modify the default rules for specific products, you can also update the configurable default values (used across all products) on the Installed Product Defaults page under Set Up CRM, Install, Product Options.

See "Setting Up Product Registration" (PeopleSoft CRM 9.2: Application Fundamentals ).

See "Registering Products" (PeopleSoft CRM 9.2: Application Fundamentals ).

See [Defining Creation and Update Rules for Installed Products](#).

## Rules for Installed Product Status

You can configure the system to set the status of installed products that it creates or updates to one of three values: *Pending*, *Installed*, or *Shipped*. Typically, implementations suggest these rules, but you can configure them for your own business processes.

For a product that requires a service order for installation:

- When the installed product is created after submitting an order, set the status to *Pending*.  
If a subsequent ASN message is received, update the status to *Shipped*.
- When the installed product is created as a result of the receipt of an ASN message, set the status to *Shipped*.
- When a material usage transaction (recorded on the Order Materials component) results in a creation or update of the installed product, set the status to *Installed*.

For a product that does not require a service order for installation:

- When the installed product is created on order capture, set the status to *Pending*.  
If a subsequent ASN message is received, update the status to *Installed*.
- When the installed product is created as a result of the receipt of an ASN message, set the status to *Installed*.



---

**Note:** If a product does not require a service order for installation and a rule has been established for ASN receipt that sets the status to a value other than *Installed*, you must manually set the status of the installed product to *Installed* when appropriate.

You may want to set up rules that require manual intervention for business processes that require an action or response from a customer. For example, suppose that you ship a product that requires some type of installation, such as setting up a personal computer that the customer performs. When the customer completes the installation process, he or she can contact you to update the record.

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See Also *PeopleSoft FSCM Order Management*

## Related Links

[Managing Product Relationships](#)

"Understanding Order Capture" (PeopleSoft CRM 9.2: Order Capture Applications)

"Setting Up the Order Materials Component" (PeopleSoft CRM 9.2: Integrated FieldService)

## System-Created Service Orders for Installed Products

When defining products using the Product Definition component, you can indicate whether an installed product requires a service order to complete installation. When a user places an order for the installed product in PeopleSoft Order Capture or Order Capture Self Service, component interfaces enable the system to stage a service order for the specified installation service in PeopleSoft Integrated FieldService.

When the status of the installed product or group of records that is associated with the ordered product is updated to *Shipped* (that is, when the ASN shows that the corresponding order line has been completely fulfilled), the system automatically generates a service order using the information that is defined for the specified installation service.

The initial status of the system-created service order is *Open*, with all associated service order activities set to *Open - Hold Assignment*.

If you enable automatic technician assignment and the system has successfully assigned a provider group and group member to the service order, the status of service order activities that are assigned with technicians is set to *Open - Assigned*.

When an order for multiple installed products that require installation is saved in PeopleSoft Order Capture or Order Capture Self Service, the system creates one service order for each product-site combination on the order.

## Related Links

"Understanding Order Capture Business Projects" (PeopleSoft CRM 9.2: Order Capture Applications)

"Understanding Service Orders" (PeopleSoft CRM 9.2: Integrated FieldService)

## Warranty Activation on Installed Products

You can define or update warranties using the Warranties component under Customer Contracts CRM, Agreements. Associate an item with a warranty on the Item Definition page under the Items CRM, Inventory Item Definition.

When a user creates a case or service order for a customer's installed product, the system first checks for entitlements that are associated with a valid warranty on the customer's installed product before searching for entitlements on an agreement.

When you create an installed product using an item that is associated with a warranty, the system activates the associated warranty and calculates the warranty duration using information from both the warranty and installed product.

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**Note:** The system can calculate the warranty duration for an installed product only if the appropriate process updated the base date that is used to calculate the warranty's start date.

For example, suppose that the warranty is defined to start upon shipment but no ASN (shipment) status update rules are defined for the product. In this case, the installed product is created at order time, with an order date but no shipment date. The warranty is associated with the installed product at order time, but no warranty dates are populated.

In this scenario, a user must manually update the installed product's warranty start and end dates for the warranty information to appear in entitlement matches. However, if the product has ASN status update rules defined, the system automatically records the ship date and the warranty start and end dates on the installed product as soon as the ASN is processed for the product.

---

If necessary, you can manually update the warranty status and coverage period on the installed product using the Installed Products component.

## Related Links

"Understanding Agreements and Warranties" (PeopleSoft CRM 9.2: Application Fundamentals )

## Hierarchical Views of Installed Products

In PeopleSoft CRM, you can establish parent-child relationships between installed products and display them graphically from several points in the system. This functionality can be implemented to support a wide range of business needs, including the ability to view the associated parent assembly or subcomponents for a given installed product, view the geographic locations of specific network components, or view the components of a customer's service package.

## Hierarchical Relationship Creation

You can manually define relationships between installed products using the Installed Products component. For a given installed product, you specify the installed product of the parent product to establish a parent-child relationship. When two installed products reference the same parent record the system creates sibling relationships.

The system automatically defines the relationships for installed products that are created when product packages are ordered in PeopleSoft Order Capture or Order Capture Self Service. The system automatically defines relationships for orders of static kits that originate in PeopleSoft Order Management.

For both package and static kit orders, the system creates installed products for each of the products in the package or static kit that are defined as installed products. If a product in a package or static kit is not defined as an installed product, the installed product hierarchy does not display that product.

For example, suppose that a parent product is defined as an installed product, the child product is not, and the grandchild product is. When the package is ordered, the system creates records for only the parent and grandchild rows and establishes a parent-child relationship between them.

## How Hierarchical Relationships Are Viewed

Once you define the appropriate relationships, users can view them graphically in a tree format by accessing the Installed Product Hierarchy page. In PeopleSoft CRM, you can access this page from pages and page toolbars in these components:

- Installed Product
- Service Order
- My Service Order
- Support Case
- HelpDesk Case
- RMA (return material authorization) Form
- Site (under Customers CRM)
- Product Registration Installed Assets
- Installed Products (search) page
- Installed Assets (search) page
- Customer 360 Degree View
- Worker 360 Degree View
- Order Capture Entry
- Self-Service Support Case
- Self-Service HelpDesk Case

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**Note:** For cases that you access from the corresponding Case components, the View Hierarchy button (which you click to access the Installed Product Viewable Hierarchy page) is not available if the business units to which they belong are associated with call center configuration templates that are set to hide installed product information.

---

The system filters the installed products that appear in the viewable hierarchy using the name of the customer or internal worker, site, product, and department values that are available on the page from which you accessed the viewable hierarchy.

For example, if you access the viewable hierarchy from a page where customer and site fields have values, the system returns all of the installed products for the specified customer and site. If you access the viewable hierarchy from a page where the customer and product fields have values, the system displays all of the installed products for the specified customer and product.

This table summarizes the installed products that are returned for specific field values:

<b>Field Value on Source Page</b>	<b>Installed Products Returned</b>
Site	<p>All installed products for the specified customer or internal worker and site plus any related parent, sibling, or child installed products.</p> <hr/> <p><b>Note:</b> Not valid for PeopleSoft HelpDesk.</p> <hr/>
Product	All installed products for the specified customer or internal worker and product ID plus any related parent, sibling, or child installed products.
Department	All installed products that match the specified customer or internal worker and department plus any related parent, sibling, or child installed products.

On the Installed Product Hierarchy page, the system lists the filter criteria values that are used to select which installed products to display. Initially, the system displays all records for all statuses. By default, the system also displays the immediate family relationships—parent, sibling, or child—for each installed product that is returned. You can modify the initial display to view records that match a specific status. You can also elect to filter the family relationships and view only those records that meet the filter criteria on the source page.

Additional runtime filters, other than Status as mentioned previously, exist. Installed Product ID and Product are always shown, whereas the other filters are configurable using the Tree Set Up component.

These filters include:

- Installed Product ID
- Product
- Site
- Department
- Status

## Related Links

[Managing Product Relationships](#)

## Use of Display Templates in the Installed Product Component

The Installed Product component (RF\_INST\_PRODUCT) supports the use of display templates in controlling its appearance and behavior for a variety of business needs. At the setID level, you can specify a display template for each of the installed product types (that is, installed product and installed asset), which is used to control, among other things, the visibility of pages, sections, fields and labels of the component.

## Related Links

[Configuration Options Page](#)

"Understanding Display Templates" (PeopleSoft CRM 9.2: Automation and Configuration Tools)

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## Understanding Installed Assets

This section discusses:

- How the CRM installed asset table is updated.
- How new assets in PeopleSoft Financials Management System, FMS, are identified in CRM.

### How the CRM Installed Asset Table is Updated

Installed assets may be manually entered directly into the system using the Installed Assets page. For customers using PeopleSoft FMS, installed asset entries may be initially created by a full synchronization to the FMS asset repository data. All FMS entries of Asset\_Type 010 (IT-Hardware) are added to the data on the CRM-installed asset table. Subsequent additions and updates to the FMS asset repository data for Asset\_Type 010 entries are sent to CRM for incremental synchronization.

Before running the full Asset synchronization, you need to run these full synchronizations from FMS to CRM:

- Asset Subtype
- Manufacturer
- Location
- Department
- Employee

Performing these synchronizations ensures that the values used in the asset entries for the tables listed previously will exist in the system. This action helps prevent *Invalid Entry* problems when viewing the installed asset data.

This preparation also ensures that the relevant data referred to on FMS assets (customer, department, manufacturer, and so on) has corresponding entries on the CRM side. Without the corresponding data on the CRM side, the full synchronization may attempt to create a CRM-installed asset for an employee who does not exist in CRM. If you attempt to create an installed asset this way, the system displays an error message.

### How New Assets in PeopleSoft Financials are Identified in CRM

When asset data is sent from FMS to CRM, the CRM-installed asset table is updated like this:

#### Positive Matches

- If a match exists on the business unit and asset ID between the FMS data and the CRM data, the CRM data for that row is updated with all the values from FMS.

This action may occur when data for an asset has previously been received from FMS by CRM and a change is subsequently saved and published by FMS.

- If a match exists on the installed product ID between the FMS data and the CRM data, the CRM data for that row is updated with all the values from FMS.

This action may occur when data for an asset was created by CRM and sent to FMS, and a change is subsequently saved and published by FMS. In this case, the corresponding CRM entry would have the same installed product ID (INST\_PROD\_ID) but would still have no values for the business unit and asset ID.

- If a match exists on the serial ID but not the business unit or asset ID, the CRM data for that row is updated with all the values from FMS.

This action may occur if data for the same asset has been entered independently in both FMS and CRM.

---

**Note:** If data for the same asset has been entered in FMS and CRM in a previous release, the FMS entry will not initially have the key fields for the corresponding CRM entry, and the CRM entry will not initially have the key fields for the corresponding FMS entry. However, if both entries refer to the same serial ID, it can be assumed that they refer to the same actual asset.

---

#### Assumed Positive Matches

- Asset Tag

If a match exists between FMS and CRM based on identical non-null values for asset tag and product and if a blank value exists for business unit, asset ID, and serial ID on the CRM side, then the CRM data for that row will be updated with all the values from FMS. This action applies in situations where data for the same actual assets already exists in FMS and CRM but the only value on the CRM side is an asset tag rather than a serial ID. In this case, an update from FMS needs to be matched against the corresponding CRM entry.

- Employee and Product

If a single matching row exists between FMS and CRM based on identical non-null values for employee ID and product ID and if a blank value exists for business unit, asset ID, and serial ID on the CRM side, then the CRM data for that row is updated with all the values from FMS. This action applies in situations where data for the same actual assets already exists in FMS and CRM and the only value on the CRM side is an asset tag rather than a serial ID. In this case an update from FMS needs to be matched against the corresponding CRM entry

If a single entry in CRM matches the assigned employee and product, the system assumes it refers to the same actual asset and the CRM entry is updated.

- Department and Product

If a single matching row exists between FMS and CRM based on identical non-null values for department ID and product ID and if a blank value exists for serial ID on the CRM side, the CRM data for that row is updated with all the values from FMS. This action applies in situations where data for the same actual assets already exists in FMS and CRM and the only value on the CRM side is an asset tag rather than a serial ID. In this case, an update from FMS needs to be matched to the corresponding CRM entry.

If a single entry in CRM matches the assigned department and product, the system assumes it refers to the same actual asset and the CRM entry is updated.

#### Ambiguous Matches

In all other cases for which the system cannot unequivocally determine that the asset is definitely the same or definitely different on both systems, the data for that row is sent to a reconciliation table that a user may access online.

This case should apply in situations for which data for the same actual assets may exist in FMS and CRM, when the only value on the CRM side is an asset tag rather than a serial ID; but for which the lack of matching unique identifiers or the presence of multiple potential matches prevents a positive match.

In this case, the user needs to determine if an update or an add is required on the CRM side to reconcile the data from FMS.

The online page lists all the rows of data that require reconciliation with CRM entries. You can open each entry to see the possible matches with existing CRM installed assets based on the matches on the product ID and one or more of these fields: Employee ID, Department ID, and Location. Drilling in on the first entry on the screen presents the user with all possible matches.

This detail page shows all possible matching CRM entries and provide an action button to process any of these rows. The Merge Selected Installed Asset link allows you to:

- Confirm that the row for that CRM entry refers to the same actual asset as the data from FMS.
- Update the CRM data with all the values from the FMS system.

After identifying the desired row and clicking the Merge Selected Installed Asset link, the data from the FMS asset is used to update the selected CRM asset. The system then returns to the first screen, which shows all unreconciled FMS asset records.

The Create New Installed Asset button allows the user to specify that the FMS data does not refer to any asset on the CRM side. It also creates a new CRM installed asset row based on the values from the FMS row.

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## Understanding Hardware Asset Information Mapping and Reconciliation

This section discusses:

- Product mapping for hardware assets.
- Reconciling asset information and defaults.

### Product Mapping for Hardware Assets

The CRM Installed Product table requires a product ID for every installed asset. This enables users to see the kind of asset that is being referred to in the system. Since neither the product ID nor inventory item ID are required for entries in the FMS asset table, it is important that the CRM-installed product table entries are assigned a product ID based on the following options:

- If the FMS asset table entry has an entry for the product ID, the system uses it to check the corresponding inventory item ID.

If more than one inventory item ID is found, the system uses the first inventory item ID when creating the CRM installed product entry.

- If the FMS asset table entry has no entry for the inventory item ID, the product ID is assigned to the CRM installed product entry based on a mapping table that is defined at setup (installation) by the user to map certain fields from the FMS system to the equivalent product ID's that you set up on the CRM system.

To go to this page, click Set Up CRM , Common Objects, Integration Rules, Integration Defaults, Asset Product Mapping. The search page enables the user to open the page for the desired setID value of the Product table to which the user is mapping entries.

This system was designed to create a distinct product that will be mapped to each combination of asset subtype, manufacturer, and model that is expected to be present in the list of assets that is returned from FMS, including the discovery process that is run on FMS. The system allows a product to be associated with each type of asset. When receiving information about a new asset from FMS, CRM checks the mapping table to see if a match exists on non-null values for the asset subtype, manufacturer, and model fields.

If a match exists, the system uses the corresponding product from the mapping table to create the new installed asset in CRM. If no match is found on the three fields, a match is attempted on the asset subtype and manufacturer. If a match is found, the corresponding product ID is used. If no match is found on these two fields, a match is attempted only on asset subtype. If no match is found on this field, a match is attempted just on blank values for asset subtype, manufacturer, and model. This type of row corresponds to a default product ID.

---

**Note:** A SaveEdit error on the mapping page requires a value for manufacturer if a value for model is present on that row. In addition, this SaveEdit error requires that the user enter a single default value specifying a product that should be used when no other match applies. This entry ensures that we can always map a product to any entry that comes from FMS.

---

As mentioned previously, you could set up your system so that the assets sent from FMS (asset type of IT-Hardware) have values for asset subtype, manufacturer, and model, and ensure that each of these combinations is mapped to a distinct product on the mapping page. This setup would involve setting up the appropriate asset subtypes and profiles on the FMS side and the appropriate products and product mapping setup page on the CRM side. Providing a default product ID as described previously ensures that a product ID can always be found for use in the CRM installed product table. This default is required since the CRM installed product table requires a product ID value for each of its entries.

---

**Note:** Before adding data to the Product Mapping page, you must run the Manufacturer\_Fullsync and Copy\_AM\_Subtype full synchronizations.

---

## Reconciling Asset Information and Defaults

If the system cannot determine if the asset is the same on both the CRM and FMS databases, use the Asset Reconciliation page to reconcile or add asset information.

The system checks the mapping table first to determine the product ID since a default product ID should always exist for use in the mapping table even when no matches occur on the asset subtype, manufacturer, and model data. If no mapping table entry is found, the system derives the product ID from the item ID, which means that the item ID would be used only in cases when no mapping table exists for the setID. Not having a mapping table for the setID, however, would constitute an erroneous data setup.



## Defining Creation and Update Rules for Installed Products

To define creation and updates rules for installed products, use the Product Installation (PROD\_INSTALLATION) component.

### Pages Used to Define Creation and Update Rules for Installed Products

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Installed Product Defaults Page</u>	RF_INSTPRD_DFLT	Specify default rule sets that determine how system transactions create and update installed products. On the Product Definition - Installed Product page, you can click a button to populate the appropriate default rule set and modify the rules for specific products, as necessary.
<u>Product Definition - Installed Product Page</u>	PROD_INSTALL	Specify rule sets that determine how system transactions create and update installed products for specified products.

### Installed Product Defaults Page

Use the Installed Product Defaults page (RF\_INSTPRD\_DFLT) to specify default rule sets that determine how system transactions create and update installed products.

On the Product Definition - Installed Product page, you can click a button to populate the appropriate default rule set and modify the rules for specific products, as necessary.

#### Navigation

Set Up CRM, Install, Product Options, Installed Product Defaults

**Image: Installed Product Defaults page (1 of 2)**

This example illustrates the fields and controls on the Installed Product Defaults page (1 of 2).

**Image: Installed Product Defaults page (2 of 2)**

This example illustrates the fields and controls on the Installed Product Defaults page (2 of 2).

**Products Which Require a Service Order for Installation****Order Capture**

If you want the system to create installed products when an order for the product is saved in PeopleSoft Order Capture or Order Capture Self Service, select the Create Installed Product check box and then select an initial status of *Pending*, *Installed*, or *Shipped* for the installed product.

**Shipping Notification (ASN)**

If you want the system to create installed products when an ASN message for the order is received, select the Create Installed Product check box and then select the initial status of the installed product.

If the system should update existing installed products when an ASN message for the order is received, select the Update Installed Product check box and select the new status of the installed product.

You can select both check boxes with appropriate statuses to enable the rule sets for creating and updating installed products.

---

**Note:** For products that require a service order for installation, you cannot define rules that enable the installed product status to be set to *Installed* when an order is captured or an ASN is received.

---

**Manage Material**

If you want the system to create installed products when material usage and removal is recorded using the Order Materials component in PeopleSoft Integrated FieldService, select the Create Installed Product check box and then select the initial status of the installed product.

If the system should update existing installed products when material usage and removal is recorded using the Order Materials component, select the Update Installed Product check box and then select the new status of the installed product.

You can select both check boxes with appropriate statuses to enable the rule sets for creating and updating installed products.

**Products Which Do Not Require a Service Order for Installation****Order Capture**

If the product does not require a service order for installation, and the installed product is created when an order for the product is saved in PeopleSoft Order Capture or Order Capture Self Service, select the Create Installed Product check box and then select an initial status. PeopleSoft suggests that you set the initial status to *Pending*.

**Shipping Notification (ASN)**

If the system receives a subsequent ASN message for a product does not require a service order for installation, select the Create Installed Product check box and then select the initial status of *Installed*.

If the system should update existing installed products when an ASN message for the order is received for a product that does not require a service order for installation, select the Update Installed Product check box and then select a new status. PeopleSoft suggests that you set the new status to *Installed*.

You can select both check boxes with appropriate statuses to enable the rule sets for creating and updating installed products.

---

**Note:** If a product does not require a service order for installation and a rule has been established for ASN receipt that sets the status to a value other than *Installed*, you must manually set the status of the installed product to *Installed* when appropriate.

You may want to set up rules that require manual intervention for business processes that require an action or response from a customer.

For example, suppose that you ship a product that requires some type of installation, such as setting up a personal computer, that the customer performs. When the customer completes the installation process, he or she can contact you to update the record.

---

### Manage Material

If the product does not require a service order when material usage and removal is recorded using the Order Materials component in PeopleSoft Integrated FieldService, select the Create Installed Product check box and then select the initial status of *Installed*.

If the system should update existing installed products when material usage and removal is recorded using the Order Materials component in PeopleSoft Integrated FieldService for a product that does not require a service order for installation, select the Update Installed Product check box and then select a new status. You should set the new status to *Installed*.

## Product Definition - Installed Product Page

Use the Product Definition - Installed Product page (PROD\_INSTALL) to specify rule sets that determine how system transactions create and update installed products for specified products.

### Navigation

Products CRM, Product Definition, Installed Product

Image: Product Definition - Installed Product page (1 of 2)

This example illustrates the fields and controls on the Product Definition - Installed Product page (1 of 2).

Save

Refresh

Product Men's Long Sleeve Bike Jersey

Product ID 10000

Product Type Standard

SetID SHARE

Definition

External Description

Attributes

Attachments

Installed Product

Product Groups

Images

Branch Scripts

Regions

Installed Product Options

☐ Track as Installed Product

Product Installation Settings

☐ Site Required

Order Capture

☐ Create Installed Product

Initial Status

Advance Shipping Notification

☐ Create Installed Product

Initial Status

☐ Update Installed Product

New Status

Manage Material

☐ Create Installed Product

Initial Status



☐ Update Installed Product

New Status

Apply Defaults

Image: Product Definition - Installed Product page (2 of 2)

This example illustrates the fields and controls on the Product Definition - Installed Product page (2 of 2).

Registration Fields				Personalize   Find    		First 1-4 of 4 Last	
Name	Field	Modifiable					
Comments	COMMENTS254	<input checked="" type="checkbox"/>				<div>+ -</div>	
Purchased From	DISTRIBUTOR_ID	<input checked="" type="checkbox"/>				<div>+ -</div>	
Purchase Date	INSTALLED_DATE	<input type="checkbox"/>				<div>+ -</div>	
Date Registered	REGISTERED_DATE	<input type="checkbox"/>				<div>+ -</div>	

- Track as Installed Product

Select to enable installed products to be created automatically for the product.
- Product Installation Settings

Service Order Required

Select if a service order must be created for product installation.

Install Service ID

Select the ID of the service that would be used to install the product. Define services using the Services component under Set Up CRM, Product Related, FieldService.

Note:

If a site is required for the service you selected, the system automatically selects the Site Required check box. Also, if the same service is used to remove the product, the system automatically fills in the Uninstall Service ID field with the name of the service.
- Site Required

Select to require a customer site on orders that are created for the product in PeopleSoft Order Capture or Order Capture Self Service. If selected, users must select a site address for the

install address on the Entry Form - Shipping page before they can save the order.

### **Uninstall Service ID**

Select the ID of the service that would be used to remove the product. Define services using the Services component under Set Up CRM, Product Related, FieldService.

### **Un-Install Service Order**

Select if a service order is required to remove the product.

### **Apply Defaults**

Click to populate the appropriate default rules that determine how system transactions create and update installed products. The system returns one of two default rule sets depending on whether the Service Order Required check box is selected. You can modify these rules as necessary for the specific product.

Default creation and update rules for installed products are defined on the Installed Product Defaults page under Set Up CRM, Install, Product Options.

---

**Note:** The fields in the Order Capture, Shipping Notification (ASN), and Manage Material group boxes are the same as those on the Installed Product Defaults page.

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See [Defining Creation and Update Rules for Installed Products](#).

## **Registration Fields**

Use the Registration Fields group box to define which of the installed product fields appear for users on the Product Registration - Product Registration Details page, where they register products.

The system populates this area with the default values that you define on the Product Registration Setup page. You can modify this registration field list as needed. The selection that you make on the Product Definition - Installed Product page is specific to the associated product only.

See "Product Registration Setup Page" (PeopleSoft CRM 9.2: Application Fundamentals ).

## **Related Links**

"Order - Entry Form Page or Quote - Entry Form Page" (PeopleSoft CRM 9.2: Order Capture Applications)

---

## **Configuring Installed Product Display Options**

To configure installed products, use the Installed Product Configuration (RF\_IPRD\_CONFIG) and Installed Product Statuses (RF\_IPRD\_CFG\_STAT) components.

## **Pages Used to Configure Installed Product Display Options**

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Installed Product Status Options Page</a>	RF_IPRD_CFG_STAT	Enter installed product status options.

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Configuration Options Page</a>	RF_IPRD_CONFIG	Specify, by setID, display templates to be used for installed product types.
<a href="#">Define Status Translates Page</a>	RF_IPRD_CONFIG_ST	Define status translate values for installed products.

## Installed Product Status Options Page

Use the Installed Product Status Options page (RF\_IPRD\_CFG\_STAT) to enter installed product status options.

### Navigation

Set Up CRM, Common Definitions, Installed Product, Installed Product Statuses, Installed Product Status Options

### Image: Installed Product Status Options page

This example illustrates the fields and controls on the Installed Product Status Options page.

The screenshot shows the 'Installed Product Status Options' page. At the top, there is a header bar with the title 'Installed Product Statuses' and navigation links: 'Personalize', 'Find', 'View All', and a grid icon. On the right, it says 'First 1-10 of 26 Last'. Below the header is a table with three columns: '\*Field Value', 'Translate Long Name', and 'Translate Short Name'. The table contains ten rows of status translates, each with a trash icon in the rightmost column.

*Field Value	Translate Long Name	Translate Short Name	
CAN	Cancelled	Cancelled	
DEF	Defective	Defective	
DIS	Disconnected	Disconnect	
INS	Installed	Installed	
INSV	In Service	In Service	
INT	In-Transit Return	In-Transit	
INV	In Inventory	Inventory	
IR	In Repair	In Repair	
OFL	Off Line	Off Line	
OTSV	Out of Service	Out Servic	

Enter the code, long description, and short description for the statuses that you want to use for the installed products that you use in your business environment. Users and implementers can select these values from many pages within CRM, including the Define Status Translates page that is documented in this section.

## Configuration Options Page

Use the Configuration Options page (RF\_IPRD\_CONFIG) to specify, by setID, display templates to be used for installed product types.

## Navigation

Set Up CRM, Common Definitions, Installed Product, Configuration Options, Configuration Options

### Image: Configuration Options page

This example illustrates the fields and controls on the Configuration Options page.

For each setID that uses installed products, you must associate each of the installed product types being used with a display template to determine how their records should be presented. A system message appears if an installed product record is opened but then its type is not associated with a display template.

Specify a display template family before selecting a display template for each installed product type.

## Define Status Translates Page

Use the Define Status Translates page (RF\_IPRD\_CONFIG\_ST) to define status translate values for installed products.

## Navigation

Set Up CRM, Common Definitions, Installed Product, Configuration Options, Define Status Translates

### Image: Define Status Translates page (1 of 2)

This example illustrates the fields and controls on the Define Status Translates page (1 of 2).

Field Value	Translate Long Name	Translate Short Name
CAN	Cancelled	Cancelled
DEF	Defective	Defective
DIS	Disconnected	Disconnect
INS	Installed	Installed
INT	In-Transit Return	In-Transit
INV	In Inventory	Inventory
IR	In Repair	In Repair



### Image: Define Status Translates page (2 of 2)

This example illustrates the fields and controls on the Define Status Translates page (2 of 2).

Asset Status Translates				Personalize   Find   View All		First	1-4 of 4	Last
Field Value		Translate Long Name		Translate Short Name				
INS		Installed		Installed				
PND		Pending		Pending				
SHP		Shipped		Shipped				
UNI		Uninstalled		Uninstall				

**Note:** Status code values are defined on the Installed Product Status Options page, under Set Up CRM, Common Definitions, Installed Product, Installed Product Statuses, Installed Product Status Options.

Use this page to define translate values for installed products and installed assets. Enter the field value for each type of product that you are using and then enter a long and short translate name.

Based upon the type of product you are installing, the system displays the values that you enter in the Translate Long Name field in the drop-down list box for the Status field on the Installed Product page.

**Note:** If you do not have PeopleSoft HelpDesk installed, the system does not display the Asset Status Translates group box.

**Warning!** If you are defining a new set of status translates, the following values should always be used in addition to any optional statuses that you want to add: *INS* (Installed), *UNI* (Uninstalled), *SHP* (Shipped), and *PND* (Pending). These statuses are hard-coded throughout the system for certain scenarios.

## Setting Up Trees for Installed Products

To set up trees for installed products, use the Installed Product Tree Setup (RF\_IPRD\_TREE\_DEFN) component.

### Pages Used to Set Up Trees for Installed Products

Page Name	Definition Name	Usage
<u>General Options Page</u>	RF_IPRD_TREE_DEFN	Define the tree configuration (images to display in the tree, image size, page size, and date filter).
<u>Define Nodes Page</u>	RF_IPRD_TREE_NODE	Define the parent and child relationship of the tree nodes.
<u>Test Tree Page</u>	RF_IPRD_TREE_TEST	Test the 360-Degree View tree to ensure that you configured it correctly.

# General Options Page

Use the General Options page (RF\_IPRD\_TREE\_DEFN) to define the tree configuration (images to display in the tree, image size, page size, and date filter).

## Navigation

Set Up CRM, Common Definitions, Installed Product, Set Up Tree, General Options

## Image: General Options page

This example illustrates the fields and controls on the General Options page.

General OptionsDefine NodesTest Tree

Tree Discription

Tree Name

CORETREE

Market

Global

\*Description

Core Tree

☒ Default

General Tree Options

\*Expanded Image

PT\_TREE\_EXPANDED

\*Collapsed Image

PT\_TREE\_COLLAPSED

\*End Node Image

PT\_TREE\_END\_NODE

\*Leaf Image Name

PT\_TREE\_LEAF

\*Image Height

12

\*Image Width

15

Page Size

Display Levels

\*Indent Pixels

20

Runtime Search Options

☒ Show Site Criteria

☒ Show Product Statuses

☐ Show Department Criteria

☐ Show Asset Statuses

Audit History

- Tree Name

Displays the name for the tree for the installed product that you entered on the Add page.
- Description

Enter a description of the tree you are adding.
- Market

Select the market that will use the tree.
- Default

Select to set this tree as the default tree that appears for this market on the Installed Product Hierarchy page if multiple trees exist.

## General Tree Options

Use the fields in this group box to configure how the tree will look on the Installed Product Hierarchy page.

- Expanded Image, Collapsed Image, End Node Image, and Leaf Image Name

Enter the images that you want the system to display on the tree. A representation of the image appears to the right of the field. The defaults are:
  - Expanded Image: *PT\_TREE\_EXPANDED*
  - Collapsed Image: *PT\_TREE\_COLLAPSED*

- End Node Image: *PT\_TREE\_END\_NODE*
- Leaf Image Name: *PT\_TREE\_LEAF*

**Image Height and Image Width**

Enter the size of the image that you want to appear on the tree. The default size is 12 by 15.

**Page Size**

Enter the page size for the tree. This is the size of the HTML area where the tree is displayed on the Installed Product Hierarchy page. To show the entire tree, enter zero (0).

**Display Levels**

Enter the maximum number of levels to display on the tree at any given time. To show all levels, enter zero (0).

**Indent Pixels**

Enter the number of pixels to indent each node. The recommended value is 20.

**Runtime Search Options**

When a user accesses the Installed Product Hierarchy page, the system displays the Product Name and Installed Product ID fields. To add additional search options to the page, select one or more of the check boxes that appear in this group box.

If you do not select any of the status check boxes, then the system hides the All and Single Status options and status drop-down list boxes. If you select one or more status check boxes, the system combines the statuses when it prompts the user for a value.

---

**Note:** The system does not display the Show Department Criteria and Show Asset Statuses check boxes unless you have PeopleSoft HelpDesk installed.

---

**Define Nodes Page**

Use the Define Nodes page (RF\_IPRD\_TREE\_NODE) to define the parent and child relationship of the tree nodes.

**Navigation**

Set Up CRM, Common Definitions, Installed Product, Set Up Tree, Define Nodes

## Image: Define Nodes page

This example illustrates the fields and controls on the Define Nodes page.

The screenshot shows the 'Define Nodes' page. At the top, there are tabs for 'General Options', 'Define Nodes', and 'Test Tree'. The 'Define Nodes' tab is active. Below the tabs, there are fields for 'Tree Name' (CORETREE), 'Description' (Core Tree), and 'Market' (Global). The main section is 'Node Setup', which includes a dropdown for '\*Tree Node' (Customer) and a dropdown for '\*Status' (Active). Below this is the 'Node Parameters' section, which contains a 'Fields to Display' table. The table has columns for '\*Sequence', 'Field Name', 'Display', 'Display Length', 'Display Field As', 'Order By', and 'Order Sequence'. The table lists three fields: 'Customer Name' (Sequence 1, Display Length 30, Display Field As Node Name, Order By Ascending), 'Setid' (Sequence 2, Display Length 5, Display Field As Node Description, Order By), and 'Customer ID' (Sequence 3, Display Length 15, Display Field As Node Description, Order By). Below the table, there are fields for '\*Display' (50) and '\*Fetch' (50), and an 'Expand' checkbox.

This page enables you to establish nodes for customer, site, contact, department, employee, and installed product and children.

## Node Setup

### Tree Node

Select the type of node that you want to add to the tree. The system displays a list of fields associated with the node type in the Node Parameters - Fields to Display group box.

- *Customer:* The system displays the Customer Name (default), Customer ID, and SetID fields.
- *Department:* The system displays the Description (default), Department ID, and SetID fields.
- *Employee:* The system displays the Employee Name (default) and Employee ID fields.
- *Site:* The system displays the Site Name (default), Site ID, and Address fields.
- *Installed Product and Children:* The system displays the Installed Product ID (default), Product Description (default), Status, Serial ID, and Asset Tag fields. This node is a required node. When adding a new tree definition, the system automatically adds this node.

---

**Note:** If a single installed product has multiple statuses, then the system displays *Multiple* on the tree.

---

---

**Note:** If PeopleSoft HelpDesk is not installed, then the system does not display the *Department* and *Employee* nodes in the Tree Node drop-down list. Also, if you establish nodes for *Customer* or *Site*, then the system does not permit you to establish nodes for either the *Department* or *Employee* nodes and vice versa.

---

**Status**

Select the tree node status; either *Active* or *Inactive*. For the node to appear on the tree, the status must be *Active*.

**Node Parameters - Fields to Display**

Use the fields in this group box to indicate how you want the fields to display for the node you selected.

**Sequence**

Enter a number to indicate the order in which you want the fields to appear on the tree.

**Display**

Select this check box for all the fields that you want the system to display for the node.

**Display Length**

The system displays the number of characters that it can display for the field. The system can connect in a series one or more fields on any of the Display Field As options. Each option, however, has a maximum concatenated display length. For *Node Name*, the maximum is 30 characters. For *Node Description*, the maximum is 40 characters. For *Mouseover Text*, the maximum is 100 characters.

**Display Field As**

Select an option to indicate how you want the system to display the field name. You can choose either *Node Name*, *Node Description*, or *Mouseover Text*. If you select *Mouseover Text*, the system displays the name of the field when a user moves their mouse over the node image whether it is a collapsed, expanded, or leaf image.

---

**Note:** Nodes always display text as < Node Name> – <Node Description>. Thus, all Node Name fields should be sequenced before entering node descriptions. The system forces you to enter it in this sequence if you make a mistake.

---

**Order By and Order Sequence**

Select this check box if you want the system to order the nodes in the tree in either ascending or descending order. If you select the Order By check box for a field, then you must select either *Ascending* or *Descending* from the Order Sequence drop-down list box. The sequence number determines the order in which the system orders the fields if you select the Order By check box for multiple fields.

## Maximum Number of Rows To

### Display and Fetch

Enter the maximum number of rows to display under the expanded node in the Installed Product Hierarchy. Then enter the maximum number of rows to fetch, or retrieve, from the database when the user clicks View All on the tree node.

---

**Note:** If you leave this field blank, the system retrieves 1000 rows. For the Installed Product and Children node, this value applies to the number of installed product records matching the search criteria, not the total installed product records in the entire family.

---

### Expand

Select this check box if you want the system to automatically expand the node when a user accesses the tree. For all nodes other than the Installed Product and Children node, the system loads all parents and children despite the setting of this flag.

The system either collapses or expands each node as necessary based on the setting of this flag before display. For the Installed product and child nodes, however, the system loads the children upon demand if you do not select this check box for the node.

## Test Tree Page

Use the Test Tree page (RF\_IPRD\_TREE\_TEST) to test the 360-Degree View tree to ensure that you configured it correctly.

### Navigation

Set Up CRM, Common Definitions, Installed Product, Set Up Tree, Test Tree

## Image: Test Tree page

This example illustrates the fields and controls on the Test Tree page.

The screenshot shows the 'Test Tree' page with the following details:

- Tabs:** General Options, Define Nodes, Test Tree (selected).
- Form Fields:**
  - Tree Name:** CORETREE
  - Market:** Global
  - Description:** Core Tree
- Test Filters:**
  - SetID:** CRM01
  - Customer:** MMA Property Management Group
  - Site:** (empty)
  - Account Number:** (empty)
  - Department:** (empty)
  - Employee:** (empty)
- Buttons:** Test Tree
- Tree View:**
  - Expand All | Collapse All
  - MMA Property Management Group - CRM01 301
    - Minneapolis - 478
      - INS0000001 - 18000 BTU Room Air (Grey)
      - INS0000012 - 26.7 cu. Ft. Refrigerator w/Fc
      - INS0000013 - 24 in. Dishwasher 5 Cycles (St
    - Redwood Falls - 479
      - INS0000002 - 26.7 cu. Ft. Refrigerator w/Fc
    - Roseville - 480
      - INS0000003 - 26.7 cu. Ft. Refrigerator w/Fc
      - INS0300001 - 22.8 cu. Ft. Chest Freezer Man

1. Enter data into at least two of the fields in the Test Filters group box (at a minimum, one field must be SetID).
2. Click the Test Tree button.

The system verifies the tree configuration and displays that particular tree based on the criteria you entered. This is how the tree will appear on the Installed Product Hierarchy page.

## Copying Trees

This section discusses how to copy a tree.

### Page Used to Copy a Tree

Page Name	Definition Name	Usage
<a href="#">Copy Tree As Page</a>	RF_IPRD_TREE_COPY	Copy an existing installed product tree setup to a new one.

## Copy Tree As Page


Use the Copy Tree As page (RF\_IPRD\_TREE\_COPY) to copy an existing installed product tree setup to a new one.

### Navigation

Set Up CRM, Common Definitions, Installed Product, Copy Tree, Copy Tree As

### Image: Copy Tree As page

This example illustrates the fields and controls on the Copy Tree As page.



To copy an existing tree, select a tree from the Copy Tree search page and then enter the name of the new tree in the New Tree Name field. Click Save.

**Note:** If the *Copy From* tree was the default tree for the market, then the system will not select the default flag for the new tree.

## Configuring Roles

To configure roles for installed products, use the Installed Product Tree Roles (RF\_IPRD\_TREE\_ROLE) component.

This section discusses how to configure roles for installed products.

## Page Used to Configure Roles

Page Name	Definition Name	Usage
<a href="#">Configure Role Page</a>	RF_IPRD_TREE_ROLE	Assign and prioritize installed product tree setups to a role.

## Configure Role Page

Use the Configure Role page (RF\_IPRD\_TREE\_ROLE) to assign and prioritize installed product tree setups to a role.

### Navigation

Set Up CRM, Common Definitions, Installed Product, Configure Roles, Configure Role



## Image: Configure Role page

This example illustrates the fields and controls on the Configure Role page.

**Configure Role**

Select the tree configuration(s) desired for this role and assign a priority Sequence Number and Status for each relationship to be used by the system when determining which tree configuration to load. The lower the sequence number, the higher the priority. When loading the tree configuration, the system will use the highest priority tree configuration across all of the user's roles where the relationship below has a status of Active.

**Role Name** HRHD Level One Agent

*Tree Name	*Sequence Number	*Status
HRHDTREE	1	Active

Use this page to associate a given role with a tree configuration. The system uses this information to determine which tree configuration to display when a user accesses the Installed Product Hierarchy page.

Enter a sequence number for the tree so the system knows what tree to display when the user has multiple roles. You can also use the Status field to activate and inactivate trees as needed.

These are the steps that the system follows when selecting a tree configuration to load:

1. Select the tree associated with the user's role as specified on the Configure Role page.  
If the user has multiple roles defined, the system selects the tree having the lowest sequence number across all user roles that is also active. If multiple roles have the same sequence number, or if none are found, the system skips ahead to Step 2.
2. Select the tree associated with the user's market that has the default flag selected.  
If market is not assigned to the user's preferences or if no default tree is associated with the user's market, the system skips ahead to Step 3.
3. Select the tree associated with the global market that has the default flag selected.  
If none exists, the system skips ahead to Step 4.
4. If no default tree exists for the global market, then the system creates a skeleton tree consisting of only the installed product and children nodes.

## Setting Up Product Registration

Use the Product Registration page to specify the statuses for installed products and services by setID. You can also use this page to define the installed product fields that appear on the Product Registration Details page and to indicate which fields are modifiable or read-only.

## Related Links

"Setting Up Product Registration" (PeopleSoft CRM 9.2: Application Fundamentals )

## Managing Installed Products

To manage installed products, use the Installed Product (RF\_INST\_PRODUCT) and Order Capture (RO\_CAPTURE) components.

**Note:** In this section, the discussion of the Installed Product component is based on how it appears through system-delivered display templates. The visibility of sections and fields may differ if a modified or different display template is used.

## Pages Used to Manage Installed Products

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Installed Product - Installed Product Page or Installed Assets - Installed Product Page</u>	RF_INST_PRODUCT	Create or update installed products of any given type to track products that are installed at customer sites or issued to internal workers.
Installed Product Address Page	RF_IPRD_ADDR	Add or update addresses for installed products.
<u>Installed Product - Preventive Maintenance Detail Page</u>	RF_INST_PROD_PM	View or update pending preventive maintenance entries, or review the history of preventive maintenance entries for selected installed products.  Preventive maintenance details are only available to installed products that are serial number-controlled or asset tag-controlled.
<u>Installed Product - Attributes Page or Installed Assets - Attributes Page</u>	RB_ATTR_RUN_IPROD	Capture installed product data that is specific to business or industry requirements.
<u>Installed Product - History Page or Installed Assets - History Page</u>	RF_INST_PROD_HIST	View information about events, audits, cases, and service orders that is associated with the installed product.

## Related Links

"Understanding Future Dated Orders" (PeopleSoft CRM 9.2: Order Capture Applications)

## Installed Product - Installed Product Page or Installed Assets - Installed Product Page

Use the Installed Product - Installed Product page or Installed Assets - Installed Product page (RF\_INST\_PRODUCT) to create or update installed products of any given type to track products that are installed at customer sites or issued to internal workers.

### Navigation

- Installed Products, Installed Product
- HelpDesk, Installed Assets, Installed Product

### Image: Installed Product - Installed Product page (1 of 2)

This example illustrates the fields and controls on the Installed Product - Installed Product page (1 of 2).

### Image: Installed Product - Installed Product page (2 of 2)

This example illustrates the fields and controls on the Installed Product - Installed Product page (2 of 2).

---

**Note:** Installed products can also be added from 360-Degree View.

---

## Customer Information

Use the fields in this section to record information about the customer.

---

**Note:** This section is labeled Owner Information for installed assets.

---

<b>Customer</b>	<p>Enter the customer who owns or leases the installed product.</p> <p>After a customer is selected successfully, its name appears as a link. Click the Customer link to transfer to the corresponding company or consumer record.</p> <p>A customer can be a company or a consumer, which is created manually using the Company component (Customers CRM, Add Company).</p>
<b>First Name, Last Name, and Contact</b>	<p>Enter the first and last name of a company contact to whom the installed product is given. The system limits the selection of contacts to those that are associated with the selected customer. After a contact is selected successfully, the Contact field appears and replaces the First Name and Last Name fields.</p> <p>Click the Transfer to Contact button to transfer to the corresponding person record.</p> <p>You can add business contacts using the Person component (Customers CRM, Add Person).</p>
<b>Postal</b>	Enter a postal code to refine the customer and contact search.
<b>Site</b>	<p>Enter a site of the customer where the installed product is located.</p> <p>Click the Transfer to Site button to transfer to the corresponding site record.</p> <p>You can add sites for customers using the Company, Consumer, or Site component (Customers CRM, Add Site).</p>
<b>Phone</b>	Displays the phone number of the selected contact.
<b>Location Details</b>	Enter notes about the specific area within the customer's site where the installed product is located.

## Owner Information

This section replaces the Customer Information section if the currently opened installed product is of type *asset*.

<b>Asset Owner</b>	Select the owner of the asset, which can be:
--------------------	--

*Employee*: This is the default value. When selected, an employee must be specified.

*Department*: When selected, an asset department must be specified.

*Location*: When selected, an asset location must be specified.

*None*: When selected, the only value you can optionally specify is asset contact.

An AAF term called *Installed Asset Owner* is created for this field.

---

**Note:** Because the CRM and Financials systems interpret *asset owner* differently, the Asset Owner field in these two systems are not mapped and the data is not published from the CRM to the Financials system.

---

## Employee

Enter a worker for the installed asset. On the Installed Asset page, the system displays workers (employees) who are defined in the CRM system. Set up workers under Workforce, Worker.

If an employee is specified but the selected asset owner is not *Employee*, a system message appears when the installed asset is saved. To correct the error, either reselect the asset owner based on the value that is being specified (employee in this case), or remove the employee value and specify another value that is required by the selected asset owner.

## Asset Department

Enter the department that owns the asset. Choose from a list of active departments that are based on the setID of the installed asset. The system does not automatically default the employee's department as the value of the asset department in add mode.

If an asset department is specified but the selected asset owner is not *Department*, a system message appears when the installed asset is saved. To correct the error, either reselect the asset owner based on the value that is being specified (asset department in this case), or remove the asset department value and specify another value that is required by the selected asset owner.

## Asset Location

Enter the location where the asset resides. Choose from a list of active locations that are based on the setID of the installed asset. The system does not automatically default the employee's location as the value of the asset department in add mode.

If an asset location is specified but the selected asset owner is not *Location*, a system message appears when the installed asset is saved. To correct the error, either reselect the asset owner based on the value that is being specified (asset location in this

case), or remove the asset location value and specify another value that is required by the selected asset owner.

### Asset Contact

Enter the employee to which the asset is assigned. Choose from a list of active employees that are based on the setID of the installed asset. The system does not automatically default the employee of the installed asset as the value of the asset contact in add mode.

If an asset contact is specified but the selected asset owner is not *None*, a system message appears when the installed asset is saved. To correct the error, either select *None* as the new asset owner, or specify another value that is required by the selected asset owner.

An AAF term called *BO ID of Asset Contact* is created for this field.

### Department and Location

Displays the department and location of the employee selected for the installed asset.

## Status

### Status

Select the current status of the installed product. Available values are configured on the Define Status Translates page which is keyed by setID and are different by installed product type. The status of an installed product can be set manually (if the installed product is created manually) or automatically (if the installed product is generated by the system as a result of a business process).

---

**Note:** The system uses the Active Analytics Framework (AAF) to cascade the status and reason code of the parent installed product to its child installed products if the installed product status was not empty and the installed product status has changed. The parent status is cascaded only to those children whose status is equal to the original parent status. This policy is called *Installed Product Cascade Status* and is delivered for the *COM01* setID as an active policy.

---

See [Define Status Translates Page](#).

### Quantity

Enter the quantity (in the standard unit of measure) of the installed product in the indicated status. If the item is serial-controlled, the quantity is set to 1 by default.

You must enter a nonzero value for each row of status before saving the installed product. Multiple rows appear for partial shipments of an installed product order to indicate the status for each quantity.

You can add rows manually as necessary to indicate the quantity of an installed product in repair, uninstalled, and so forth.

**UOM** (unit of measure)

Indicates the unit of measure being used for the quantity. For example, package, each, pallets, and so on.

See "Modifying Industry-Specific Translate Values" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

## Product Information

Use the fields in this group box to enter product information.

For installed assets, this section is labeled Asset Information.

---

**Note:** Depending on the installed product type, some of the fields in this section are hidden because they do not apply. For example, the Asset Tag field is not visible in installed products because the field is specific only to installed assets.

---

**Product Group**

(Optional) Select a product group to refine the list of products available for selection. This field lists all the product groups of all types that are associated with the setID of the installed product.

If you select a product for the installed product and that product happens to belong to only one product group, the system automatically populates that product group value in this field.

Product groups are effective dated in installed product records. It means that if you open an installed product created some time ago and the product group that it references is no longer active, the value is not displayed. However, if you search for installed products by product group on the search page, product groups are not effective dated.

---

**Note:** If multiple product groups have the same name and description but different types, then only one instance of this product group appears as an available value (the description appears). And if you select this product group, the system makes all products that are associated with all product groups using this name available for selection.

Similarly, suppose that multiple product groups have the same name (for example, dishwasher) but different descriptions (for example, DW-Acct and DW-Gen) and types (for example, Acct and General). In this example, if you select one of the two product groups, which have different descriptions but share the same product group code, PeopleTools picks the first available entry in the product group base table (PROD\_GROUP\_TBL) and displays the value, and in this case it is DW-Acct. Therefore, if you select the DW-Gen product group, the system overrides your selection to DW-Acct because DW-Acct comes before DW-Gen alphabetically in the product group base table.

---

An AAF term called *Product Group* is created for this field.

### View Configuration

Click to access the [Installed Product Hierarchy Page](#) to view the configuration of the associated product. This link is available only to installed products for product packages.

### Item ID

Enter the ID of the item that is installed at the customer site. Establish items using the Item Master EIP or the Item Definition component.

### Serial ID

Enter the serial number if the item is serial-controlled.

### Install Type

Select the reason why the product was installed at the customer site (for informational purposes only). Values are *Beta*, *Demo*, *Evaluation*, *Loan*, and *Sold*.

### Date Installed

Enter date of installation if you are creating or updating installed products or installed assets manually.

The system populates this field, as applicable for the given transaction, when it creates or updates installed products or installed assets.

Access the More tab.

### Parent Product

Enter another installed product to define as the parent of this installed product. View parent, child, and sibling relationships between installed products on the Installed Product Hierarchy page.

---

**Note:** When Asset Management integration is enabled, select an installed product of type *IT Hardware* as the parent product. However, only those products that are synchronized between CRM and Financials application are available for selection.

---

### Manufacturer

Select the manufacturer of the product. You set up manufacturers on the Manufacturers page (Set Up CRM, Common Definitions, Manufacturers).

### Price Per Unit

Displays the price of the product per unit if such value is available.

### Date Ordered, Date Shipped, and Date Registered

Enter dates if you are creating or updating installed products or installed assets manually. The system populates these fields, as applicable for the given transaction, when it creates or updates installed products or installed assets.

The Date Registered field does not apply to installed assets.

## Asset Information

The Product Information section is renamed Asset Information for installed assets. In addition to the fields described in the Product Information section, this section also contains fields that pertain to installed assets.



**Asset Tag** Enter the asset tag that is available if the item is issued an internal worker.

These fields appear if the Enable Asset Integration with PeopleSoft Financials option is enabled in the general option of the display template.

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**Note:** These fields (Validated, Asset Type, Asset Subtype and Transfer) must be enabled in the display template in order for them to be shown when the asset integration option is enabled.

---

**Validated** Indicates whether or not the data in the installed asset has been validated. Values are *Yes* and *No*.

**Asset Type** Specify a type for the installed asset.

**Asset Subtype** Specify a subtype for the installed asset. Available values are filtered by the selected asset type.

## Registration

**Date Registered** Enter the date when the product is registered and the installed product is created or updated. If this installed product is registered using the Product Registration component, this field displays the date when the registration is submitted.

## Warranty Information

Only one warranty can be associated with an installed product.

**Warranty Name** Enter the warranty that is associated with the item. Click the Transfer to Warranty button to access the component you use to define warranties.

**Status** Select the current status of the warranty for the installed product, either *Active* or *Inactive*. For entitlement searches from cases or service orders that reference an installed product, the system first checks for an active warranty that is valid for the current date.

**Start Date and End Date** Enter the dates when the warranty period begins and ends for the installed product. The system populates start date automatically using the install, ship, or order date for the installed product, depending on the start date option that the warranty definition specifies. The default end date is based on the length that the associated warranty definition specifies.

## Purchase Information

**Purchase Order** Enter the customer's purchase order number for the installed product.

<b>Authorization Code</b>	Enter the authorization code that the credit card company provides, if applicable.
<b>Order ID</b>	Enter the order identification number for the installed product.
<b>External Order ID</b>	Enter the customer's order identification number for the installed product, if it exists.
<b>Purchased From</b>	Enter the name of the customer the installed product is purchased from.
<b>Purchased From Contact</b>	Enter the name of the contact the installed product is purchased from.
<b>Ownership</b>	Select whether the customer owns the installed product or possesses it under the terms of a lease or rental agreement.
<b>Sales Representative</b>	Enter the name of the sales representative who is associated with the order for the installed product. If your installation includes PeopleSoft Sales, the system prompt for this field lists the people who are defined as sales force representatives in the system.

## Operating System

The fields in this group box are relevant to installed computers, computer software, and computer accessories, and are for information purposes only. Enter or select the information from the fields that appear in this group box.

## Related Links

"Service Order Toolbar Functions" (PeopleSoft CRM 9.2: Integrated FieldService)

## Installed Product - Preventive Maintenance Detail Page

Use the Installed Product - Preventive Maintenance Detail page (RF\_INST\_PROD\_PM) to view or update pending preventive maintenance entries, or review the history of preventive maintenance entries for selected installed products.

## Navigation

Installed Products, Installed Product, Preventive Maintenance Detail

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**Note:** If you are adding a service or asset, the system does not display this page. Preventive maintenance details are only available to installed products that are serial number-controlled or asset tag-controlled.

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### Image: Installed Product - Preventive Maintenance Detail page

This example illustrates the fields and controls on the Installed Product - Preventive Maintenance Detail page.

**Installed Product**

Save | Search | Add Install Product | Next | Previous | 360 360-Degree View | >> | Personalize

SetID CRM01  
 Installed Product ID INS0300001  
 Type Product  
 Product 22.8 cu. Ft. Chest Freezer Man  
 Site Roseville  
 Customer Value Gold ★★★★★

Installed Product | **Preventive Maintenance Detail** | Attributes | History

Pending Preventive Maintenance Service Orders Find | View All | First 1 of 1 Last

\*Agreement Code  \*Renewal Number   
 \*Line Number  Service  
 \*Business Unit  \*Status   
 Start Date  Creation Date   
 Comments

Preventive Maintenance History Personalize | Find | View All | First 1 of 1 Last

Date	Business Unit	Service Order ID	Status	Comments

Use this page to view the preventive maintenance history of the installed product. You can also preview and update information about the upcoming preventive maintenance service using the agreement code, renewal number, line number, business unit, status start date, and creation date.

See "Managing Scheduled Preventive Maintenance" (PeopleSoft CRM 9.2: Integrated FieldService).

### Installed Product - Attributes Page or Installed Assets - Attributes Page

Use the Installed Product - Attributes page (RB\_ATTR\_RUN\_IPROD) to capture installed product data that is specific to business or industry requirements.

#### Navigation

- Installed Product, Attributes
- Installed Assets, Attributes

### Image: Installed Product - Attributes page

This example illustrates the fields and controls on the Installed Product - Attributes page.

**Installed Product**

Save | Search | Add Install Product | Next | Previous | 360 360-Degree View | >> | Personalize

SetID SHARE  
 Installed Product ID 300098  
 Type Product  
 Product Graphics Software  
 Site Pleasanton  
 Customer Value Gold ★★★★★

Installed Product | Preventive Maintenance Detail | **Attributes** | History

Attributes

No valid Attributes found.

Attribute groups and attributes that are associated with the Installed Product component appear on this page if their conditions are evaluated to true.

Depending on the setup, an attribute field can be an edit field or a drop-down list box, which can be set as display-only or available for edit.

An attribute field can be set as hidden from this page on the Object Type Attributes page for the *Installed Product* object type.

Refer to the "Understanding Attributes" (PeopleSoft CRM 9.2: Automation and Configuration Tools) topic for more information on using and setting up attributes in PeopleSoft CRM.

## Installed Product - History Page or Installed Assets - History Page

Use the Installed Product - History page or Installed Assets - History page(RF\_INST\_PROD\_HIST) to view information about events, audits, cases, and service orders that is associated with the installed product.

### Navigation

- Installed Products, History
- Installed Assets, History

### Image: Installed Product - History: Events page

This example illustrates the fields and controls on the Installed Product - History: Events page.

The screenshot displays the 'Installed Product' page with the following details:

- SetID:** SHARE
- Installed Product ID:** 300098
- Type:** Product
- Product:** Graphics Software
- Site:** Pleasanton
- Customer Value:** Gold ★★★★★

The page includes navigation tabs: **Installed Product**, **Preventive Maintenance Detail**, **Attributes**, and **History**. Under the **History** tab, there are sub-tabs: **Events**, **Related Transactions**, **Interactions**, and **Audits**.

The **Event History** section shows a table with the following data:

Policy Name	Details	Date/Time Created	Created By
Installed Product Status Change	Installed Product Status changed from (no prior value) to Installed	01/12/2006 10:18PM	
Installed Product Creation	Installed Product created from Online Transaction	01/12/2006 10:18PM	

### History - Events

Click the Events tab to view events that are associated with the installed product.

The CRM system generates logs for these installed product events (if functionality is enabled) based on the setID in which they occur:

Policy Name	Description
Installed Product Parent Change	Changes in the parent-installed product ID, showing old and new values.
<ul style="list-style-type: none"> <li>• Installed Product Creation</li> <li>• CSS:Installed Product Creation</li> </ul>	Creation of installed products, showing where they were created from.

<b>Policy Name</b>	<b>Description</b>
<ul style="list-style-type: none"> <li>Installed Product Status Change</li> <li>CSS:Installed Product Status Change</li> </ul>	Changes in status, showing the old and new values.
<ul style="list-style-type: none"> <li>Installed Asset Employee Transfer</li> <li>Installed Asset Department Transfer</li> </ul>	Employee and department transfers, including old and new values (for installed products of type <i>asset</i> only).

The event logging functionality is delivered through the AAF and is disabled by default (policies are not activated as delivered). You can create new policies to capture additional event logs based on the delivered ones. Refer to the *PeopleSoft Active Analytics Framework* for detailed documentation on AAF.

See "Understanding AAF" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

## History - Related Transactions

Click the Installed Product - History: Related Transactions page to view the cases and services orders that are associated with the installed product.

### Image: Installed Product - History: Related Transactions page

This example illustrates the fields and controls on the Installed Product - History: Related Transactions page.

The screenshot displays the 'Installed Product' page in a web application. At the top, there's a header with 'Installed Product' and a 'Personalize' link. Below this is a navigation bar with buttons: 'Save', 'Search', 'Add Install Product', 'Next', 'Previous', '360-Degree View', and '>>'. The main content area shows product details: 'SetID: SHARE', 'Installed Product ID: 300098', 'Type: Product', 'Product: Graphics Software', 'Site: Pleasanton', and 'Customer Value: Gold ★★★★★'. There are tabs for 'Installed Product', 'Preventive Maintenance Detail', 'Attributes', and 'History'. Below the tabs are sections for 'Events', 'Related Transactions', 'Interactions', and 'Audits'. The 'Related Transactions' section is active, showing 'Cases' and 'Service Orders' with messages: 'There are no associated cases.' and 'There are no associated service orders.'

This page displays summary information for each related transaction. Click the ID link to transfer to the corresponding transaction record. As delivered, the section for change requests is available only to installed products of type *asset*.

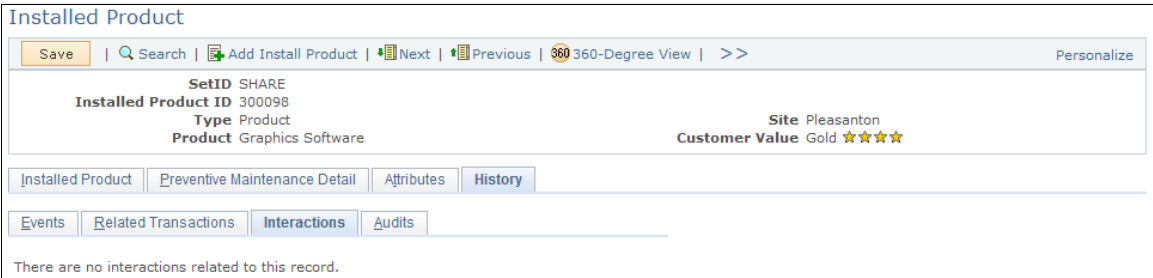
For performance and usability purposes, each section displays a maximum of 10 transactions at a time. If the installed product is associated with more than 300 counts of the same type of transaction, only the first 300 appear.

## History - Interactions

Click the Installed Product - History: Interactions page to view the summary information of all interactions (for example, phone and email correspondence) that have been created for the installed product.

**Image: Installed Product - History: Interactions page**

This example illustrates the fields and controls on the Installed Product - History: Interactions page.



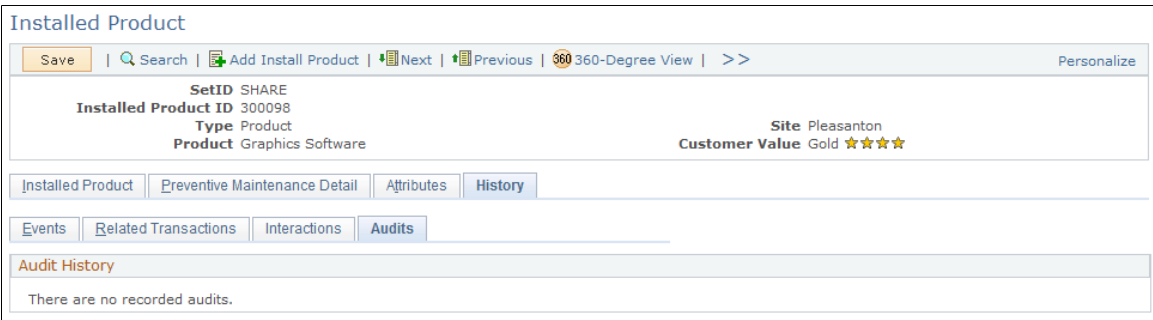
Click the Go To Interaction Detail button to access the Interaction page to view detailed information about the interaction.

**History - Audits**

Click the Installed Product - History: Audits page to display changes to the records and fields that are associated with the installed product.

**Image: Installed Product - History: Audits page**

This example illustrates the fields and controls on the Installed Product - History: Audits page.



The system displays previous and new values for the fields that have changed. The system displays all fields from both the installed product main record as well as the installed product status record.

**Note:** At delivery, auditing is turned off by default. It must be enabled using PeopleSoft Application Designer. The audit record for Installed Product is RF\_INST\_PROD\_AT. This record contains the fields from the records on which auditing must be enabled, if desired: RF\_INST\_PROD (the main installed product record), RF\_INST\_PROD\_ST (the status record), and RF\_INST\_PROD\_PM (the preventive maintenance record).

See "Understanding Audit Information" (PeopleSoft CRM 9.2: Application Fundamentals ).

**Viewing Installed Product Hierarchies**

This section discusses how to view the installed product hierarchy.

## Page Used to View the Installed Product Hierarchy

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Installed Product Hierarchy Page</u>	RF_INSTPROD_VH_SEC	<p>View the installed products that meet the customer or internal worker, site, product, serial number, asset tag, and department criteria that is available on the source page.</p> <p>For the installed products that the system returns, you can also view record status and parent, child, and sibling relationships to other installed products.</p>

### Installed Product Hierarchy Page

Use the Installed Product Hierarchy page (RF\_INSTPROD\_VH\_SEC) to view the installed products that meet the customer or internal worker, site, product, serial number, asset tag, and department criteria that is available on the source page.

For the installed products that the system returns, you can also view record status and parent, child, and sibling relationships to other installed products.

#### Navigation

Click the View Hierarchy button from the Installed Product, Service Order, My Service Order, Support Case, HelpDesk Case, RMA (return material authorization), Site (under Customers CRM), Product Registration Installed Assets, Installed Products (search), Installed Assets (search), Customer 360 Degree View, Worker 360 Degree View, Order Capture Entry, Self-Service Support Case, and Self-Service HelpDesk Case pages.

## Image: Installed Product Hierarchy page

This example illustrates the fields and controls on the Installed Product Hierarchy page.

The initial display of the installed product hierarchy presents the parent-child relationships of all installed products that belong to a customer identified from the calling component. The hierarchy has a filtering capability that allows you to further refine the display based on installed product ID, product name and site name.

The tree structure shows the Installed Product ID (always), Description (always), Site, and Department fields for each installed product that meets the filter criteria. It only displays these fields (Site, Department, and Account) if they are configured to display when you define the tree setup and department. In addition, these filters are available only if you have PeopleSoft HelpDesk installed. Click the link of an installed product to access the Installed Product page, where you can update information as necessary.

When the tree information requires more space than fits on the page, use the positional links (First, Previous, Next, Last, Left, and Right) at the top of the tree to navigate through the information. Click the folders that appear in the tree to collapse or expand specific sections of the hierarchy.

**Note:** This hierarchy is not available for service orders or cases if they are configured to hide installed product information (through the corresponding service order or call center configuration templates). You can turn on additional runtime filters using the Tree Configuration: Department (if PeopleSoft HelpDesk is installed).

### Filters

Displays the values that are available on the source page that the system used to filter the initial view of the hierarchy.

### All Statuses and Single Status

Select the status of the installed products that should be included in the hierarchical view.



---

**Note:** If you select Single Status, you can also use either the equal to (=) or not equal to (not =) operator to select a status for which you want to search for a product.

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**Refresh**

Click to update the display after specifying alternate status values.

**<installed product number and description>**

Click the link to access the corresponding installed product record.

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## Mapping and Reconciling Asset Information

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**Note:** The Product Mapping for Hardware Assets and Asset Reconciliation pages are only relevant for users who are implementing asset integration with FMS.

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### Pages Used to Map and Reconcile Asset Information

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Product Mapping for Hardware Assets Page</a>	RF_PROD_MAP	Associate a match for non-null fields to create a new installed asset on the CRM side.
<a href="#">Asset Reconciliation Page</a>	RF_ASSET_RECON	Display all possible matching CRM entries and provide action buttons to either merge or create new CRM assets.

### Prerequisites

Before you can access your third-party asset management application from within PeopleSoft HelpDesk, you must first:

- Install a third-party asset management application.
- Install the third-party software on the computers that need to be discovered.
- Install the third-party remote control software on the computers that need to be remotely controlled.
- Update the Portal CREF information to point to the correct URL for your environment.

See *PeopleTools: Portal Technology*

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**Note:** Refer to the vendor's documentation or ask your consultant for advice on setting up an integration with PeopleSoft CRM. Refer to the Oracle corporate website (under the Partners section) for a list of oracle-validated integrations and independent software vendors (ISVs).

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### Terms and Definitions

This section discusses common terms used in this topic.

## Terms

These terms are used throughout this document:

<b>Asset</b>	Any technology device, such as a computer, peripheral, or router.
<b>Remote Control</b>	The ability to remotely take control of a computer system.
<b>ITAM</b>	Information Technology Asset Management.

## Enabling Integration to the Asset Repository Module in PeopleSoft Financials

The option for enabling asset integration between PeopleSoft CRM and Financials is available as a general option in display templates that are created for installed assets. As delivered, this option is disabled in the display template delivered for installed assets.

To enable asset integration:

1. Navigate to Set Up CRM, Common Definitions, Component Configuration, Display Templates, Display Template Details. Open a display template for installed assets.

If you want to enable the integration in the delivered display template for installed assets, look it up by the name *CORE\_IP\_ASSET*, which is created using the RC\_HELPDESK display template family code and the RF\_INST\_PRODUCT component.

2. On the Display Template page that appears, click the Installed Product page link. After the page refreshes, click the Show Section Details link at the bottom of the page to expand the section.

This step ensures that all the asset-related fields that will appear as a result of the integration are already enabled for display before the integration is enabled.

3. Scroll to the PRODUCT section, and make sure that these fields are enabled for display: Asset Type, Validated, Asset Subtype, and Transfer. Save the change.
4. Scroll to the beginning of the page. Click the Return link. Click OK to the system message about saving the display template.
5. On the Display Template page, locate a general option called *Asset Integration*. Change its value to *Yes*, and save the change.

See "Display Template Page" (PeopleSoft CRM 9.2: Automation and Configuration Tools).

See *PeopleTools: Integration Broker*

## Running the Initial Data Synchronization

To synchronize all desired asset data between Financials and CRM on a newly implemented system:

1. Use PeopleTools Integration Broker to activate the location, department, and worker messages.
2. In the Financials application, navigate to Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish.
3. Publish using these messages in this order:

- Manufacturer data: MANUFACTURER\_FULLSYNC
- Asset Subtype data: COPY\_AM\_SUBTYPE
- Asset Full Sync data: COPY\_IT\_ASSET

4. Inactivate the FULLSYNC messages and activate the corresponding SYNC messages.

Processing the messages in the order given creates records for these data, in this order:

1. Employee, department, and location data.
2. Manufacturer data and asset subtype data.
3. Financials asset repository data.

Records created in this order ensure that the data is validated.

Synchronizing data in this order ensures that the relevant data referred to in the Financials assets, such as department, employee, and manufacturer, has corresponding entries on the CRM side. Without such corresponding data on the CRM side, the full synchronization might attempt to create a CRM-installed asset for an employee who does not exist in CRM, which would cause an error.

See *PeopleSoft FSCM Maintenance Management*

See *PeopleSoft Application Integration Framework*

See *PeopleSoft Integration Interfaces*

See *PeopleTools: PeopleSoft Integration Broker*

See "Data Integrations" (PeopleSoft CRM 9.2: Business Object Management).

See "Integrating with PeopleSoft Financial Management Services" (PeopleSoft CRM 9.2: Integrated FieldService).

## Product Mapping for Hardware Assets Page

Use the Product Mapping for Hardware Assets page (RF\_PROD\_MAP) to associate a match for non-null fields to create a new installed asset on the CRM side.

### Navigation

Set Up CRM, Common Definitions, Integration Rules, Integration Defaults, Asset Product Mapping, Product Mapping for Hardware Assets

## Image: Product Mapping for Hardware Assets page

This example illustrates the fields and controls on the Product Mapping for Hardware Assets page.

Asset Subtype	Manufacturer ID	Model	*Product ID	Product Description
			USA100	Computer Package
DESKTOP	COMPAQ	Armada M700	ARM100	Compaq Armada M700
DESKTOP	COMPAQ	Compaq Deskpro	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	Compaq Evo D510 CM	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Deskpro	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	Deskpro EN Series	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	EVO D510 CMT	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo D510 SFF	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo N400c	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo N410c	ARM102	Compaq Evo Series

Add Product Mapping Entry

Use this page to map a combination of the three FMS fields (Asset Subtype, Manufacturer, and Model) to a CRM product ID value as part of the asset integration between the two systems.

On all installed product entries, CRM requires a product ID, but FMS does not associate a product ID to its asset entries. The map you create should specify how the CRM system should assign a product ID to each CRM-installed asset entry that is created from FMS asset data.

The Asset Subtype, Manufacturer, and Model fields on this page refer to the identically defined fields from PeopleSoft FMS Asset Management.

**Note:** To capture product asset information from FMS that does not map to the installed product entries in CRM, leave the Asset Subtype, Manufacturer, and Model fields blank in the first row on this page and only enter a Product ID. When no matches are found on asset data in CRM, the system provides the information from FMS to this product ID by default.

## Asset Reconciliation Page

Use the Asset Reconciliation page (RF\_ASSET\_RECON) to display all possible matching CRM entries and provide action buttons to either merge or create new CRM assets.

### Navigation

HelpDesk, Asset Reconciliation, Asset Reconciliation

Select the option associated with the asset that best matches the data that has come over from your FMS database. This information appears in the top portion of the page. Then, click one of the buttons at the bottom of the page to either merge the selected asset or create a new asset.

**Merge Selected Installed Asset**

Click this button if the FMS data matches the asset data on the CRM side and you want to create a CRM-installed asset row based on the values from the selected FMS row.

**Create New Installed Asset**

Click this button if the FMS data does not refer to any asset on the CRM side and you want to create a CRM-installed asset row based on the values from the selected FMS row.

